

# ANNUAL REPORT 2018-19



**gateway**  
COMMUNITY SERVICES

# GATEWAY CELEBRATES 25 YEARS OF SERVICE IN THE LOCAL COMMUNITY



1994

Beginning way back in 1994 with a small group of volunteers, Gateway Social Support Options brought community services to the South Kingsville area with only a strong set of values and a big dream to help.



2019

Gateway has come a long way since then, and has evolved into a significant, essential and well-respected part of a community stretching right across the western suburbs of Melbourne. Gateway now offers an exciting variety of social and lifestyle programs and services to large numbers of Seniors and people living with a disability within our community.

Of course, there are many people to thank for Gateway's continued focus and success including wonderful and dedicated staff, fabulous volunteers and amazing community partners. Everyone deserves a massive thanks, and well done, and here's to our continued success for the next 25 years and beyond!

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# BOARD OF GOVERNANCE

## **PRESIDENT**

William Tehan

## **VICE PRESIDENT**

Melinda Kay

## **SECRETARY/PUBLIC OFFICER**

Megan Darling

## **TREASURER**

Brian Gorman

## **BOARD MEMBERS**

Mick Brady

Heddy Sung

Zytel Hircoe

Jared Ryan



# PRESIDENT'S MESSAGE

It is somewhat difficult to comprehend that the year has gone so quickly and another AGM is upon us. The organisation is now, as we are, another year older and with that, much more progressive and somewhat successful for the year 2018/2019.

Success has derived from many forms including the extensive generosity of all concerned; from philanthropic and government grants, public donation, the Board of Governance, staff and volunteers.

Hourly delivery of all our programs is on the rise and of course our biggest challenge is adapting to the Aged Care and Disability Reforms and the introduction of the National Disability Insurance Scheme (NDIS).

The Aged Care sector is relatively in its infancy with both State and Federal governments working on reforms. The current Royal Commission into aged care will no doubt see further improvements and guidelines for the sector and we as a provider will certainly keep abreast of those changes as they come to fruition.

Our most recent project the 'Gateway Community Services Social Café' has been thus far successful and its limited use so far has brought people out socially for the free cuppa and more importantly the great chat with those around them.

In conclusion, the last year has not been easy. However challenging as it was, we have managed to find a healthy level of success and we are confident that this success will grow further in the year to come. Like all those wonderful people affiliated with Gateway, I am very proud to play a leading role for the organisation. We have a tremendous board of professionals who give their time and expertise freely, truly great people.

We have a devoted, compassionate manager in William who has graced the organisation as long as I have and his devotion is unmeasurable to say the least.

To the staff and volunteers of the organisation, your spirit and dedication is exemplary and without you our tasks would be almost impossible. Great work by all.

Let's get through another wonderful year and I wish you all great success in all that you do both professionally and privately.

My kindest regards.

**BILL TEHAN**  
President



# GENERAL MANAGER'S REPORT

This year we Celebrate 25 years of service to our community. A wonderful journey that was born from the desire to improve the health and well-being of local residents through social engagement - this sentiment is still the driving force of what Gateway stands for today.

I am delighted to welcome so many new staff who have joined the Gateway team this year and to the numerous students and volunteers who have contributed to the rich and diverse culture of Gateway.

With a clear focus on our core services, Gateway has continued to expand its weekly social activities to meet the increasing demand for high quality programs and services in the Aged Care and Disability Sectors. We have further extended our service geographic reach and increased our Community Transport capacity with 2 additional buses.

Gateway's Social Café project was successfully launched by Cr Jonathon Marsden, Mayor of Hobsons Bay and we now operate from two locations on a weekly basis.

I acknowledge and thank Hobsons Bay City Council and major Charitable and Philanthropic Trusts for their ongoing support of our community projects. I extend my appreciation to Victoria University for our working partnership with the Healthy Foods Education Program.

Finally, I thank Gateway's Board of Governance for steering the organisation through another year of change and challenges.



WILLIAM KELLY  
General Manager



# PROGRAM MANAGER'S REVIEW

## SOCIAL & LIFESTYLE ACTIVITY PROGRAMS

2018 – 2019 has been a year of reflection, change and outstanding achievements!

The flexibility shown by the dedicated team of staff, volunteers and the continual flow of students has been the driving force in these successes. It is our team on the ground who have continued to provide an excellent service, fabulous and exciting programs and of course an environment which has made all welcome. To them I extend my sincere thanks for being a part of the continued accomplishment Gateway Community Services has had.

