



Annual Report 2011  
Brighter Futures

# CONTENTS



- 1** ABOUT US
- 2** STATEMENT OF PURPOSES
- 3** PRESIDENT'S REPORT
- 4** CEO's REPORT
- 6** KEY ACHIEVEMENTS
- 7** 2010 HAPI AWARDS
- 8** EARLY CHILDHOOD INTERVENTION SERVICES
- 12** FAMILY AND COMMUNITY SUPPORT SERVICES
- 16** RESPITE AND RECREATION SERVICES
- 20** COMMUNITY AND INDEPENDENT LIVING SERVICES
- 24** CORPORATE SERVICES
- 26** TREASURER's REPORT
- 27** FINANCIAL STATEMENTS
- 32** BOARD OF MANAGEMENT
- 33** ORGANISATIONAL STRUCTURE
- 34** STAFFING
- 35** ACKNOWLEDGEMENTS

*Thank you to the clients, families, carers, volunteers and Gateways staff for sharing their stories and being a part of the 2011 Annual Report.*

*Design: Pagination Design Services*

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 1100 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.



*Gateways assists more than 1100 children and adults and their families in the Barwon South Western region each year*

## 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'S / 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.



*Gateways promotes enjoyment of life, self esteem and positive experiences in the community*

# PRESIDENT'S REPORT

*'The most effective kind of education is that a child should play amongst **lovely things**'*  
— Plato

From a vision nearly 30 years ago of a happy, safe and fulfilling life for those with special needs to the formal launch of Gateways 14 years ago, many generous, caring and determined people have paved the way to develop such outcomes and experiences. Today we make the next step in this journey of life, love and education. Gateways has a committed caring culture to create '*lovely things*' physically, emotionally and socially, for all involved. We are privileged to associate with unique, inspirational special children and adults, with amazing dedicated parents, compassionate volunteers, enthusiastic partners, and passionate professionals, staff and Board members.

*'Lovely things'* arise through personal contact, sensitivity and recognition of a need, through persistence of endeavour and good planning. During her visit to Gateways, Senator Jan McLucas, Federal Parliamentary Secretary for Disability and Carers, stated that Gateways had one of the best developed programs in Australia, professionalism and passionate staff, brilliantly led by Rosemary Malone.

Yes Gateways has made a mark nationally and has come of age with the upgrading and expansion of the Albert Street site so as to accommodate the increased demands on our service and create an even more family friendly environment for assessments, direction, discussions and a meeting place. The 'one-stop-shop' concept of integrated service and support takes another large step. This is part of an exciting new level of political acknowledgement of the need for greater resources for those with disabilities in their early years



*President Bernie Jenner has been involved in service development and governance for 28 years.*

and beyond, which includes the Autism Funding Package, Better Start Initiative, Primary Enhanced Health Care and the evolving probability of a National Disability Insurance Scheme.

We enter a new era, from our humble beginnings, to being now a lead agency of 29 programs, 260 staff, supporting more than 1100 children and adults, with far greater optimism but much work to be done. I would like to thank all those involved with Gateways for making it a '*lovely*' place to be associated with. A special thank you to Give Where You Live, Helen MacPherson Smith, Annie

Danks and the Geelong Community Trusts for their generous donations to the **Gateways Brighter Futures Appeal**. To the community we serve, we ask for the first time your assistance to help raise \$960,000 for this expansion project which will allow Gateways to continue its important work into the new era.

Regards,

*Bernie*

BM JENNER  
MBBS, FRACP, Dip Child Psychiatry, Grad Dip Family Th.  
*President*

# CEO's REPORT

## THE YEAR IN REVIEW 2011

Gateways continues to experience strong demand for our range of children's and family support services and we appreciate the state and federal government funding we receive, and the excellent community support provided by Eastbrooke Family Medical Centre, who fund additional autism assessments, and Westfield who fund additional community-based respite groups for children with complex needs.

This growing demand has led Gateways Board to make the

important decision to plan to build a new client services wing adjoining our current building and renovate the existing facility to upgrade old infrastructure, and increase our capacity to accommodate professional staff needed to deliver additional services. Gateways is seeking to create 'brighter futures' for the children and families who want our support and understands the importance of team work, coordinated service delivery and staff mentoring in achieving this. We are particularly grateful to the Helen Macpherson Smith Trust, the Annie Danks Trust, the Geelong

Community Foundation and Give Where You Live who have been early supporters of our Brighter Futures fundraising campaign.

Gateways has also established a number of new living options during 2010/11 for people with autism and complex needs which has required an ongoing commitment to work with each individual and their support networks, and to learn about their individual needs and strengths.

One of my favourite images from this year has been the story of a young man with autism dancing for joy with his music turned up loud. This is the same young man who had previously walked around in a highly anxious state with his fingers in his ears.

This change has been brought about by a new individual living environment where he has his own space, but still enjoys supervision and support, made possible by Gateways with excellent support from DHS. The ongoing challenge for us as service providers for people with complex needs and for funders, is to listen to what people communicate to us with their behaviour, and then to collaborate and be creative in responding effectively.

At Gateways we have maintained our ongoing focus on quality service delivery and completed the disability certification process. We received pleasing feedback from the quality auditors who identified "a commitment by managers and staff to the provision of services that meets the requirements of the standards for disability services in Victoria". The auditors also noted that "Gateways is governed by an experienced and highly qualified Board, and that Gateways demonstrated numerous examples of people enjoying more



*Gateways is dedicated to creating brighter futures  
for the children and adults we support.*



meaningful lives as a result of the services they receive”.

Partnerships have continued to be a strong focus for Gateways and we have been involved in two new programs – the ASD case consultant practitioner program in partnership with Mpower, and the My Plan program in partnership with Karingal and MacKillop Family Services. We have also delivered innovative training on autism with a staff member, family member and person with a disability making up the presentation team.

Gateways has also reviewed our structure and systems to accommodate growth and enhance our management of quality and risk. We have invested in a new financial system and respite booking system and have created a dedicated HR position within our corporate

services team, as well as a part time coordinator for the Community Living Services division.

Gateways’ strengths include our commitment to our mission, and our staff and volunteers who go the ‘extra mile’ to do the best for each child/adult and family we support. Sue Home has continued to lead our small but dynamic auxiliary who continue to raise funds which help us address service gaps.

I would like to thank the staff of our funding bodies at a state and federal level, and the many universal and specialist services and community groups and businesses we work with in an ongoing way, to deliver the best possible outcomes.

On a personal level, I would also like to sincerely thank everyone associated with Gateways over the last year

for their generous support during the serious illness and death of my husband Bernie Garvey – my soul mate and hero.

I believe that Gateways is an outstanding organisation where there is a commitment at every level to see the potential and possibilities of what could be and to work to make that a reality.

ROSEMARY MALONE  
*Chief Executive Officer*

# KEY ACHIEVEMENTS 2010/11

## OUTCOMES

- Support provided to 1168 children and adults
- The Autism Help website was redeveloped to promote better community understanding
- HDV funded a bus for improved transport for Respite and Recreation clients.
- A family has donated a car for better transport for Tate St residents

## SERVICE DEVELOPMENT

- A new unit at Lawrence St
- Establishment of the Jacaranda Crt service
- Interim supports for a young man at High St
- Plans finalised for improved client facilities at Albert St

## SERVICE GROWTH

- Additional KISS packages
- Additional ECIS flexible packages
- Additional HCWA service provision

## POSITIVE PARTNERSHIPS

### WITH:

- Mpower for the ASD Case Consultant Practitioner
- Karingal and MacKillop for My Plan facilitation
- The Regional Parenting Centre for the Early Goals program
- Westfield supporting Gateways respite for children
- Eastbrooke Family Medical Centre for autism assessment



*ASD case consultant practitioner program is being delivered by Gateways in partnership with Mpower.*

## INNOVATION

- Social Connect individualised support options
- The Beyond the Gate Art project for residents
- Participation in an international documentary about people with a disability
- Participation in the DHS Rights and Responsibilities DVD project

## SERVICE QUALITY

- Certification for our disability programs
- Worksafe Disability Services compliance
- Extra coordination for Community Living Services
- Leadership development for staff and middle managers
- A new financial system for Corporate Services
- A new rostering program for Respite and Recreation services
- McNeill Crt renovation

# 2010 HAPI AWARDS

Gateways congratulate the 2010 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 ONE

Rosewall Early Learning Centre and Dunkeld Kindergarten

### CATEGORY TWO

Geelong College Early Learning Centre

### CATEGORY THREE

Geelong West Kindergarten

### CATEGORY FOUR

ABC East Geelong

### CATEGORY FIVE

Oberon Primary School

All winners were presented with plaques and cash prizes of \$1000.

## THE OTHER

### 2010 FINALISTS WERE:

#### CATEGORY ONE:

William Hovell Preschool

#### CATEGORY TWO:

One World Childcare Centre  
Surfside Preschool

#### CATEGORY THREE:

Lara Kindergarten  
Bellevue Preschool  
William Hovell Preschool

#### CATEGORY FOUR:

Millville Childcare Centre Colac

Gateways are grateful to inaugural sponsor G-Force Employment 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' for a second consecutive year.



