



Wintringham

SPECIALIST AGED CARE



What's on the front cover?

Alex Woon, long-term resident of Atkins Terrace Kensington, admires the United Nations Habitat Scroll of Honour award. This is the first time it has been awarded to an Australian organisation or to any organisation specialising in aged care.

Wintringham CEO, Bryan Lipmann, accepts the award from Dr Joan Clos, Director of UN Habitat, flanked by the President of Mexico, Felipe Calderón. The ceremony took place in Aguascalientes, Mexico.



President's message

It has been hard, even for us closest to the organisation, to take in the magnitude of being awarded the UN Habitat Scroll of Honour. The Human Settlement program of the United Nations takes a helicopter view of urban developments across the planet and selects those organisations, individuals or projects that have made a demonstrable improvement in the quality of life for mass populations. Selection is recognised through the Scroll of Honour award: we received notice on 9 September that we would be a recipient.

What have we achieved in the 22 years of our existence? From a standing start, the organisation has, by providing quality care and accommodation, profoundly improved the lives of an increasing number of disadvantaged elderly individuals. Almost without noticing, these accumulating improvements have changed the fabric of urban experience in Melbourne. People will remember when it was common to see old people, dishevelled and distressed, wandering the streets of the city. An unacceptable number of elderly people still face homelessness but, we believe, compared to other cities in the world and even in Australia, vulnerable older people are by and large better off in this city.

So, we take great pride in this award. First and foremost the honour belongs to Bryan Lipmann AM, who founded the company and, as its CEO, has driven its extraordinary growth and achievements. He would be the first to say that the company has done no more than ensure the rightful entitlements of older people. He would also say that the hard work has been done by staff whose daily challenges are significantly beyond those experienced elsewhere in aged care.

That is true, which makes it all the more amazing that Wintringham enjoys a working culture where staff, surveyed this year by Insync Surveys, returned a higher satisfaction score than any of the 100 companies surveyed nationally by them in the last two years. This is an astonishing result and reflects a determination to extend to staff the same Options, Dignity and Rights respected for clients.

As ever, the twelve months since the last review have been rich with stories and events. In addition to our excellent new residential aged care facility in Dandenong – the Eunice Seddon Home – there have been a series of building completions at independent living sites around Victoria. Elsewhere in this report, you'll find more about the Eunice Seddon Home, our fabulous new housing at Delahey and Avondale Heights, and our significant move into regional and rural Victoria in partnership with the Alexander Miller Trust.

When assessing us for the Scroll of Honour, the UN looked for evidence that our activities had ramifications beyond organisational boundaries. Part of

Wintringham's mission has always been to advocate for improved Australian funding and policy platforms for older men and women contending with homelessness. This is an aspect of his job Bryan Lipmann has always taken very seriously. No-one attached to Wintringham – resident, client, funder, service partner, staff or Board member – doubts the power and influence of Bryan's passionate advocacy.

Since the Aged Care Funding Instrument (ACFI) was introduced five years ago, Wintringham has insisted, and supplied evidence, that it has inadvertently disadvantaged older people with a homeless background. Senior staff from the Department of Health and Ageing have worked closely with us in assessing the problem. The matter was also addressed at the Prime Minister's Council on Homelessness.

In the past year, the Productivity Commission Inquiry Report – Caring for Older Australians – was released. This comprehensive review endorses a market-based, consumer-driven solution to aged care. Such an approach must ensure that equitable options remain available for the most disadvantaged. With regard to ACFI funding, we were pleased that the Commission also accepted our argument that the issue required resolution. It was heartening to see that a solution was finally prefigured in the May 2011 Federal budget.

We thank Government, both state and federal, for their receptiveness when compelling instances of disadvantage are put to them. We have also experienced again this year the generous support of a number of philanthropic trusts including the IOOF Foundation, Grosvenor Foundation, Lord Mayor's Charitable Fund, Brockhoff Foundation, the Hugh Williamson Trust and the JO & JR Wicking Trust.

If it is true that a community can be judged by the way it cares for its most vulnerable members, then it probably should be said that all Australians can be proud of this United Nations Habitat Scroll of Honour award.

Wintringham and Wintringham Housing Boards have, this year, been joined by a new Director, Corrinne Armour. As a team, all Directors contribute their intelligence, enthusiasm and unstinting commitment in providing governance for Wintringham. They join me in warmly congratulating Bryan and all Wintringham staff for their outstanding achievements.

A simple set of values – Options, Dignity, Rights – have guided powerful action for all of us.

