



Wintringham

SPECIALIST AGED CARE

What's on the front cover?

Phil Jones is an enterprising fisherman. When he fished professionally in the Gulf of Carpentaria, trips lasted as long as two months. He did lots of prawning, worked hard and enjoyed the life.

These days, Phil's work is done. He now lives a relaxed life at Wintringham's Ron Conn in Avondale Heights. He still likes to fish but an afternoon on the banks of the Maribyrnong River poses no threat to the passing river stock!

Phil is pictured with Julie Thompson, Manager of Ron Conn.



President's message

This has been another remarkable year for the little not-for-profit that started so humbly 24 years ago. For most organisations, a year would only be called remarkable when it experienced strong growth, delivered consistently high quality outcomes against its declared mission, whilst improving its financial performance. Wintringham has consistently achieved these outcomes over many years.

Driven by our mission to house and support older people vulnerable to homelessness, 2012-2013 is exceptional because of a number of key events that promise enduring benefits for the people Wintringham was created to assist.

The event of most far-reaching importance was the introduction by the Federal Government of an Aged Care Homeless Supplement. Following the supply of compelling evidence to the Productivity Commission and Senate Committee charged with its overview, the new Living Longer Living Better Aged Care legislation included a Homeless financial supplement critical to redressing the funding shortfall experienced by our client group since the advent of a new funding instrument (ACFI) – seven long years ago. Combined with new Behaviour supplements and a Viability supplement introduced in 2011, all aged care providers like us who effectively forgo the possibility of attracting accommodation bonds and other wealth-based contributions when they choose to look after the aged care needs of impoverished Australians, now know they are working on something more like a level playing field. The supplements constitute an enlightened suite of policy buffers for some of the most vulnerable members of Australian society. Reassuringly, their introduction was backed by all major parties. The role of Bryan Lipmann is securing this excellent outcome must be applauded.

Following a competitive tender by the State Government for the Victorian Homelessness Action Plan, our program – *Regional Outreach for the Elderly Homeless* – was funded for a trial in the regional areas surrounding Geelong, Maryborough and Shepparton. This trial Innovation Action Project (IAP) was recently re-funded until 2015. We have every hope that it will become a state-wide best practice model for effectively addressing the needs of older vulnerable people.

In 2012, Melbourne City Council funded a Wintringham Planned Activity Group (PAG) integrated into the Central City Community Health Service located in the historic Drill Hall near the Victoria Market. The aim of the PAG is to provide meaningful recreation opportunities and support to create lasting pathways for addressing health, housing and legal issues. Through an empowering process people are expanding their skills and connections, making friendships, and feeling more connected with society at large.

Through this, we can hopefully halt them falling into homelessness again. Our PAG has been refunded, such is the success of the lively and meaningful activities staff have run there. What's more, this integrated PAG approach is being increasingly recognised for its successful outcomes. Articles about our PAG and IAP successes can be found later in this booklet.

2013 is also the year in which our history – *The Wintringham Story* – was published. It was written independently of us by a talented writer, Elaine Farrelly. I recommend it highly: it is a well-paced, well-illustrated and entertaining read. You can find where it is available for sale on our website, www.wintringham.org.au.

Another high point was winning the Council to Homeless Persons (CHP) Victoria 2013 Victorian Homelessness Achievement Awards in the category of 'Excellence in ending homelessness – Older people'. We were shortlisted for the FaHCSIA 2013 National Homelessness Services Achievement Awards for Excellence or innovation in addressing homelessness by an organisation, and our Southern region Community Housing and Support Manager, Kelly Jackson, was shortlisted in the HESTA Aged Care Awards 2013 in the Individual Distinction category.

Consistently excellent outcomes are predicated on quality leadership. Bryan Lipmann's stewardship of the company he has led since its inception continues to be outstanding. His expertise is such that he was invited by the world's premier economic forum, the OECD, to join a roundtable on integrated services and housing in Paris in late 2012. Together with his executive team and all staff, Bryan ensures the continued high standing of Wintringham in the community.

