

Supporting and empowering people with a disability



Annual Report
2016 - 2017





Staff are professional, friendly, helpful and make me feel totally at ease. We have fantastic support from our OT”

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Gateways mission is to empower and support children and adults who have a disability/additional needs and their families to maximise their:



Quality and enjoyment of life



Potential



Positive relationships within the community

About Gateways

Gateways Support Services is a community organisation that has been making a positive difference in the lives of children and adults with a disability or additional need and their families for more than 20 years. We see the potential and strengths of every person we support. Our team are here to help people with a disability to make choices and achieve their goals so they can live enjoyable, meaningful lives in their community. Each year more than 2,000 children, adults and their 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.

President's Report

Celebrating 20 years of making a difference

It is such an honour and pleasure to announce the 20-year Celebration of existence of Gateways Support Services. The establishment and amazing developments that have surrounded the building of Gateways

Support Services over the last 20 years has been the culmination of much hard work and the recognition of a need by many community minded generous people. The Founding Working Committee, subsequent numerous Board members, and dedicated staff and volunteers, have all shown a combination of altruism and a real strong sense of the meaning of life, the joy of giving, love, support and caring for others, to help others enjoy their lives and reach their potential – for those most vulnerable.

The changes and expansion over these 20 years has been mind-boggling. We remain very conscious of balancing bigger for sustainability and enabling broader programme opportunities, with not too big, too quickly, that could compromise our culture and personalised emphasis about which we are passionate. For those with

special needs, quality of life, respect, excellence, innovation, safety, risk, caring, flexibility and a welcoming supportive workplace remain our mantra.

Thank you to our team

A very sincere thank you and congratulations to all staff and volunteers for your dedicated hard work within an ever increasing and essential complex regulated work environment, under the wonderful stewardship of CEO Rosemary Malone and our 6 senior managers. You are part of an organisation and vision that both makes a difference and exudes human kindness every day. We all need to be very proud of who we are, what we provide, and the relief experienced and smiling faces seen, on those we help every day. Read on and enjoy.



“

Everyone needs to be valued. Everyone has the potential to give something back”

Diana Princess of Wales

Highlights 2016/2017



Provided services to 2,121 children, adults & their families



Income growth of 4.4%



Achieved a customer satisfaction rating of 95%



110% increase in support coordination services



Raised over \$211,000 through fundraising and grants



Refreshed branding launched



Increased living options



ICW acquisition process

CEO'S Year in Review



This year marks the 20th anniversary of Gateways establishment when Barwon Interchange merged with the Association for Autism and Allied Disorders (AAAD) and the Resource Centre for Children with Special Needs.

Continued collaboration

The goal of that collaboration was to enhance outcomes for service users and to adapt to a changing policy and funding environment. It is now abundantly clear that the growth and development that has occurred over that period has confirmed the wisdom and strategic vision of the Boards at that time.

In 2017, Gateways has made the decision to partner with Interchange Western to again enhance outcomes for service users in a changing policy environment, and to position the organisation for further growth and development opportunities. Both organisations share a culture of person-centred service delivery and commitment to great outcomes for service users within their local communities. There is goodwill at all levels of both organisations, and we are keen to share the expertise of both organisations with the integration to be formalised by October 1 2017. We are very excited about the challenges and opportunities that this will bring.

A new Warrnambool Office

We continue to see changes with the NDIS as we prepare for the transition of the Western District later in 2017. The move to our new bright office in Lava Street Warrnambool provides a higher profile location with more space for a range of programs to be offered by our staff.

Accommodation support

Reform within the out of home care sector has seen a reduction in our residential care services for children, although two of our contingency placements have now been funded recurrently. The main area of growth for Gateways over the last year has been in small flexible living services, with 8 new services funded by NDIS individualised funding. We have also seen growth in support coordination for both children and adults.

Continued growth

Gateways is currently progressing a major ICT project to enhance our efficiency, and we have restructured to create a stand-alone Finance Manager role to ensure timely and detailed financial planning and analysis in what continues to be a rapidly changing environment. Consumer satisfaction continues to be high due to the great

commitment shown by our staff and the training we invest in to promote the quality of our service delivery.

Community partnerships

Gateways services are enhanced by the generous support of local corporate partners Westfield, Eastbrooke and Geelong Cats, as well as a range of philanthropic groups including Geelong Community Foundation, Give Where You Live and individual and community groups. In 2017, Gateways auxiliary and Lions Club of Geelong have provided vital financial support for Gateways Early Learning Program. We were deeply saddened by the passing of Vicki Renick earlier this year as she has been a dynamic and long term auxiliary member in addition to her long and distinguished career in education.

