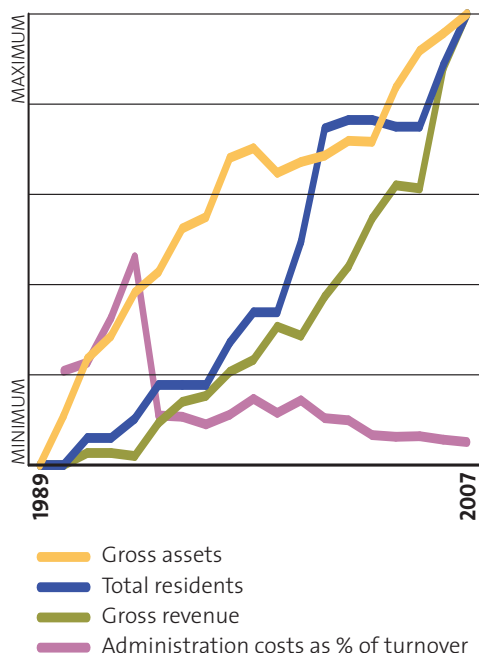




Wintringham

### Historical trends



### Cover image

Arthur Jepson has defied modern science by surviving a harsh life spent in homeless shelters around Melbourne including Gordon House. When he came to Wintringham's McLean Lodge in 1993 we had high hopes that Arthur would be able to enjoy a quiet life, but that hope was soon shattered when he was knocked over by a tram. We all thought we had lost Arthur that day but no, he survived and was soon defying science once again. Today he enjoys a great relationship with his sister, wanders up to the TAB for his daily flutter and keeps us all amused with his great good humour. As one of the few original residents at Wintringham who came across from Gordon House, Arthur keeps his care staff on their toes and frequently reminds them that it is he who 'pays their wages'!

PHOTOGRAPHY: TIM WEBSTER

## Chief Executive Officer's Message

Wintringham has had another strong year with a pleasing consolidation of our operating position at all sites and a further surge in our growth both in terms of services and staff numbers.

While filling out a funding application during the year, I noticed that our staff numbers had grown over the last 24 months from 160 to 305. In large part this growth reflects the increase in our community care program and of course the opening of the Ron Conn Home in Avondale Heights. Nevertheless, the surge in staff numbers reflects the self-evident fact that we are becoming a reasonably large welfare company. With that growth comes its own set of problems and challenges, but also wonderful opportunities to provide a wider and more extensive range of services.

Importantly we are increasingly able to provide a wide range of career options for staff, many of whom have moved into managerial roles. Indeed of the 15 Senior Executive and Site and Program Managers at Wintringham, all but 4 are "home grown", starting in junior roles and working their way through to more senior levels. Wintringham takes great pride in this and continues to put about 2.5% of our gross turnover into training for staff.

Consequent upon the steady increase in our community care program (we now provide 411 CACP and EACH packages), we purchased during the year our third community care office. The office, in Mt Alexander Road, Ascot Vale, provides a base for our northern community care, housing and outreach teams, and supplements similar Wintringham offices in South Road, Moorabbin and Charles Street, Seddon.

One of the most exciting developments at Wintringham in recent years has resulted in an increase in staff numbers of only one person, but that development realises a long held ambition to establish a Research section within the company. During the year we employed Dr Alice Rota-Bartelink to manage our application to the Wicking Trust administered by ANZ Trustees for a \$900,000 major research proposal to establish a model of care for elderly people with an alcohol related brain injury. Further information about the success of this application and its progress to date can be found elsewhere in this Annual Review and on our website at [www.wintringham.org.au](http://www.wintringham.org.au)

The Wintringham Board decided during the year that as a consequence of the costs associated with meeting the new 9C Building Code, the row houses at our McLean Lodge Low Care Facility would be de-commissioned and converted into our first Wintringham Rooming House. It was strange to have to close a building that had only recently won international acclaim through a United Nations award, but on the other hand it has been exciting to establish a new housing project. At this stage it appears that in spite of the reduced size of McLean Lodge, the service will remain financially viable.

Of all of the work we have undertaken in the last year, the most significant is that associated with our proposed new development in Dandenong to be known as the Eunice Seddon Home. While winning 60 new aged care licences in the 2005 ACAR tender round was exciting enough, the real challenge has been raising sufficient funds to buy a suitable site and then to build the facility. Financial assistance from the Commonwealth Department of Health and Ageing and a range of philanthropic trusts, has enabled the project to commence, although at this stage we still have a significant shortfall.