### PROGRAMS AND THEIR COORDINATORS

As the industry funding diversifies, the challenges that come with the changes are to ensure our programs stay relevant whilst meeting the needs of the participants. This can make freedom of choice much more challenging when providing services however with such malleable programs designed by the team, we have continued to provide options to the broad range of clients, ensuring there is no separation due to age, gender or nationality.

Of course none of this would be possible without the volunteers who have supported each and every one of our programs. We are very fortunate to have such dedicated volunteers who have been there to help train all our student placements and support each program. Both coordinators and clients are the beneficiaries of their assistance.

#### **WASSP (Willingly Active Seniors Program)**

Program Coordinators Jasmine and Bree have been fabulous in ensuring the clients who attend this program have been well supported during the activities.

The activity is housed at Williamstown Senior Citizens building and includes morning tea, 45 minutes of light exercise, lunch and an activity in the afternoon. The exercise component is delivered by the staff who have been trained in the 'Have A Go' program. The aim of the exercises

is to ensure that clients are not seated for long periods and to encourage the participants to 'use it and not lose it'.

#### **Fishing program**

Exciting news this year, Sandra our coordinator has witnessed our fishermen catching a couple of keepers! Yes, one or two fish were caught this year to our surprise. Most of the time they enjoy each other's company, chat about the fish that got away and just enjoy the social environment that still allows one to have silence without expectation of constant chatter. We look forward to another season of sun, hooks lines and sinkers.

#### **Tuesday Travellers**

The decision to add an additional bus and increase it to two buses every week has been a good one. More often than not we have had full attendance to activities and that comes with all the hard work that the lead coordinator Wendy who had put great amount of time developing the program. For most of the year she had been supported by Bree, however as we massaged change Jasmine was added to the program to allow Bree to explore other programs.

Activities of the past year included Box Hill Town Hall Gallery, Museo Italiano, Cherry Blossoms at Quang Minh Buddhist Temple and many more exciting activities.

#### **Flexi Friends**

Although this program is structured much like WASSP, it caters for a much larger audience. This program has been taken from 21 attendees to now support for nearly 30 every week. Sandra, Deb, Jasmine, Charmaine and now Stephanie have all had a part in making this program a success. With such a skilled team Gateway Community Services looks forward to growing the participation even more so in the future.

The clients attending this program enjoy the continuity of the program, and for many this gives

them a sense of security and familiarity in terms of the venue, the expectations of the day ahead and of course those participating with them. The program aims to ensure that all participants stay active both physically and cognitively by providing enjoyable exercise routines and challenging afternoon activities. Participants can choose from a variety of activities aimed to challenge them whilst meeting some individual goals. Many of the members of this program have taken a keen interest in using our IPADS. What was once something that was feared has now become a source for information and stimulating mind challenges! With the help of our student placements and volunteers, members soon learnt that they could.

### Hydro Hotshots

Jasmine and Wendy have taken on this activity with gusto. They have trained to be leaders in warm water and chair based exercises with 'Move' (formerly known as Arthritis Victoria). The group continues to see 15 – 20 participants even through to the start of winter. For some participants this is a great way to stay active if they struggle with weight bearing injuries or health concerns. The program is structured in a way that participants are guided to execute strength building and cardio exercises, however each participant modifies the exercise to their ability. It aims to be inclusive regardless of your ability.

### Social Shoppers

Since the beginning of this financial year Social Shoppers has consistently offered two buses every fortnight to some great shopping destinations. This has enabled the organisation to support shoppers from Hobsons Bay, Maribyrnong, and Brimbank, which has fostered friendships for those who would otherwise have never had the opportunity to meet. With the support of Bree and Charmaine for most of the year, shoppers have enjoyed exploring the likes of DFO South Wharf, Woodgrove Shopping Centre,

Preston Market and many more. A lunch at the multitude of food courts give all the opportunity to have a chat about purchases or the items they saw whilst window shopping.

### Brimbank Boomers & Brimbank Out and About

This past year saw huge growth in the Brimbank area which prompted a change to these two programs. Previously the programs were run on a fortnightly basis on opposing weeks however it was decided to make them weekly so the organisation could accommodate more people and more exciting venues to visit. This also allowed for the programs to provide a more direct community transport service. With the municipality being so large, it was proving to be more difficult to service the entire region for both programs. We now have a clear division for each program:

Brimbank Boomers, (coordinated by Sandra) services: - Delahey, Derrimut, Albanvale, Deer Park, Taylors Lake, Kings Park, Sydenham, Keilor and Keilor Downs.

