

Empowering children, adults & their families



About Gateways

Gateways Support Services is a responsive community organisation that supports children and adults who have a disability/additional need and their families. Each year more than 1500 children, adults and families are assisted throughout the Barwon area, South West Victoria and Western Metropolitan Melbourne.

Vision Statement

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 the 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 commitment to the organisation and our Mission.

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Gateways mission is 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 ABILITY TO DEAL WITH INCREDIBLY COMPLEX SITUATIONS AND TO SEE THE BIGGER PICTURE IN A REALLY HOLISTIC MANNER IS WHAT MAKES GATEWAYS STAND OUT FROM OTHER SERVICE PROVIDERS."



President's Report

The 2014-2015 has been a year of **Review, Consolidation, Capacity Building** and following policies and procedures that reach for **Excellence** and minimise **Risk**.

Review

We reconfirm and remain passionate about our **Purpose:**

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**

Consolidation

Maintenance of all programmes and services coming in within budget including our expansion in recent years with over 1500 people supported and over 400 staff. This has been extraordinary and makes this Annual Report read impressive and inspiring; assessments, therapies, support, living, social, and fun. Put aside our exceptional catalogue of successes and satisfaction this year, our measure of success always is to see smiles on our clients' faces, relief and reassurance on their families, and a feeling of professional fulfilment and satisfaction by our staff.

Capacity Building

Therapies, Case Management, Kindergarten Inclusion, Support Groups, Residences, our new Moolap property and the developing Western Melbourne office, will allow us to offer many more opportunities to the Gateways family and staff.



"WE ALL HAVE A RESPONSIBILITY TO CONSIDER WHAT SAFEGUARDING MECHANISMS NEED TO BE IN PLACE TO ENSURE THE RIGHTS AND DIGNITY OF PEOPLE WITH A DISABILITY ARE UPHELD."

Risk

The 2006 UN Convention on the Rights of Persons with Disabilities Article 16 states: *"Parties shall take all appropriate legislative, administrative, social, educational and other measures to protect persons with disabilities, both within and outside the home, from all forms of exploitation, violence and abuse, including their gender-based aspects."*

A person's vulnerability should dictate the protections afforded them and the nature of the allegation should determine the response to it. The introduction of the National Disability Insurance Scheme (NDIS) has enhanced concerns by the disability community about what safeguards exist as services and supports expand and responsibilities pass from many State Government departments to the Commonwealth. We take this very seriously and constantly review our processes and procedures.

Our 360 degrees ownership and accountability is paramount in our goal to strive for excellence, evidence based services and safety for our clients, families and staff. 'It is ok to complain'. We all have a responsibility to consider what safeguarding mechanisms need to be in place to ensure the rights and dignity of people with a disability are upheld and to create a caring, safe and responsive workplace.

A huge congratulations to our own CEO Rosemary Malone for being inducted into the Victorian State Government Women's Honour Roll this year, along with Australian of the Year Rosie Batty, and the late Lynne Kosky, a Minister in the previous Labor Government. This annual induction recognises the achievements and contributions of remarkable Victorian women who have demonstrated leadership and excellence in their field of expertise, interest or endeavour. The Honour Roll was first established in 2001 and contains over 500 names, with some women honoured posthumously. *"This year, we honour 22 women who have helped shape our state. By celebrating their work, we're sending a powerful message about gender equality."* We celebrate all the women of all abilities and roles within the Gateways family, and bask in the reflected glory of our feminine-side from the privilege of knowing and working with Rosemary Malone!

We are who we are and do what we do, through the energy and commitment of an enormous generous and community minded staff, volunteers, auxiliary, partners, benefactors, trusts and foundations. We have a very important job and thank you all for being a part of our journey.

Dr Bernie Jenner
President



Key Achievements 2014-2015

Provided services to

1,542
children, adults & their families

Income growth of
20%

Achieved a **customer satisfaction** rating of

 **98%**

Established Moolap facility
to support 5 programs

CEO, **Rosemary Malone** admitted to
Victorian Women's Honour Roll

Maintained all **Quality Certification**

Raised over
\$386,000
through fundraising efforts

In partnership with **Women with Disability Victoria** piloted the training package for

93 staff and clients

 Innovative new residential service developed to support 2 individuals with NDIS funding

HACC funded Partnership with **Geelong West Neighbourhood House** to establish a new program to support frail aged and people with dementia

Participated in the research and development trial of the **Early ABLES** project in conjunction with **Melbourne University**



CEO's Report

Gateways continues to deliver high quality services with a 98% customer satisfaction rating and has recorded 20% growth in funding this year, in a time of great change. These achievements reflect the commitment of the Gateways Board, managers, staff and volunteers, and our determination to continue to fulfil our mission whilst operating as a responsive, efficient, and sustainable organisation.

