We acknowledge with great respect Aboriginal and Torres Strait Island people as the first people of this land.

Gateway Family Services recognizes that Darug and Gundungurra Traditional owners have a continuous and deep connection to their Country and that this is of great cultural significance to Aboriginal people, both locally and in the region.

For Darug and Gundungurra People, Ngurra (Country) takes in everything within the physical, cultural and spiritual landscape – landforms, waters, air, trees, rocks, plants, animals, foods, medicines, minerals, stories and special places. It includes cultural practice, kinship, knowledge, songs, stories and art, as well as spiritual beings, and people: past, present and future.

We pay respect to Elders past and present and to the children of today who are the elders of tomorrow.
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MISSION & VISION

Our Vision
Safe, healthy, resilient children, young people and families in strong inclusive communities.

Our Mission
Inspired by the example of Jesus we respond to the needs of children, families and communities with caring and compassion.

The Difference We Make
Gateway Family Services works to make a difference with and for families in the following ways:

- Children and young people are happy and thriving
- Parents are satisfied in their parenting role
- Families have positive relationships
- Families are connected to people and community

OUR VALUES

RESPECT
We respect the dignity and rights of all people

DIVERSITY & INCLUSION
We value diversity, include all and learn from each other.

FOCUS ON STRENGTHS
We recognise all families have strengths and resources they can call upon to create a better future

IMPORTANCE OF COMMUNITY
We appreciate the impact of community in people’s lives and the importance of belonging. We work to build connections and strengthen communities.

GUIDING PRINCIPLES

Strength Based Principles underpin our work with:

- Each other
- The children, young people and families with whom we work
- Communities
- Other services
CHAIRPERSON’S REPORT

I am pleased to provide the Chairpersons report for 2019.

The Gateway Team continue to deliver strong outcomes for families in the region and the management committee acknowledges the hard work of our staff and volunteers the team that work each day to improve the lives of families in the Lower Blue Mountains and Penrith community.

This year saw a change at the helm and we farewelled Kerry Thomas our founding CEO. We appreciate and acknowledge the wonderful contribution Kerry made to the organisation over the years and say that without Kerry’s creativity and leadership Gateway would not be in the strong position it is now.

I would like to thank Gregory Lazarus our incoming CEO for his stellar efforts and contribution to the organisation that he has made so far, and thank him for making the transition of leadership so easy.

Gregory’s first major task has been to negotiate a space in Penrith for Gateway to provide art and expressive therapies. We are now establishing a base in the old Council Chambers on Henry Street and look forward to this space becoming an active arm of the excellent Gateway services.

I again acknowledge the additional outcomes achieved by the Step by Step program which has been has nominated for an award at the Disaster Resilient Australia awards for 2019 to be held at Parliament House.

Gateway has again this year received support from Lower Blue Mountains Rotary, The Reformed Church of Blaxland Opportunity Shop, IGA Blaxland, and Zonta Nepean Valley, along with Blue Mountains City Council. We are grateful for the donations that have enabled vital projects to proceed. We have also received support from Members of Parliament Susan Templeman, Trish Doyle, Stuart Ayres and Marise Payne.

I wish to acknowledge the hard work of the Management Committee this year in managing the transition in leadership. Thank you to you all for your time and diligence.

Karen van Woudenberg
Chairperson

Gateway Family Services
Management Committee

Karen van Woudenberg    Peter Berry
Glenn Beaver           Mark Elliott
Peter Tamsett          Dave Tupper

GATEWAY FAMILY STAFF, OFFICE VOLUNTEERS & STUDENTS

Gregory Lazarus    Kathie O’Connor    Volunteer Office Staff
Sonja Keller       Kerry Thomas       Anne Cooper
Terese Klynhout    Lenore Vartha     Liz Armstrong
Alison Smith       Margot McKay       Nikki Boys
Anne Crestani      Morgana Thomas     Noel Hanrahan
Eleanor Mann       Nicola Horton      Students
Emma Nicholson     Nicole Vanderkroef  Caitlin Donnelly
Faizah Kaye        Rachel Hannan      Kate Rankin
Jenny Hardimon     Ruth Myers         Leanne Bunting
Jill Carlson-Beardall Sally Grant      Rebekah De Melo
Joanna Brown       Sophie Corbett     Sally Weymouth
Karen Bartle       Stephen Hare      Simon Williams
This is my first report as CEO and Gateway’s 29th year. The fact we are still strong is a credit to our founders, benefactors, staff, volunteers and community members who support and contribute to our mission.

I especially wish to honour the wonderful and inspiring work of Kerry Thomas who for 24 years wisely guided and developed Gateway Family Services prior to retiring in February, 2019. Kerry, we acknowledge with appreciation your years of hard work and we all wish you well and rest while knowing you are now busier than ever.

Gateway Family Services is implementing the TEI (early intervention) reforms while we await the outcome of a commissioning and contracting process being undertaken by Department of Community and Justice (formerly FACS) to be completed, hopefully, by June 2020. The decision was made to implement the reforms in 2018 and live with the uncertainty regarding funding. I want to acknowledge the truly wonderful effort of those who work for us, their commitment, compassion and patience while holding this uncertainty.

We are about to enter into a new round of Strategic Planning. Having realized the goals of the previous Strategic Plan set in 2014 and with an eye towards the future and using many tools and processes we will keep our planning contemporary and exciting. We remain strengths-based and driven by our values and practice principles, our commitment to a better future for the families and children we serve remains passionate. We are deepening our community engagement, have broadened our geographic scope and continue to build our capacity.

OUR IMPACT

The program reports that follow provide the data and stories of our work. These results resound with the commitment and hard work of the people who participate in our programs and groups and we celebrate with them in achieving the changes they want for themselves. These results also echo the skill, dedication and resourcefulness of Gateway Family Services staff and volunteers.

STORY BEHIND OUR IMPACT

Over the next year we’ll be focussing on our practice and innovative ways to address the specific areas where we do make a difference. This innovation is critical, especially given the increasing knowledge and understanding we now have relating to attachment and child development. Current research has significant and challenging implications for how we best support children, parents and educators. It is challenging in that many “normative” practices regarding communication, parenting paradigms, discipline, parental influence and authority, education practices, etc are found to be wanting in fostering optimal development and relationships. Sustainability is a significant issue so we need to ensure that we are able to grow and develop our core services to continue meeting the needs of the community. We will continue nurturing our organisation culture, staff wellbeing and capability, whilst ensuring that the community knows what we do, why we do it and what makes us unique.

MAKING CHANGE ACHIEVABLE

I want to acknowledge the people who work within Gateway. Your generosity, skill and wisdom are constantly inspiring and I am grateful for your support and dedication. The support provided by the Executive Team, Sonja and Terese, their commitment and professionalism is invaluable beyond measure, as is the work of Team Leaders, Sophie and Jill, and a whole plethora of admin & project work undertaken by Alison.

Our Management Committee is integral to our achievements, and their dedication and guidance I particularly appreciate. Thank you Karen, Glenn, Peter, Mark, David and Peter you make an extraordinary contribution to the lives of children and their parents.

The breadth of support provided by our more that 110+ volunteers is truly amazing. Our ESSENTIALS Project is entirely funded by donations and we remain grateful to the local community for their trust in our capacity to broker their support. Wesley Mission, our previous partners in brokering the significant resources they receive from Government Emergency Relief Grants have decided this year to cease their Emergency Relief relationship with Gateway. This has resulted in a significant resource gap for our Essentials Project.

I want to thank our Office volunteers who make such a difference as they bring their willingness, joy and generosity to our work space. Anne, Noel, Lesley, Nikki and Liz - a huge thank you.

Finally, thank you to our supporters, benefactors, local organisations, our funding partners who contribute to the work of Gateway Family Services. Your ongoing support remains heartfully appreciated.

Gregory Lazarus
Chief Executive Officer
PRACTICE MANAGER’S REPORT

The last twelve months has seen enormous change within Gateway Family Services. I have come on board as Practice Manager and Sophie has joined us as the new Team Leader for Enrich. We have said goodbye to our fearless leader and CEO, Kerry Thomas and warmly welcomed our new CEO Gregory Lazarus.

I think we can all agree that change is inevitable in all areas of life. I think we can also agree that as counsellors, family workers and clinicians we are ‘change agents’ in the lives of clients.

- We help clients change
- We help clients navigate through change
- We help clients to better tolerate change

We have come to EXPECT that there will be on-going change within Gateway Family Services. We have come to EMBRACE the fact that on-going change means we have proactively identified an area of growth for Gateway Family Services and we have used critical reflection and SELF AWARENESS to understand that change can sometimes be uncomfortable, even messy at times. But with change brings new ideas, creativity and opportunity.

Staff at Gateway Family Services have successfully collaborated to align creativity and best practice with the values and mission of Gateway Family Services in order to grow, expand and continue to deliver an excellent service to the more vulnerable members of the community.

As Practice Manager, I look forward to another year of growth and expansion within the walls of Gateway, extending our parameters to Penrith, where we will open our new space for expressive therapies. I will continue to work collaboratively with Gregory, our Team Leaders and Staff to ensure a practice that is evidence-based and progressive, always keeping the children and families that we work with as our primary focus.

Sonja Keller
Practice Manager

FINANCE MANAGER & ADMIN REPORT

As it is with all Not for Profit Organisations the task of keeping a tight rein on finances at Gateway Family Services is imperative so that we can provide a high quality of goods and services to the community on the smallest budget possible. Our team of dedicated staff and volunteers work very closely together to ensure that we deliver the services that have built our solid reputation.

The largest percentage of our organisation is primarily funded by Federal and State Grants. Gateway has built strong connections with our Federal and State parliamentarians and we value their strong advocacy of Gateway and trust that they will champion our cause when the next round of funding becomes up for renewal in July 2020.

Gateway couldn’t manage our unfunded Essentials program without the generosity of our community who give regular monetary donations to support our emergency relief activities. The dollars saved in labour costs by our faithful volunteers is also an invaluable resource to our service and wish to thank each and every one of them for the time they give to Gateway.

I echo the sentiments of preceding reports on the changeover of our retiring CEO Kerry Thomas and the dedication she gave to Gateway over her twenty-four years with our organisation. Her passion for the belief in providing a strengths based practice was not only in delivery to those that used our service, but also in the way in which staff, volunteers and students interact within the day to day operation of Gateway. This has enabled our new CEO Gregory Lazarus to take the helm with a strong and well organised team in which to move forward into the years ahead. I take this opportunity to welcome Gregory to the team as we look to growing our footprint into the Penrith area.

I take this opportunity to thank Alison for her role in supporting myself with the accounts and in her role supporting the rest of the team as project support worker. She is the guru of our Facebook page and keeps our community up to date with what’s happening. I also wish to thank our Treasurer Peter Tamsett and all the Management Committee for their continued support of myself as Finance Manager and their dedication to Gateway as a whole. I look forward to being part of the current Gateway team as it moves forward.

Terese Klynhout
Finance Manager
Enrich
**ENRICH FAMILY WORK, CASE MANAGEMENT & COUNSELLING**

**Enrich Family Work, Counselling Services and Family Support** works alongside families on a broad range of issues concerning parenting and family life. Strength-based family centered practice informs all aspects of practice at Gateway Family Services. This approach acknowledges that an emphasis on strengths rather than deficits is most likely to effect lasting change and build capacity for parents and families. Our services are provided at no cost to parents and both centre based and home visits are available.

**Family Work & Counselling** helps children, young people and parents harness their strengths, learn new things to assist them to meet the challenges of life & imagine a hopeful future.

**Family Support** is skilled work focussed on supporting change, builds on strengths and focusses on change that is meaningful to clients and their families.

**Child Centered Play Therapy** through our partnership with Connect Child & Family Services, Gateway provides play therapy counselling and support for children.

**Art and Expressive Therapies** help children and their families set goals, harness their strengths and practice solutions in a safe context.

**Family Work & Counselling Projects**

- Family NSW Early Intervention Family Work - Penrith and Lower/Mid Blue Mountains
- Child, Youth & Family Program: Family Support - Blue Mountains & Penrith
- Counselling Work including Connect Child Centre Play Therapy and Art & Expressive Therapies – Blue Mountains

**FAMILY RESPONSES**

“Gateway has been a life changer for myself and my daughter. A lot wouldn’t happen if this service wasn’t here.”

“We have only been using the service for a short time but have found it very helpful so far. My son has especially enjoyed art therapy and had a lovely connection with the worker. He felt very supported.”

“From my experience I have nothing but praise for this service. I wouldn’t have the strength nor courage to endure if I did not have the support of the two workers who kept a light on at the end of the tunnel.”
ENRICH COMMUNITY

How Much Did We Do?

Primary Reasons for Referral

- Parenting Support: 112
- Child/Youth Support: 80
- Family Crisis: 42
- Financial Crisis: 23
- Information: 19
- Parent Group: 7

Referral Sources

- Self: 111
- Health Service: 35
- School: 11
- Childcare: 7
- Playgroup: 4
- Parent Group: 5

Complexities Experienced by Clients Noted at Intake

- Parenting Difficulties
- 3+ Complex Issues
- Sole Parent
- Domestic & Family Violence
- Mental Ill Health
- Past Trauma
- Child Protection
- Disability – Intellectual / Physical
- Financial
- