

South West Report : SW Executive Manager

It has been an unprecedented year for our clients, their families and carers, in response the staff at Gateways Support Services in South-West Victoria have gone above and beyond. The team have not only worked tirelessly to meet the needs of our current participants and their families but to grow our services to care for those in the community who have so needed extra support in the last twelve months.

Our Support Coordination and Plan Management services have doubled, including establishing new services in Portland. A new residential accommodation house has been opened in Camperdown and action is underway to develop two additional homes in the region to meet urgent accommodation needs. Our Therapy team has increased to ensure therapy services are available for clients, especially as other providers have withdrawn from this area of service delivery. Our Preschool Field Officers and Kindergarten Inclusion Support Staff continue to provide outstanding educational assistance across the South-West.

To support the continuing growth in both the overall demand for services and our market share of existing services in the South-West, Gateways has invested in the expansion of our Lava Street office in Warrnambool and secured funding to renovate the building in the coming year. This investment in the South-West is driven by our vision on enabling Positive Lives And Community Engagement creating a Warrnambool Community PLACE to match our Geelong Community PLACE at Thompson Rd. We can't wait to have you all come visit.

My special thanks to all the people of Gateways South-West, the families who work with us, the staff who empower our programs and the participants who are at the very heart of everything we do. The COVID pandemic has made the past year extremely difficult. Despite these unprecedented and ever-changing challenges, I have been overwhelmed by the resourcefulness, passion, dedication and resilience of our clients, families, staff and community. Thank you and we can all look forward with confidence to a positive year ahead.