During the year we further streamlined our structure and have continued to upgrade our organisational systems. It was also pleasing to receive feedback from our quality auditor that *"It is evident that Gateways is a high performing service that has a culture of striving for excellence in client outcomes."*

This year, Gateways purchased another venue to serve as a base for service delivery in Geelong and we also completed additional works at our Albert Street offices.

We have received outstanding support from a range of philanthropic groups over the last year including: the Percy Baxter Trust, the Geelong Community Foundation, Give Where You Live, the Danks Trust, the Alfred Felton Bequest, the Jack Brockhoff Foundation, Mazda Foundation, CBA, Lane and Gall trusts, COGG, Shell, Viva and Geelong Connected Communities, as well as our ongoing invaluable support from Westfield for respite and Eastbrooke for autism assessments. Gateways also continues to enjoy strong support from the Gateways auxiliary and the friends of Gateways who participate in our events.

Gateways has continued our partnerships with Pinarc, Housing Choices and Geelong West Neighbourhood House, as well as developing new partnership projects with Diversitat and Women with Disabilities Victoria. We have also been successful in developing a tailored autism training program for DHHS staff in metropolitan Melbourne and regional Victoria.

On a personal note, it was a great thrill for me to be inducted into the Victorian Honour Roll for Women in 2015, which recognises the contribution of women to all aspects of community life, and to be part of such a distinguished, talented and committed group of leaders.

Gateways regularly celebrates the potential and achievements of both the people we support and our staff and volunteers. Congratulations to Liam O'Neill for holding his first art exhibition this year, and to Brendan Holland who received a special commendation for his volunteering work with Gateways at the 2015 State Disability Awards.

The operating environment will continue to change significantly in the year ahead with the lead up to the roll out of the full scheme NDIS in mid 2016, and Gateways will continue to focus on meeting the needs and goals of the people we support, whilst learning and adapting to ensure long term sustainability.

Rosemary Malone
Chief Executive Officer



"IT IS EVIDENT THAT GATEWAYS IS A HIGH PERFORMING SERVICE THAT HAS A **CULTURE OF STRIVING FOR EXCELLENCE IN CLIENT OUTCOMES.**"



Organisational Structure



Therapy & Inclusion Support

How we've helped in 2014/2015

Provided
77
assessments
for adults and children

Supported
247
children
with early intervention therapy services

439
children supported by
Preschool Field Officers

199
**Kindergarten Inclusion
Support (KIS)**
participants

26
children attended our
**Early Learning Program
kindergarten**



In early 2015, Gateways restructured so all Early Childhood Intervention Services (ECIS) are now part of the Therapy & Inclusion team. This allows for a strengthened approach to supervision and peer support for all staff. We were asked by The Department of Education and Training to take on the convenor role of the Kindergarten Inclusion Support (KIS) program, which we have agreed to do from 1 July 2015.

This year we participated in the research and development trial of the Early ABLES project in conjunction with Melbourne University. The Early ABLES project focuses on: supporting the assessment of learning and development of children with additional needs and disabilities and; responding to children with additional needs and disabilities through improved curriculum planning.

Our team have participated in a wide range of training programs to enhance their ability to meet the needs of children with complex needs and their families.

Carelink+ has been introduced for all staff to use to record all services provided to all early intervention and therapy clients.

"The staff are very supportive and understand your child's needs. The most wonderful group of workers I have met."



"It gives me confidence that my daughter has the support to achieve and participate in a kinder program. It helps her confidence and integrates her into the group activities well"

Gateways would like to acknowledge and thank Belmont Community Kindergarten for their ongoing support of a number of our group programs through allowing us to use their education space to provide these services to the children we support and their families.

We would also like to thank the many kindergartens we partner with in the KIS program across the Barwon and South West areas.

Gateways are thankful to the Rotary Club of Geelong Central for their donation, which provided new resources for the Early Learning Program (ELP) to aid the learning and development needs of the children. We would also like to acknowledge Geelong Connected Communities for a grant that enabled us to purchase five iPad's to support children's learning during individual therapy services.