(left to right): teacher Debbie Millard, kindergarten assistant Kim Burgess from Dunkeld Kindergarten celebrate their success with preschool field officer Eileen Brady.

# EARLY CHILDHOOD INTERVENTION SERVICES



**153**

CHILDREN RECEIVED SUPPORT UNDER THE  
HELPING CHILDREN WITH AUTISM INITIATIVE

**5**

ADDITIONAL STAFF JOINED GATEWAYS EARLY  
CHILDHOOD INTERVENTION SERVICES TEAM

**187**

FAMILIES RECEIVED STATE-FUNDED EARLY  
INTERVENTION SERVICES FROM GATEWAYS

**79**

AUTISM ASSESSMENTS WERE COMPLETED  
BY GATEWAYS AUTISM ASSESSMENT TEAM IN  
2010/2011

# EARLY CHILDHOOD INTERVENTION SERVICES

## A POSITIVE FUTURE FOR MATTHEW

BY SAMANTHA REYNOLDS

My son's name is Matthew which means "gift from God"- we believed we could not have a child so that's exactly what he is.

Matthew arrived seven weeks early and he had developmental difficulties which were put down to him being premature but he was a happy, lively baby.

He has been in care at City Learning and Care Ariston since 3 months of age as I work fulltime in a family business.

At around 18 months it was like a bubble descended on him, he lost all his words and babble; he lost interest in things that he had previously loved.

He had trouble with constant ear infections and 'glue' ear (which made him almost completely deaf) so had grommets and the change in him was also attributed to that.

We knew there was something more and were increasingly concerned but no one seemed to be able to advise us what to do.

One day Rhonda, the Director of Ariston, met with me to explain that they were concerned that Matthew wasn't developing as was 'usual'. Something inside me seemed to break and I cried and cried and she so kindly cared for me and gave me more understanding of what to do.

With referrals to private specialists this is when we first heard about 'autism spectrum disorder'. It was frightening and confusing and there was so much information as we tried to learn what this would mean.



*Early intervention gives children and families the best possible start.*

We struggled to try and help Matthew and eventually we were put in contact with Gateways.

After having Matthew formally diagnosed, Gateways 'kicked in'. They assigned us a Family Co-ordinator and enrolled Matthew in a special playgroup. We met our first sets of parents with autistic children – it was confronting but so helpful.

Gateways provided speech and occupational therapy and training at playgroup. They then offered us a course in Hanen and it was like a light was suddenly turned on– we learnt so many tools that actually helped Matthew and for the first time we began to hope again for his future.

This year we're at AELP ("SuperKindy") and with Ariston providing great support so that Matthew still has the continuity of their care he is emerging from his bubble.

Gateways is always there to help - with paperwork and funding, visiting Ariston staff with strategies to assist Matthew, and sometimes they are just the voice telling us we're doing well. We need that too.

A staff member said to us once "it's a marathon not a sprint" and it is.

With Ariston and Gateways we have kept moving forward and I know that Matthew is going to shine as they continue to help us move onto the next stage of his life.

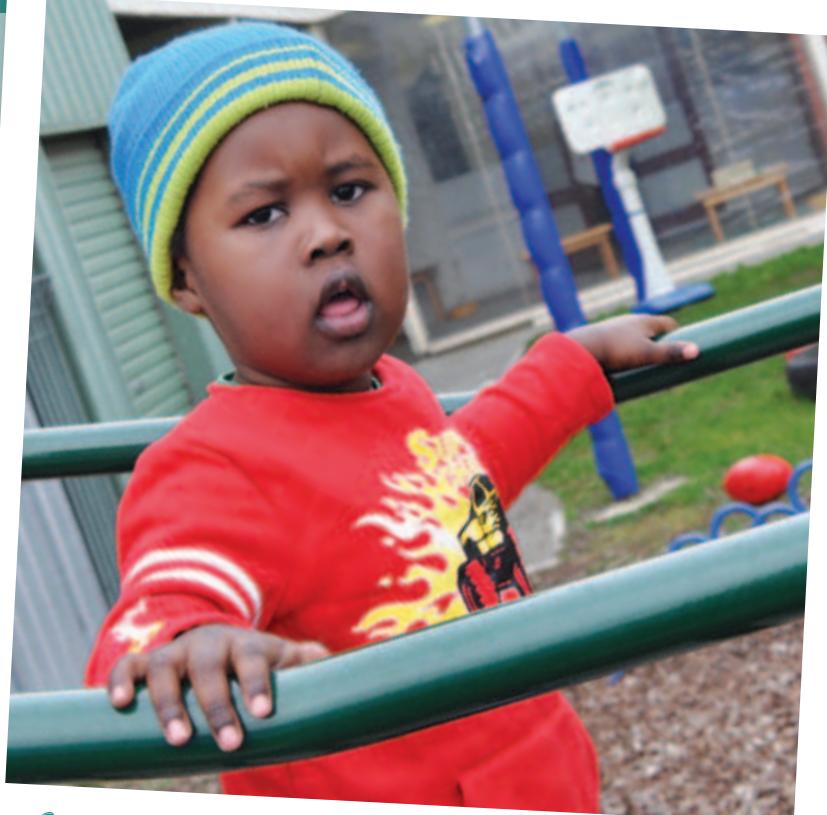
# EARLY CHILDHOOD INTERVENTION SERVICES

Gateways' collaborative team of early intervention teachers, occupational therapists, psychologists and speech pathologists, have provided a range of high quality services and support to families with children with Autism Spectrum Disorder, developmental delay, or other disability, at a range of locations to meet the individual needs of each family.

In total, 187 children and families have received a Gateways state-funded Early Childhood Intervention Service (ECIS) in the last financial year compared to 164 in 2009/10. This included 10 additional short term places funded by the Department of Education and Early Childhood Development for children on the ECIS waiting list for children transitioning to school in 2012.

Strong connections with Gateways' Family and Community Support Team are maintained with monthly meetings. Links to this service are crucial in accessing additional supports for families to meet their needs including Flexible Support and Early Choices funding packages.

153 children have received a service under the Federal Government's 'Helping Children with Autism' (HCWA) Initiative from Gateways compared to 80 in 2009/10. This program, now in its third year, has allowed some families on the 6-12 months state-funded ECIS waitlist to gain timely access to services. For families already accessing a state-funded service, additional services have been provided in response to parental requests. The program continues to provide challenges in relation to administration requirements and workforce availability as both families and service providers become more familiar with the initiative. As HCWA is now available to children up to seven years of age, Gateways and regional Department



*Gateways develops individualised programs tailored to the needs and strengths of each child and their family.*

of Education and Early Childhood Development (DEECD) staff are also working cooperatively to develop a Memorandum of Understanding in response to the increased requests from families that their HCWA funding be used to support their child in transition to school and additional therapy services provided within the school environment.

In 2011, places in the Autism Early Learning Program (AELP) (a combined ECIS/state-funded four-year-old kindergarten program) have been increased from 10 to 12 in response to strong demand from families. This three sessions per week program for children with an autism diagnosis and high needs, also incorporates HCWA-funded speech pathology and occupational therapy.

AELP staff are currently preparing for the introduction of the National Quality Framework planned for January 2012.

Gateways continues to develop and provide a range of support modules based on the needs and priorities of children and families.

A successful "Off to School" group supported by occupational therapists, speech pathologists and an educational adviser was conducted during the January school holidays.

Three "Kinder Plus" programs were also provided. This program caters well for children who are attending mainstream kindergartens who need additional support to develop social skills.

# EARLY CHILDHOOD INTERVENTION SERVICES

Two early intervention playgroups servicing the south and north sides of Geelong provide the opportunity for families to meet and support each other while accessing regular therapy and learning and development experiences.

Demand for autism assessments has risen significantly as families and referring agents seek to access the time limited early intervention funding currently available through HCWA. A total of 59 assessments were completed using government funding in 2010/2011 with a further 20 funded through a generous and highly valuable partnership between

Eastbrooke Family Clinic in Belmont and Gateways Support Services. As waiting time for autism assessments remains at approximately 6 months, Gateways continues to explore a range of avenues for additional funding as we are very aware that this is an extremely stressful time for families.

Eight families have attended the Early GOALS parent program through a funding partnership between the Regional Parenting Service (City of Greater Geelong) and Gateways Support Services. Feedback from parents has been very positive and strongly recommended further groups.

Two courses of the Hanen “More than Words” program have also provided parents with the opportunity to develop their skills and understanding to work with their children to develop communication skills. Given the positive outcomes of this program, Gateways has assisted three more of our speech pathologists to complete the facilitator’s training.

The Early Childhood Intervention Services sector in Victoria is currently undergoing a period of reform, and Gateways staff have participated in focus groups and consultation sessions addressing the Quality Framework and the ECIS reform process. Gateways has also accepted an invitation from DEECD to participate in the pilot of the ECIS Quality Framework. In March 2011, the autism assessment team also participated in the quality certification program for Disability Accreditation.