Our team are our greatest asset

Gateways often support people with quite complex needs, and I sincerely thank our staff and Gateways Board for their skilled and compassionate approach to providing support, whilst also minimising and managing risk. I would like to particularly pay tribute to Gateways President Bernie Jenner who is always a great role model and mentor for me in dealing with the vast array of needs and priorities which Gateways responds to positively and skilfully.

A bright future ahead

We now look forward to a new chapter in the Gateways journey as we learn about and focus on further developing our services in the fast growing Western Melbourne area.

Rosemary Malone
Chief Executive Officer

Organisational Structure



Therapy & Inclusion Support

How we've helped



94

Autism Assessments for children

380

Children received therapy services

235

Children supported with Kindergarten Inclusion Support (KIS)

614

Children supported by Preschool Field Officers

61

Adults received an Occupational Therapy life skills assessment

23

Children attended our Early Learning Kindergarten Program



The Therapy & Inclusion Support team provide a range of specialised individual and group based therapy programs to support children and adults with a disability or developmental delay.

Fun with our Little Hoppers

This year we've started 'Little Hoppers' - a new therapy playgroup for pre kinder age children operating at the Norlane Child & Family Centre. Facilitated by a Speech Pathologist and Occupational Therapist, each session addresses a range of developmental skills to give families a greater knowledge of their child's needs to help them better support their children.

Adult therapy expands

Building on supporting adults to increase their skills to live more independently, we expanded our therapy services to include a Speech Pathologist specialising in adolescents and young adults. The OT and Speech Pathologist will complete assessments and therapy in line with the client's NDIS plan.

Western Melbourne growth

In line with our focus on growing Early Intervention Services in Western Melbourne, we are now registered to provide HCWA and NDIS services in Wyndham. We also held a social and emotional therapy group in Brimbank for 7 children with a disability.

Community connections

We are thankful to the Belmont Community Kindergarten for their ongoing support of a number of our group programs allowing us to use their education space. We have again supported a number of students from Deakin, RMIT and LaTrobe Universities to complete their placements.

Positive People

Providing training opportunities for our staff development has been a focus with our team completing courses including DIR Floortime Level 1 & 2,

Learn to Play, Language Acquisition through Motor Planning (LAMP), Stress & Trauma in Young Children and Zones of Regulation.

“Our son did a second year of kinder on their recommendation and we found it the best decision we made based on the educator and PSFO's opinion”

“The Kindergarten Inclusion Support program is KEY in facilitating a positive preschool experience for our children requiring additional support. We love that we can be so inclusive of all abilities because of this program. So grateful.”



Lions Club of Geelong help our Early Learning Program

A generous donation by the Lions Club of Geelong enabled children with a disability or additional need to access a specialised kindergarten through our Early Learning Program.

This Program caters for children who may find it very challenging to be part of a larger group in a mainstream kindergarten because of their additional needs. The children attending often have significant challenges in daily living, including autism, high anxiety levels, sensory needs or developmental delays, therefore requiring additional support.

Donations such as the one from the Lions Club of Geelong, make a huge

difference for the local children attending, as it allows us to provide skilled educators, smaller group size and a significantly higher staffing ratio to maximise teaching and learning opportunities for each child.

Michelle Challis from the Lions Club said that they chose to support the program as they “were receiving increasing requests for financial assistance for children with autism, and the club wanted to benefit as many children as possible with the funds available.”

Children attending the program come from across the region including Torquay, Geelong West, Corio and Highton. The Lions Club of Geelong are helping each of these children to have the best possible start to their education and life journey.

Community Participation & Recreation

How we've helped



263

Participants in recreation programs

350

Different recreation activities

17,818

Hours of recreation

152

Respite/community participation options

31,428

Hours of respite/community participation

3,023

Hours of volunteer recreation support

66

Aged care activities



Our Community Participation & Respite team support children, youth and adults to develop new skills, make friends and have a good life in the community. They support people across all stages of life with the youngest aged just 2 years and the oldest participant 98 years!

Fun with our friends

Recreation programs have continued to grow, giving children and young adults new opportunities to have fun, learn new skills and try new experiences with their friends.

In January we expanded our School Holiday junior program, running another Stay & Play group at Greenville Children's Centre, giving children and their families the choice of a range of different activities every day of the holidays. Our staff continue to tell us how much they enjoy working at the school holiday program, saying it is some of the best work they do.

