



## BUILDING SUCCESS



ANNUAL REPORT 2010

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Thank you to the clients, families, carers, volunteers and Gateways staff for sharing their stories and being a part of the 2010 Annual Report.

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## ABOUT US

Gateways Support Services is a responsive community organisation that aims to empower and support children and adults who have a disability or additional need and their families.

The agency works towards maximising their quality and enjoyment of life, potential and positive relationships within the community.

Gateways Support Services assists more than 1,000 children and adults and their families in the Barwon South Western region.

Gateways Support Services is funded by:

- The Department of Human Services – Victoria
- Department of Health Victoria
- The Department of Education and Early Childhood Development – Victoria
- Commonwealth Department of Health and Ageing
- Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs
- Donations

## HISTORY

Gateways Support Services was formed in 1997 through the amalgamation of the Association for Autism and Allied Disorders – Barwon South Western Region, Interchange Barwon and the Resource Centre for Children and Young People with Special Needs.

The former organisations had provided services to children and adults with disabilities and their families in the Barwon South Western region of Victoria, Australia since the 1980s.

## MISSION

To empower and support children and adults who have a disability/additional need and their families to maximise their:

- Quality and enjoyment of life.
- Potential.
- Positive relationships within the community.

## VISION

Together we can create a community, where:

- Children and adults with a disability/additional need and their families are included, valued and well supported.
- We are all enriched through an understanding of, and increased participation in, the lives of children and adults who have a disability/additional need.
- Gateways is a great organisation to be part of, and our staff and volunteers are known for their excellence and their commitment to the organisation and our Mission.

## CORE VALUES

Commitment and Cooperation

Opportunity and Openness

Respect and Reliability

Excellence and Empathy

# STATEMENT OF PURPOSES



## 1. CHILDREN, ADULTS, FAMILIES AND THE COMMUNITY

To provide responsive, individualised services and support which promote:

### EACH CHILD / ADULT'S

- Quality and enjoyment of life.
- Safety and security.
- Self esteem, independence and social skills.
- Positive experiences in the community.
- Potential, by building on strengths and capabilities.
- Opportunities to participate in decision-making processes in all aspects of life.

### EACH FAMILY'S

- Quality and enjoyment of life.
- Safety and security.
- Ways of dealing with grief and loss issues.
- Empowerment through information and education.
- Positive opportunities.

### THE COMMUNITY'S

- Mutual awareness and understanding.
- Positive experiences and relationships.
- Living, learning, working and socialising cooperatively with children and adults with a disability/additional need and their families.

## 2. STAFF AND VOLUNTEERS

To empower and support staff and volunteers through:

- The provision of learning and development to enhance quality service provision.
- Open two-way communication, encouraging participation in decision-making.
- Valuing the contribution of all staff and volunteers.

## 3. ORGANISATION

- To ensure Gateways is a well-managed, ethical and viable organisation.
- To maintain an organisational culture which supports teamwork, innovation and evidence-based service delivery.
- To work in partnership with other agencies and funding bodies to provide integrated and coordinated supports.

## PRESIDENT'S REPORT

“I cannot speak more passionately and proudly of how I feel about those that I meet and work with at Gateways.”



The beginning of a new decade coincides with a new era in evolving opportunities for those with special needs. Mirroring the louder voice and higher expectations of our community, the political climate has changed considerably in recent years with disability being so much higher on the agenda, and real differences being made. The Gateways community has worked so hard to reach far and beyond previous best possible outcomes, to enhance quality of life with dignity and be innovative, to be flexible and broaden opportunities and experiences. Gateways is at the forefront in training others about understanding and quality support for people with disabilities.

When one reflects on the key achievements over the last year one can only feel admiration for all those involved and be inspired by the amazing children and dedicated families we meet every day, the generosity and commitment of staff, and the human kindness of so many partners, volunteers and general public.

Gateways is now firmly established with its own home, and continues to provide a home, support, information and security of life to many, as well as an ever expanding desire to enhance assistance. It has a highly regarded caring, responsive and professional identity. There are far too many people to thank and far too many aspects to the Gateways' programmes to highlight; to us they are all highlights.

Gateways is teamwork. Gateways is leadership. Gateways is about compassion. Gateways is about accountability and transparency. I cannot speak more passionately and proudly of how I feel about those that I meet and work with at Gateways. It is one of life's privileges and pleasures. The privilege to learn from and play a role in the lives of others through

our community living, respite and recreation, assessment, therapy and support staff and programmes. The pleasure to experience the joy and fulfilment of others. I am but one. What makes Gateways great is the 300 staff and the volunteers that share a common vision and commitment.

I cannot speak more highly and thank my Board colleagues who volunteer their time and passion, matched only by the leadership by Rosemary Malone our esteemed CEO and the senior staff led by Fiona Duthie. A special thank you to our Treasurer John Gavens who is such strength in organisation and governance. We are so honoured at Gateways to have these leaders. Rosemary Malone epitomises and drives all that Gateways stands for and achieves. In spite of her personal hurdles Gateways has remained for her at the forefront, she is a very special person. With all our heart we wish her well.

The new decade heralds strength, consolidation, prosperity, opportunities and of course the inevitable challenges to do our best. Together we can!

Regards,

Bernie

BM JENNER

MBBS, FRACP, Dip Child Psychiatry, Grad Dip Family Th.

*President*

## CEO'S REPORT



“ Gateways is a great organisation to be part of with 98.8% of staff stating that Gateways plays a positive role in the community.”

### BUILDING SUCCESS

2009/2010 has been a year of successes, reflecting the shared vision and commitment of Gateways Board, managers, staff and volunteers. Examples of this include the long awaited opening of the excellent High Street community living service, the success of Gateways' Tate Street team in winning the Team Award at the state disability worker awards, and completion of the purchase of the Albert Street building, which has been Gateways central base for the last fifteen years.

The creation of High Street is testimony to Gateways commitment to quality service delivery for people with disabilities. It is a great pleasure to visit High Street and see the opportunities and quality of life it is providing for residents within a spacious, and peaceful environment. High Street is also providing a base for our small Social Connect program, offering individualised support for people with complex behavioural needs who find group activities stressful and difficult.

Tate Street continues to be a dynamic community living support service with a productive, empowered group of residents. Their success and happiness reflects the great support provided by the Tate Street team in continually asking what more can we do to expand opportunities, empowerment, quality of life and choices for the residents. Tate Street also hosts Gateways monthly community living services committee meetings which have become a lively and relaxed forum for residents to raise and discuss issues, decide on priorities for action and share in taking responsibility for follow up.

The purchase of Albert Street now provides a stable and secure base for Gateways in developing service infrastructure. We are currently planning phase two of our process which will focus on expanding and refurbishing Albert Street to enhance client facilities and staff working conditions.

Gateways fully understand the benefits of partnership approaches. The HAPI (Helping Achieve Positive Inclusion) awards partnership promoting inclusion involving Gateways, G-Force Recruitment, City of Greater Geelong and City of Warrnambool has been further enhanced with new partner Department of Education and Early Childhood Development (DEECD) sponsoring an award for successful inclusion of prep children with disabilities/ additional needs. Gateways have also been pleased to work with Department of Human Services (DHS) and other community service organisations to enhance the responsiveness of the regional disability service system.