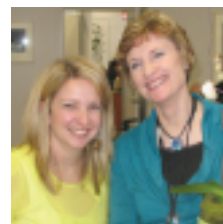
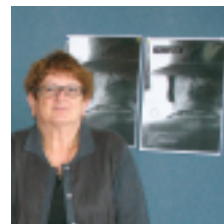
We were hoping to find a site close to central Dandenong and not be forced out into the suburban regions where the lack of transport and the shortage of facilities would have isolated clients of our new service. Fortunately we have been able to find a site on the edge of the Dandenong CBD that is owned by Wallara Australia Ltd, a not-for-profit welfare organisation working with disabled adults.

Wallara is keen to redevelop its services and intends to partially finance new housing and support facilities by selling the major proportion of its existing site. Wintringham has agreed to purchase almost 6000 square metres from Wallara and in what promises to be a most innovative project, will build a 60 bed aged care facility alongside a 13 bed housing development to be constructed and managed by Wallara for their clients.

The joint development will enable ageing parents of disabled adult children to receive appropriate aged care services knowing that their children will be living alongside. The developing links between Wintringham and Wallara will mean that for the first time, a disability provider will have ease of access to aged care facilities.

The year has proven to be extraordinarily busy. As in previous years, senior management has enjoyed a strong working relationship with the Wintringham Board who are ably led by President Ross Cooke and Vice President Sue Rosenhain. And I would again like to acknowledge the loyalty and hard work of all of our staff and managers: it is a delight working with you all.

Bryan Lipmann AM



During the year Wintringham purchased and renovated an office in Ascot Vale for our Northern Community and Housing Support Team. Penny Houghton, the Manager of the North Western Aged Care Assessment Team officially opened the building.

Photographic highlights from the opening include our CEO Bryan Lipmann admiring Robert Keen's magnificent knitted Collingwood jumper, Case Manager Ray Barnes, some of the guests, Robert Keen, and our Northern manager Kate Rice with ACAS Manager Penny Houghton.





PHOTOGRAPHY: TIM WESTER

## Bob and Bev

Wintringham shares the joy of a new beginning for Bob Chudeleigh and Bev Howlett who recently celebrated their engagement at Wintringham's Williamstown Aged Care Facility. Foremost amongst their shared experiences is their love of animals, a life of hardship and the trials of living in down-at-heel establishments.

Bev, the adopted daughter of a milliner and a highly sought after chicken sexer, was born and raised in Footscray. She worked as a showroom demonstrator for the Lanchoo Tea Company. In 2002, Bev suffered a stroke which left her dependant on a walking frame and requiring additional home support which was provided by Wintringham's Western CACPs program. Bev's health had declined but her fear of being separated from her pets delayed her move into a residential care facility.

The moment Bev entered Wintringham's Williamstown facility for respite care, she knew that this was where she wanted to live – the atmosphere was warm and welcoming, the staff were friendly and she would be able to keep her beloved dog Ralph.

Bob's father's worked as an income tax assessor and his family moved to Adelaide when Bob was 16 years old. Bob has worked as a greyhound kennel boy, farm hand, shearer, fisherman, painter and finally an interstate truck driver.

Soon after the death of his father in 2002, Bob's world fell apart. Anguish led him to a succession of inappropriate and appalling accommodation settings until one day his case manager suggested Wintringham. At first Bob did not have high expectations that life would improve at Wintringham but within a few weeks of moving into the Williamstown hostel, Bob was feeling optimistic. He purchased a budgie for his room and had met a wonderful lady.

Bob sat with Bev in the dining room. Every day Bev would initiate conversation and everyday for 2 weeks Bob would ask Bev her name! Around mid March 2007, Bev and Bob had fallen in love and moved into one of the combined double rooms at Williamstown.

On 2nd June, 2007 the happy couple announced their engagement. The engagement party was attended by residents and staff from all over Wintringham. As for a Wedding date? In true footy style, they are taking one day at a time!

Underpinning Bev and Bob's love affair is the simple story that by providing care and support to vulnerable people, Wintringham can empower elderly people to live a life that is theirs to determine.

## Research: The Wicking Project

Following on from the completion of a 3 nation international study on the antecedents to elderly homelessness, Wintringham has now embarked upon a major research project looking at the models of care for alcohol related brain injured people.