We continue to provide new activities that many people may not have experienced, including playing Wheelchair basketball, trying Yoga, visiting Adventure Park and getting out and about to lots of other community events including Geelong After Dark, the Nightjar Market and sporting events at the Geelong Arena and Kardinia Park. A highlight for the Geelong and Colac school holiday groups was taking surfing lessons at Ocean Grove run with Go Ride A Wave, with many of the teenagers learning to brave the waves and even manage to stand up on a surfboard!

The strong relationships we have built with the families of the children who come to our holiday program and recreation groups, gives the parents confidence to entrust their child into our care for the program. Many parents compliment us on our attention to each child, and our capacity to run a safe and fun program.

We know 'No Limits'

We have launched an exciting new social group 'No Limits' for young people with a disability aged 18 – 25 to

encourage friendships, independence and skills development. This group have enjoyed many new adventures including a tour to the Great Ocean Road and attending an AFL match.

Over the past two years Get Up & Go have held regular discos to give one of its members, DJ Pistol Pete, experience playing for a group. This has grown DJ Pistol Pete's confidence and launched his own business with Pete now playing at other community events. Pete says "I just love DJing, it makes me happy and has helped me make new friends."

Boost 4 Kids

Boost 4 Kids is now in its ninth year of providing much needed care for children who have very complex medical needs. A joint partnership with St Laurence (KSL) and University Hospital, provides these children with the chance to enjoy fun weekends at the beautiful house in Ocean Grove. Last year we said goodbye to one of our long-standing nurses Barb who was responsible for the overnight shift and we have welcomed on board some new nurses who are keen to continue this very important service. Thanks to all the dedicated staff and Committee for making a difference in the lives of these children and their families.

Social Support for older people

We provide two programs for older people, to increase their connectedness to the community. Prime Movers is a

weekly bus trip for those over 65, that see the group out exploring Geelong and surrounds, sharing a meal and good company. Café Care Connect operates out of the Geelong West Community Hub, and is a friendly place where people who have dementia or who are frail aged and their carers, can come to enjoy a chat, cup of tea and some craft. Activities have included Christmas in July, card making as well as information sessions from Barwon Health and Alzheimer's Australia. For many of the older people who come along to these activities it is the highlight of their week, helping them to feel valued and connected to their community with an opportunity to make new friendships.

Together we can do so much

We owe a huge thanks to our many dedicated Volunteers who generously donate their time to support our recreation programs and make a difference in the lives of people with a disability. As one of our volunteers Carol shared "It is a great privilege and a joy to be a Gateways volunteer. It gives me immense pleasure to spend my time having fun with such amazing children and young people, and supporting the caring staff." Thanks to the continued support from our Community Partnerships with Westfield Geelong and the Geelong Cats, we are able to offer a number of free activities for the people we support to enjoy.



Support Coordination

How we've helped



380

NDIS participants assisted with Support Coordination

178

Families & professionals received information and support

232

People participated in group support and information sessions

156

Children and families in the Western District supported with Flexible Packages



Support Coordination Growth

It has been an exciting time of growth in Support Coordination with the NDIS creating a busy service environment in the Barwon Region.

Over the past 12 months the number of clients we are assisting with Support Coordination has increased from 180 to 380. To support this rapid growth, a number of new Support Coordinators have joined our team.

As the National roll-out of the NDIS continues we are continually learning about the NDIS and the opportunities that it can bring for participants to live a great life in their community.

This year a number of people with a disability achieved the goal of moving into their own home, while others have started volunteer work, joined new community groups and even furthered their education by starting TAFE.

We continue to look forward to supporting participants to implement their NDIS plans.

Preparing for the South West NDIS roll-out

Our Warrnambool team continue to support families in the South West preparing for the NDIS roll-out commencing in October 2017. In August 2016, in partnership with the Association for Children with a Disability, we held two free NDIS support workshops in Warrnambool attended by more than 25 families from the South West area.

During the sessions presented by Strengthening Parent Support Coordinator Carolyn McDiarmid, she shared her personal experience of the NDIS as parent to her 9 year old son Clem who has Down syndrome, as well as the many families she has supported to navigate their way through the NDIS in Geelong.

The feedback was very positive, with parents finding it helpful to hear from someone who has directly experienced the NDIS in preparing them for what they might expect on their own journey.

As one parent said:

“Thank you Gateways for giving us the opportunity to attend these workshops, Carolyn has been a breath of fresh air. Having first hand knowledge and expertise with the NDIS has definitely helped us all in a positive way to better understand how it will work. I’m now looking forward to having readily available funding to access the supports my child needs as well as assisting my child towards her dreams.”