Team members continue to attend a wide range of professional development activities to keep abreast of best practices. These can be identified on a regional, agency or discipline specific basis. Three ECIS team members are also in receipt of DEECD professional scholarships to further develop their skills and knowledge of evidence-based early intervention practice.

Gateways has provided clinical placements for a range of students from Deakin and Ballarat universities and has developed a strong link with the Deakin School of Occupational Science and Therapy, participating in a research project “Learn to play”. Gateways has also offered community-based experience to medical students working with local paediatricians and provide information to families about local autism research projects.



*Visual strategies such as timers help children with autism.*

# FAMILY AND COMMUNITY SUPPORT SERVICES



**103**

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

**68**

EARLY CHILDHOOD INTERVENTION SERVICES  
FLEXIBLE PACKAGES

**108**

REQUESTS WERE RECEIVED FOR GATEWAYS  
KINDERGARTEN INCLUSION SUPPORT SERVICES

**301**

REFERRALS WERE RECEIVED FOR GATEWAYS'  
PRESCHOOL FIELD OFFICER SERVICE

# FAMILY AND COMMUNITY SUPPORT SERVICES

## BUILDING POSITIVE EXPERIENCES AT SCHOOL

BY GAIL WILLET

Up until this year Callan has been attending his local primary school. Callan has autism, and his family and the staff at school have worked through lots of different strategies and ideas to make his time at school positive and enjoyable.

I have been able to assist both the family and the school staff to make this happen, and have been supporting the family for two years through Gateways Autism Case Management program.

Callan's mum and I have had lots of talks, tears and discussions over this time as I became involved when Callan's placement at school was in danger of falling apart. His extreme anxiety and sensory issues had led to horrible meltdowns in class, where the safety of other pupils, the teacher and Callan's own safety were all at risk.

Callan's mum Veronica was finding it hard to attend meetings at school, as she would become most upset and distressed when she was confronted with the possibility that Callan may not be able to continue attending school. I was able to attend meetings with her, and advocate for Callan when she could not. The school was very proactive and were keen to have Callan attend, but of course they did not want to compromise anyone's safety.

But with us all working together we were a great team! We devised strategies and exchanged ideas that eventually meant that things calmed down for Callan. I was able to go along to paediatrician visits with Veronica and Callan too, and this

support was also really valuable.

Although most of the school staff knew about autism, I was able to help with more information and resources, and give Veronica some moral and practical support too, as well as ensuring she was able to access respite care and parent support through Gateways, which all helped her cope with what was happening.

When I was first involved, Callan was only attending school part time. By the end of Grade 6 he was attending full time, and was a valued and well-liked senior pupil!

And this year has seen a very successful transition for Callan from primary school to secondary college. All of us involved have worked hard to ensure that he had a smooth transition from one school to the next. So far, it has gone really well. Of course, nothing is ever perfect, but the secondary college, Veronica and I have the same attitude as before about working together as a team. With this level of support and commitment I am sure Callan will continue to succeed at secondary college as well!

*From Veronica: "Gail without you I would have gone crazier!"*



*Callan has benefited from a great partnership between his family, school and Gateways.*

# FAMILY AND COMMUNITY SUPPORT SERVICES

The focus of the Family and Community Support team is reflected in the Mission of Gateways Support Services;

"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."

The 9 programs that make up the Family and Community Support team work towards this on a daily basis. These programs are:

- **Preschool Field Officer Service** – assists children with additional needs and their families to access and participate in kindergartens and child care centres that provide a state-funded kindergarten program.
- **Early Childhood Intervention Service (ECIS) Flexible Support Packages** – designed to help families of children with high and/or complex support needs, including autism, social, behavioural and emotional needs that require supports additional to those currently available.
- **Disability Flexible Support Packages (Early Choices)** – supports families who have a child with a severe disability and complex care needs.
- **Kindergarten Inclusion Support Packages (KIS)** provides support to state-funded kindergarten programs through equipment, resources, training and additional staff to support children with severe disabilities to be included in the kindergarten program.
- **Strengthening Parent Support Services** – provides information and support to families with children with a disability or additional need.
- **Autism Spectrum Disorder (ASD) Case Consultant Practitioner** – provides support to professionals working with people with an ASD through secondary case consultation for ASD matters, developing "communities of practice" for ASD and building networks regarding ASD across different service areas.
- **Short Term Case Management** – for families with a child or young person aged between six and 18 years with an ASD. Case managers will assess the family's needs and provide links to programs, activities, information and other resources that meet these needs.
- **My Time** – playgroups run by a program facilitator and assisted by a play helper for parents of young children with additional needs/disabilities.
- **Early Days** - workshops to support carers of a child aged six years and less, who have an ASD or are undergoing assessment. The workshops provide information and strategies to support the child's development every day. Gateways' staff facilitate these Federal Government-funded workshops on behalf of the Parenting Research Centre.

## SERVICE GROWTH

There were 301 referrals for a Preschool Field Officer, up from 273 in 2009/2010. The number of KIS applications remained steady with 108 received compared to 105 the year before. There was considerable growth within Strengthening Parent Support with 373 families supported, a significant increase from 214.

## NEW INITIATIVES

In January 2011 Gateways Support Services in partnership with MPower

successfully gained funding to provide the ASD Case Consultant Practitioner Project (CCP). This is an exciting project to support professionals working with people with an ASD.

The ASD CCP will:

- Provide secondary case consultation for ASD matters
- Develop "Communities of Practice" for ASD
- Build networks regarding ASD across different service areas

The first Communities of Practice meeting was very successful with 36 participants. The group was enthusiastic in both participation and goals for the future. This project has been funded for 18 months.

MPower is providing the same service to professionals working in the South West region.

The Preschool Field Officers completed training in the Victorian Early Years Learning and Developmental Framework. This is a state government initiative which was rolled out in 2009 in all kindergartens. The framework and the language used has been adapted by the Preschool Field Officers in their daily work with kindergarten staff and when reporting to parents. This framework will be the guiding documentation under the new National Quality Framework due to be implemented in all kindergarten programs in 2012.

Department of Education and Early Childhood Development (DEECD) in partnership with Bastow Institute offered training in 'Leading People in Early Childhood Settings' - this program focused on enhancing the ability of participants to act effectively as leaders in early childhood settings, especially in the maintenance of healthy and productive relationships and the development of collaborative

# FAMILY AND COMMUNITY SUPPORT SERVICES

environments. We had 2 staff members successfully complete this training.

## POSITIVE PARTNERSHIPS

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

The Preschool Field Officer team hosted and organised a training in-service for the Victorian Preschool Field Officer Association. This included providing a guest speaker and a display of resources for the 33 Preschool Field Officers who attended from across the state.

The Family and Community Support team have provided placement for two students completing their fourth year studies in Early Childhood Development at Deakin University.

The Family and Community Support Manager is a member of a variety of networks and steering groups and has also attended groups and meetings at their request to present information on the services our team and Gateways in general provide to the community. Some of these include;

- Surf Coast Family & Children's Services Network
- Early Childhood Development Project
- ECIS Reform Project Advisory Group
- Integrated Family Violence Action Alliance
- Kindergarten Inclusion Support Services Reference Group
- Regional Parent Educators Network
- ECIS Quality Framework Advisory Group
- Meeting with Family Service Coordinators at Colac Area Health
- Meeting with Parents attending HIPY through Colac Area Health

Two additional assistants have commenced a traineeship in Certificate 3 in Children's Services in partnership with Gateways Support Services, One World for Children Child Care and Training and MEGT Australia.

Gateways Support Services had a display at the inaugural Childhood Health and Wellbeing seminar presented by GMHBA. This provided the opportunity to present information on the services provided to children in our community through the ECIS and Family and Community Support services.

A member of the Preschool Field Officer team is on the organising committee of the Geelong Kindergarten Teacher's Conference which provided a full training day which was attended by more than 250 kindergarten teachers and assistants from across the Barwon region.

The Preschool Field Officer team have been working in collaboration with the ECIS Intake service to develop the role of School Transition worker. This position has been created with DEECD funding and the development of this role has been completed with consultation and a collaborative approach between the ECIS Intake Coordinator and the PSFO team as well as members of the ECIS services.

The Preschool Field Officer team liaised with the Multicultural Resource Centre to provide support and funding for children whose developmental needs reflected the need for culturally and linguistically specific support.

The Autism Case Management team worked with DEECD (Richard Sunderland) to create Transition to High School Program and Erica Smith from Mpowers in the ASD

CCP Program using proforma, newsletter and documents developed together for the program. Reporting to DHS was made together through a shared action plan.

## MEETING THE NEED:

The Preschool Field Officer team provided training in the use of visual resources to a group of teachers working across the Colac area following a specific request reflecting the needs of the children attending those educational settings.