2010 has also been a positive year in seeing Gateways' expertise recognised. Gateways was part of a successful submission process with Autism Victoria, the Autism Teaching Institute, and Scope Gippsland to deliver a state-wide program training for disability case managers about Autism Spectrum Disorder (ASD). More recently, Gateways' submission, in partnership with the Autism Teaching Institute, has been successful in providing training about Autism Spectrum Disorder (ASD) for residential support workers in Barwon South Western Region.

“The purchase of Albert Street now provides a stable and secure base for Gateways in developing service infrastructure.”



Gateways has experienced growth in a range of our services including autism packages, respite, independent living and community participation, which has necessitated the need to expand our organisational structure to manage this growth, whilst maintaining and enhancing service quality.

Over the last year, we redeveloped the Gateways website to provide user-friendly information about our services and supports.

Inclusion underpins the full range of Gateways' services with our Early Childhood Intervention Services and Family and Community Support divisions focusing on community-based service delivery, and our Respite and Recreation and Community Living Services divisions fostering friendships and shared community participation.

The last year has also brought significant challenges. The Helping Children with Autism Initiative has placed more demands on families and our staff, at a time when there are significant workforce shortages of early childhood professionals.

Gateways has been working steadily to review our quality systems and processes in preparation for our disability quality audit in 2011. Sincere thanks to all our staff who are involved in this time consuming but important process.

We have also dealt with the unexpected death of one of Gateways' (AAAD's) first and unforgettable clients. Tim taught us so much about what is important in life, and his legacy will reinforce our focus on respecting people with complex disabilities and facilitating their positive contribution to the community. Vale Tim.

Gateways is grateful for the important support we receive from State and Commonwealth funding bodies, philanthropic groups and the broader community and we strive to make the most of available resources to maximise the outcomes achieved.

Gateways is a great organisation to be part of with 98.8% of staff stating that Gateways plays a positive role in the community. I thank every Gateways staff member and volunteer, including our Board, for your constant efforts to improve the lives of children and adults with disabilities/additional needs and their families.

My own experiences as a carer over the last 18 months have heightened my belief in the central importance of respect and compassion in effective service delivery, and I sincerely wish to thank the entire Gateways community for their generous support.

ROSEMARY MALONE  
*Chief Executive Officer*

## KEY ACHIEVEMENTS



“Staff at the Tate Street, East Geelong community living service were awarded the state’s Disability Sector Support Team Award in recognition of their outstanding work.”

### SERVICE GROWTH

- An additional 18 individualised support packages for the respite, independent living and Social Connect programs.
- A further 6 places within the Early Childhood Intervention Services.
- 14 additional Kindergarten Inclusion Support packages.
- Children receiving services from Gateways through the Federal Government’s Helping Children with Autism Initiative increased to 80.

### POSITIVE PARTNERSHIPS

- The HAPI (Helping Achieve Positive Inclusion) Awards expanded to include a Department of Education and Early Childhood Development award for inclusion of a child attending a Government school in their prep year.
- Gateways received support from G-Force Recruitment and Westfield Geelong through their Community Partner Programs.
- Boost 4 Kids respite program continues to operate in partnership with other services.
- Gateways’ Community and Independent Living Support Manager, Sean Justin participated in a Department of Human Services ‘Rights and Responsibilities’ working group.
- Gateways partnered with Autism Victoria, Autism Teaching Institute (ATI) and Scope Gippsland to deliver state-wide autism training to case managers and again with the ATI to provide Autism Spectrum Disorder training to regional support workers.

### NEW INITIATIVES

- Five young men moved into the new, purpose-built High Street, Moolap residential service.
- Gateways established an early intervention playgroup for families with young children with an Autism Spectrum Disorder within the northern suburbs of Geelong.

### OUR PEOPLE

- Staff at the Tate Street, East Geelong community living service were awarded the state’s Disability Sector Support Team Award in recognition of their outstanding work.

### CONTINUOUS IMPROVEMENT

- Growth of Early Childhood Intervention Services (ECIS) led Gateways to expand its organisational structure to include ECIS as a separate division, working alongside a new Family and Community Support team.
- Redevelopment of Gateways website is completed, with a modern and more ‘user friendly’ design.
- Consistent with the commitment to quality and better practice, Gateways adopted a continuous improvement process to ensure the organisation retains its excellent standard of service delivery.
- Payment completed of the mortgage on Gateways’ head office at Albert Street, Geelong West.

### COMMUNITY SUPPORT

- Gateways received fundraising support from the Gateways Auxiliary, United Way Geelong, Percy Baxter Trust, Geelong Community Foundation, G-Force Recruitment and Westfield.
- The number of Interchange volunteers increased to 57 reflecting a greater awareness and understanding of Gateways’ work within the community.

## 2009 HAPI AWARDS

“ Gateways are grateful to inaugural sponsor G-Force Recruitment for the ongoing support of the kindergarten awards.”



Gateways congratulate the 2009 HAPI Award finalists and winners.

The HAPI Awards – *Helping Achieve Positive Inclusion* recognise kindergartens, childcare centres and Government primary schools in the Barwon South Western region of Victoria, for their outstanding achievements in positive inclusion of children with disabilities and additional needs.

### AND THE WINNERS WERE:

Category 1 – MacArthur Kindergarten

Category 2 – ABC Lara

Category 3 – Kardinia Kids Early Learning & Care

Category 4 – Woodlands House Childcare

Category 5 – Highton Primary School

All winners were presented with plaques and cash prizes of \$1000. G-Force Recruitment Geelong provided prizes for Categories 1, 2 and 3, while the cities of Greater Geelong and Warrnambool sponsored Category 4. In 2009 Gateways welcomed the Victorian Department of Education and Early Childhood Development as sponsor of the newly-created Category 5.

### THE OTHER 2009 FINALISTS WERE

#### CATEGORY ONE:

Elsa Macleod Kindergarten  
Winifred Nance Kindergarten  
Corio South Norlane Kindergarten

#### CATEGORY TWO:

Belmont Community Kindergarten  
Kardinia Kids Early Learning & Care  
William Hovell Preschool

#### CATEGORY THREE:

North Hamilton Kindergarten  
Clifton Springs Preschool  
Geelong West Kindergarten

#### CATEGORY FOUR:

Bay City Early Learning

#### CATEGORY FIVE:

Warrnambool East Primary School  
North Shore Primary School  
South Geelong Primary School

Gateways are grateful to inaugural sponsor G-Force Recruitment for the ongoing support of the kindergarten awards, and the City of Greater Geelong and Warrnambool City councils for the continued sponsorship of the childcare category. We also thank the Department of Education and Early Childhood Development for sponsoring the category of ‘inclusion of a child attending Prep in a Government Primary School’ again in 2010.

EARLY  
CHILDHOOD  
INTERVENTION  
SERVICES



**80** CHILDREN RECEIVED SUPPORT UNDER THE HELPING CHILDREN WITH  
AUTISM INITIATIVE

**5** ADDITIONAL STAFF JOINED GATEWAYS' EARLY CHILDHOOD  
INTERVENTION SERVICES TEAM

**164** FAMILIES RECEIVED STATE-FUNDED EARLY INTERVENTION SERVICES  
FROM GATEWAYS

**76** AUTISM ASSESSMENTS WERE COMPLETED BY GATEWAYS' AUTISM  
ASSESSMENT TEAM IN 2009/2010

## EARLY CHILDHOOD INTERVENTION SERVICES



### KEEPING FAMILIES STRONG

When a parent is told their child has a disability they enter a whole new world filled with assessments, specialists, therapists and programs. Understandably this is overwhelming for most parents but for Debra-Lee Miraglia this was the beginning of a journey to a happier life.