Following on from the success of that event, to celebrate the opening of our brand new Warrnambool office, we held another free NDIS question and answer information session, where families could have their questions answered, hear firsthand experience and link in with other parents in the area.

Educating, supporting & connecting families

The Strengthening Parent Support program plays a vital role in educating and supporting parents and carers as well as connecting them with other families sharing similar situations. Across the year we held a number of workshops including ‘Carers Get Angry Too’ presented by Carers Victoria, Transitioning to School with Drummond Street Services and ‘Ordinary Lives: Everyday Opportunities’ where two local parents shared how they’ve used their NDIS funding for their young people with disabilities to achieve something that we all value, living an ordinary life.

We offer a number of regular free parent support groups to help provide important information and the chance for parents to meet other families. This year we launched three new support groups NDIS Parent Connect, Multicultural Parent Support organised in partnership with Barwon Valley & Nelson Park Schools and the Down syndrome Parents & Carers coffee morning.

Supporting people to achieve their goals

Our experienced team are here to help people with a disability and their families to coordinate their NDIS supports to make the most of their plan, to achieve their goals, their way.

Gemma’s bright future

Gemma turned 18 this year and like other young people her age she also recently finished high school.

Gateways have supported Gemma from a very early age with a range of our respite and recreation group and school holiday programs, therapy and Support Coordination since the introduction of the NDIS.

After finishing school, Gemma’s goal was to move from her family home to live independently in her own house. With the support of Gateways, this year Gemma has achieved her goal moving into a 2 bedroom home where she is learning new life skills and developing independence.

It brings a lot of joy to the Gateways team and Gemma’s family to see her so happy, engaged and achieving her goals.

“Gemma has matured significantly, and has much more self confidence. When we visited her at home we were impressed with her skills and her lovely place.

Gateways has helped Gemma as she travels along her life’s journey.”

- Gemma’s family



Accommodation Support & Specialist Services



How we've helped

43

Adults living in shared
accommodation

8

Children cared for in
Out of Home Care

16

Adults and 1 child in Social Connect

10

Adults living independently

60

Children accessing overnight
respite through Getaway House



Our shared and independent living services support people with a disability to have a good life and a real home in the community.

Shared Accommodation

Gateways continues to provide 8 shared accommodation homes in Geelong and Camperdown, supporting 43 people to develop their capacity for independence and achieve their goals. Accommodation services supported a project to develop tools and aides to support and empower people who live in the houses to be able to say "NO". The project was led by the people with key support from Rod and Sally to develop the "My Life, My Choice" resources.

Children & Youth Services

CAYS continue to support 8 children at 3 homes. Child and Youth Services have gone through a period of great change through the last 12 months. One service moved from an old tired home to a purpose built home designed for the specific needs of the children. Another service closed down and moved to a temporary house and then moved again to what we hope is

a long-term home. CAYS continues to achieve outstanding outcomes for the children they support, from children participating in their Deb ball, to attending school trips to Queensland, participating in graduation, to three children moving out into independent living after turning 18. Sincere thanks to all our staff for the wonderful job you have done to support these children to their adulthood.

Social Connect

Social Connect continues to support 16 people with their day supports to work towards building their capacity for independence and developing their communication and social skills. The program has also continued to grow the overnight respite that is offered, with 3 people now having regular overnight stays. A big thank you to Andy Forster who helped establish Social Connect and has been the Team Leader for the past 5 years. He has now taken up the opportunity to start the Ground Up Gardening program.

Ground Up Gardening grows Gateways

Ground Up is a promising new program established to provide meaningful

employment for people based on their interests and strengths. The program provides gardening, rubbish removal, car detailing and house maintenance services in the Geelong area.

A home away from home

This year there have been over 60 children accessing Getaway house from around the Warrnambool area, stretching as far as Camperdown to Portland to Hamilton. The house continues to provide high quality overnight respite to children to enhance their skills at interacting with their peers, developing self-help skills and working towards independence. The Getaway house is currently working on transitioning towards the NDIS funding model.

Life transition

Gateways has continued to support young people in the transition from care into independent living through Targeted Care Packages. Two children continue to be supported to develop their independence, and the confidence and skills to live independently and to establish links within the community.

Flexible Living Options

Successful partnerships with families and Support Coordination have created 8 new individualised housing options for 10 people with complex support needs within Gateways Flexible Living Options. These people now have their own home with the individual supports they need to live a happy fulfilling life in their community.

Kate's new home...

The NDIS is giving people with a disability more choice and control about where they live and who they live with. With our support, this year Kate has taken the big step of moving into her own home. Kate's parents shared how this move has given Kate her own independence and the freedom to take pride in her abilities.