The Case Management program has reduced stress for families, and empowered them through the provision of information and personal support, and assistance with problem resolution. Successful applications to philanthropic trusts to support these children to participate in horse riding, or to purchase personal laptop computers have also made a big difference to these families. Up to 13 families access this service at any one time. Due to high demand, this service has operated with a waiting list for all of this year. Families are able to receive support and information from the Strengthening Parent Support Worker, whilst waiting for a more comprehensive service through an allocated case manager.

The Preschool Field Officer team offered a flexible approach to providing feedback to parents following a visit to their child's educational setting. Some parents did not wish to receive feedback in the kindergarten environment and were able to choose to receive this feedback over the phone, via email, in their home environment or at a local café. This approach enabled the parents to feel comfortable and in turn, open and relaxed to receive the information being provided.

# RESPITE AND RECREATION SERVICES



**17,600**

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

**10**

CHILDREN ACCESSED THE BOOST 4 KIDS RESPITE PROGRAM

**6,649**

HOURS OF SUPPORT WAS PROVIDED TO CHILDREN AND ADULTS PARTICIPATING IN GATEWAYS RECREATION PROGRAMS

# RESPIRE AND RECREATION SERVICES

## CLIENT AND VOLUNTEER FORM A SPECIAL BOND

Luke Humphries had no idea he would have such a positive impact on 17-year-old Brett Denham, who has an intellectual disability, when he signed up as a volunteer with Gateways Interchange program more than a year ago.

Since then he and Brett have developed a special bond, simply by “hanging out” together for a couple of hours every few weeks. Whether it’s going to the movies, shopping or watching a game of cricket or footy, they look forward to catching up and the experience benefits them both. “I find it rewarding for a number of reasons,” said 25-year-old Luke. “It’s great to see how much Brett enjoys it and how much it helps his mum and family by giving them a short break. For myself I can experience another person’s way of life and how tough it can be for them.”

Luke is one of 38 people in Geelong who volunteer their time to the Interchange program. “I believe it’s good for people to volunteer if they have the time,” said Luke. “I had spare time on my hands so decided to help make someone else’s life better. I just wanted to make a difference and give something back.” Luke had no experience or education in disability services and at first was unsure of what to expect, or “even if he was capable of assisting Interchange in any way”. “But I was matched with a young man named Brett and we have become great mates,” he said.

Brett, who attends Barwon Valley Special School, was diagnosed with an intellectual disability at 16 months of age and also has epilepsy. His mother, Michelle, said his cognitive



*Luke and Brett enjoy a day at the football.*

disability made each day extremely difficult. “He needs to be supervised at all times, so he can’t catch a bus or go anywhere by himself,” she said. “Mentally he is like a five-year-old but he has the wants of a 17 year old, like wanting to drive a car. There are so many limitations to what he can do.”

But his disability does not stop him from having fun with Luke, a “cool older male” with similar interests. Besides respite care, Brett and Luke’s outings are the only times Brett is away from his family. Michelle said it had made Brett more independent. “Luke is an important person in his life and he is always excited to see him. Brett adores Luke and likes talking about his “mate”, she said. “Apart from his school friends, it is very difficult for Brett to make new friends so it is great that he has one

special friend that is his own. It is so important for him to have a friend that is not from his family.”

Luke has made a “huge difference” and the Denham’s are “extremely grateful for what he has done”. “We can’t put into words our appreciation,” Michelle said.

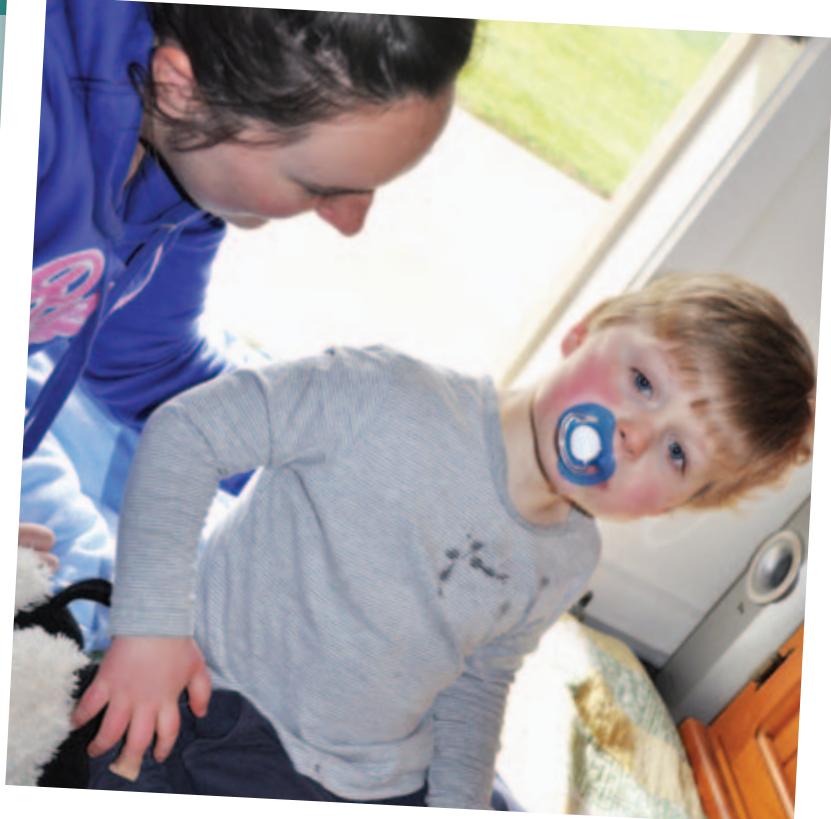
Both Luke and Michelle advised others thinking of volunteering with Interchange to simply “give it a go.” “At first people might be nervous about it or think that they don’t have the time, but if they find out about the program they’ll realise it’s not like that at all,” said Luke. “There’s no need to be nervous and you only need a couple of spare hours every few weeks. Interchange is a fantastic way to help out in the community and have a great time doing it. It’s incredibly rewarding.”

# RESPITE AND RECREATION SERVICES

In 2010/11, Gateways' Respite and Recreation Services team supported children and adults with a disability in enjoying a range of individual and group activities, giving their families a break from their caring role.

Gateways' 18 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 including a range of supports for ageing carers
- Contracted Respite – respite care services provided to individuals or agencies on a fee for service basis
- Individual Support Packages of respite – services chosen by families using funded supports available to them
- Dementia and Frail Aged Respite – respite and support for families caring for a person living with dementia or frailty
- 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 and Out on the Town–social and leisure activities for young adults with a 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



*It's great when families can take a break  
knowing their children are well cared for  
and having fun.*

- 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 and Colac) – provides children and young people with disabilities/additional needs the opportunity to participate in recreational activities during school holidays

In 2010/2011 Gateways provided 17,666 hours of in-home and community-based respite with an additional 6649 hours of support to children and adults participating in

Gateways recreation programs.

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 2010-2011 with 10 children benefiting from respite time.

Gateways Respite and Recreation team continue to work on the National Standards for involving volunteers in the not-for-profit sector. As a result we have updated our training presentations and manuals for volunteers as well as continually improving our information sheets and enquiry processes. We continue to actively participate with the Geelong Volunteer Network which is

# RESPITE AND RECREATION SERVICES

a valuable resource. Gateways respite team also participated in the 2011 disability quality certification process.

Over the past year the Interchange Host program has supported 49 matches. Each year we acknowledge this invaluable contribution with our Host Appreciation Evening. This year more than 100 family members and volunteers attended a sports-themed party. Geelong's Half Cat also made an appearance to the delight of the Geelong football supporters.

Westfield has continued to be a strong supporter of Gateways 'Get

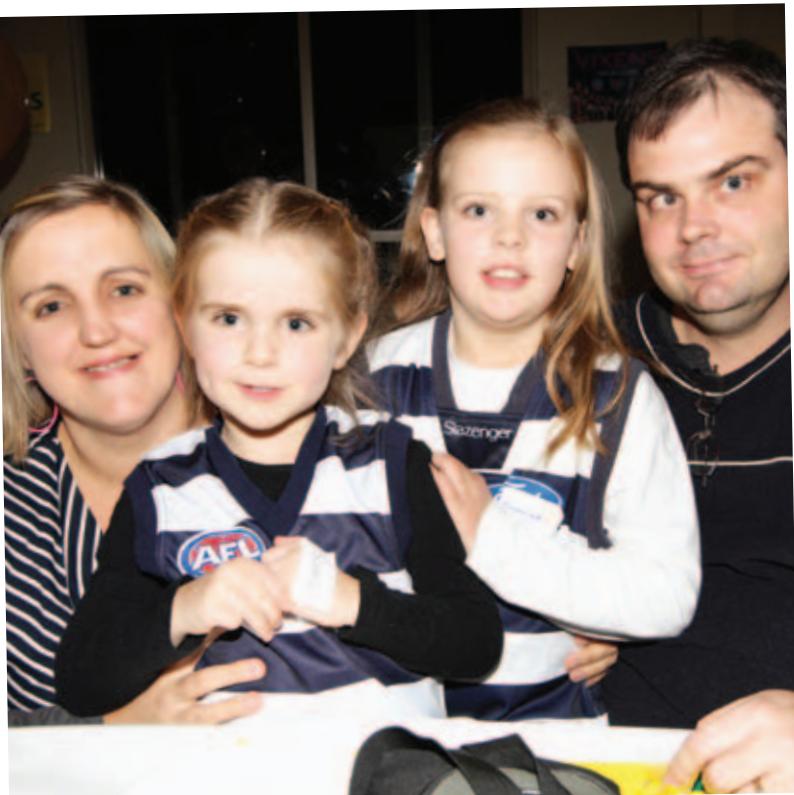
About Town' respite program through the Ride for Gateways, Westfield Christmas Colouring Competition, Westfield Community Day and Easter fundraiser. This funding support enables Geelong children with complex physical needs to go out with their friends and enjoy our community, while their parents get a much-needed break. We were also thrilled to see local girl Destiny declared the winner of the state-wide colouring competition to design the 2010 Westfield Christmas gift card. On the 21 May 2011 Westfield Shopping Centre held their inaugural "Giveability Day" and a number

of volunteers and staff participated in activities at the Geelong Centre to raise funds and awareness of the programs and services Gateways Support Services offer.