Debra-Lee first learned of the possibility her son Jacob (now 5) had autism after Jacob's kindergarten teacher referred the family to Gateways Support Services.

From the moment Debra-Lee met with Gateways' expert Early Childhood Intervention Service (ECIS) team of psychologists, speech pathologists, occupational therapists and early intervention advisers, she says she felt supported and reassured.

"Before Jacob was diagnosed with autism, the Gateways staff prepared me by giving me information and talking about the possibility of Jacob being autistic and the steps needed to get the assessment done. Once the diagnosis was completed, they suggested the Gateways Autism Early Learning Program (an intensive program for kindergarten-aged children with Autism Spectrum Disorder and very high needs). In just a few short months Jacob has made great gains and we even go shopping together – something that wasn't possible before," says Debra-Lee.

But the biggest change according to Debra-Lee is Jacob's increased confidence to engage with the world around him, so much so "he has a girlfriend!"

"Since becoming friends through the program, Jacob's girlfriend and her parents come to our house so the kids can play together," says Debra-Lee "They get on so well, they even share their lunch."

Through the support of Gateways staff and the friendships she has formed with other parents of children with autism, Debra-Lee admits she now has the confidence to "deal with Jacob's problems in ways I would never have thought of and the change in Jacob is just tremendous."

## EARLY CHILDHOOD INTERVENTION SERVICES



“Gateways plans to develop and adapt the ECIS structure and programs over the coming year.”

In 2010 Gateways established a new service division which focuses specifically on providing Early Childhood Intervention Services (ECIS). Gateways' ECIS team comprise Early Intervention Advisers, Occupational Therapists, Psychologists and Speech Pathologists who work together to provide a range of services to families with children with developmental delay, Autism Spectrum Disorder (ASD) or another disability.

The ECIS team has worked consistently to refine its systems to provide services to children and their families under state funding, whilst also offering new services through the Helping Children With Autism Initiative from the Federal Government.

Gateways plans to develop and adapt the ECIS structure and programs over the coming year to ensure it continues to actively respond to the needs of children with disabilities and their families, with the aim of giving them the very best possible start in life.

### SERVICE GROWTH

Gateways provided state-funded Early Intervention Services to over 164 families in 2009/2010 and more than 80 children received support under the Helping Children with Autism Initiative. With the eligibility for the Helping Children With Autism Initiative extended to children aged seven years, those who would have exited Gateways' Early Intervention program upon entering school can now continue to receive transition support and therapy.

Demand for autism assessments continued to grow despite greater funding for families to access private assessments. Gateways' ECIS team completed a total of 76 autism assessments in 2009/2010 and children and families currently have a wait of approximately six months for this service.

In response to the service growth generated by the Helping Children With Autism Initiative, Gateways recruited an additional five staff to join its ECIS team.

“ Gateways offer a range of parent education workshops in response to identified parent needs.”



## EARLY CHILDHOOD INTERVENTION SERVICES

### HIGHLIGHTS

Gateways have 16 families participating in its Early Intervention playgroups, since developing a second group based at Norlane North Shore.

Funding for the Autism Early Learning Program (an intensive program for kindergarten-aged children with Autism Spectrum Disorder and very high needs) was achieved through state funding with a contribution from families under the Helping Children With Autism Initiative for therapy support. The program was also the recipient of a very generous donation from the National Australia Bank kindly initiated by a parent whose child participates in the program.

Gateways offer a range of parent education workshops in response to identified parent needs which this year included two 'Hanen-More Than Words'. This 12-week program aims to increase the understanding and skills parents need to work with their children to develop communication skills.

Gateways also made the decision to divide its ECIS staff group into two geographical teams – the South and North teams – to establish greater networks with the kindergartens, childcare centres and schools within each region.

### BEST PRACTICE INITIATIVES

In keeping with Gateways strong commitment to best practice and professional development ECIS team members have undertaken 'Strength Based' training, Early GOALS training and 'Floor Time Therapy'. Members of the ECIS team also attended additional discipline-specific courses and conferences.

Gateways also support training for a range of professional groups. During the year, Occupational Therapy students from Deakin University and a Psychology student from Ballarat University completed clinical placements across a range of the Early Intervention service areas. And, for the first time, third year Deakin University Medical students completed a component of their paediatric rotation by participating in a number of Early Intervention programs to enhance their understanding of community-based paediatric services.

FAMILY AND  
COMMUNITY  
SUPPORT  
SERVICES



**77** FAMILIES RECEIVED SUPPORT THROUGH GATEWAYS' DISABILITY FLEXIBLE SUPPORT PACKAGES (EARLY CHOICES)

**105** REQUESTS WERE RECEIVED FOR GATEWAYS' KINDERGARTEN INCLUSION SUPPORT SERVICES

**52** PARENTS ATTENDED EARLY DAYS INFORMATION SESSIONS

**273** REFERRALS WERE RECEIVED FOR GATEWAYS' PRESCHOOL FIELD OFFICER SERVICE

## FAMILY AND COMMUNITY SUPPORT SERVICES



### LEARNING MORE THAN ABCS

It's 8.45am and the classroom at William Hovell Kindergarten in the Geelong suburb of Corio is a hive of activity. Children greet their teacher Sharron German before hurriedly joining in a card game of 'fish' or taking a seat at the table to work on some puzzles.

To most, the classroom of William Hovell might look like any other, but here the children learn more than just their ABCs. Through the positive inclusion of four children with additional needs, achieved with the support of Gateways' Kindergarten Inclusion Support Services (KISS), the children at William Hovell learn important values, according to Sharron German.

"Incorporating children with additional needs in the classroom has instilled tolerance and acceptance; these children aren't seen as being any different."

Gateways' Kindergarten Inclusion Support Service provides two additional assistants to help Sharron and her staff in the classroom and to ensure children with a disability are included in day to day activities.

"Some children need more time to do everything in the kinder program, and they need extra support to achieve this," says Sharron.

Having Additional Assistants has also enabled the children to participate in extra curricular activities along with their classmates.

"We wouldn't be able to offer excursions outside our centre if we didn't have one-to-one support for the children with additional needs," says Sharron.

And it appears the benefits of Gateways' Kindergarten Inclusion Support Services don't stop at the classroom door. Sharron and her staff have seen first-hand the support other parents have given families of children with additional needs and how they have embraced them as part of the kindergarten community at William Hovell.

"By the staff and children being accepting it has transferred onto the kinder community. Now when we see the children leave the centre, we hope they take these values with them throughout school and it filters through to the whole community."

## FAMILY AND COMMUNITY SUPPORT SERVICES



“High demand for Gateways’ case management services resulted in families receiving interim support and information through Gateways’ Strengthening Parent Support Worker.”

Gateways’ Family and Community Support Services encompass 10 programs designed to provide support to families caring for a child or adolescent with a disability/additional need. Gateways aim to strengthen the confidence and independence of the child and family as well as increase the understanding and support they receive through their local community.

Programs include:

**The Preschool Field Officer Service** – assists children with additional needs and their families to access and participate in a state-funded kindergarten program.

**Early Childhood Intervention Service (ECIS) Flexible Support Packages** – for families of children with high and/or complex support needs, including autism, social, behavioural and emotional needs.

**Disability Flexible Support Packages (Early Choices)** – supports families who have a child with a severe disability and complex care needs.

**Kindergarten Inclusion Support Services** supports state-funded kindergarten programs to facilitate the inclusion of children with severe disabilities, through the provision of training and additional staff, equipment, and resources.