"Thought you might like to hear how it's going in no 8. after all that hard work to get Kate in there. It is going really well and we have had the best two months. Kate's determination and courage has seen her settle in really well and trying to do more for herself.

She is more relaxed than we have seen her for a long time. This week was particularly special as she had the first night without anyone with her overnight, and didn't hesitate.

She has been using her watch to practise contacting Tunstall a lot, and is confidently talking to them now, telling them she is testing.

Our Kate is very happy and proud of herself to have been there on her own for an hour in the afternoon and overnight and Michael and I are feeling very glad Kate has this opportunity and happy

for her increased cheerfulness and positivity.

So far it is all good and Helen and all the staff have been terrific in supporting Kate to achieve this increased independence. We couldn't have asked for a better start."





Ground Up Gardening provides growing opportunities

Providing meaningful employment for people with a disability...

Ground Up Gardening is a brand new program creating employment opportunities for teenagers and adults with a disability. Supported by Gateways qualified staff, the Ground Up team are delivering an affordable and professional gardening service across the Barwon region.

Depending on their abilities, the Ground Up Team work up to 5 days a week, performing a range of tasks including lawn mowing, general gardening, weed control, rubbish removal, carpet cleaning and even car washing.

For the Ground Up employees, the program is helping them reach their goals by being part of the workforce, learning new skills and contributing to

the community. It is also helping them to become more independent and develop important friendships at work.

Damian is one of the 5 Ground Up team, working one day a week since the program started. He first joined our Social Connect program 2 years ago, with the goal of working towards finding employment. Since then, we have supported him to successfully find work at a local carpet store and now also moved into the Ground Up business. Peter, a ground up customer, said *“Andy and his crew do an amazing job. My garden has never looked that good!”*

Program Manager Andy Forster said since the launch of Ground Up Gardening all of the employees are learning new things and taking great pride in having their own job. *“Ground Up Gardening*

is giving people with disabilities the opportunity to be a part of the workforce in a capacity that suits their skills and ability. Everyone likes to feel they have something to contribute and it’s great to see the team increase in confidence and have a sense of achievement when they come to work.”





Risk Management, Quality & ICT

Highlights



Achieved a service user satisfaction rating of 95%



Staff intranet CommuniGate was launched

“

“We are so grateful that we have such loving and supportive carers and we are so thankful for all your help every week. We appreciate you all so, so much and it’s pretty obvious Tulli girl adores you all too. We couldn’t complete ‘Team Tulli’ without you all”

Your feedback matters to us

We regularly seek feedback from the people we support across all programs and services, to help improve our performance and quality so we can better support children, adults and their families.

Results from our 2017 Service User Survey showed a 95% satisfaction rating, reinforcing the good reputation and relationship we have with the people we support.

Investing in our future

We are investing in a major ICT project to improve the quality of our services and maximise our efficiency.

In 2017 we rolled out a key part of this project with the launch of ‘CommuniGate’ our new staff intranet. CommuniGate gives our team one central point where they can access Gateways news and information from any location on any device. It is changing the way we communicate together and making it easier for staff to keep in contact and share resources with each other.

We also rolled out 36 Surface Pros to therapy and support staff working in the field which now allows them to directly update Gateways forms during client visits. We continue to work on other components of the project including automation of time sheets.

Commitment to Quality

We are an NDIS and DHHS registered service provider, with quality accreditation. Gateways fully complies 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.

Risk Management

To ensure we always deliver the highest quality services and ensure the safety of everyone, Gateways risk management plan is continuously updated and reviewed so that any risks are identified, managed and minimised.

People, Culture & Resources

Highlights



Diverse workforce of 474 people



98% of staff would recommend working with us



Staffing Profile

Division	Full Time	Part Time	Casual	Contractors	Total Staff
Accommodation & Specialist Support Services	10	123	87	0	220
Respite & Recreation	3	20	58	1	82
Support Coordination	8	5	0	0	13
Therapy & Inclusion Support	12	108	19	0	139
Quality, ICT & Service Development	2	1	0	1	4
People, Culture & Resources	2	9	0	0	11
Finance	1	3	0	1	5
Grand Total	38	269	164	3	474

Gateways has a dynamic workforce with 474 people employed in 2016/17.

Our people are our strength

Women make up 83 percent of Gateways' staff and 269 of our staff are employed in a part time capacity. We continue to see the results of staff commitment and dedication with 7 staff reaching 10 years of service.