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

In the past 12 months Boost 4 Kids, along with Barwon Health Paediatric Ward and St Laurence Services, has provided six weekends of respite for 10 children with complex medical needs. The families continue to be appreciative of this service and the staff endeavours to make it a fun weekend. Late last year we made a successful application to the Lynne Quayle Charitable Trust and Boost 4 Kids has received funding to provide entertainment for the children. So far they have had visits from Ben Costanzo, Roaming Reptiles and some farm animals. Peter Roberts has also entertained the children with his lovely harp. The children who attend this program all have fragile conditions and we acknowledge the passing of Deanna who is sadly missed by all the Boost staff and families.

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.



*Interchange is about families in our community supporting other families.*

## COMMUNITY AND INDEPENDENT LIVING SERVICES

**5**

PEOPLE ARE LIVING INDEPENDENTLY AT HOME WITH GATEWAYS' SUPPORT

**41**

RESIDENTS RECEIVE SUPPORT THROUGH GATEWAYS' SHARED COMMUNITY LIVING SERVICES

**102**

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

**3**

NEW RESIDENTIAL OPTIONS CREATED



# COMMUNITY AND INDEPENDENT LIVING SERVICES

## BEN'S STORY

Ben has autism and lived with his mum and younger sisters in Geelong until he was 17. Due to his very complex behavioural needs, he moved to Lawrence St in Camperdown in July 1998. Ben enjoyed living at Lawrence St in a small community and quickly settled in.

Ben was able to communicate in words and short phrases and was able to ask for things he wanted. He used to engage with staff a lot and spent some of his time outside on the swing.

In December 2002 a new client moved into Lawrence St, which seemed to really turn Ben's world upside down. Everything this client did seemed to stress Ben out and his old complex behaviours began to increase again. He started spending all his time outside on the swing.

He continually put his fingers in his ears and did not want to look at anyone anymore. Ben's skill level decreased where he could no longer even cut up his own meals as he always had to have at least one finger in his ear.

Ben lost weight and stopped talking, and started virtually running everywhere he could to avoid any interaction from anyone.

In 2005, Gateways first proposed putting a unit in the back yard for Ben so he could have his own space, whilst still having the supervision and support he needed, within a small supportive community. However, it was difficult to access funding to progress this.

In 2010, Gateways had positive discussions with Department of Human Services (DHS) and was fortunate enough to receive funding from DHS to install a unit in the backyard of Lawrence St. This unit was finally finished and Ben moved in March 2011.

Ben's move into the unit has been a great success. He has redeveloped his independence skills, preparing his own simple snacks and drinks, which he chooses from his fridge. His fingers are no longer in his ears, and he is engaging with staff more and more. The severe level of stress and anxiety he was showing is quickly fading.

Ben now spends the majority of his time in his unit playing music, and dancing around. He is also now coming inside of a night when other clients have gone to bed to watch TV with staff.

Ben now has the best of both worlds – his own space and freedom to do the things he enjoys, and company and support whenever he wants it.



*"Person-centred planning...is a vehicle for people to make worthwhile, and sometimes life changing, promises to one another." – John O'Brien*

# COMMUNITY AND INDEPENDENT LIVING SERVICES

*'When people not used to speaking out are heard by people not used to listening, then real change can be made' – John O'Brien*

Gateways Community Living Services (CLS) continues to grow, develop and evolve as we strive to provide high quality services to all the people we support. In 2010/2011, Gateways has supported 41 people in shared group living and 5 in independent living.

Gateways received Disability Quality Certification in 2011, with Community Living Services doing an outstanding job getting ready. The feedback we received was fantastic and to all the people who were involved in the audit, thank you.

We have established an independent living unit at 32 Lawrence Street in Camperdown, where a young man

with autism lives independently in a peaceful environment. Lawrence Street has also welcomed a new client and the staff has worked hard to improve facilities and the grounds including a new sandpit. Plans are also underway to construct a pergola in memory of Tim Sheahan for use by all the residents of Lawrence Street.

Bilston Court now has a car for use by residents for appointments and outings. A backyard makeover has also improved the outdoor living area. Bilston residents have thoroughly enjoyed outings to enjoy country music in the community.

McNeill Court welcomed a new resident who was happy to move from another service to live with a friend at McNeill Court. All residents are delighted that their home has undergone a huge makeover, with new floor coverings, curtains, painting inside and out, as well as the Westfield Corporate Volunteers giving the garden a makeover.

High Street staff are working on creating a more homely environment and expanding the range of opportunities and activities for residents. An additional unit is also now under construction at High St in Moolap to create another individualised living option for another young man with Asperger syndrome.

Denman Street clients have warmly welcomed a new resident although they continue to seek a more suitable home to live in.

Tate Street residents have continued their artistic and other creative activities and are looking forward



*Family, friends and a home of your own  
help to make a great life.*

# COMMUNITY AND INDEPENDENT LIVING SERVICES

to their unit being divided into two single bedroom units to create individual living spaces.

Torquay Road residents have enjoyed having fulltime use of a bus to increase their community outings.

Gateways CLS has also established a new service at Jacaranda Place. This service was set up for two young men with autism and complex needs who combined their Individual Support Packages with additional support funded by Department of Human Services.

The Social Connect Program has also grown over the last twelve months, currently supporting seven people with individualised programs during the day.

The number of residents attending the monthly Client Committee meeting continues to grow with individuals organising the venues and planning social activities, as well as providing advice on improvements needed at their homes. Residents have also participated in the Inter House Sports Day, Christmas Lights Spectacular, Christmas Party, Grand Final BBQ, and Halloween Day.

Staff members have continued their great support of all the people living in Community Living Services. People have been supported to – attend the football, Avalon Air Show, theatre productions, rock concerts and music shows, Melbourne Aquarium, church, weddings and birthday parties.

Jayne Donovan has been appointed to the newly developed role of Community Living Cluster Manager. Jayne is directly supporting four Team Leaders and their teams



*It's wonderful to be able to research the things you enjoy.*

to maintain and continually improve our services provided to the people we support.

Gateways in conjunction with the Autism Teaching Institute also provided training to staff across Barwon South Western region on Introduction to Autism Spectrum Disorders which was targeted at residential support workers. The training was presented by Clare Sheahan, Samantha Sullivan and

myself to increase the capacity of a range of services to better understand and support people with autism.

I also represented Gateways in the collaborative development of the DHS Rights and responsibilities DVD, which will be a valuable resource for the sector.

SEAN JUSTIN  
*Community Living Services Manager*

# CORPORATE SERVICES

Corporate Services manages the financial and administrative functions of Gateways operations and the Corporate Services team 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 and Safety management
- Industrial relations and human resources advice
- Quality systems management

Corporate Services also oversees 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

### 1. HUMAN RESOURCES

Gateways has a diverse workforce of client support and professional staff with 276 people employed in 2010/11. Eighty-six per cent of the staffing group are female and 95 per cent are employed in a part time or casual capacity.

It is wonderful to see so many staff reaching 10 and 15 years of service. This year Gateways has eight staff reaching 10 years of service and five staff reaching 15 years.

During the year, Gateways employed a Human Resources Officer in a newly created position to focus on staff recruitment, induction and



*Gateways' high-quality services are built on quality staff and volunteers with the right skills, experience and attitudes.*

training. This role has provided valuable support to managers by coordinating and improving HR systems, policies and processes.

The Department of Human Services funded National Disability Service (NDS) to carry out a disability services workforce project which Gateways participated in. This project focussed on Victorian disability organisations, undertaking a staff satisfaction survey and a salary benchmarking exercise. The salary benchmarking data resulted in the creation of a web-based system for organisations to benchmark salaries from direct carer to CEO. In regard to the staff satisfaction survey, it is pleasing to note that over 90 per cent of Gateways staff surveyed felt they could raise issues and recommend changes, that Gateways offered a flexible work environment and they had the opportunity to develop their skills.