**Case Management (Individual Support Packages- ISPs)** for children with disabilities and complex needs.

**Short Term Case Management** – Case managers assess the needs of a family with a child or adolescent with an Autism Spectrum Disorder (ASD) and provide links to programs, activities, information and resources.

**Transition Case Management** – assists children with ASD and their families to make the transition from early intervention programs to school.

**Strengthening Parent Support Services** – provides information and support to families with children with a disability or additional need.

**My Time** – parent support playgroups run by a program coordinator and play helper for parents with young children with disabilities/additional needs.

**Early Days** – workshops developed by the Parenting Resource Centre to assist parents of a child aged six years and less, who have ASD or are undergoing assessment.

### SERVICE GROWTH

Family and Community Support recorded considerable growth in 2009/2010. The most significant was the increased number of requests for the Strengthening Parent Support Service which rose by more than 39%.

Gateways supported 77 families through its Disability Flexible Support Packages (Early Choices) and received 105 requests for its Kindergarten Inclusion Support Services, reflecting increases of 37% and 28% respectively.

High demand for Gateways’ case management services resulted in families receiving interim support and information through Gateways’ Strengthening Parent Support Worker.

Gateways presented six Early Days information sessions for 52 parents with a child newly diagnosed with an Autism Spectrum Disorder.

Referrals for Gateways’ Preschool Field Officer Service increased from 228 to 273 in 2009/2010.

## FAMILY AND COMMUNITY SUPPORT SERVICES

“ For the first time,  
Koori children  
attending 3 and  
4-year-old  
kindergarten received  
support from  
Gateways Preschool  
Field Officers .”



### NEW INITIATIVES

The Family and Community Support team completed a two-day training course on the ‘Strengths-Based’ approach to supporting families. Gateways Preschool Field Officers and Kindergarten Inclusion Coordinators also undertook training in trauma and attachment disorders in children, reflecting the increasingly complex needs of some children attending 3 and 4-year old kindergarten programs.

For the first time, Koori children attending 3 and 4-year-old kindergarten received support from Gateways Preschool Field Officers under the State Government’s Early Start program.

A successful grant application to the Department of Education and Early Childhood Development enabled the Kindergarten Inclusion Support Service to purchase six high-back swing seats.

The Preschool Field Officer team completed a number of presentations to parents on the topics of school and kindergarten readiness.

### ACHIEVEMENTS

The Strengthening Parent Support worker organised a weekend getaway to provide mothers of children with a disability or an additional need, the opportunity to take a well-deserved break. Through generous donations, the group of 20 were revitalised and given time to socialise with other mothers, resulting in the formation of a supportive social group.

The Preschool Field Officer team presented an inservice to over 60 kindergarten teachers on the use of visual resources in the kindergarten program. The inservice was praised by teachers as a valuable tool, benefiting the entire kindergarten class.

Due to the efficient use of resources, Gateways met the increased demand for both Flexible Support Packages programs (Early Childhood Intervention Service and Disability Flexible Support Packages - Early Choices) within budget and without the need to establish a waiting list.

### POSITIVE PARTNERSHIPS

The Strengthening Parent Support Program in partnership with Nelson Park and Barwon Valley Schools developed a sibling support group – Sibs Connect, for brothers and sisters aged 10 – 15 years of children with a disability.

Gateways also joined a consortium providing Autism Spectrum Disorder (ASD) training to Department of Human Services funded case managers throughout Victoria. The consortium comprising Autism Victoria, Gateways, Scope (Gippsland) and the Autism Teaching Institute worked together to design the training program which was presented by two Gateways staff members in Geelong, Ballarat and Warrnambool.

### MEETING THE NEED:

To meet the increase in applications received for the Kindergarten Inclusion Support Service, Gateways employed 67 Additional Assistants and an Administrative Assistant.

The Hamilton Preschool Field Officer participated in a working party to develop an Early Childhood Network in Hamilton with the aim to create a “one stop” reference point for families.

RESPITE AND  
RECREATION  
SERVICES



**18,000** HOURS OF IN-HOME AND COMMUNITY-BASED RESPITE WERE DELIVERED BY GATEWAYS STAFF TO CHILDREN AND FAMILIES IN THE BARWON SOUTH WESTERN REGION

**230** FAMILIES RECEIVED CONTRACTED RESPITE FROM GATEWAYS

**9** CHILDREN ACCESSED THE BOOST 4 KIDS RESPITE PROGRAM

**8,000** HOURS OF SUPPORT WAS PROVIDED TO CHILDREN AND ADULTS PARTICIPATING IN GATEWAYS' RECREATION PROGRAMS

## RESPIRE AND RECREATION SERVICES



### RECEIVING A BOOST

As the sole carer of her 15-year-old son Jake who has multiple disabilities, Genia Bajszczak admits she rarely gets time to herself. Genia says she was therefore thrilled to learn of the Boost 4 Kids program developed specifically to provide out of home respite to children and young people with high care needs.

“I’d looked at other respite services, but no one else had the facilities or specially trained staff to care for Jake,” says Genia. “Because he has such complex needs, I really needed to find a respite house with staff who knew how to look after him.”

Gateways’ Boost 4 Kids program is operated from ‘The Lodge’, a St Laurence Community Services respite house located in Ocean Grove, just a short distance from Genia’s home, which she admits was a crucial factor in her decision to seek support for Jake from the Boost 4 Kids program.

“I feel comfortable because it’s only down the road and the communication from the staff is excellent.”

Every two months, Jake joins three other children with complex medical health needs at ‘The Lodge’. With the support of specially trained staff from Gateways and St Laurence and a paediatric nurse from Barwon Health, the children enjoy a range of activities designed to cater to the age and abilities of each, whilst having the specialised level of care they require.

Boost 4 Kids Project Worker, Carol Fogg has played a vital role in organising the children’s activities, which range from regular visits from musicians to a visiting farm of animals “complete with chooks, guinea pigs and even a little pony!” says Carol.

For Genia the program is as much about giving Jake the opportunity to enjoy new experiences as it is for her to have a well-earned break.

“It’s wonderful for Jake to get out and participate in activities and it’s great for me because I can have a sleep-in, knowing that Jake is getting the care he needs.”

## RESPIRE AND RECREATION SERVICES



“Increased demand led Gateways to provide contracted respite to 230 families.”

Delivering 18 programs throughout the Barwon South Western region of Victoria, Gateways' Respite and Recreation Services team provide people with a disability access to meaningful leisure activities and give families a break from their caring role.

Gateways' Respite and Recreation programs include:

- Flexicare Children's Program – in-home and community-based respite for families who have a child with a disability and/or high support needs
- Flexicare Adult Program – in-home and community-based respite for families who have an adult family member with an intellectual disability
- Contracted Respite – respite care services provided to individuals or agencies on a fee for service basis
- Dementia Respite – respite and support for families caring for a person living with dementia
- Interchange – volunteer carers provide respite for families with a child who has a disability
- Geelong and Colac Youth Groups – social groups for young people with a disability
- Geelong Get Up and Go Club – social and leisure activities for young adults with disability/additional needs
- Get About Town – a social group for young people with a physical disability
- Club 4 Us and Winning Days – social groups for children and young people with Asperger Syndrome
- Boost 4 Kids – facility-based care for children with complex medical care needs

- Prime Movers – supports people living with dementia and their carers to remain linked to community through a range of activities
- School Holiday Program (Geelong & Colac) – provides children and young people with disabilities/additional needs the opportunity to participate in recreational activities during school holidays

### SERVICE GROWTH

In 2009/2010 Gateways provided over 18,000 hours of in-home and community-based respite with an additional 8,000 hours of support to children and adults participating in Gateways recreation programs.

Support for families in receipt of funding through an Individual Support Package (ISP) grew significantly with the Respite and Recreation team delivering more than 4,000 hours of respite throughout the year. Similarly, increased demand led Gateways to provide contracted respite to 230 families.

The successful partnering of Gateways, St Laurence, Barwon Health and MacKillop Family Services, to provide the Boost 4 Kids program, saw an increased number of families access this innovative service during 2009/2010 with nine children benefiting from respite time.

“Gateways are indebted to each of its 52 Interchange volunteers who play a vital role in providing families with a break from their caring role.”



## RESPITE AND RECREATION SERVICES

### BEST PRACTICE INITIATIVES

Gateways' Respite and Recreation team received training from the Geelong Volunteer Network on the National Standards for involving volunteers in the not for profit sector. With the support of the Geelong Volunteer Network, Gateways continues its work on developing and implementing policies and procedures that promote a model of best practice in volunteer involvement in accordance with National Standards.

Gateways obtained a positive assessment in a Commonwealth National Respite for Carers service audit undertaken in October 2009.

### HIGHLIGHTS

Gateways are indebted to each of its 52 Interchange volunteers who play a vital role in providing families with a break from their caring role, and enriching the lives of the children they care for, by offering friendship and support. Gateways acknowledge the wonderful contribution the Interchange volunteers make at its annual Host Appreciation Evening which this year saw more than 70 families and volunteers attend a masquerade-themed party.

Through its community partnership with Westfield, Gateways provided carers of children with a disability with the opportunity to enjoy some well deserved free time for shopping, while the children were entertained by staff during Westfield's Christmas Community Day and Mother's Day events. The Mother's Day event raised \$2010 to support Gateways programs.

Two gentlemen living with dementia formed a friendship and with the support of Gateways Dementia Respite Program staff and now meet regularly to reminisce about their lives.

### POSITIVE PARTNERSHIPS

Continued support from Colac Specialist School, Barwon Valley School and SCOPE have enabled Gateways' Respite and Recreation team to run programs at safe and accessible venues for participants.

With the aid of funding from the Commonwealth Carer Respite and Carelink Centre, Gateways have provided holiday programs to families in the Colac region and offered additional respite through the Boost 4 Kids program.

Recreation volunteers provided vital support to Gateways staff, ensuring the success of its school holiday, youth group, Get Up & Go, Get About Town and Boost 4 Kids programs.

COMMUNITY AND  
INDEPENDENT  
LIVING SERVICES



**3** PEOPLE ARE LIVING INDEPENDENTLY AT HOME WITH GATEWAYS' SUPPORT

**37** RESIDENTS RECEIVE SUPPORT THROUGH GATEWAYS' SHARED COMMUNITY LIVING SERVICES

**5** YOUNG MEN WITH COMPLEX NEEDS MOVED INTO GATEWAYS' NEWEST PURPOSE-BUILT RESIDENTIAL UNIT

**102** STAFF MEMBERS WORK IN GATEWAYS' COMMUNITY AND INDEPENDENT LIVING SUPPORT SERVICES

## COMMUNITY AND INDEPENDENT LIVING SERVICES



### HIGH ACHIEVER

At just 25 years of age, Sam Sullivan's list of achievements is long and impressive. Since moving into Gateways Tate Street residential unit, Sam's confidence has improved markedly and thanks to the support of Gateways, she has gained additional paid employment.

Sam was already employed at a coffee shop two days a week and volunteering at a St Vincent De Paul opportunity shop and an aged care facility when Gateways' Community and Independent Living Support Manager, Sean Justin, invited her to undertake work for Gateways. To date, Sam has assisted with Autism training as well as staff interviews and induction sessions.

When asked what she has enjoyed most about her employment at Gateways, Sam is quick to reply: "I really like working with Sean and doing the autism training and getting paid," says Sam. "I also stayed overnight in a motel when we travelled to Colac and Warrnambool."

Having completed courses in hospitality, barista, independent living and assertiveness just to name a few, Sam has now set her sights on continuing "to do retail work and as much work as I can for Gateways with Sean Justin."

And recently, with a little help from Tate Street's support workers, Sam successfully opened her own savings account allowing her to access her money independently.

"We constantly support Sam to be as independent as possible, offering support either when she requests it or as the need arises," says Tate Street Assistant Team Leader Lisa Brotherton.

Lisa describes Sam as extremely thoughtful towards others and an enthusiastic participant in household routines, organising her lunch and grocery needs on a weekly basis.

"She cooks for all of the housemates and makes the best green salad!"

Given all that she's achieved, Sam is well on her way to attaining her ultimate goal of living independently.

## COMMUNITY AND INDEPENDENT LIVING SERVICES



“The Social Connect program has four participants receiving support ranging from 1 day a week to 5 days a week.”

Through its Community and Independent Living Services, Gateways provides a responsive range of services to support people with a disability to live and participate within their community. Gateways' Community and Independent Living Services include shared community living, independent living and the Social Connect program.

- Gateways' shared community living services comprise seven community residential units located throughout the Barwon South Western region. Each resident receives support to maximise their independence and community participation.
- Independent living is a responsive program tailored to meet the individual needs of people with a disability who choose to live independently in their own home and community.
- Gateways' Social Connect program provides individualised activities for adolescents and young adults with complex needs, who find group programs particularly stressful. Activities are planned around each individual's strengths, needs and interests with a focus on broadening their communication, independence and community interaction.

### SERVICE GROWTH

Gateways reinforced its commitment to enabling adults with a disability or additional needs to enjoy positive relationships within the community by expanding its range of services to include the Independent Living Services and Social Connect programs.

Since introducing the programs last year, demand has remained strong with Gateways providing support to three individuals to live independently at home while the Social Connect program has four participants receiving support ranging from 1 day a week to 5 days a week.

The recent opening of a new residential service in High Street, Moolap has increased the number of residents receiving support through Gateways' shared community living services from 34 to 37.

The increasing demand for Gateways' Community and Independent Living Services has led to the appointment of Andrew Forster as Team Leader to manage both the Independent Living and Social Connect Programs.

## COMMUNITY AND INDEPENDENT LIVING SERVICES



### NEW INITIATIVES

Gateways Community and Independent Living Services has tailored its services to provide specialised support and care to a young man with autism and mental health issues. This service is operating from temporary accommodation until long term accommodation is secured.

Three people have received respite services ranging from one night to two weeks under an initiative developed by Gateways utilising a vacant room at its Tate Street, East Geelong residential unit. Residents of Tate Street have been supportive of the move which has provided parents and carers with a well-earned break.

Gateways successfully secured funding from the Department of Human Services to install two portable units to be based at the Lawrence Street, Camperdown and High Street, Moolap residences. The units enable individuals to receive support to live more independently.

### ACHIEVEMENTS

The recent opening of the purpose-built High Street, Moolap residential unit has provided a spacious living environment for five young men with complex needs. The large home-like accommodation includes a sleepover facility for staff and a separate independent living unit co-located within the grounds.

Staff at Gateways' Tate Street, East Geelong residential unit were awarded the Disability Sector Support Award in recognition of their outstanding work in providing people with disabilities the support they need to live a fulfilling life within their local community. Community Services Minister, Lisa Neville, presented the award to the Gateways team at a ceremony in November 2009 attended by many, including residents of Tate Street.