Brimbank Out and About (coordinated by Wendy) services: - Albion, Ardeer, Braybrook, Cairnlea, Kealba, Keilor East, Keilor Park, St Albans, Sunshine, Sunshine West and Sunshine North.

### Movies

Many Oscar winning movies and some that have not quite made box office hits have been seen by our movies goers. Whether they loved or hated the movie, participants enjoy the experience of having others to chat about their chosen movie and discuss if they would recommend it to others. Locations are still at the Sun theatre in Yarraville and the Village Cinemas in Sunshine (this is more to do with convenience of the locality), the clients are still fond of the two locations as they both provide an opportunity to visit good eateries in the area for lunch.



Clients enjoying the Flexi Friends Program

## DISABILITY SOCIAL & RECREATIONAL PROGRAMS

### ADVENTURERS EXPLORERS MELBOURNE ON SATURDAYS THURSDAY DAY TRIPPERS

Due to the success of the Adventurers program from its inception over four years ago we have seen this area of social support grow tremendously. Tuesday's Adventurers program continues to support participants with two buses, however the need to increase Explorers to a weekly program from the beginning of the 2018-19 financial year was obvious.

Through additional funding from the State Government we were also able to offer more opportunities to provide respite to carers aged

18 - 65 as well as direct support to participants in the same age group; giving birth to our new group called Melbourne on Saturdays. This program, run with the same format as all our other programs, visits food and cultural festivals, weekend exhibits and markets. Our weekend program runs fortnightly offering a chance to go out up to twenty two weekends a year.

This additional funding, also allowed an opportunity to create Thursday Day Trippers. As the introduction of NDIS in Victoria was happening, it was a good opportunity to provide those who were not yet registered for NDIS an introduction to gateway Community Services. Although it is still in its infancy this program will offer more opportunity for new clients to attend these wonderful programs.



## COMMUNITY LIFESTYLE PROGRAMS

### Support for Carers Program - My Health First

Another opportunity was granted by State Government to develop innovative programs for carers which the organisation was pleased to take part in.

'My Health First' program targeted busy carers who continued to put the health of those they care for first, selflessly reducing their opportunity for regenerating their energy levels placing their own health at risk. In partnership with BusiFit an 8-week outdoor personal training session was developed. This was offered to two groups of carers, those in the Brimbank area and those in Hobsons Bay.

### Support for Carers Program - PD (Parkinson Disease) Challenger Program

This program engaged the carers and those who had been diagnosed with Parkinson Disease.

Modeled on the PD Warrior program, the program engaged a qualified Exercise Physiologist from Move- Breathe- Relax and BusiFit, who were both trained in the PD Warrior philosophy of combining physical and cognitive activity.

This activity was a fabulous success which resulted in carers having a greater understanding of the activities the care recipient could do at home,

an opportunity to form peer group discussions, in most cases removing the myths and discovering the real challenges of PD which inadvertently resulted in better relationships, but most of all resulted in those with Parkinson Disease having fun and finding that they could challenge themselves to fight the progression of the disease with the support of their carer.

Click [here](#) or go to <http://www.youtube.com/watch?v=DitRkHCba5k&t=89s> to watch the video on YouTube and see and hear the feedback.

### High school learning project

Our continued commitment to connecting the youth in our community has been fostered by the wonderful partnership we have developed with Williamstown High Schools Health and Human Development & VET – Community Services Teacher. This has offered students of Williamstown High School an opportunity for real time / hands on learning where they had an opportunity to utilise G.C.S action plan template for developing new programs. Not surprisingly, participants had a fabulous time on both occasions where they were able to do a serious of sporting activities for all abilities in the High School's fabulous gym.

IRENE TUPPER  
Programs Manager



## GATEWAY VOLUNTEERS

Our wonderfully dedicated volunteers have continued to support all our programs and activities throughout the year, giving over 3,000 hours of their volunteering time!

They have been very active with safely transporting members in our Community buses, preparing meals, making hot coffees in our Pop-up café, supporting our Lifestyle coordinators on our weekly programs and socialising with our members.

We have also had volunteer administrative support and of course our volunteers that serve on our Board of Governance.

### **Celebrating 25 years of volunteering:**

On June 29th we recognised the valuable contribution that volunteers make to both Gateway and our local community. A special lunch was held at the Spotswood Hotel to mark a 25 year milestone and thank both long servicing and newer volunteers for their support. 3 longest serving volunteers, Remy (19yrs), Pam (17yrs) and Elaine (17yrs) were in attendance.