As a Board, we maintain a strategic oversight of Wintringham and its subsidiary Wintringham Housing, and we take very seriously our governance obligations in directing and monitoring the performance of the organisation. Nonetheless, we find room in our roles as Directors to share in the inspiration felt by everyone associated with Wintringham. I would like to thank the directors on behalf of the management, staff and clients for their time and effort in supporting both the company and myself over the past year. We all put a high value on the work we do and I believe it makes a huge difference to the people we are here to support.

Ross Cooke
President

Board members

Mr Ross Cooke: President

Mr Jeff Gole: Vice-president

Ms Corrinne Armour

Mr David Coombes

Ms Emily Grant

Ms Netty Horton

Mr Bryan Lipmann AM

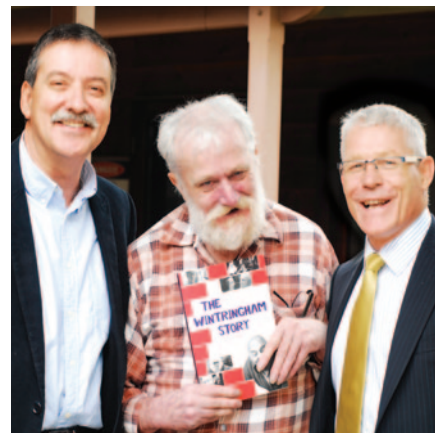
Associate Professor Elizabeth Ozanne

Mr Howard Ronaldson

Dr Richard Rosewarne

Mr Mark Stewart

This year Dr Richard Rosewarne has joined the Boards of Wintringham and Wintringham Housing. Richard is pictured (left) with Alex Lawrence of Port Melbourne and Ross Cooke, all delighted by the publication of *The Wintringham Story* by Elaine Farrelly.



Oh the snow!

Conscious that funding for wages in aged care has historically been low, for the last few years Wintringham has run a weekend at Rawson for staff and their families so that everyone has the chance to enjoy a winter weekend out of town. The hostel we hire out is near the snowfields as well as great bushwalking tracks and the Walhalla historic goldmining town with its own railway.

In the case of Sita Naupane, who works at Wintringham Williamstown, the incentive for bringing her family along for the weekend was to touch something they'd never seen close-up before. Snow!

They had a ball.



The many faces of Heather

Together with Peter Demetriou, Heather Taylor completes the Recreation team at Ron Conn. She is known as a woman of many guises, all of them funny and welcoming. As Julie Thompson, Ron Conn's manager says, 'Heather always has that extra time for residents and they love her for it. She has had some struggles in her life, but she bounces back and carries on, always with a smile. Basically, she is a very special, down to earth person, and cherished by everyone at Ron Conn.'



The Vegemite Kid

Dorothy Sepping loves her Vegemite. She is very aware of its remarkable health benefits and has been known to borrow from Scott – Recreation Co-Ordinator at Inner Southern Community Housing and Support – an iPad in order to do some historical research on the mighty black spread. She found that in WW2, Australian prisoners of war reported that it helped keep them alive. What's more, it is reputed to keep skin youthfully smooth.

Scott and Dorothy sing the original Vegemite jingle together. 'I haven't heard that song in years,' Dorothy says. 'Can we sing it one more time?'



20 years young

We now have a number of treasured employees who have been with the company for over twenty years. This year two of our Residential sites also celebrated 20 years since they first opened. McLean Lodge in Flemington is older, having slipped into operation a few months before the fabulous Williamstown hostel opened its doors.

In those 20 years they have been a happy home for many people. Pictured below are James and Ana sharing a warm hug. To the right, Ann and Sarah are pictured cutting the Williamstown cake. At McLean's party, Geoffrey is seen poised, as ever, to pinch the microphone for a sing along. Leah Tha-Khin, cake-maker extraordinaire, excelled herself with the famous '20' for McLean.



Dragan's days

Dragan Gargaunovic moved to Williamstown's Lionsville independent living units in 2007. Prior to Wintringham, Dragan struggled with housing insecurity for many years and had lost contact with friends and family.

At Lionsville, Dragan began to enjoy the community room social activities and has become the designated cook on sausage sizzle days. He started going to the Men's Shed in Sunshine with a good neighbour, Barrie (pictured in background). Over time, Dragan has become central to the Lionsville community and will always have a tray of sweets and biscuits ready for friends who now drop in regularly at his home.