Wintringham has successfully supported older disadvantaged men and women for over fifteen years. The expansion of the service over this time has served to increase our capacity to address the unmet need for incremental levels of care ranging from home and community services to varying levels of supported housing and residential care options.

Yet, there still remains a group of elderly people who fall through the jurisdictional cracks of funding for health and social care. The people to whom we refer are those living with an advanced alcohol related brain injury (ARBI). These people tend to transiently shuffle between organisations that cannot provide long-term care solutions. Their mental well-being and chronic health status incrementally deteriorate to such a point that their increased reliance on hospital and emergency services reaches crisis level leaving institutionalisation as the only viable option.

Through Wintringham's experience of supporting clients living with an ARBI, we felt confident that a refinement and specialisation of the current Wintringham Model of Residential Care could successfully bridge this service gap. In delivering high quality care to a smaller number of residents, and providing specialist case management and intensive recreational support, we believe that we can offer these people a dignified, long-term residential care option, such as that which many aged Australians take for granted.

The delivery of such a highly specialised and intensive service would be too cost prohibitive within a normal operational environment; however Wintringham in partnership with arbias services (specialist support services for people living with alcohol, and other drug, related brain injury), have successfully tendered for a \$900,000 JO and JR Wicking Trust project grant. The awarding of this grant by ANZ Trustees has given us the opportunity develop and trial this specialised model of care.

Commencing in October 2006, The Wicking Project has investigated and documented the current Wintringham Model of Care. In consultation with Wintringham staff, residents and key external community service providers, The Wicking project will proceed to design a new Specialised Model of Residential Care to be implemented in an 18-month trial commencing in March 2008. More information on The Wicking Project can be obtained by contacting our Research Manager, Dr Alice Rota-Bartelink or by accessing the research page on the Wintringham website [www.wintringham.org.au](http://www.wintringham.org.au).



PHOTOGRAPHY: TIM WEBSTER

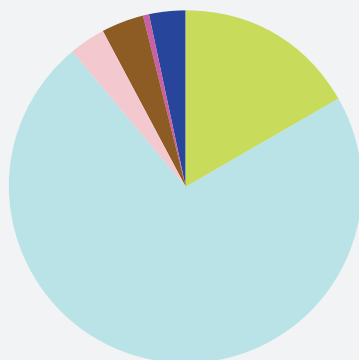
His eyes are troubled and avoiding, yet with moments of determined intensity and sparks of cheeky humour. 'The new man is back' is discernable from an otherwise incoherent soliloquy. After a tortuous and difficult life, Bill Marumaru believes that his future is finally starting to look brighter. He attributes this change to his move into the Ron Conn Nursing Home almost one year ago.

Bill has been a biker for most of his life and continues to uphold the biker image. Wheelchair bound following a stroke some nine years ago, Bill was living in boarding houses and SRS's where he received very little support. He had become increasingly withdrawn and was in declining health when he was referred to Wintringham Residential Services.

Today, a permanent feature of Bill's appearance is the headphones plugged into a blaring MP3 player. Bill's room is adorned with pictures of Harley Davidson bikes, tigers and a photo of a new friend made during a visit to another Wintringham facility. Like chalk and cheese these two pals enjoy spinning a yarn or two. It has been a long time since Bill has enjoyed the pleasure of friendship.

### Where does our income come from?

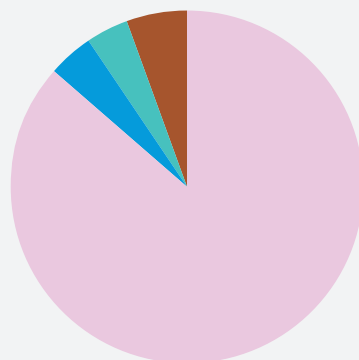
Total \$ 15.035 million



- Clients
- Federal Government
- State Government
- Other income
- Investment earnings
- Donations, other

### How do we spend it?

Total \$ 15.203 million



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

## Financial statements

### BALANCE SHEET

AS AT 30 JUNE 2007

#### Current assets

Cash and cash equivalents  
Trade and other receivables  
Inventories  
Financial assets  
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