A photo montage was on display showcasing the 25yrs of history and many volunteer faces past and present. For all those volunteers that were unable to join us on the day to celebrate your collective achievements, we wish to extend our heart felt appreciation for your amazing contribution and support to Gateway.



# GATEWAY COMMUNITY SERVICES SOCIAL CAFE

I have come on board to set up and run the Gateway Community Services Social Cafe. It has been a very positive experience. The aim of this exciting new project is to promote the cafe experience and bring the cafe to people, who may be socially isolated. The project aims to reduce social isolation, which will therefore promote and improve people's health and wellbeing.

I have had the opportunity to recruit a team of 6 dedicated volunteers. As the project grows, we expect the volunteer team to grow and share their skills with new volunteers.

Gateway Community Services Social Cafe will visit various local locations in and around the Western suburbs.

We officially launched the project on the 17th of July. The launch was a great success. We were extremely lucky to have the company of our valuable local partners, donors, volunteers, clients, local counselors and the Hobsons Bay Mayor.



I would like to take this opportunity to thank all our partners and funders for their valuable support and help with growing and developing the project.

ALEXANDRA BAXTER  
Project Coordinator



Western Region Aged Care



## HEALTHY FOOD, HEALTHY COMMUNITIES

The Healthy Food, Healthy Communities program has once again seen a successful collaborative partnership between Gateway Community Services and Victoria University. This year, I had the absolute pleasure in taking over from the brilliant Catarina, who has overseen the program across the last four years. I was delighted to take on the role of coordinator, as I can attest first hand to the positive effect that this program has on all involved. Being a Victoria University alumni, I presented this program, along with my fellow students just a few years ago.



We have had a variety of community groups join us this year to participate in five weeks of group activities, skill development, healthy eating education and cooking many delicious meals. For me, one of the best parts of the program is being able to sit down and enjoy a delicious meal with all involved - laughing, talking, connecting and sharing food together is one of the most rewarding parts of the program.

Once again, we have had a fully booked schedule with almost 100 participants joining us this year. We had many participants trying new foods for the first time, sharing the recipes with their families and carers and telling us that they wished the program would go all year!



The program could not be delivered without the assistance of our wonderful partners at Victoria University. Special thanks go to lecturers Helen McCarthy, Andrew McAinch, Michael Mathai and Irene Lemish as well as facilitator Alice Cronin and of course, the wonderful students.

The staff and carers who help organize, coordinate and accompany each community group also deserve a very special thanks. I know they enjoyed the program just as much as the participants!

The program is client centered, provides life skills and a sense of community belonging, facilitates positive health outcomes and empowers individuals and communities to make positive changes for their health. It has been a joy to be a part of.

**EMMA REUSHLE**  
ACFE Training & Community Development Officer



# COMMUNITY GIVING

GCS has been very proud this year to launch a 'Social Cafe' which is a free coffee service in the local community supporting people who have become or may be at risk of becoming isolated and disconnected from their local community. Participants may be lonely, have mental health issues, language barriers and/or a disability. This initiative has been made possible with 100% of funding coming through grants and donations. This program would not exist without this support and although only on its early stages the impact has been far beyond what we could have imagined.

Thank you to all the below contributors which have all been long term supporters of GCS and we thank you for trusting and believing in the work that we do and look forward to showing you the impact your support has on the local community and working together in the future.

**ZYTEL HIRCOE**  
Community Partnerships Coordinator



Zytel with Vedran, CEO of Gandel Philanthropic

**GATEWAY IS PLEASED  
TO RECOGNISE  
THESE PARTNERS  
FOR THEIR SUPPORT  
THIS YEAR**

## CORPORATE

Exxon Mobil Australia

## GOVERNMENT

Department of Health

Department of Health and Human Services

Department of Premier and Cabinet

Hobsons Bay City Council

## TRUSTS & FOUNDATIONS

Hobsons Bay Community Fund

Aged Persons Welfare Foundation

Lord Mayors Charitable Foundation

The William Angliss Charitable

Barbara Leighton Trust

Western Region Aged Care Inc.

Gandel Philanthropy

Rotary Club of Footscray

Good Things Foundation

## IN KIND SUPPORT

Victoria University

# AUDITOR'S REPORT

## To the members of Gateway Community Services

### REPORT ON THE FINANCIAL REPORT

We have audited the accompanying financial report, being a special purpose financial report of the Gateway Community Services. (the association), which comprises of the balance sheet as at 30 June 2019, the income statement, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the committee's report.