Three years ago Dragan said to his case manager Linda that more than anything he wanted to get back in touch with his daughter. Happily, they were reunited and Dragan now delights in seeing Melissa and her husband and two granddaughters. Life is wonderful!





What is a PAG and why is it so good?

A PAG is a Planned Activity Group and, thanks to funding from the Melbourne City Council, Wintringham has been running one at the Drill Hall near the Victoria Market. Except it's not called a PAG anymore – the participants re-named it the Over 50s Club. So much better than PAG!

The Drill Hall is a site located within the Melbourne CBD which has been set aside for development as a Community Health Service focusing on the needs of the homeless CBD population. We were approached to deliver a one year pilot, led by Daniel Gray, our Recreation Manager, and Jenny Gregory, PAG coordinator. In April 2013 it was evaluated and the key findings give a good picture of how it works and the strong impact it's had on participants. These include the following:

- **Meaningful Activity** – the Over 50s Club provides participants with structure, meaningful activities and healthy meals which give a focus to their week and support their mental health (particularly motivation) and physical health (physical activity and healthy eating).
- **Social Inclusion** – it is an excellent example of social inclusion at work as participants feel included not only in the group, but more broadly as part of the Melbourne community and society at large.
- **Stability** – people gain stability that is often lacking in their transient lives. This stability enables them to address other needs such as health and housing.
- **Personal Growth and Trust** – Feeling valued and regaining trust in other people through the Over 50s Club contributes to people's ability to participate in activities fully and gives them the confidence to make positive lifestyle changes, learn new skills and explore new opportunities.

Activities are planned by and with the participants and cover a huge range including outdoor excursions, cultural and historical activities, recreation and sporting pursuits. The photo opposite shows the program at work – Ray expressed an interest in photography and we were able to engage Wintringham's regular photographer, Tania Jovanovic, to skill up our staff and clients at the same time. As a consequence, the Club has had many photo sessions, walking around gardens and streets, down tunnels and through laneways. Ray's passion was stimulated to the point he researched and budgeted for a new digital SLR camera. He has since also found other interests including cooking and cake decorating, singing with the Big Sing each Tuesday, live theatre and he has become a regular at the Carlton men's shed. Ray is turning his life into something rich with interesting engagement.





OPPOSITE CLOCKWISE FROM LEFT:

Bob Jones came to our service whilst living in a rat infested room at the back of a pub; he is now in Office of Housing Elderly Persons unit in Geelong. Bob is a much valued and highly respected volunteer at the local elderly citizens club.

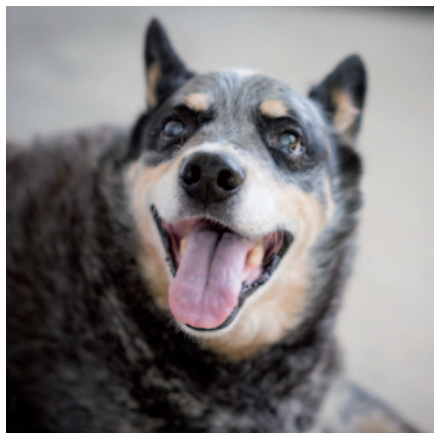
John Boyes was discharged from hospital only to find a Notice to Vacate on his private rental; we are helping him maintain his tenancy. John is active in his local church and looks after his 11 year-old mate, Zorro.

Wally Cardinal was in a shack in open bushland outside of Geelong, and needed much better care and accommodation. We are helping him find this.

Tracey Allardce is absolutely devoted to her mum and to her beautiful dog, Diesel. Following a period of homelessness, we are currently supporting her to find an appropriate independent living unit.

BELOW:

A close up of handsome Zorro.



Innovation Action Project

This year, Wintringham has consolidated its role in Regional Victoria. Thanks to funding through the Victorian Homelessness Action Plan, we have been able to set up a groundbreaking program to assist older people facing homelessness in areas around Geelong, Maryborough and Shepparton. This is critically important work for Wintringham: we are very excited about this project.