#### 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

	2007 \$	2006 \$
<b>Current assets</b>		
Cash and cash equivalents	2,224,101	1,813,804
Trade and other receivables	802,059	548,686
Inventories	37,010	-
Financial assets	18,000	-
Other current assets	59,072	48,433
<b>Total current assets</b>	<b>3,140,242</b>	<b>2,410,923</b>
<b>Non-current assets</b>		
Investment property	256,753	258,253
Property, plant and equipment	23,899,116	23,451,000
<b>Total non-current assets</b>	<b>24,155,869</b>	<b>23,709,253</b>
<b>Total assets</b>	<b>27,296,111</b>	<b>26,120,176</b>
<b>Current liabilities</b>		
Trade and other payables	2,049,027	1,995,231
Short-term borrowings	1,135,470	1,098,639
<b>Total current liabilities</b>	<b>3,184,497</b>	<b>3,093,870</b>
<b>Non-current liabilities</b>		
Long term borrowings	4,469,674	3,296,536
Long term provisions	499,138	419,279
<b>Total non-current liabilities</b>	<b>4,968,812</b>	<b>3,715,815</b>
<b>Total liabilities</b>	<b>8,153,309</b>	<b>6,809,685</b>
<b>Net assets</b>	<b>19,142,802</b>	<b>19,310,491</b>
<b>Equity</b>		
Reserves	3,807,554	3,507,554
Accumulated funds	15,335,248	15,802,937
<b>Total equity</b>	<b>19,142,802</b>	<b>19,310,491</b>

**Note:** All financial statements should be read in conjunction with the Concise Financial Statements which can be downloaded from our website or obtained by contacting our offices.

## INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2007

	2007 \$	2006 \$
Revenue from operating activities	14,210,724	12,310,509
Other income	824,418	839,621
<b>Total Revenue</b>	<b>15,035,142</b>	<b>13,150,130</b>
Employee benefits expense	11,311,821	10,208,256
Finance costs	36,783	33,328
Resident and client services	1,525,940	1,739,277
Property maintenance, utilities and insurance	991,301	912,279
Administration and other expenses	537,135	637,096
<b>Total expenses</b>	<b>(14,402,980)</b>	<b>(13,530,236)</b>
Surplus (deficit) before tax and depreciation	632,162	(380,106)
Depreciation on property and plant and equipment	(799,851)	(775,470)
<b>Net deficit for the year</b>	<b>(167,689)</b>	<b>(1,155,576)</b>

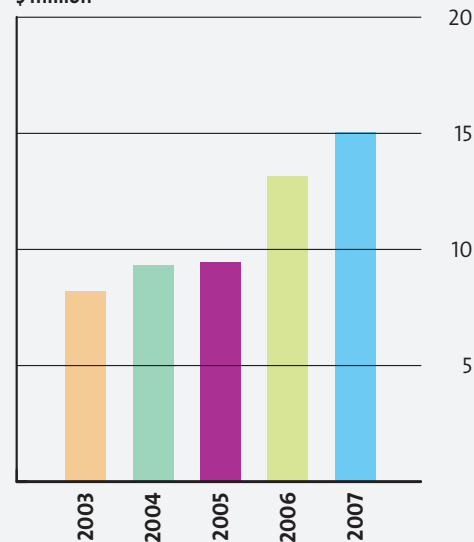
## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2007

	2007 \$	2006 \$
<b>Cash flows from operating activities</b>		
Cash receipts in the course of operations	15,127,995	12,309,799
Interest received	109,433	53,335
Cash payments in the course of operations	(14,714,924)	(12,642,584)
Borrowing costs	(36,783)	(33,328)
<b>Net cash provided by (used in) operating activities</b>	<b>485,721</b>	<b>(312,778)</b>
<b>Cash flows from investing activities</b>		
Proceeds on sale of non-current assets	12,727	-
Payments for property, plant and equipment	(1,258,011)	(1,125,300)
<b>Net cash used in investing activities</b>	<b>(1,245,284)</b>	<b>(1,125,300)</b>
<b>Cash flows from financing activities</b>		
Proceeds from borrowings	389,335	95,465
Proceeds from capital subsidies	35,563	791,976
Net receipt of accommodation bonds	677,520	930,959
<b>Net cash provided by financing activities</b>	<b>1,102,418</b>	<b>1,818,400</b>
Net increase in cash held	342,855	380,322
Cash at the beginning of the financial year	1,045,403	665,081
<b>Cash at the end of the financial year</b>	<b>1,388,258</b>	<b>1,045,403</b>

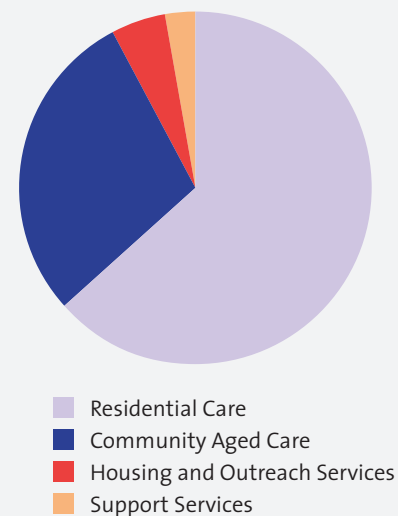
## Gross turnover

\$ million



## Business segments

Total \$ 15.035 million



**Wintringham numbers:**

<b>Carers</b>	
<b>Total staff 2005*</b>	<b>171</b>
<b>Total staff 2007*</b>	<b>291</b>
<b>Full time staff</b>	<b>53</b>
<b>Part time staff</b>	<b>210</b>
<b>Casual staff</b>	<b>28</b>
<b>Average age of staff</b>	<b>43</b>
<b>Male staff</b>	<b>14%</b>
<b>Female staff</b>	<b>86%</b>

\* As at 30 June

<b>Clients</b>	
<b>With no assets upon admission 2005*</b>	<b>22%</b>
<b>With no assets upon admission 2007*</b>	<b>35%</b>
<b>With less than \$10,000 upon admission</b>	<b>71%</b>
<b>Average stay (years) in Community Care</b>	<b>1.31</b>
<b>Average stay (years) in Residential Care</b>	<b>3.79</b>
<b>Average stay (years) in Housing</b>	<b>4.17</b>
<b>Average stay (years) in Nursing Home</b>	<b>1.27</b>
<b>Types of pension:</b>	
<b>Aged</b>	<b>60%</b>
<b>Disability Support</b>	<b>38%</b>
<b>DVA</b>	<b>2%</b>

\* As at 30 June

**Wintringham**

ABN 97 007 293 478

Head Office  
136 Mt Alexander Road  
PO Box 193  
Flemington Victoria 3031

T 03 9376 1122  
F 03 9376 8138  
E admin@wintringham.org.au  
I www.wintringham.org.au

**What does Wintringham do?**

Wintringham is a non-for-profit welfare company working with elderly men and women who are homeless or at risk of becoming homeless.

Wintringham was created from the conviction that the elderly poor should not have to live and die in homeless persons' night shelters. Since then, the company's revolutionary approach to aged care, its forward thinking and its motivating philosophy of 'Options, Rights, Dignity' have made it a global pacesetter in the care of the elderly homeless.

Wintringham's extensive range of services includes:

- .. McLean Lodge, a 20 bed low care residential facility in Flemington
- .. Wintringham Port Melbourne, a 35 bed low care residential facility that won the United Nations World Habitat Award
- .. Wintringham Williamstown, a 60 bed low care residential facility
- .. Ron Conn Nursing Home providing high care to 60 residents in Avondale Heights
- .. 411 Community Aged Care Packages providing home based care from our three regional offices in Moorabbin, Seddon and Ascot Vale
- .. 20 housing units at Atkins Terrace in Kensington Banks
- .. Management of 60 one bedroom older persons housing units in Williamstown for the Office of Housing and 20 in East Bentleigh
- .. Nomination rights for 40 one bedroom apartments in Melbourne's Central Business District for Melbourne Affordable Housing, and 6 Transitional Housing Program units for Melbourne Affordable Housing
- .. An extensive Outreach program to elderly homeless men and women funded by both the Commonwealth ACHA program and the State Government Community Connections Program
- .. An extensive Recreation program with 14 tertiary trained diversional staff running across all Wintringham sites
- .. A newly created Research division
- .. Approvals from the Commonwealth for a new 60 bed facility in Dandenong.

Acknowledging that of itself, service provision is insufficient, Wintringham plays an active and assertive role in program development and policy formulation in Canberra and Melbourne to improve the access to quality aged care services for the elderly homeless.



## 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

ABN 97 007 293 478

Head Office  
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PO Box 193  
Flemington Victoria 3031

T 03 9376 1122  
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E [admin@wintringham.org.au](mailto:admin@wintringham.org.au)  
I [www.wintringham.org.au](http://www.wintringham.org.au)

# Donation form

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

Name

Address (optional)

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.*