Ross Cooke

Board members

Mr Ross Cooke: President

Mr Jeff Gole: Vice-president

Dr Sue Rosenhain

Ms Netty Horton

Mr David Coombes

Mr Mark Stewart

Mr Howard Ronaldson

Ms Emily Grant

Associate Professor Elizabeth Ozanne

Ms Corrinne Armour

Mr Bryan Lipmann AM

Board members at the Official Opening of Highton housing: Corrinne Armour, Ross Cooke, Bryan Lipmann, Sue Rosenhain, Jeff Gole.



Cathy's caravan

For eight long years Cathy Matteusen lived at a caravan park in Mooroopna. Over 80 years of age, and experiencing increasing pain with arthritis, she worried about the future. How could she continue to negotiate the cramped conditions in the caravan, let alone the steep steps down to the lounge room she had set up in the annex, open to all weather? In winter she froze, in summer she boiled.

Her life took a wonderful turn, she says, when she was offered a unit in Wintringham's new Miller homes on Maude St, Shepparton. As soon as she stepped inside she was over the moon: "So much room," she said. "All the fittings are beautiful." She has settled into Shepparton beautifully too, pushing her trolley up the street a few times a week, and joining in activities that include bingo, cards and get-togethers. "I have more friends than ever before."



[before]



[after]

Wayne Walker's moves

It's been twenty years now since Wayne defeated the demons of his youth and overcame his addictions. Looking back he can see that the habits he fell into were like quicksand: though he knew he was sinking, pride made him hide the truth from people until too late.

More than 11 years ago Wayne found a home in Wintringham's city apartments at Ebsworth House. He embraced his life with Wintringham and makes the most of opportunities that come his way. He is determined to keep his mind active while protecting the hard-won serenity he's found. He says, "It's easy to let yourself stagnate – not bother doing things that require an effort."

This year Wayne made another very significant change in his life and elected to move to Wintringham's new apartments in Delahey. It has been a positive move. "The life style that I live today is far different to the one that I have been used to for all my life and I see no reason why I'm unable to move on from here. I feel really confident that things can only get better especially with the support that I am receiving from every one."



Mostly Mozart

Tez Backway and Maria Raffaele, both residents at Wintringham's Williamstown Hostel, and Bradley Toone of McLean Lodge, are pictured in the swank surrounds of the Melbourne Recital Centre.

The Centre has a fabulous policy of inviting groups, who would probably not otherwise be able to attend, to concerts in Melbourne's newest concert hall.

In May this year, a large group from Wintringham was invited along to a show called 'Mostly Mozart' featuring the rising stars of Orchestra Victoria. It was a great hit with all who attended.

Tez is known to enjoy all types of music and reports that the show was very good. When asked what he thinks of the Recital Centre, Tez says, "It was just right." He thinks for a moment, then adds, "Pretty good actually."



Wintringham's new branding

Dot Lipmann has been involved with Wintringham from its inception. As a volunteer, she has given generously of her time and friendship to innumerable residents. As a practicing artist, she has also donated the many glorious artworks that adorn the walls of buildings throughout Wintringham.

One of those paintings hanged for years in the CEO's office and was frequently admired by visitors. It was a picture she had executed quickly one day when no one showed up for a residents' art class she ran at McLean Lodge. Patrick, a beloved Irishman, wandered past in his winter hat and coat and Dot captured the moment – in fact, captured Patrick for all time as only art can.

That original picture has now been adapted to become the centrepiece of our new branding which will be implemented throughout the organisation in 2012.

Dot is pictured in her studio where she can be found hard at work most days of the year. Her original painting is shown opposite, below its adaptation into the new Wintringham branding package.



Wintringham

SPECIALIST AGED CARE



Peter's philosophy

Peter Copper has been assisted by a Wintringham Community Aged Care Package since 1999. He is a special man, gentle and undemanding, much loved by staff at the Seddon Community Housing and Support office. They believe he is one of nature's gentlemen who has at times become a little lost in life, deeply bereaved when his wife died some years ago, and struggling to come to terms with a more isolated existence.

Peter likes to pick up the stuff other people leave on nature strips and has collected many items over the years. More recently he has agreed with his case manager, Lauren, that it might be time to de-clutter and has been able to finally clear some of his wife's belongings. This is a long and heart-breaking process for him. "I do appreciate the support I get from Lauren and all the other staff."

"You're only young once," he declares. "You spend the rest of your time getting old!"



Overview

The Eunice Seddon Home in Potter St, Dandenong, is the latest of Wintringham's residential aged care facilities.