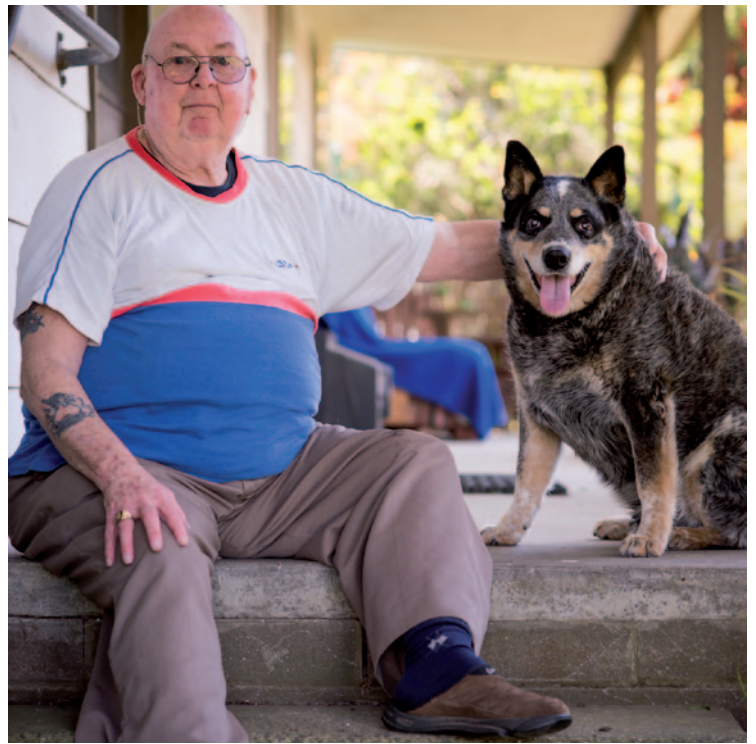
Headed by our Regional Community Housing and Support Manager, Tanya Atkinson, our Innovation Action Project (IAP), Regional Outreach for the Elderly Homeless, was one of a number of projects being trialled by the State Government. The aim was, in the words of State Housing Minister Wendy Lovell, to identify the most effective services: ‘... seven projects have been independently assessed by KPMG as having the most promising approaches to addressing homelessness, and because of their strong results, we are continuing the trial of these models.’ We are very proud to have been selected for continuation.

Bob, John, Wally and Tracey (pictured opposite) represent just a few of the many people who are making their way out of dire circumstances with our assistance. The IAP has a two tiered approach.

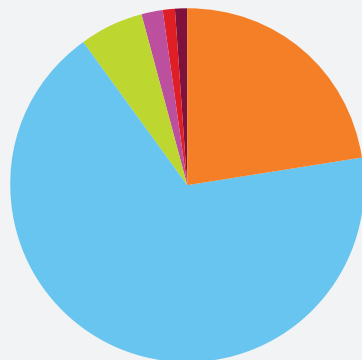
First Response workers are the entry point for Wintringham’s IAP. This team focuses on assessing people’s immediate needs, linking with suitable services and supporting people to find or maintain safe and affordable housing. Key to our model is outreach; our workers travel out to visit people where they are, and where they want to receive services. Our staff will vary their response based on the needs of the individual. Some people opt to do their own follow up. Others need someone to walk alongside them every step of the way.

The second tier is provided by our Long Term Housing Support workers. Knowing that some people will require ongoing support to maintain their housing and tenancy, this team provides a case management approach to people who may have experienced chronic homelessness, or who have been identified as requiring long term support to maintain a successful tenancy.

Our IAP sees this style of support being provided to people living in any housing situation; community housing, public housing, in private rental and boarding house accommodation. This focus means keeping people housed where they want to live. Our services are provided to meet individual needs, not meet organisational needs. We only end support periods when we are confident people will manage with the support structures that we have helped assemble – we have no maximum support periods. In this way no-one falls through the gaps: solutions become permanent as individuals learn to trust the supports that remain securely in place.

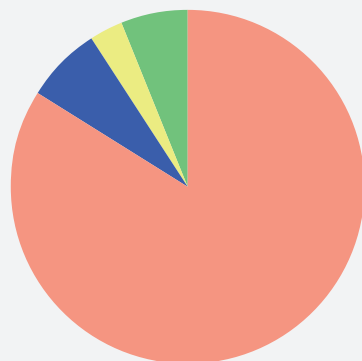


Where does our income come from?