Staff training and development remains a priority with many people

appreciating opportunities to refresh skills and expand their knowledge. Staff within Community Living Services delivered a range of training topics to their peers which was very well received.

Gateways also received funding from the Department of Human Services to deliver support worker training across the region. This training received positive feedback and resulted in further sessions being delivered in 2011.

### 2. FINANCIAL MANAGEMENT & PLANNING

Gateways has continued to develop a rolling three-year financial projection to analyse and prepare for future opportunities in line with our strategic plan. This continues to be a valuable tool on a day-to-day basis.

A new accounting software system was implemented during the year which will provide more flexible

reporting options and better account for individualised funding.

### 3. OCCUPATIONAL HEALTH & SAFETY

Gateways has a committed and proactive Health & Safety Committee who work hard to ensure our workplaces are as safe as possible.

Gateways is committed to maintaining a safe working environment and during the past year, the committee have been revising OHS work practices, systems, policies and procedures.

Worksafe Victoria inspected two Community Living Services and the inspector provided good feedback on what was working well and what we could improve upon. The staff at

these workplaces saw the visits as an opportunity to gain knowledge and implement systems to make their workplaces safer.

We continue to monitor and review staff injuries. Community Living Support has the highest number of injuries, due to the unpredictability of client behaviour and the large amount of time staff spend with clients with complex needs compared to other divisions and this increases the likelihood of injury.

### 4. QUALITY

A culmination of hard work and persistence by staff and clients resulted in Gateways achieving quality certification with the Victorian

Disability Services standards. The auditor has provided recommendations for improvement which will be implemented this year through our quality improvement processes.

### 5. INFORMATION TECHNOLOGY

We have continued to review and develop the rolling three-year IT strategic plan, in conjunction with Think Technology. We have implemented and tested an IT disaster recovery system which would see minimal disruption to services and business processes.

During the year we have installed more workstations and notebooks so staff has increased accessibility to technology. We have implemented rostering software for the Respite and Recreation team which is proving to be a much more efficient and effective way for the team to work.

Gateways autismhelp.info website had a major overhaul during the year. The site has a new look and information has been revised and added to assist our community in accessing information they need.

### 6. PROMOTIONAL ACTIVITIES

Throughout the year Gateways has carried out a variety of promotional and fundraising activities aimed at raising Gateways profile and 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 hard working Gateways auxiliary members including the popular Golf Day at Barwon Heads Gold Club, film nights, Card day and selling Christmas Cards. Funding applications were submitted and extensive planning took place for the upcoming Brighter Futures Fundraising Appeal to be launched next year.



*Gateways staff support people with disabilities to enjoy a wide range of community activities.*

# TREASURER'S REPORT



*Barry Kittlety has taken on the role of  
Gateways Treasurer in 2011.*

As the incoming Treasurer with Gateways Support Services in 2011, I am very pleased to present the 2010/11 audited financial report. In my first few months in the role, it was obvious that Gateways mission of empowering and supporting children and adults with a disability/ additional need and their families shines through in all aspects of the organisation. This focus never wavers.

Gateways financial position is strengthened by the overall net profit for the year of \$229,508. This result includes \$98,481 of capital grants, which enabled Gateways to establish a one bedroom unit for a young man with autism at Lawrence St Camperdown to live independently.

The net profit, adjusted for the capital income, represents 1.3% of income and demonstrates sound financial management. This places Gateways in a sound position to continue providing services in years to come.

Revenue at \$8,924,072 has increased by 12% from the previous year due to the capital donation mentioned previously and increased individualised client funding.

Employee and other expenses from ordinary activities, totalling \$8,529,772, have increased by 13% which also relates to increased individualised client funding. The graphs to the right depict broad

groupings of income and expenditure for 2010 and 2011.

Gateways recently launched the Brighter Futures fundraising campaign to raise much needed funds to improve client and staff facilities at the Albert Street headquarters. The goal is to begin construction in mid-2012, which is an exciting step and will assist Gateways in meeting increasing demand for services.

The staff and volunteer group provide the backbone to the quality service that is Gateways. I congratulate them on excellent work and determination to make Gateways a fantastic service.

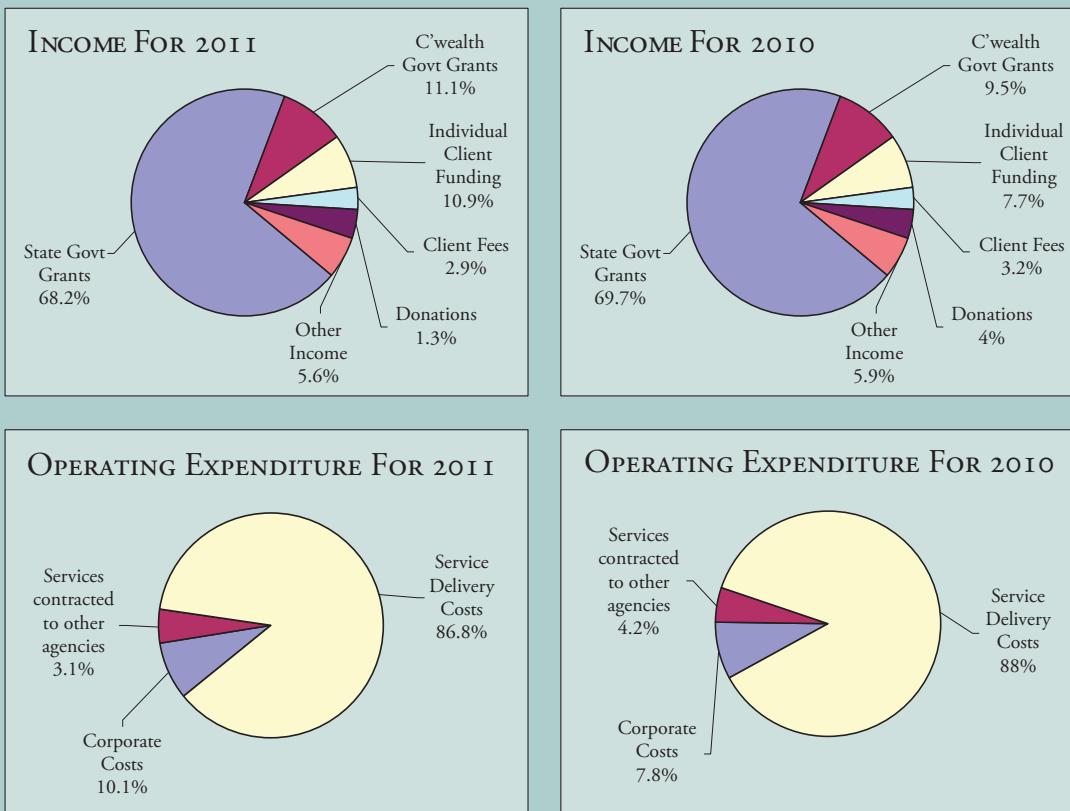
It is with much gratitude that I thank Give Where You Live, philanthropic trusts, community groups and businesses in the Barwon and South Western region who support Gateways year after year. We also continue to build on the partnerships formed with various Government Departments who fund our important work. We appreciate their support and cooperation in achieving our goals.

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 coming year will be filled with challenges, however the 'Together We Can' attitude is not just a phrase at Gateways, but translates into reality throughout the whole organisation. I am very pleased to be part of such an inspired team, that will without a doubt, deliver on our mission.

BARRY KITTLETY  
Dip.Bus.Grad Dip.Acc CA  
*Honorary Treasurer*

# FINANCIAL STATEMENTS



## COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
Revenues from ordinary activities	8,924,072	7,950,874
Employee expenses	(6,989,744)	(6,274,047)
Depreciation expenses	(164,792)	(114,782)
Other expenses from ordinary activities	(1540,028)	(1,267,833)
Net profit from ordinary activities attributable to the association	229,508	294,212
Other comprehensive income	0	0
<b>TOTAL COMPREHENSIVE INCOME OF THE ASSOCIATION</b>	<b>229,508</b>	<b>294,212</b>

# FINANCIAL STATEMENTS

## BALANCE SHEET As At 30 JUNE 2011

	2011 \$	2010 \$
<b>Current Assets</b>		
Cash Assets	3,241,888	2,789,413
Receivables	158,231	174,808
Other	12,651	6,901
<b>TOTAL CURRENT ASSETS</b>	<b>3,412,770</b>	<b>2,971,122</b>
<b>Non Current Assets</b>		
Property, plant and equipment	2,012,130	1,882,087
<b>TOTAL NON CURRENT ASSETS</b>	<b>2,012,130</b>	<b>1,882,087</b>
<b>TOTAL ASSETS</b>	<b>5,424,900</b>	<b>4,853,209</b>
<b>Current Liabilities</b>		
Payables	2,234,925	1,997,236
Provisions	671,046	611,722
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,905,971</b>	<b>2,608,958</b>
<b>Non-Current Liabilities</b>		
Provisions	366,099	320,931
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>366,099</b>	<b>320,931</b>
<b>TOTAL LIABILITIES</b>	<b>3,272,070</b>	<b>2,929,889</b>
<b>NET ASSETS</b>	<b>2,152,830</b>	<b>1,923,320</b>
<b>EQUITY</b>		
Reserves	1,012,000	1,012,000
Retained profits	1,140,830	911,320
<b>TOTAL EQUITY</b>	<b>2,152,830</b>	<b>1,923,320</b>