Respite, Recreation & Family Support

How we've helped

Delivered

294

recreational activities
for children & adults

Provided

36,549

hours of 1:1 respite

Assisted

68

NDIS participants
with support coordination

Provided

2,983

hours of volunteer support

163

families received
information and support

240

people participated in
**group support and
information sessions**



The Respite, Recreation and Family Support team are privileged to support individuals and their families to achieve their goals and their dreams. The team has positively supported children and adults to achieve great outcomes through their participation in activities within the community and at home.

Our recreation programs are growing and it has been exciting to provide children, young people and adults opportunities to come together and enjoy a wide range of activities. Our Colac youth group had the challenge of finding a new name for their group, so now we see 'Awesome Choices' having a fabulous time touring around the countryside enjoying time with each other whilst experiencing some great activities.

We revamped our school holiday program increasing the range of indoor and outdoor activities we offer to include cooking classes, themed activities, horse riding and adventures to Melbourne. Giving children and teenagers more choices provides them with greater opportunities to grow and develop.

The ongoing partnership with Barwon Health and St Laurence has ensured that Gateways Boost 4 Kids program continues to provide quality care, support and opportunities for children and young people with complex medical health needs, whilst providing an overnight break to the families. We are extremely grateful to the Mazda Foundation and Westfield for supporting our Boost 4 Kids program.

There has been an increased demand for Gateways to provide Support Coordination and this has been very positive with staff supporting individuals to find their voice, to be heard, and to link them in to the services that best meet their needs.



"They are a community within a community, offering educational workshops and really useful supports for parents as well as their services for children"

The South West team continue to experience strong demand for flexible packages and the continence scheme and continue to support other children through the Respite and Part Time care (RAPT) program and adults through the family options program.

We are pleased to be able to continue supporting people with dementia and their carers with the implementation of the Commonwealth Home Support Program, previously funded as the National Respite for Carers Program. In addition to this, we have developed a partnership with Geelong West Neighbourhood House to run the new Geelong West Care Connect program, providing information and support to people with dementia and their carers. This program has been funded by the Department of Health and Human Services.

Gateways highly values the contribution that all our volunteers make and we were proud to nominate Brendan Holland for the Victorian Disability Sector Awards. Congratulations Brendan on being awarded a 'Highly Commended for Volunteering'.

Our Parent Support Worker continues to work with, educate and support families to navigate their way with the National Disability Insurance Scheme (NDIS). Parent support groups provide peer support for parents and carers of children and teenagers with disabilities. We have partnered with Drummond Street Services to provide a support group for parents of teenagers with ADHD.

Parent workshops provide insight and understanding and carers and professionals have been able to apply new learnings to their everyday life.

CLIENT ACHIEVEMENTS



Two teenage girls enjoyed their first holiday away together – they had so much fun they are busily planning their next holiday away.



One adult male in his 60's went back to Bendigo, where he grew up, and had a great time seeing the sights and enjoying the memories of his childhood.



Jayke's Journey

Client Story

AUTISM SUCCESS STORY

When Jayke was around 15 months old, his mum Diana started having some concerns about his development, when he wasn't babbling like other babies his age. After seeing their Maternal and Child Health Nurse, GP and then a paediatrician, Jayke was referred to Gateways for an Autism assessment where he was diagnosed as being on the Autism Spectrum shortly after his third birthday.

Typical of a child on the Autism Spectrum, when Jayke first came to Gateways, he had significant speech and language delays, became extremely distressed and anxious when things changed and had complex issues with eating food.

"Jayke could not use words to communicate so he mostly screamed and pinched to express when he was unhappy. He had large meltdowns in the home and out in public, especially in shops which he didn't like," his mum Diana said.

Following his diagnosis, Jayke started receiving early intervention services from Gateways, firstly through our Stepping Stones

Program and then our Early Learning Program.

"When Jayke first started at Gateways he was very clingy and that took a few months to overcome. He was a very picky eater and always refused to eat with the other kids or be anywhere around them at snack time."

"With the persistence of the staff they finally encouraged Jayke to sit down at snack time and even have something to eat. This was a huge goal for us as we could then take him out with other kids his age and know he will be comfortable to eat with them."