- Clients
- Federal Government
- State Government
- Other income
- Investment earnings
- Private grants and donations

How do we spend it?



- Client services
- Maintenance, utilities and insurance
- Other overheads
- Depreciation

Financial statements

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2013

Revenue from operating activities	
Other revenue	
Total revenue	
Employee benefits expense	
Finance costs	
Resident and client services	
Property maintenance, utilities and insurance	
Administration and other expenses	

Total expenses

Surplus before depreciation

Depreciation on property and plant and equipment

(Deficit) before capital items

Revenue from capital grants and donations	
Wintringham	
Wintringham Housing	

Net surplus/(deficit) for year

2013 \$	2012 \$
30,982,732	27,862,329
1,025,009	771,412
32,007,741	28,633,741
24,273,454	21,303,967
140,471	114,926
3,135,667	3,077,464
2,672,086	2,148,307
1,267,506	1,194,469
31,489,184	27,839,133
518,557	794,608
1,999,841	1,834,684
(1,481,284)	(1,040,076)
160,500	1,517,500
24,000	4,381,142
(1,296,784)	4,858,566

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 30 JUNE 2013

Cashflows from operating activities

Cash receipts in the course of operations	
Interest received	
Cash payments in the course of operations	
Borrowing costs	
Net cash provided by/(used in) operating activities	

Cashflows from investing activities

Proceeds from sale of non-current assets	
Payments for property, plant and equipment	
Net cash (used in) investing activities	

Cashflows from financing activities

Proceeds from borrowings	
Repayment of borrowings	
Proceeds from capital grants and donations	
Net receipt/(repayment) of accommodation bonds	

Net cash provided by financing activities

Net increase/(decrease) in cash held	
Cash at the beginning of the financial year	

Cash at the end of the financial year

2013 \$	2012 \$
31,990,641	28,680,504
180,677	217,703
(32,340,499)	(27,753,536)
(140,471)	(114,926)
(309,652)	1,029,745
81,569	34,859
(1,509,433)	(8,478,104)
(1,427,864)	(8,443,245)
0	420,000
(302,425)	(200,479)
184,500	5,596,642
583,390	538,158
465,465	6,354,321
(1,272,051)	(1,059,179)
5,037,741	6,096,920
3,765,690	5,037,741

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2013

Current assets

Cash and cash equivalents
Trade and other receivables
Inventories
Other current assets