# FINANCIAL STATEMENTS

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011

	Retained Earnings	General Reserves	Asset Revaluation Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2009	617,108	682,000	330,000	<b>1,629,108</b>
Profit for the year ended 30 June 2010	294,212	-	-	<b>75,886</b>
<b>Balance at 30 June 2010</b>	<b>911,320</b>	<b>682,000</b>	<b>330,000</b>	<b>1,923,320</b>
Profit for the year ended 30 June 2011	229,508	-	-	<b>229,508</b>
<b>BALANCE AT 30 JUNE 2011</b>	<b>1,140,828</b>	<b>682,000</b>	<b>330,000</b>	<b>2,152,828</b>

# FINANCIAL STATEMENTS

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
<b>Cash Flows From Operating Activities:</b>		
Client fees	279,172	224,299
Donations received	189,161	235,258
Operating grant receipts	7,768,539	6,908,838
Sundry income	752,322	587,308
Payments to suppliers and employees	(8,366,810)	(7,183,812)
Interest received	126,110	89,393
<b>NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES</b>	<b>748,494</b>	<b>861,284</b>
Cash Flows From Investing Activities		
Fixed asset purchases	(306,019)	(315,616)
Proceeds on sale of fixed assets	10,000	87,682
<b>NET CASH USED IN INVESTING ACTIVITIES</b>	<b>(296,019)</b>	<b>(227,934)</b>
<b>Cash Flows From Financing Activities</b>		
Mortgage repayments	0	(243,597)
<b>NET CASH USED IN BORROWING ACTIVITIES</b>	<b>0</b>	<b>(243,597)</b>
Net increase (decrease) in cash held	452,475	389,753
Cash at the beginning of the financial year	2,789,413	2,399,660
<b>CASH AT THE END OF THE FINANCIAL YEAR</b>	<b>3,241,888</b>	<b>2,789,413</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 2011 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 2011.

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.



BM JENNER  
President



B. KITTLETY  
Treasurer

*Dated this day of 31 August 2011*

## INDEPENDENT AUDIT REPORT

### SCOPE

We have audited the financial report of Gateways Support Services Inc (the Association) for the year ended 30 June 2011 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 2011. Our audit report on the full financial report was signed on 31 August 2011, 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 2011 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



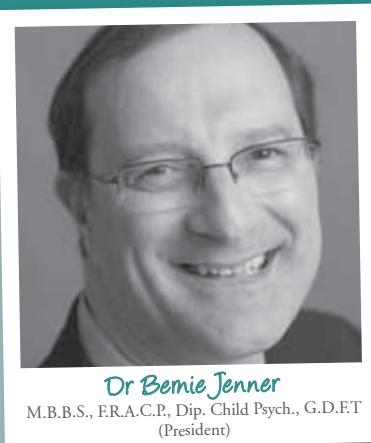
DAVID HUTCHINGS  
Partner

*31 August 2011*

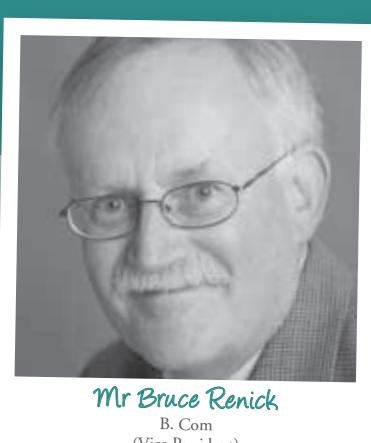
# BOARD OF MANAGEMENT

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

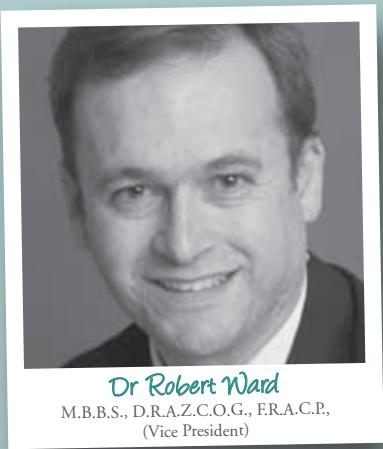
The Board comprises:



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



**Mr Bruce Renick**  
B. Com  
(Vice President)



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



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



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



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



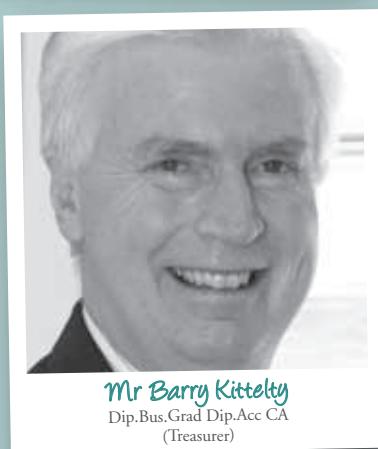
**Mrs Rose Hodge**  
App. Dip. Science (Dental Therapy)



**Ms Jessica Marriner**  
B. Arts (Public Relations)



**Mrs Pat Beard**  
OAM Dip. Office Admin. Ex Officio



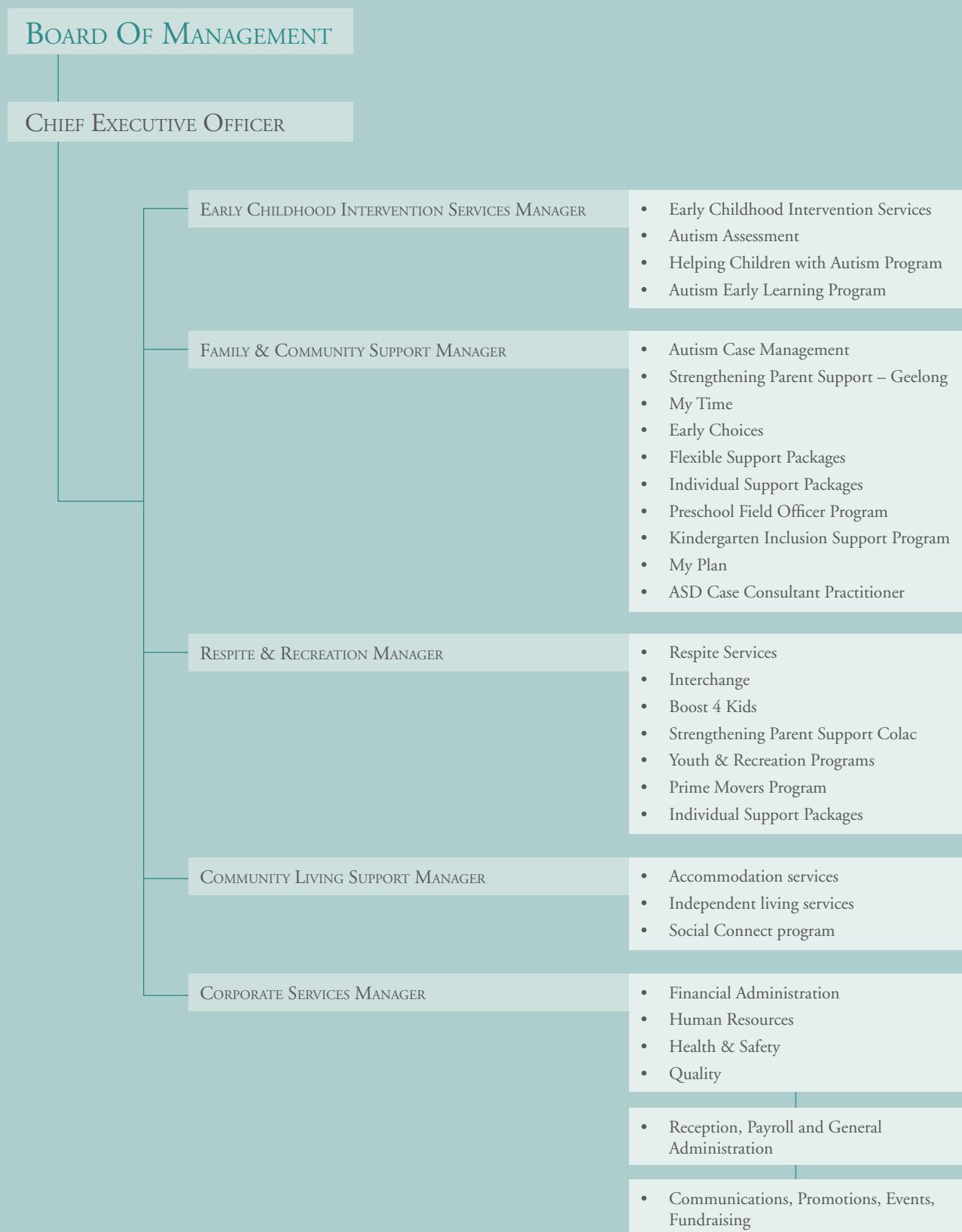
**Mr Barry Kittelly**  
Dip.Bus.Grad Dip.Acc CA  
(Treasurer)

## 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

# ORGANISATIONAL STRUCTURE



# STAFFING



*Gateways' values team work at every level.*

Gateways has a dynamic workforce with 276 people employed in 2010/11.