### COMMITTEE'S RESPONSIBILITY FOR THE FINANCIAL REPORT

The committee of the association is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

### AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those 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 is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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 Australian professional ethical pronouncements.

### BASIS FOR QUALIFIED OPINION

As is common for not-for-profit organisations, it is not practicable for the association to maintain an effective system of internal control over income including donations and fundraising activities until their initial entry into its financial records. Accordingly, our audit on the association's income was limited to the amounts recorded in the financial records. We are therefore unable to express an opinion whether the income including donations and fundraising activities is complete.

### QUALIFIED OPINION

In our opinion, except for the possible effects of the matter described in the Basis for qualified opinion paragraph, the financial report presents fairly, in all material respects, the financial position of Gateway Community Services. as at 30 June 2019 and its financial performance for the year then ended in accordance with the accounting policies in Note 1 and the Associations Incorporation Reform Act 2012.

### BASIS OF ACCOUNTING AND RESTRICTION ON DISTRIBUTION

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Gateway Community Services. to meet the requirements of the Associations Incorporation Reform Act 2012. As a result the report may not be suitable for another purpose.



9 August 2018

Halid Munir, B.Bus (Acctg.), CPA  
HM Accounting & Tax Services  
Unit D5, I-13 The Gateway, Broadmeadows

## INCOME STATEMENT

For the year ended 30th June 2019

	2019	2018
	\$	\$
<i>Income</i>		
Grants/Donations & Social Activity Income	987,003	906,232
<i>Expenses</i>		
Advertising and Promotional Expenses	13,021	13,476
Employee Benefit Expense	-	-
Payroll Expenses	643,599	595,486
Depreciation and Amortisation Expenses	41,313	38,438
Audit Fees	3,535	1,800
Motor Vehicle Expenses	50,056	39,700
Administrative Expenses	183,986	167,030
<b>Total Expenditure</b>	<b>935,510</b>	<b>855,930</b>
<b>Surplus (deficit) for the Year</b>	<b>51,493</b>	<b>50,302</b>

**BALANCE SHEET**

For the year ended 30th June 2019

	2019	2018
	\$	\$
<b>Asset</b>		
<b>Current Assets</b>		
Cash and Cash Equivalent	363,504	478,292
Accounts Receivable and Other Debtors	<u>37,518</u>	<u>25,727</u>
<b>Total Current Assets</b>	<u>401,022</u>	<u>504,019</u>
<b>Non-Current Assets</b>		
Property, Plant & Equipment	<u>196,112</u>	<u>179,743</u>
<b>Total Non-Current Assets</b>	<u>196,112</u>	<u>179,743</u>
<b>Total Assets</b>	<u>597,134</u>	<u>683,762</u>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade Creditors and Other payables	<u>214,483</u>	<u>352,606</u>
<b>Total Current Liabilities</b>	<u>214,483</u>	<u>352,606</u>
Total Liabilities	<u>214,483</u>	<u>352,606</u>
<b>Net Assets</b>	<u><u>382,651</u></u>	<u><u>331,156</u></u>
<b>Equity</b>		
Retained Surplus	<u>382,651</u>	<u>331,156</u>
<b>Net Worth</b>	<u><u>382,651</u></u>	<u><u>331,156</u></u>

## CASHFLOW STATEMENT

As at June 2019

	2019	2018
<b>Cash From Operating Activities</b>		
Receipts from Customers	987,003	906,232
Payments to Suppliers and Employees	1,044,111	647,286
Interest Paid	-	-
<b>Net Cash Provided by/(usedin) Operating Activities</b>	<u>57,108</u>	<u>258,946</u>
<b>Cash flow from Investing activities</b>		
Net purchases from plant and Equipment	57,680	73,460
<b>Net Cash Provided by/(usedin) Investing Activities</b>	<u>57,680</u>	<u>73,460</u>
<b>Cash Flows from Financing Activities</b>		
Proceeds from Borrowings	-	-
Repayments of Borrowings	-	-
<b>Net Cash provided by/(usedin) Financing Activities</b>	<u>-</u>	<u>-</u>
<b>Net Increase (Decrease) in Cash Held</b>	<b>114,788</b>	<b>185,486</b>
Cash at the beginning of Financial Year 1 July	478,292	292,806
Cash at the end of Financial Year	<u><u>363,504</u></u>	<u><u>478,292</u></u>