OPPOSITE CLOCKWISE FROM LEFT

A shared verandah

Eunice Seddon is congratulated at the official opening of the facility named in her honour

Mark Butler, Federal Minister for Mental Health and Ageing, officially opens the facility

Jennifer Rankine, SA Minister for Ageing, with Sharon Aveling, Manager of the Eunice Seddon Home

BELOW

Allen Kong, whose firm Allen Kong Architect, has built not only the Eunice Seddon Home, but a total of 20 projects with Wintringham, is presented with a commemorative plaque.



Breaking stereotypes at the Eunice Seddon Home

Wintringham was founded on the belief that homeless older people should not be stereotyped by their homelessness. Rather, they should be seen first and foremost as older people fully entitled to all the care and support other older people in Australia take for granted. Another entrenched stereotype sees segregation of care types, so that aged care facilities and disability care facilities operate in geographic isolation and under separate regulatory and funding regimes. This has too often resulted in the tragic circumstance of an ageing parent having to enter care separated from a disabled son or daughter they have cared for throughout their lives.

For the first time in Australia, the Eunice Seddon Home will make possible the co-location in supported accommodation of an aged parent and disabled child. This can occur through Wintringham's groundbreaking partnership with Wallara, a leading Victorian disability support organisation whose accommodation is joined to ours on the site. Older people with disabilities will also be able to transition into aged care with minimum disruption and distress.

Eunice Seddon's primary focus will remain the support of marginalised older people but, by providing a model for the non-separation of parents and children in these circumstances, a powerful precedent is struck. As Prime Minister Julia Gillard said in a message she sent for the official opening of the facility on 28 September 2011, "The Eunice Seddon Home offers safe, dignified and supported housing for elderly men and women who have been homeless or at risk of becoming homeless. In addition, it exemplifies a successful and pioneering partnership between Wintringham and Wallara."

There is another stereotype Wintringham has negated with every new building we've opened. That is the stereotype that anything will be good enough for people who might otherwise be homeless. The environments we create are unashamedly beautiful and Eunice Seddon is an excellent example of this. With generous and brightly coloured shared verandahs as well as private balconies, superb gardens featuring a waterway tiled in the Iranian style and fantastic hard-working staff, Eunice Seddon welcomes new residents into a functioning community. For some, this is an entirely new experience.

A final stereotype being broken is that of naming new facilities after famous people. The real life Eunice lives at Wintringham's Williamstown hostel where she has been happily ensconced since leaving Gordon House, Melbourne's notorious old night shelter, 18 years ago. Eunice enjoyed the fuss on the day the Home was officially opened, but otherwise has taken it all in her stride. Ever the queen of understatement, when asked what it's like having a hostel named after her, she says, "It's very nice."





Wintringham Housing

In this report last year, we had 102 units of housing with 178 units in development. Remarkably, in a single year, we now have 420 units of housing with 32 more nearing completion.

One of the great catalysts of this dramatic increase was winning a Victorian Office of Housing tender to manage 124 units in Delahey. Built as a retirement village in one of Melbourne's outer western suburbs, the complex includes beautifully appointed units, a large community centre with commercial kitchen, landscaped grounds and proximity to the Watergardens shopping centre and railway station. Importantly, funding provision was made for support staff to be located on site. It is our strongly held belief that support is essential to maintaining successful tenancies for vulnerable older people.

"Seeing the happiness and amazement in peoples' faces when we show them their new home makes my heart flutter," says Debra James, the co-ordinator at Delahey. She adds, "The sense of community that has already developed is just amazing." Debra has helped establish a regular Wednesday lunch in the community room as well as a monthly BBQ for residents. Nicole Lock, the Delahey Recreation co-ordinator, ensures that the site bus is rarely parked for long.

The other area of growth was into regional and rural Victoria as a consequence of our partnering in the redevelopment of Alexander Miller Memorial Homes scattered through Geelong and Central Victoria. This has been an enormous undertaking involving 10 geographically dispersed building projects with an overall value of \$35million. They were all delivered, or will soon be delivered, on time and on budget – a credit to everyone involved.

Although residents had moved in much earlier, the official openings of the Miller redevelopments at Highton, Manifold Heights and Shepparton were grand affairs enjoyed by all who attended. Federal Member for Corangamite, Hon. Darren Cheeseman MP, and State Minister for Housing, Hon. Wendy Lovell MLC, officiated at the event held in the Highton community room on 13 July 2011, to officially open Miller Highton and Manifold Heights as well as to launch research on Alexander Miller and his enduring legacy. Minister Lovell again officiated at the official opening of Miller Shepparton on 26 August 2011, joined by Hon. Jeannette Powell MLA.