Renovation work at Gateways' Denman Street, East Geelong residence was completed giving the facility an increased capacity to support the growing needs of its residents.

### POSITIVE PARTNERSHIPS

Community Living Support Manager, Sean Justin participated in the Department of Human Services Rights and Responsibilities working group which focused on methods used to maximise opportunities for people with a disability whilst assessing and managing any risks involved.

The Gateways Community Living Services Committee comprising staff and residents agreed to meet monthly to enable more residents to attend and take an active planning role in the assistance they receive.

With the support of Gateways staff, Jack, a resident at the Tate Street, East Geelong service was able to fulfil his wish of making a presentation at a regional seminar attended by Senior Practitioner Geoffrey Chan.

## CORPORATE SERVICES



“Staff training and development remains a priority with many people appreciating opportunities to refresh skills and expand their knowledge.”

The Corporate Services team manages the financial and administrative functions of Gateways operations and aims to provide excellent support to our clients, staff, suppliers and stakeholders. This includes:

- Processing employee wages
- Payment of accounts and raising invoices
- Information technology support
- Occupational Health & Safety management
- Industrial relations and human resources advice
- Quality systems management

Corporate Services also oversee promotional activities including:

- Enhancing the community's understanding of the needs and abilities of people with disabilities and their families
- Increasing the profile of Gateways within the community
- The development and maintenance of the autismhelp and Gateways websites
- The development of promotional material

## ACHIEVEMENTS

### HUMAN RESOURCES

Gateways has a diverse workforce of client support and professional staff with 267 people employed in 2009/10. 83% of the staffing group are female and 96% are employed in a part time or casual capacity.

Gateways has three staff reaching 15 years of service and five staff reaching their 10 year service milestone this year, a significant achievement.

Staff training and development remains a priority with many people appreciating opportunities to refresh skills and expand their knowledge.

Gateways has tailored and expanded its in-house training to all staff by customising sessions to address issues at each workplace. These sessions have been well received by staff as it provides an opportunity for staff to raise specific issues and to talk through scenarios applicable to them. In addition members of the Community, Independent Living and Respite teams discuss specific topics during team meetings, promoting two-way discussion and feedback.

Gateways congratulates the Tate Street team from the Community and Independent Living Support division for winning the Disability Worker Award.

### FINANCIAL MANAGEMENT & PLANNING

Gateways developed a rolling 3-year financial projection to analyse and prepare for future opportunities in line with its strategic plan. This continues to be a valuable tool on a day to day basis.

“Throughout the year Gateways has undertaken a range of promotional and fundraising activities aimed at increasing community awareness of the importance of supporting people with disabilities.”



### OCCUPATIONAL HEALTH & SAFETY

Gateways is fortunate to have a dedicated Health & Safety Committee that is proactive in ensuring each workplace is as safe as possible.

In line with Gateways commitment to maintaining a safe working environment, the Health & Safety Committee have revised Occupational Health & Safety work practices, systems, policies and procedures and implemented regular workplace safety visits.

In addition, the committee has reviewed bus safety awareness training to ensure all staff have the confidence to drive the buses, operate the wheelchair lifts and secure clients safely. A vehicle information manual was developed and will help staff with the day to day information they need in relation to driving Gateways vehicles.

Gateways constantly monitor staff injuries. The Community and Independent Living Support team continue to record the highest number of injuries which is no change from previous years. The likelihood of injury to staff within Community and Independent Living is increased due to the unpredictability of client behaviour and the large amount of time staff spend with clients with complex needs when compared to other service divisions within Gateways.

According to WorkSafe, Gateways organisational performance is 24% better than the industry standard, which is a good result.

### QUALITY

Gateways has made preparations to undertake quality certification with Victorian Disability Services next year. Staff education and consultations at team meetings regarding quality certification has been a major focus throughout the year. Gateways has reviewed its policies and procedures and where necessary, developed new policies in consultation with staff.

### INFORMATION TECHNOLOGY

Gateways continued to review and develop the rolling three-year Information Technology strategic plan, in conjunction with Think Technology. In addition, Gateways has upgraded its file server and a number of workstations and provided notebooks to allow staff to work flexibly.

The Gateways website was modernized to include a contemporary design and up to date information on the services Gateways provide. The site is now more user-friendly and visitors are able to access information easily.

### PROMOTIONAL ACTIVITIES

Throughout the year Gateways has undertaken a range of promotional and fundraising activities aimed at increasing community awareness of the importance of supporting people with disabilities. These events included the HAPI (Helping Achieve Positive Inclusion) Awards and fundraising activities organised by the Gateways Auxiliary including the Golf Day, harness racing night, bridge competition and film nights.

## TREASURER'S REPORT



“The combination of Gateways commitment to providing quality services and a sound financial management strategy will hold the organisation in good stead in the coming years.”



I am delighted to present Gateways Support Services 2009/10 audited financial report. Gateways continues to focus on providing quality services and strives every day to meet its mission of empowering and supporting children and adults with a disability/additional need and their families.

The overall net profit for the year of \$294,212 includes \$225,000 of capital donations, which were used to fully repay vendor finance on the premises at Albert Street, Geelong West. The net profit, adjusted for the capital donations, represents less than 1% of income. It is pleasing to note that this result is close to budget and represents strong financial management of the organisation.

Revenue at \$7,950,874 has increased by 27% from the previous year due to the capital donation mentioned previously and increased individualised client funding.

Employee and other expenses from ordinary activities, totalling \$7,656,662, have increased by 16% which relates to increased individualised client funding. The graphs featured on the opposite page depict broad groupings of income and expenditure for 2009 and 2010.

Planning has begun on refurbishing the Albert Street headquarters with a final concept design close to completion. This will coincide with the launch of a capital appeal later in the year to help fund the refurbishments and provide Gateways with improved client and staff facilities.

Gateways staff and volunteers are the organisation's strength and their passion and enthusiasm to provide excellent services to our clients and families is well matched with our mission. This group must be congratulated on going the extra mile every day.

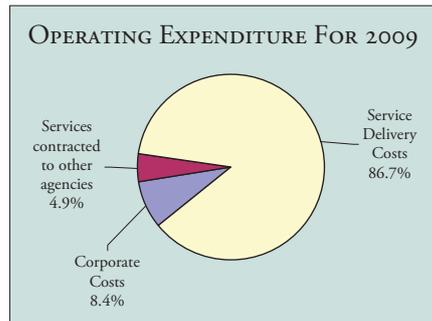
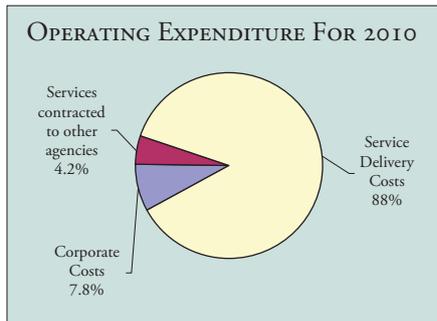
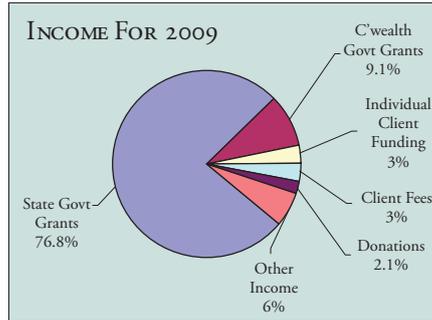
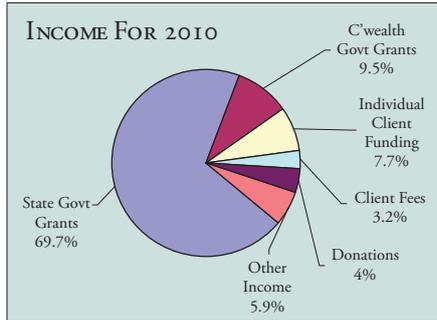
My sincere thanks extend to United Way Geelong, philanthropic trusts, community groups and businesses in the Barwon and South Western region whose continued support and commitment cannot go unrecognised. We are appreciative also of the partnerships and funding for core activities provided by the various Government Departments with whom we work - the State Departments of Human Services, Health, and Education and Early Childhood Development, and the Commonwealth Departments of Families, Housing Community Services and Indigenous Affairs, and Health and Ageing.