Our staff have confirmed they enjoy working at Gateways, with 98% of staff saying they would recommend working for Gateways to a friend and 96% feel proud telling people where they work.

The willingness of our staff to go the extra mile for the people we support cannot go unrecognised. Their contribution, no matter how large or small, makes a big difference in the everyday lives of our participants.

Safety first

Our WorkCover premium is 53% below the disability sector average which emphasises our efforts to promote safe systems of work. We acknowledge the positive part that all staff play in preventing and minimising work related accidents, incidents, injuries and illnesses.



Marketing & Communications

Highlights



Refreshed branding launched



Reached 2000 Facebook likes



Refreshed branding

A new Gateways brand was launched this year, taking it in a cleaner, simpler and more modern direction. The refreshed logo and new brighter corporate colours were rolled out across the organisation to help enhance our recognition and awareness in the community.



Social media growth

Social media continues to be a very successful way to communicate and engage with our wider Gateways community. The number of Facebook 'likes' reached over 2000 and we found this to be a great channel to share news, promote our services and events, celebrate the achievements of the people we support and raise awareness of the contribution people with disability make in our community.

Geelong Cats kicking goals for the community

We have had a strong community partnership since 2012 with the

Geelong Cats and player ambassador Harry Taylor dedicating his time to help bring awareness and opportunities to people with a disability. At the end of the 2016 season Harry Taylor was awarded with the Tom Hafey Heart of Football Award, presented to an AFL player who has shown outstanding commitment to selflessly supporting children with additional needs in their community. In true testament to Harry's commitment to the community, he chose to donate his \$2000 winnings to Gateways Support Services. "Harry is a true leader on and off the field and we thank him for helping us make a difference in the lives of children and adults with a disability and their families," Rosemary Malone said.

Another highlight was our Cats footy clinic held in April as part of our Autism Awareness month celebrations. This year more than 70 children, adults and their families enjoyed the unique experience of running out on the ground with their footy idols.

Christmas all wrapped up

Our Christmas gift wrapping fundraiser at Westfield Geelong was another great success thanks to our team of more

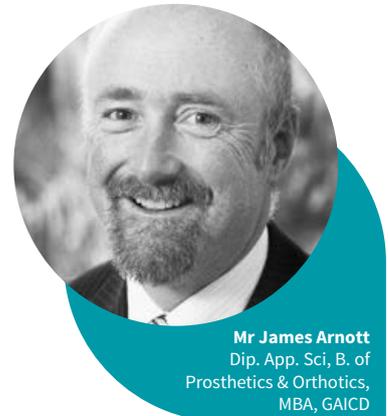
than 60 volunteers, who took the time during a very busy part of the year to support this event. Thank you to our long term community partner Westfield Geelong, who generously provided all of the beautiful wrapping paper and accessories as well as lovely new tables, box and sign at the location.

"Watching the joy in Grace's face getting the opportunity to run around the oval and be involved in the clinic was fantastic"