Total current assets

Non-current assets

Investment property
Property, plant and equipment

Total non-current assets

Total assets

Current liabilities

Trade and other payables
Short term borrowings
Short term provisions

Total current liabilities

Non-current liabilities

Long term borrowings
Long term provisions

Total non-current liabilities

Total liabilities

Net assets

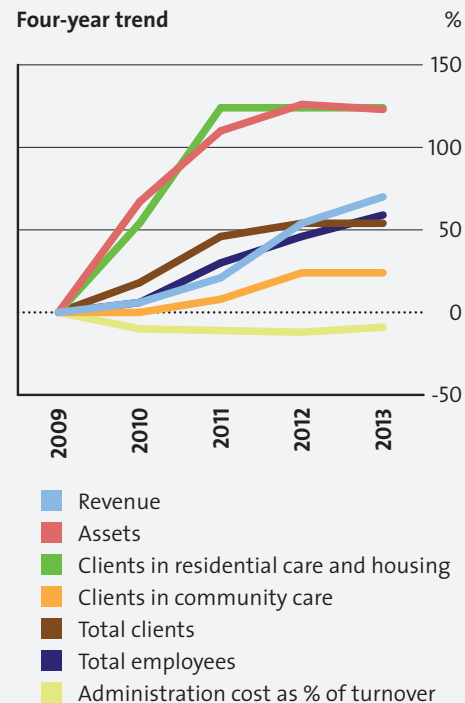
Equity

Reserves
Accumulated funds

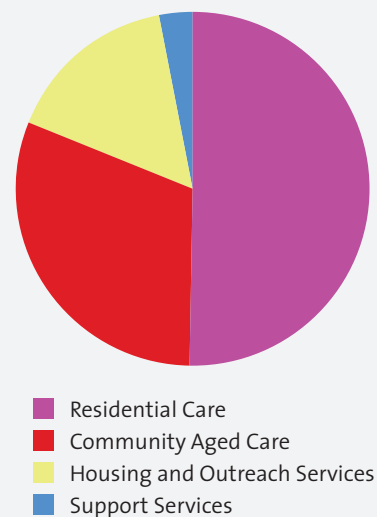
Total equity

	2013 \$	2012 \$
Current assets		
Cash and cash equivalents	3,765,690	5,038,896
Trade and other receivables	1,680,049	1,254,616
Inventories	61,345	60,015
Other current assets	141,426	131,705
Total current assets	5,648,510	6,485,232
Non-current assets		
Investment property	542,394	551,240
Property, plant and equipment	70,491,292	70,841,560
Total non-current assets	71,033,686	71,392,800
Total assets	76,682,196	77,878,032
Current liabilities		
Trade and other payables	4,176,499	4,768,248
Short term borrowings	7,142,307	6,487,310
Short term provisions	1,478,961	1,121,300
Total current liabilities	12,797,767	12,376,858
Non-current liabilities		
Long term borrowings	1,425,472	1,629,476
Long term provisions	255,789	371,746
Total non-current liabilities	1,681,261	2,001,222
Total liabilities	14,479,028	14,378,080
Net assets	62,203,168	63,499,952
Equity		
Reserves	3,507,554	3,507,554
Accumulated funds	58,695,614	59,992,398
Total equity	62,203,168	63,499,952

Four-year trend



Business segments



Wintringham numbers:

CLIENTS	
With no assets upon admission	
2005	22%
2013	38%
With less than \$10K upon admission	
2013	74%
Average stay (years)	
Home Care	1.76
Residential Care	2.24
Housing	2.76
Types of pension	
Aged	67%
Disability Support	28%
DVA	5%
STAFF	
Total staff	525
Full time staff	83
Part time staff	343
Casual staff	99
Average age of staff	44
Male staff	19%
Female staff	81%

Wintringham

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What does Wintringham do?

Wintringham is a not-for-profit welfare company founded 24 years ago. Our mission is to provide dignified, affordable, high quality care and accommodation to frail, elderly men and women who are homeless or at risk of homelessness. We assertively advocate for our client group to State and Federal government, as well as in aged care, homelessness, housing and other forums.

The company’s revolutionary approach to aged care, its forward thinking and its motivating philosophy of ‘Options, Dignity Rights’ have made it an international benchmark for action on elderly homelessness. Our services include:

RESIDENTIAL AGED CARE

238 beds (156 low care; 82 high care; 5 facilities – McLean Lodge in Flemington, Port Melbourne Hostel, Williamstown Hostel, Ron Conn in Avondale Heights and the Eunice Seddon Home in Dandenong)

COMMUNITY HOUSING AND SUPPORT

536 Home Care packages managed from 6 offices – Seddon, Ascot Vale, Moorabbin, Keysborough, Geelong and Shepparton. Assertive outreach and support through programs including the Homelessness Innovations Action Project (IAP), Housing Support for the Aged (HSA), Older Persons’ Outreach Program (OPOP), Housing Establishment Fund (HEF), Assistance with Care and Housing for the Aged (ACHA) and Central City Planned Activity Group (PAG)

HOUSING

454 predominantly one-bedroom units:

Jack Gash Housing in Avondale Heights (18); Atkins Terrace in Kensington (20); two Rooming Houses in Flemington (9); Lionsville in Williamstown (60); Delahey Housing (124); East Bentleigh Housing (20); Ebsworth House in CBD (24); Guildford Lane in CBD (16); Alexander Miller Memorial Homes in Shepparton (36), Highton (34), Manifold Heights (14), Ballarat (14), Euroa (8), St Arnaud (13), Maryborough (12), Belmont (12), Castlemaine (10) and Benalla (10)

SUPPORT SERVICES

Research division; Clinical Care; Recreation team providing services for 17 programs; Maintenance; Finance; IT; Human Resources; Communications and OH&S teams.