This has been a challenging, busy and completely satisfying year for Housing. We look forward to more like it.

Overview

Wintringham Housing has experienced a year of rapid growth.

OPPOSITE CLOCKWISE FROM LEFT

Branko Filopovic enjoys his new home at Delahey

Wendy Lovell MLA, Victorian Minister for Housing, officially opening our Shepparton Alexander Miller Memorial Homes, 26 August 2011

Delahey Housing

The Shepparton Miller complex

A unit at Highton

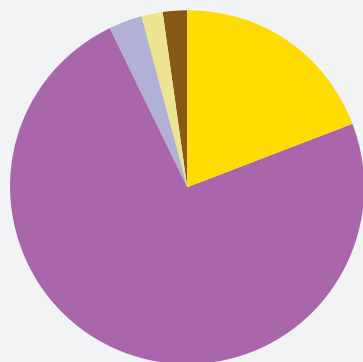
Jack Gash Housing in Avondale Heights

BELOW

Members of the housing team pictured in Shepparton

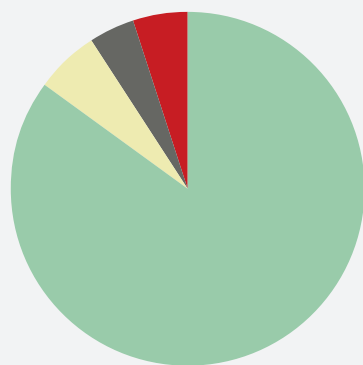


Where does our income come from?



- Clients
- Federal Government
- State Government
- Other income
- Investment earnings

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 2011

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	

(Deficit)/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 for year

	2011 \$	2010 \$
Revenue from operating activities	21,736,497	19,098,776
Other revenue	1,072,851	787,272
Total revenue	22,809,348	19,886,048
Employee benefits expense	17,759,663	15,163,707
Finance costs	95,505	79,317
Resident and client services	2,494,167	2,307,984
Property maintenance, utilities and insurance	1,531,982	1,348,417
Administration and other expenses	969,362	674,696
Total expenses	22,850,679	19,574,121
(Deficit)/surplus before depreciation	(41,331)	311,927
Depreciation on property and plant and equipment	1,140,172	802,251
Deficit before capital items	(1,181,503)	(490,324)
Revenue from capital grants and donations		
Wintringham	0	4,668,860
Wintringham Housing	13,034,000	18,238,250
Net surplus for year	11,852,497	22,416,786

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 30 JUNE 2011

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 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/(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

	2011 \$	2010 \$
Cash receipts in the course of operations	22,385,877	20,990,302
Interest received	553,818	274,321
Cash payments in the course of operations	(22,287,555)	(20,034,977)
Borrowing costs	(95,505)	(79,317)
Net cash provided by operating activities	556,635	1,150,329
Proceeds from sale of non-current assets	78,072	83,739
Payments for property, plant and equipment	(26,404,336)	(11,632,088)
Net cash used in investing activities	(26,326,264)	(11,548,349)
Proceeds/(repayment) of borrowings	170,795	(125,774)
Proceeds from capital grants and donations	13,034,000	23,946,281
Net receipt/(repayment) of accommodation bonds	1,146,643	(821,821)
Net cash provided by financing activities	14,351,438	22,998,686
Net increase/(decrease) in cash held	(11,418,191)	12,600,666
Cash at the beginning of the financial year	17,515,111	4,914,445
Cash at the end of the financial year	6,096,920	17,515,111