Board of Management

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



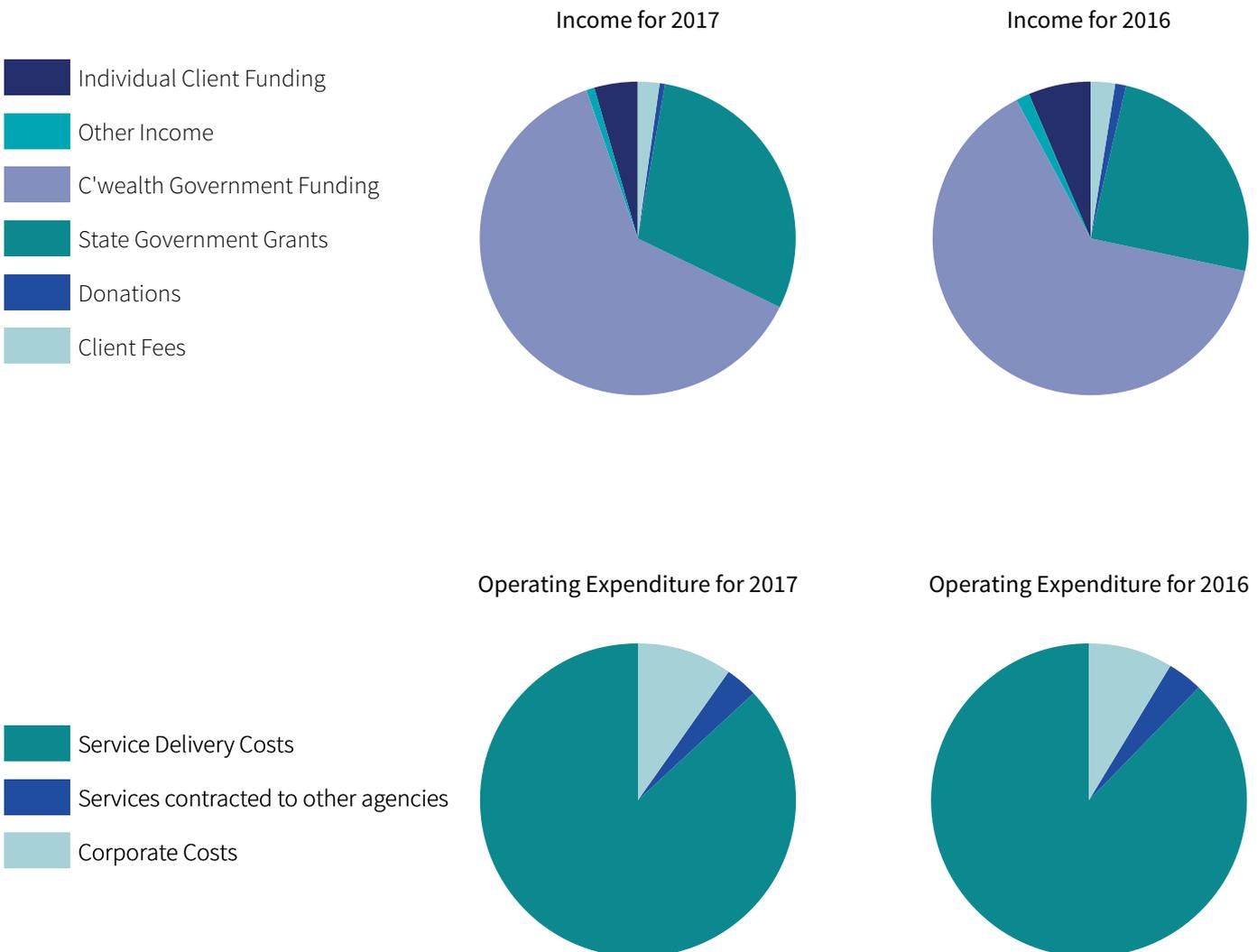
Financial Report

It has been another successful year for Gateways. The strong operating surplus achieved in 2017 continues to strengthen our financial position. This ensures we have a robust balance sheet into the future, a requirement given the fluid environment we operate in.

Gateways has experienced steady growth over the year with increased operating revenue growth of 3% from the 12 months prior. This is mainly due to growth in our Accommodation Service programs.

The graphs below show broad groupings of operating revenue and expenses for 2017 and 2016.

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.



Financial Statements

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
Revenues from ordinary activities	22,132,618	21,504,223
Employee expenses	(18,296,766)	(16,887,295)
Depreciation expenses	(403,601)	(430,885)
Other expenses from ordinary activities	(2,661,821)	(2,610,585)
Net profit from ordinary activities attributable to the association	770,430	1,575,458
Other comprehensive income	-	-
TOTAL COMPREHENSIVE INCOME OF THE ASSOCIATION	770,430	1,575,458

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017 \$	2016 \$	2015 \$
			Restated
Current Assets			
Cash Assets	7,551,909	6,952,000	6,473,546
Receivables	359,100	61,836	84,466
Other	617,123	966,840	375,447
Total Current Assets	8,528,132	7,980,676	6,933,458
Non-Current Assets			
Property, plant & equipment	4,462,951	4,461,371	4,197,309
Total Non-Current Assets	4,462,951	4,461,371	4,197,309
Total Assets	12,991,083	12,442,047	11,130,767

Financial Statements

	2017 \$	2016 \$	2015 \$
			Restated
Current Liabilities			
Payables	2,306,719	2,878,117	3,283,179
Provisions	1,411,804	1,244,412	1,201,866
Total Current Liabilities	3,718,523	4,122,529	4,485,045
Non-Current Liabilities			
Provisions	581,733	399,121	300,784
Total Non-Current Liabilities	581,733	399,121	300,784
Total Liabilities	4,300,256	4,521,650	4,785,829
Net Assets	8,690,827	7,920,397	6,344,940
Equity			
Reserves	1,012,000	1,012,000	1,012,000
Retained earnings	7,678,827	6,908,397	5,332,939
Total Equity	8,690,827	7,920,397	6,344,940