As in previous years, the audited financial report is a summarised version of the audited financial reports with accompanying notes. A full set of reports is available on application to the Gateways Albert Street office, Geelong West.

The combination of Gateways commitment to providing quality services and a sound financial management strategy will hold the organisation in good stead in the coming years. I look forward to being a part of this exciting journey.

JOHN GAVENS  
B COM (HONS) MA FCA  
*Honorary Treasurer*

## FINANCIAL STATEMENTS



### COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
Revenues from ordinary activities	7,950,874	6,687,470
Employee expenses	(6,274,047)	(5,457,984)
Depreciation expenses	(114,782)	(106,099)
Other expenses from ordinary activities	(1,267,833)	(1,047,501)
Net profit from ordinary activities attributable to the association	294,212	75,886
Other comprehensive income	0	0
<b>Total comprehensive income of the association</b>	<b>294,212</b>	<b>75,886</b>

## FINANCIAL STATEMENTS

### BALANCE SHEET As At 30 JUNE 2010

	2010 \$	2009 \$
<b>Current Assets</b>		
Cash Assets	2,789,413	2,399,660
Receivables	174,808	140,715
Other	6,901	24,718
<b>TOTAL CURRENT ASSETS</b>	<b>2,971,122</b>	<b>2,565,093</b>
<b>Non Current Assets</b>		
Property, plant and equipment	1,882,087	1,786,618
<b>TOTAL NON CURRENT ASSETS</b>	<b>1,882,087</b>	<b>1,786,618</b>
<b>TOTAL ASSETS</b>	<b>4,853,209</b>	<b>4,351,711</b>
<b>Current Liabilities</b>		
Payables	1,997,236	1,701,374
Provisions	611,722	504,479
Borrowings - secured	0	79,166
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,608,958</b>	<b>2,285,019</b>
<b>Non-Current Liabilities</b>		
Provisions	320,931	273,153
Borrowings - secured	0	164,431
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>320,931</b>	<b>437,584</b>
<b>TOTAL LIABILITIES</b>	<b>2,929,889</b>	<b>2,722,603</b>
<b>NET ASSETS</b>	<b>1,923,320</b>	<b>1,629,108</b>
<b>EQUITY</b>		
Reserves	1,012,000	1,012,000
Retained profits	911,320	617,108
<b>TOTAL EQUITY</b>	<b>1,923,320</b>	<b>1,629,108</b>

STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2010

	Retained Earnings	General Reserves	Asset Revaluation Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2008	541,222	682,000	330,000	1,553,222
Profit for the year ended 30 June 2009	75,886	-	-	75,886
Balance at 30 June 2009	617,108	682,000	330,000	1,629,108
Profit for the year ended 30 June 2010	294,212	-	-	294,212
Balance at 30 June 2010	911,320	682,000	330,000	1,923,320

FINANCIAL  
STATEMENTS

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Client fees	224,299	178,167
Donations received	235,258	207,431
Operating grant receipts	6,908,838	6,029,064
Sundry income	587,308	340,696
Payments to suppliers and employees	(7,183,812)	(6,312,830)
Interest received	89,393	122,840
<b>Net cash provided by (used in) operating activities</b>	<b>861,284</b>	<b>565,368</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Fixed asset purchases	(315,616)	(1,286,996)
Proceeds on sale of fixed assets	87,682	0
<b>Net cash used in investing activities</b>	<b>(227,934)</b>	<b>(1,286,996)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Mortgage funds received	0	250,000
Mortgage repayments	(243,597)	(6,403)
<b>Net cash used in borrowing activities</b>	<b>(243,597)</b>	<b>243,597</b>
Net increase (decrease) in cash held	389,753	(478,031)
Cash at the beginning of the financial year	2,399,660	2,877,691
<b>CASH AT THE END OF THE FINANCIAL YEAR</b>	<b>2,789,413</b>	<b>2,399,660</b>

## FINANCIAL STATEMENTS

### STATEMENT BY MEMBERS OF BOARD OF MANAGEMENT

The Board of Management declare that in their opinion, the concise financial report of Gateways Support Services Inc for the year ended 30 June 2010 complies with Accounting Standards AASB 1039: Concise Financial Reports.

The financial statements and specific disclosures included in this concise financial report have been derived from the full financial report for the year ended 30 June 2010.

The concise financial report cannot be expected to provide as full an understanding of the statement of income, balance sheet, statement of changes in equity and financing and investing activities of the Association as the full financial report, which is available on request.

This declaration is made in accordance with a resolution of the Board of Management.



B. JENNER  
*President*



J. GAVENS  
*Treasurer*

Dated this day of 9 September 2010

## INDEPENDENT AUDIT REPORT

### SCOPE

We have audited the financial report of Gateways Support Services Inc (the Association) for the year ended 30 June 2010 in order to express an opinion on it to the members of the Association. The Association's Board of Management is responsible for the concise financial report.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the concise financial report is free of material misstatement. We have also performed an independent audit of the full financial report of the Association for the financial year ended 30 June 2010. Our audit report on the full financial report was signed on 17 September 2010, and was not subject to any qualification.

Our procedures in respect of the audit of the concise financial report included testing that the information included in it is consistent with the full financial report, and examination, on a test basis, of evidence supporting the amounts, discussion and analysis and other disclosures which were not directly derived from the full financial report.

The audit opinion expressed in this report has been formed on the above basis.

### AUDIT OPINION

In our opinion, the concise financial report of the Association represents a true and fair view of the financial position at 30 June 2010 and the results of operations and cash flows for the year then ended in accordance with the full financial report.

ANDREW FREWIN & STEWART  
61-65 Bull Street  
Bendigo Vic 3550



DAVID HUTCHINGS  
*Partner*

20 September 2010

## FINANCIAL STATEMENTS

## BOARD OF MANAGEMENT

Gateways Support Services is governed by a voluntary Board of Management.

The Board comprises:



Dr Bernie Jenner M.B.B.S,  
B.S.F.R.C.A.P., Dip. Child Psych.,  
G.D.ET (President)



Mr John Gavens  
B. Com (Hons), M.A. (Acc), FCA  
(Treasurer)



Mr Bruce Renick  
B. Com (Vice President)



Dr Robert Ward  
M.B.B.S., D.RAZ.C.O.G., F.R.C.G.A.P.  
(Vice President)



Mr Tom White  
B. Com., LLB (Hons)



Ms Jessica Marriner  
B. Arts (Public Relations)



Dr Sue Home  
M.B.B.S., Dip.Obs., R.C.O.G  
(London)



Mr Mark Appleford  
B. Com., B.S.