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2011

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

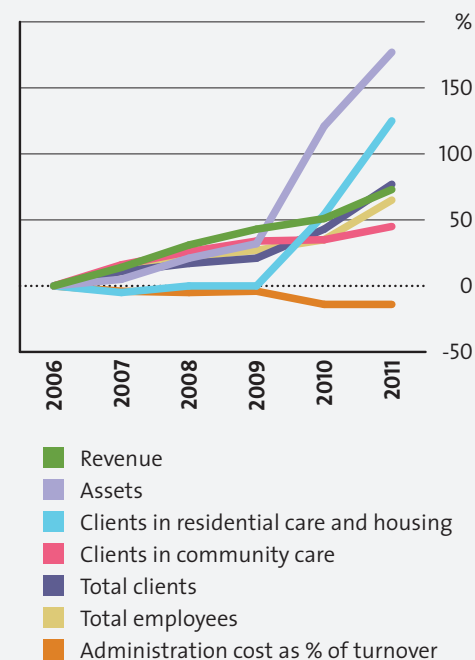
Equity

Reserves
Accumulated funds

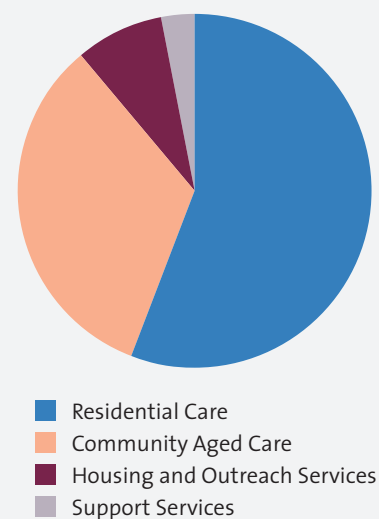
Total equity

	2011 \$	2010 \$
Current assets		
Cash and cash equivalents	6,154,719	17,515,111
Trade and other receivables	1,924,522	1,311,541
Inventories	48,847	48,214
Other current assets	133,003	109,391
Total current assets	8,261,091	18,984,257
Non-current assets		
Investment property	250,753	252,253
Property, plant and equipment	63,923,451	38,387,870
Total non-current assets	64,174,204	38,640,123
Total assets	72,435,295	57,624,380
Current liabilities		
Trade and other payables	4,887,686	3,942,129
Short-term borrowings	6,504,637	5,052,604
Short-term provisions	975,181	934,538
Total current liabilities	12,367,504	9,929,271
Non-current liabilities		
Long-term borrowings	1,150,698	710,143
Long-term provisions	275,707	496,077
Total non-current liabilities	1,426,405	1,206,220
Total liabilities	13,793,909	11,135,491
Net assets	58,641,386	46,488,889
Equity		
Reserves	6,718,624	17,473,852
Accumulated funds	51,922,762	29,315,037
Total equity	58,641,386	46,788,889

Five-year trend



Client service segments



Donation form

I would like to make the following donation to Wintringham’s work with the elderly homeless:

Name

Address

Telephone (optional)

Email (optional)

Amount

\$

Payment by **cheque** ☐

Payment by **credit card** ☐

Visa ☐ Mastercard ☐ Bankcard ☐ Diners Club ☐

Card number

| | | | | | | | | | | | | | | | | | | |

Expiry date

| | | | |

Cardholder name

Cardholder signature

For income tax purposes, gifts of \$2.00 or more to Wintringham are an allowable deduction under the provisions of sub-division 30-B of the Income Tax Assessment Act 1997.

Supporting Wintringham

A small but noticeable part of Wintringham's annual operations budget comes via donations from individuals and organisations.

Donations can be attributed to the general budget or a specific event or item, such as an outdoor bench or even a transport van.

Please be assured that donations of any amount are always handled in confidence unless particular acknowledgement is required.

Use the form on the reverse side of this flap should you wish to make a donation to Wintringham.

Wintringham

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Wintringham numbers:

CLIENTS	
With no assets upon admission	
2005	22%
2011	47%
With less than \$10,000 upon admission	
2011	69%
Average stay (years)	
Community Care	1.66
Residential Care	2.66
Housing	5.88
Types of pension:	
Aged	80%
Disability Support	16%
DVA	4%
STAFF	
Total staff	431
Full time staff	75
Part time staff	286
Casual staff	70
Average age of staff	43
Male staff	19%
Female staff	81%

Wintringham

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What does Wintringham do?

Wintringham is a not-for-profit welfare company founded 22 years ago on enduring principles of social justice. 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

236 beds (156 low care; 80 high care; 5 facilities – McLean Lodge in Flemington, Port Melbourne Hostel, Williamstown Hostel, Ron Conn Nursing Home in Avondale Heights and the Eunice Seddon Home in Dandenong)

COMMUNITY CARE

466 packages (combination of Community Aged Care Package, CACP; Extended Aged Care at Home – Dementia, EACHD; Extended Aged Care at Home, EACH; and Consumer Directed Care, CDC; managed from 4 offices – Seddon, Ascot Vale, Moorabbin and Dandenong)

OUTREACH

Assertive outreach and support through programs including Housing Support for the Aged (HSA), Older Persons’ Outreach Program (OPOP), Housing Establishment Fund (HEF), Assistance with Care and Housing for the Aged (ACHA)

HOUSING

452 predominantly one-bedroom units:

Jack Gash Housing in Avondale Heights (18); Atkins Terrace in Kensington (20); 2 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 (11), Maryborough (12) and, still under construction, Belmont (12), Castlemaine (10), Benalla (10)

SUPPORT SERVICES

Research division; Clinical Care team; Recreation team providing services for 16 programs; Maintenance team; Finance and Human Resources departments.