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

	Capital Reserves \$	Lawrence St Reserves \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2015	682,000	330,000	5,332,939	6,344,939
Surplus for the year ended 30 June 2016	-	-	1,575,458	1,575,458
Balance at 1 July 2016	682,000	330,000	6,908,397	7,920,397
Surplus for the year ended 30 June 2017	-	-	770,430	770,430
Balance at 30 June 2017	682,000	330,000	7,678,827	8,690,827

Financial Statements

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
Cash Flows From Operating Activities		
Client fees	283,331	517,412
Donations received	110,786	134,978
Operating grant receipts	21,045,844	19,964,333
Sundry income	434,694	164,104
Payments to suppliers and employees	(20,974,386)	(19,797,815)
Interest received	104,821	120,810
Net cash provided by operating activities (16b)	1,005,090	1,103,822
Cash Flows From Investing Activities		
Fixed asset purchases	(405,181)	(724,877)
Proceeds on sale of fixed assets	-	99,509
Net cash used in investing activities	(405,181)	(625,368)
Net increase in cash held	599,909	478,454
Cash at the beginning of the financial year	6,952,000	6,473,546
Cash at the end of the financial year (16a)	7,551,909	6,952,000

Statement by Members of Board of Management

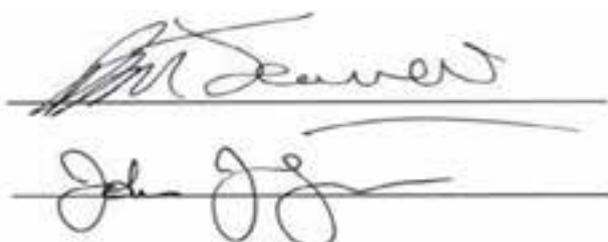
In the opinion of the Board of Management, the financial report:

1. Presents a true and fair view of the financial position of Gateways Support Services Inc as at 30 June 2017 and its performance for the year ended on that date; and
2. At the date of this statement, there are reasonable grounds to believe that Gateways Support Services Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board of Management by:

Dr Bernie Jenner
President

Mr John Gavens
Treasurer



Dated this 16th day of October 2017



“

**Our days
are happier
when we give
children a bit
of our heart”**

Thank You

We would like to thank the numerous corporations, trusts, foundations, individuals, fundraising groups, volunteers, Victorian and Commonwealth Governments 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.



Auxiliary Committee



Lions Club of Geelong



Dawn Wade Foundation

HM Blakiston

Simon Cole

Harry Taylor

Warren Wood

In memory of Vicki Renick

HA Malone

We would like to acknowledge and thank the Auxiliary Committee who volunteer their time to raise vital funds for Gateways:

Sue Home

Rosie Gates

Lyn Fraser

Jenny McMillan

Katrina Jeremiah

Winkie Mactier

Liz Crawford

Mufie Borthwick

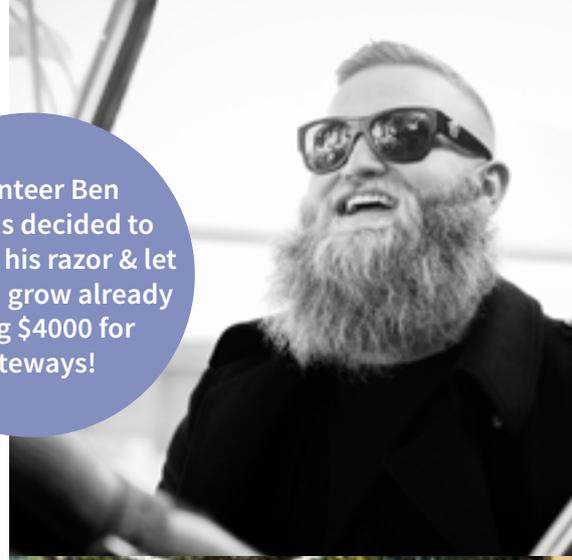
Vicki Renick

Liz Roydhouse

Our gift wrapping fundraiser was a huge success thanks to Westfield Geelong a team of more than 60 volunteers!



Volunteer Ben Richards decided to put away his razor & let his beard grow already raising \$4000 for Gateways!



The Lions Club of Geelong generously donated over \$22,000 to support our Early Learning Program



This year the Gateways Auxiliary Committee raised over \$32,000 through events such as film nights, golf day & bus trips!





Thank you

for helping us make a difference in the lives of children and adults with a disability and their families.

“

Our family has been blessed to have so many wonderful caring and supportive people in our lives from Gateways”



(03) 5221 2984



info@gateways.com.au



Head Office
10-12 Albert Street
Geelong West Vic 3218



www.gateways.com.au
www.autismhelp.info



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