Since starting the ELP kindergarten program where he receives support from Gateways Occupational and Speech Therapists as well as trained kindergarten staff, Jayke's communication skills and behaviour have both improved.

"With the help of his therapist and staff at ELP he has definitely come a long way. He has learnt some key signs and also shows a lot of eye contact when trying to get his communication across."

Jayke, now five, will graduate at the end of the year from ELP and start school next year.

"Gateways have always been there for us whenever we needed help with difficult situations with Jayke's behaviour and we are truly appreciative of that support."



"We are so grateful for all of the hard work and patience that the Gateways team have had dealing with Jayke. From where we began three years ago until now, I could not be happier with his progress."

GAINING INDEPENDENCE

Client Story



David & Luke's New Home

"LIVING IN MY OWN PLACE WAS SOMETHING I ALWAYS WANTED TO DO."

Moving out of home for the first time is one of the most exciting times in a young person's life. For David and Luke who both have an intellectual disability, moving into their own home earlier this year was a major milestone and something they had dreamed of for a long time.

"Living in my own place was something I always wanted to do," David said.

An innovative new model using funding from the National Disability Insurance Scheme, has made it possible for Gateways to support David and Luke to move from their family home into a place of their own.

For David and Luke's families, seeing their children transition to live more independently in the community and develop their living skills in their own home, provides them with peace of mind for the future.

"As parents all we ever want for our children is for them to be safe, happy, secure and independent," David's mother Jeannette said.

"When this involves some form of disability, which I consider an alternate ABILITY, the journey is somewhat more challenging, especially as we get older and look to the future," she added.

With the support of Gateways, David and Luke are learning new skills to assist them in their day to day life, and empower them to live independently, reducing the need for ongoing support. This includes cooking, cleaning, shopping and learning about their tenancy obligations.

"They are learning to hone their skills with everyday tasks so they can finally become as independent as possible and reach their full potential. I consider this sensible forward planning which has many benefits and I urge families to take the opportunity when it arises."

"We are forever grateful to all the organisations including Gateways and the NDIA for making this happen."



"It's good for us to have a break from our parents for a while and they need a break from us too."

Accommodation & Specialist Support

How we've helped

Provided accommodation support for

66

adults and children

Respite support for

62

children accessing Getaway House

24

people participated in specialist community inclusion programs



Accommodation Support & Specialist Services continues to grow in all program areas, now employing approximately 200 staff.

ACCOMMODATION

We are now into our second year of the NDIS launch. This has been a year of great change in our processes and system development.

Gateways manage seven residential homes funded through the NDIS, and one residential home still funded by DHHS. We also provide 24 hour support for four individuals within their own homes.

All participants are being supported to work towards their NDIS goals, maximizing their choice and participation.

This year we said goodbye to several long term staff who made an amazing contribution to Gateways and the accommodation services we provide.

CHILDREN & YOUTH SERVICES

We manage four residential services for 13 children in out of home care (OHC). These services are currently at capacity.

The children accessing these services continue to grow and develop their 'whole of life' skills, working towards achieving their life goals and dreams. They have participated in after school programs and school holiday programs.

GETAWAY RESPITE HOUSE WARRNAMBOOL

Getaway Respite House provides respite, this year giving 62 families a well-earned break by providing their child with a happy and safe place where they are well cared for and have fun. Getaway also provided extra support for families at their greatest time of need, including bereavement, health or personal issues, and our annual consumer satisfaction survey reflected the value of these supports to families.

This year Getaway House had a new in ground trampoline installed, the yard levelled and new grass sown, making the trampoline safe and accessible to all. Inside the house, one of the bedrooms had some wood panelling installed and curtains are soon to arrive to make it a more homely environment. New toys, puzzles, games and books have recently been purchased and are appreciated by all.

Children enjoyed many outings including, "The Great Chase", "Sensational Summer", visits to Tarrington to see the decorated hay bales at Christmas time as well as various playgrounds, parks and gardens.

A "Personal Goal" board was introduced into the house to assist staff with helping the children to reach their personal goals identified by their families.

In April, Anne Congleton, DHHS Deputy Secretary and Gerardine Christou, Manager Local Connections visited Getaway house. They reported back that they had had a fabulous visit, saying the children were wonderful having lots of fun and that they had heard great stories!