Mrs Rose Hodge  
App. Dip. Science (Dental Therapy)



Mrs Pat Beard OAM  
Dip. Office Admin.  
Ex officio

### COMMITTEES

Gateways is appreciative of the many volunteers who contribute their knowledge and skills to the following committees:

- Auxiliary
- Child and Family Services
- Community Living Services
- Respite and Recreation

## BOARD OF MANAGEMENT

### CHIEF EXECUTIVE OFFICER

#### EARLY CHILDHOOD INTERVENTION SERVICES MANAGER

- Early Childhood Intervention Services
- Autism Assessment
- Helping Children with Autism Program
- Autism Early Learning Program

#### FAMILY & COMMUNITY SUPPORT MANAGER

- Case Management
- Strengthening Parent Support – Geelong
- My Time
- Early Days
- Early Choices (Disability Flexible Packages)
- ECIS Flexible Packages
- Individual Support Packages
- Preschool Field Officer Program
- Kindergarten Inclusion Support Services

#### RESPIRE & RECREATION MANAGER

- Respite Services
- Interchange
- Boost 4 Kids
- Strengthening Parent Support Colac
- Youth & Recreation Programs
- Prime Movers Program
- Individual Support Packages

#### COMMUNITY & INDEPENDENT LIVING SUPPORT MANAGER

- Team Leaders and Support Teams

#### CORPORATE SERVICES MANAGER

- Financial Administration
- Human Resources
- Health & Safety
- Quality
- Reception, Payroll and General Administration
- Communications, Promotions, Events, Fundraising

## ORGANISATIONAL STRUCTURE

## STAFFING



Gateways has a dynamic workforce with 267 people employed in 2009/10.

Women make up 83 % of Gateways' staff and 173 of our staff are employed in a part time capacity.

PROGRAM/WORKPLACE	FULL TIME	PART TIME	CASUAL	TOTAL STAFF
<b>COMMUNITY &amp; INDEPENDENT LIVING</b>				
Manager	1	0		1
Bilston Court	0	7		7
Denman Street	0	9		9
High Street	0	9		9
Lawrence Street	0	9		9
McNeill Court	0	9		9
Tate Street	0	10		10
Torquay Road	0	9		9
Casual staff			40	40
	1	62	40	103
<b>RESPIRE &amp; RECREATION</b>				
Manager	1	0	0	1
Interchange	0	3	0	3
Recreation	0	8	1	9
Respite	0	5	35	40
	1	16	36	53
<b>EARLY CHILDHOOD INTERVENTION</b>				
	6	17	0	23
<b>FAMILY &amp; COMMUNITY SUPPORT</b>				
	0	73	8	81
<b>CORPORATE SERVICES</b>				
	2	5	0	7
<b>GRAND TOTAL</b>	<b>10</b>	<b>173</b>	<b>84</b>	<b>267</b>

“This year United Way generously provided \$30,000 for Gateways’ autism case management for children and families with complex needs.”



### DONATIONS RECEIVED 2009/2010

#### UNITED WAY

This year United Way generously provided \$100,000 towards Gateways’ Building fund and \$30,000 for autism case management for children and families with complex needs. Gateways thanks United Way for their valued support.

#### FOUNDATIONS AND TRUSTS

Gateways is fortunate to have the support of trusts and foundations who have played a vital role in assisting in the purchase of the Albert Street office and enabling Gateways to continue providing responsive and innovative services to children and adults with a disability/additional need and their families.

Percy Baxter Charitable Trust  
 Ian and Nell Clark Encouragement Fund  
 William Angliss Foundation  
 Godfrey Hirst Australia Charities Committee  
 The Howard Glover Trust  
 Freemasons Public Charitable Foundation

#### CORPORATE

Through donations of prizes, equipment or financial contributions, the corporate community continues to dig deep to assist Gateways. This list of corporate organisations highlights the depth of commitment from the corporate sector in building a better community to live, work and play for people of all abilities.

National Australia Bank, Geelong Branch  
 G Force Recruitment  
 Woolworths  
 Westfield Geelong  
 TAC Ministry of Fun  
 Ritchies IGA  
 Coulter Roache Lawyers

#### COMMUNITY

Gateways thank the following community organisations and businesses for providing in-kind and financial contributions.

Mirrabooka Cottages  
 Lions Club Leopold  
 Lions Club South Barwon  
 St Laurence  
 Hey Dee Ho  
 Express Promotions  
 Peter Marshall  
 Hayes Music – ‘Charli’  
 Hahndorf Chocolates  
 Barwon Health Paediatric Ward  
 Geelong Volunteer Network  
 Austral Hotel  
 East Colac Hotel  
 Oakmass Florist  
 Bella Day Spa  
 Carers Victoria  
 SCOPE  
 National Respite for Carers Program  
 Party Werks  
 Serenity Farm  
 Phil Smurthwaite – Billy Tea Bush Band  
 Margie Barrow  
 Whitehall Guesthouse Property Trust  
 East Geelong Fruit Market  
 Heather Fraser  
 Vic Tavern  
 Moira Atkins  
 Queenscliff Fishing Charter  
 Beryl Downey Massage Therapy  
 Monique Sculthorpe  
 Bernadette Hunt  
 Kay Farnsworth  
 Mercure Hotel – Andrew Hills  
 Panache Queenscliff  
 Jenny Searle

## ACKNOWLEDGEMENTS



“The Gateways Auxiliary members donate their time to raise ever-important funds to support the many programs that Gateways offer to the community.”

### INDIVIDUAL DONATIONS

Gateways is grateful to the individuals who made donations throughout the year. Your contribution has helped make a positive difference to the lives of people with disabilities/additional needs. The following list acknowledges these generous gifts.

S Doolan & Friends

In memory of Timothy Sheehan

### THE GATEWAYS AUXILIARY

The Gateways Auxiliary members donate their time to raise ever-important funds to support the many programs that Gateways offer to the community. We thank the Auxiliary for their efforts.

The 6th Annual Charity Golf Day was held in October 2009 and was Gateways most successful to date raising a record total of \$11,149.50. Money raised from the event has been used for the provision of Gateways' Autism Early Learning Program.

The Auxiliary also raised \$1,739 by holding a Movie Night, \$940 from a Bridge Day, \$700 from a Cabaret and \$827.20 from the sale of Christmas cards at the Geelong Combined Charities Card Shop.

The Gateways Auxiliary would like to thank the businesses and members of the community that have supported them in 2009/10.

Coulter Roache Lawyers  
 Maxwell Collins Real Estate  
 Curlewis Winery  
 Local Mix  
 East Geelong Discount Drug Store  
 The GP Association of Geelong  
 West Carr & Harvey  
 Gallagher Bassett Services  
 St John of God Eye Clinic  
 Harwood Andrews Lawyers  
 Capital Finance Services  
 Wallington Mitre 10  
 Associate Professor Peter Gates  
 Oaks Ladies Fashions  
 Barwon Heads Golf Club  
 V & R Fruit & Vegetable Market  
 Judy Chirnside Flowers  
 Bellarine Veterinary Practice  
 Village Cinemas Geelong  
 Lamby's Bar & Restaurant  
 Artist Photographers  
 Lorraine Reid  
 Helen Fitzpatrick at Frith  
 Liz Crawford  
 Barwon Water  
 Geelong Advertiser  
 Sharyn Doolan  
 Julie & Roger Beck





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