Women make up 86 % of Gateways' staff and 163 of our staff are employed in a part time capacity.

PROGRAM/WORKPLACE	FULL TIME	PART TIME	CASUAL	TOTAL STAFF
<i>COMMUNITY &amp; INDEPENDENT LIVING</i>				
Manager	1	0		1
Bilston Court	0	8		8
Denman Street	0	8		8
High Street	0	7		7
Jacaranda Place	0	5		5
Lawrence Street	0	7		7
McNeill Court	0	8		8
Tate Street	0	10		10
Torquay Road	0	9		9
Casual staff			47	47
	1	62	47	110
<i>RESPITE &amp; RECREATION</i>				
Manager	1	0	0	1
Interchange	0	3	0	3
Recreation	0	6	1	7
Respite	2	4	34	40
	3	13	35	51
<i>EARLY CHILDHOOD INTERVENTION</i>				
	6	15	0	21
<i>FAMILY &amp; COMMUNITY SUPPORT</i>				
	0	66	17	83
<i>CORPORATE SERVICES</i>				
	4	7	0	11
<b>GRAND TOTAL</b>	<b>14</b>	<b>163</b>	<b>99</b>	<b>276</b>

# ACKNOWLEDGEMENTS

## ALBERT STREET BUILDING CAMPAIGN

- The Annie Danks Trust
- Give Where You Live
- Geelong Community Foundation
- Woodlands Childcare Centre

## DONATIONS FOR PROGRAMS AND SERVICES

- National Australia Bank for the AELP program
- Freemasons for a vehicle for Bilston Court
- Commonwealth Bank Waurn Ponds for children's services

- Victorian Women's Trust for parent support
- City of Greater Geelong Grant for Boost 4 Kids
- Lynne Quayle Trust for Boost for Kids
- Coulter Roache Lawyers – Social Committee
- Westfield events for respite programs
- John Bissinella
- Leopold Lions Club
- Mirrabooka Cottage
- S. Doolan and friends
- H. Edwards

- GMHBA
- Ian and Nell Clark Encouragement Fund for disadvantaged young people
- Hyuck Wagner for parent support weekend
- William Angliss for Get About Town
- Millennium Cleaning
- Alcoa Bravo Grants
- Godfrey Hirst

## AUXILIARY GOLF DAY

### SPONSOR AND DONORS

- Capital Financial Services
- Coulter Roache Lawyers
- East Geelong Discount Drug Store
- GP Association of Geelong
- Maxwell Collins
- West Carr & Harvey
- Artist Photographers
- Curlewus Winery

## AUTISM ASSESSMENT

### VIA EASTBROOKE

- Eastbrooke Family Medical Clinic
- Lift Shop
- EBOS Group Pty Ltd
- Techflare Solutions Pty Ltd
- Steve Selwood, Electrical Contracting Services
- Christine Whittington
- Signific
- R & C Ward
- Austin Wines
- Dr B Olsen, Kardinia Health

## AUTISM ASSESSMENT

### IMPROVEMENTS

- JP Air and Haden Engineering



Community donations assist Gateways to address unmet need and waiting lists for services.



## Brighter Futures Appeal



A message from Appeal Patrons Mr Frank Costa OAM and Bay FM presenter  
Paula Kontelj

As a parent, there is possibly no greater feeling than seeing your child achieve their goals. Regardless of whether it is hearing them say their first words or moving out as young adults, each step fills you with pleasure and pride. For children and adults with autism and other disabilities, the way forward is often very complex and demanding—and this is where Gateways can help. For more than 20 years, Gateways has supported children and adults with autism and other disabilities, and their families, to develop skills, reach their potential and live enjoyable lives in our community. We therefore urge Geelong to join with us in supporting



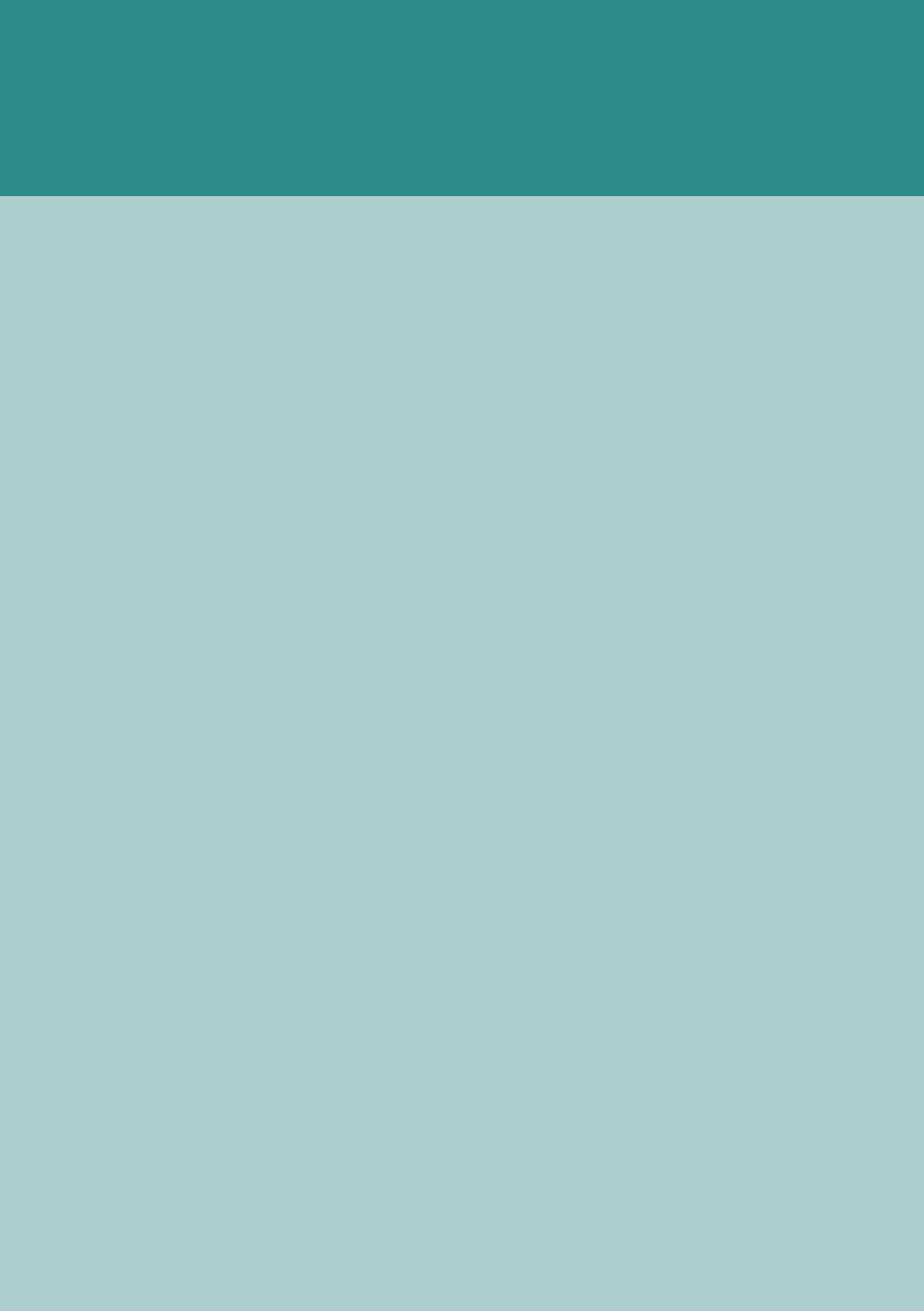
Gateways' challenge to raise \$960,000 to build new purpose-designed client service facilities so Gateways can continue to provide vital support to those who need it now and in the future.



Yours Sincerely,  
Frank Costa and Paula Kontelj

Gateways has provided vital services and support to children and adults with autism and other disabilities in the Barwon region for more than 20 years.

**NOW WE NEED YOUR SUPPORT**





*Gateways*  
SUPPORT SERVICES

*Together we can!*

10-12 Albert Street, Geelong West VIC 3218  
Phone: (03) 5221 2984 Fax: (03) 5223 1789  
Email: [info@gateways.com.au](mailto:info@gateways.com.au)  
Web: [www.gateways.com.au](http://www.gateways.com.au)

PRINTED ON RECYCLED PAPER