Continued on next page >



"ALL PARTICIPANTS ARE BEING SUPPORTED TO WORK TOWARDS THEIR **NDIS GOALS**, MAXIMIZING THEIR **CHOICE** AND **PARTICIPATION.**"

Accommodation & Specialist Support

CLIENT ACHIEVEMENTS



Children in our Out of Home Care are playing football in a team, have been made form captains and are participating in a range of activities in the community.



Over the year some participants in our Social Connect Program started volunteering at a range of services from washing buses to working at a local fruit shop.



COMMUNITY PARTICIPATION

Social Connect currently supports 15 people with individual packages funded through the NDIA and one child funded through the Department of Education. The participants have enjoyed a wide range of programs and activities.

In August 2015 the program will move to its new facility we recently purchased in Moolap. This facility will provide a welcoming and positive environment for participants and staff. The environment has been designed to be 'autism friendly' and to cater for people with complex needs.

My Way currently supports eight people who use their NDIS package

to do programs and activities that they choose. These services currently run Monday to Friday 9am to 3pm and are for current Gateways participants who live in residential care.

INDEPENDENT LIVING

Independent Living Services continue to support two people who live independently in the community with minimal staff support.

All staff working in the Accommodation & Specialist Support team need to be congratulated for their fantastic dedication and ability to support individuals to reach and achieve their goals. Our sincere thanks goes to everyone.



Risk Management, Quality & Marketing



Gateways has a comprehensive risk management plan in place including risks to service users, staff and community safety, financial risk, leadership, HR, marketing and consumer focus, strategy and planning, innovation, quality and improvement. During the last year new tools were introduced to assess and manage risks at service delivery level.

Gateways continually strives to enhance the quality of our services, and we are expanding our collection of data and facts to inform decisions to improve outcomes for our service users. Our service user satisfaction rating remains high at 98%. This feedback confirms that Gateways services are in line with our mission and achieving our service objectives and client goals.

Gateways is focusing on systems improvements to provide streamlined processes



Achieved a service user satisfaction level of **98%**



Raised over **\$386,000** through fundraising efforts

for staff, clients and their families. As part of this enhancement, Gateways intranet now provides information including training videos, policies and general information to our staff.

We also comply fully with our obligations under section 11 of the Carers Recognition Act 2012 as a care support organisation and with annual reporting of complaints and compliments to the Disability Services Commissioner.

As a quality accredited Department of Health & Human Services (DHHS) service provider, Gateways was audited in October 2014 by an external auditor against the DHS Services Standards, Disability Services Standards and FaHCSIA 2007 (Standards 8 & 11). The external auditor stated "It is evident from this assessment that

Gateways is a high performing service that has a culture of striving for excellence in client outcomes."

Gateways is also promoting our services in the new market environment. We have developed new service brochures to communicate the extensive range of services we provide to new and existing service users. Our efforts to improve on and increase our social media use and presence are paying off and we will continue to drive this in the next year.

Gateways raised over \$386,000 through fundraising, grants and donations within 2014/2015. Thank you to all our donors, supporters and volunteers in achieving this, and special thanks to Gateways Auxiliary Committee which has continued to be an essential fundraising force for Gateways.

Corporate Services

Highlights

Diverse workforce of

426

people

97%

of staff would recommend working with us

11%

growth in staff

STAFFING PROFILE

Gateways has a dynamic workforce with 426 people employed in 2014/15.

Women make up 83% of Gateways staff and 270 of our staff are employed in a part time capacity.

Division	Full time	Part time	Casual	Total staff
Accommodation & Specialist Support Services	6	124	70	200
Respite, Recreation & Family Support	6	20	59	85
Therapy & Inclusion Support	6	116	2	124
Quality, Innovation & Service Development	1	2	0	3
Corporate Services	6	8	0	14
Grand Total	25	270	131	426

Gateways Corporate Services team manage the financial, human resources, administrative and health and safety functions of Gateways operations and aims to provide excellent support to our participants, their families, our staff, suppliers and stakeholders.

Gateways have a diverse workforce of client support and professional staff with 426 people employed. We experienced 11% growth in staff from the previous year due to the expansion of services. 83% of the staffing group are women and the majority of staff are employed in a part time or casual capacity.

This year we had four staff reach 10 years of service, one staff 15 years and one their 20 year milestone, which highlights the commitment and passion of the Gateways team.

The results of a staff survey during the year quantify this with 93% of staff saying they felt proud to say they worked for Gateways and 97% of staff would recommend working with Gateways to a friend.

We continue to focus on the development and promotion of safe systems of work. This commitment has translated into Gateways having a WorkCover



premium below the sector average compared with similar organisations in the Disability sector. We acknowledge everyone's great work in developing systems and practices that have greatly prevented or minimised work related accidents, incidents, injuries and illnesses.

OUR PEOPLE

Rod Day, Accommodation Team Leader

Gateways is a great organisation to be a part of and we are proud that our staff are known for their commitment to making a difference in the lives of children and adults with a disability.

My Career Change: From Manufacturing to the Disability Sector

When Rod was unexpectedly retrenched after working in the manufacturing industry for more than 25 years, he took the chance to change his career direction completely. At the time, Rod was no stranger to Gateways, having four sisters with an intellectual disability all living in our supported accommodation houses for more than 10 years. For Rod, once he had made the decision to switch to a caring profession, there was only one organisation he wanted to join.

"I held Gateways in high regard due to their person-centred and professional approach, and decided that if I was to work in the disability sector it would be with them. I thought I had the empathy required to be a positive support worker and I was more than willing to learn the skills needed."

Initially, Rod started in a casual role, working in a number of Gateways supported accommodation houses. From there, he completed both his cert 4 and advanced diploma in disability and in 2013

was successful in obtaining a Team Leader role.

Rod says that working as a residential support worker is very rewarding and that you can see the difference you're making every day: For example "When a person you are supporting begins to understand a new skill and you see that look of understanding in their eyes, or seeing people getting out in the community more because of the support your team has given them, or sometimes it's just seeing them smile because they are happy and relaxed."

Gateways Adult Accommodation Services support people with disabilities in a group home setting to achieve their goals and dreams through person-centred active support, so they can live enjoyable and fulfilling lives. Gateways Accommodation & Specialist Support Services Manager, Sean Justin, describes Rod as being dedicated to supporting and empowering people with a disability.

"Rod's genuine understanding of client rights and their right

to make choices, his values and ability to advocate is what makes him a great worker in the disability field," said Sean.

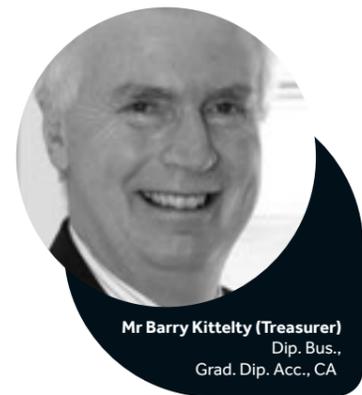
After more than six years with Gateways, Rod finds his new career more meaningful and feels proud working for an organisation with a person-centred approach, focused on doing the very best for its clients.



"The thing we can all be proud of is, even though Gateways has grown so much in recent years, the underlying principles have not changed and the people we support are still the focus and drive in all the things we do!"

Board of Management

Gateways Support Services is governed by a skilled and experienced voluntary Board of Management. The Board comprises:



COMMITTEES

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

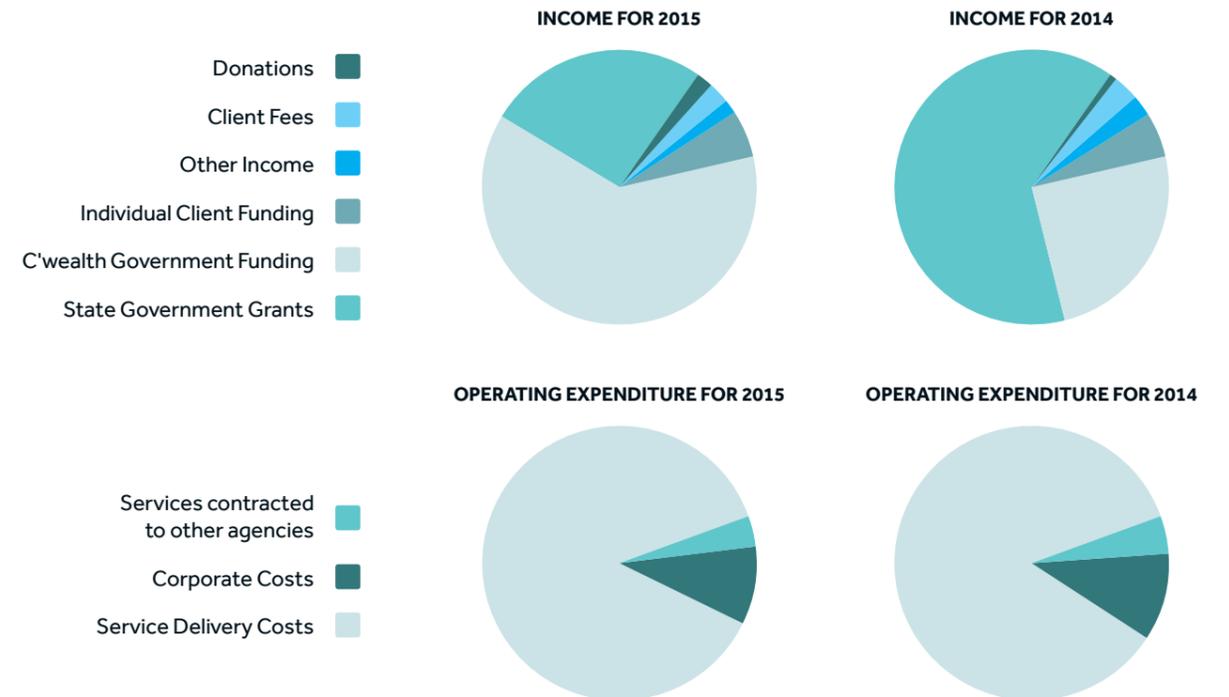
- Auxiliary
- Accommodation & Specialist Support Services

Treasurer's Report

On behalf of the Board of Management, I am very pleased to present the 2014/15 financial reports. Gateways has experienced steady growth over the year with increased operating revenue and expenses of 22% and 20% respectively from the previous year. This is largely due to growth in Accommodation Services.

The operating surplus for the year was \$1.00 million (2014, \$0.71 million) and the overall financial position is sound. As a result, we believe Gateways is well placed to meet the challenges and uncertainties of changes within the sector.

The graphs below show broad groupings of operating revenue and expenses for 2015 and 2014.



The income graphs demonstrate the significant shift in the source of income from the State to the Commonwealth.

While work has progressed in adjusting our systems and processes to enable more efficient claiming of participant funds from the National Disability Insurance Agency (NDIA), some challenges remain. These include the challenge of the current price for 1:1 services not covering the cost of delivering a quality service. We continue to assess how we can overcome this issue including raising this with the NDIA as a core concern in the hope that a satisfactory outcome can be achieved for our service users.

The commitment and passion Gateways staff and volunteers demonstrate cannot go unrecognised. Their dedication to great outcomes shines through.

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.

As the incoming Honorary Treasurer, I would like to take this opportunity to thank Barry Kittelty for his work in the role over the last 5 years. The transition to the role has been seamless thanks to the groundwork laid during that time.

I am very pleased to be part of such an inspired team, that will without a doubt, deliver on our mission.

John Gavens B Com (Hons) MA FCA
Honorary Treasurer

Financial Statements

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Revenues from ordinary activities	19,024,899	15,823,917
Employee expenses	(15,181,412)	(12,188,348)
Depreciation expenses	(409,168)	(342,423)
Other expenses from ordinary activities	(2,432,787)	(2,583,560)
Net profit from ordinary activities attributable to the association	1,001,532	709,586
Other comprehensive income	0	0
Total comprehensive income of the association	1,001,532	709,586

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	2015 \$	2014 \$
Current Assets		
Cash Assets	6,473,546	5,669,819
Receivables	84,466	89,520
Other	375,447	93,277
Total Current Assets	6,933,458	5,852,617
Non-Current Assets		
Property, plant and equipment	4,197,309	3,850,455
Total Non-Current Assets	4,197,309	3,850,455
Total Assets	11,130,767	9,703,072

Financial Statements

	2015 \$	2014 \$
Current Liabilities		
Payables	4,383,054	3,982,803
Provisions	1,201,866	1,021,304
Total Current Liabilities	5,584,920	5,004,107
Non-Current Liabilities		
Provisions	300,784	455,434
Total Non-Current Liabilities	300,784	455,434
Total Liabilities	5,885,704	5,459,541
Net Assets	5,245,063	4,243,532
Equity		
Reserves	1,012,000	1,012,000
Retained earnings	4,233,063	3,231,531
Total Equity	5,245,063	4,243,532

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Retained Earnings \$	General Reserves \$	Asset Revaluation Reserve \$	Total \$
Balance at 1 July 2013	2,521,945	682,000	330,000	3,533,945
Profit for the year ended 30 June 2013	709,586	-	-	709,586
Balance at 30 June 2014	3,231,531	682,000	330,000	4,243,531
Profit for the year ended 30 June 2015	1,001,532	-	-	1,001,532
Balance at 30 June 2015	4,233,063	682,000	330,000	5,245,063

Financial Statements

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Cash Flows From Operating Activities		
Client fees	501,485	471,809
Donations received	372,289	209,894
Operating grant receipts	18,046,627	14,908,684
Sundry income	201,436	267,002
Payments to suppliers and employees	(17,683,465)	(14,753,383)
Interest received	117,845	117,597
Net cash provided by operating activities	1,556,217	1,221,603
Cash Flows From Investing Activities		
Fixed asset purchases	(767,644)	(1,168,575)
Proceeds on sale of fixed assets	15,150	6,880
Net cash used in investing activities	(752,494)	(1,161,695)
Net increase in cash held	803,723	59,908
Cash at the beginning of the financial year	5,669,819	5,609,907
Cash at the end of the financial year	6,473,546	5,669,819

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 2015 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 2015.

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 21 September 2015

Financial Statements

INDEPENDENT AUDIT REPORT

REPORT ON THE CONCISE FINANCIAL REPORT

We have audited the accompanying concise financial report of Gateways Support Services Inc which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Gateways Support Services Inc for the year ended 30 June 2015. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

BOARD OF MANAGEMENT'S RESPONSIBILITY FOR THE CONCISE FINANCIAL REPORT

The Board of Management of the association is responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports, and for such internal control as the Board of Management determines is necessary to enable the preparation of the concise financial report.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Gateways Support Services Inc for the year ended 30 June 2015. We expressed an unmodified audit opinion on that financial report in our report dated 21 September 2015. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with AASB 1039 *Concise Financial Reports*.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

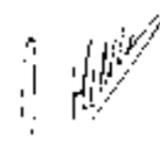
INDEPENDENCE

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

OPINION

In our opinion, the concise financial report of Gateways Support Services Inc for the year ended 30 June 2015 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

ANDREW FREWIN & STEWART
61 Bull Street, Bendigo Vic 3550



David Hutchings
Partner

21 September 2015

Thank You

We would like to thank the numerous corporations, trusts, foundations, individuals, fundraising groups, volunteers and the Victorian and Commonwealth Government especially the Department of Health & Human Services (DHHS), the Department of Education and Training (DET), the Department of Social Services (DSS) and the National Disability Insurance Scheme (NDIS). Your support enables us to continue providing children and adults with a disability and their families with the extra support they need.

PERCY BAXTER
Charitable Trust

Westfield GEELONG

EASTBROOKE+
eastbrooke | medical centres

GIVE
WHERE YOU
LIVE
Improving our community

GEELONG
COMMUNITY
FOUNDATION

GANDEL
PHILANTHROPY

ROTARY CLUB OF
Rotary
GEELONG CENTRAL

DANKS
TRUST



THE
JACK BROCKHOFF
FOUNDATION

the
A.H. Lane
foundation

Mazda
Mazda Foundation

The Gall Family

Geelong
Connected Communities
by community

GEELONG
CAIS

CommonwealthBank

VIVA
Energy Australia

WJM
WHYTE, HUIE & MOORE - LAWYERS

OFFICIAL SPONSOR
GEELONG

GATEWAYS SUPPORT SERVICES AUXILIARY COMMITTEE

Since 2004, a team of eight dedicated women have been an essential fundraising force for Gateways Support Services. Over the years they have run a number of successful events including an annual Golf Day, film nights, card days, bus trips, excursions and sold Christmas cards. **This year they raised over \$25,000!**



Thank You

for **helping us make a difference** in
the lives of children, adults and families

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

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YOU DON'T NEED SUPER POWERS TO BE A GREAT HERO

A young boy with short brown hair, wearing a red and blue Superman costume with a yellow and red 'S' shield on his back, is seen from the side, looking towards a large, messy pile of crumpled white paper. The background is a brightly lit room with other people and tables, suggesting a school or community event. The text 'YOU DON'T NEED SUPER POWERS TO BE A GREAT HERO' is overlaid in large, white, semi-transparent letters across the image.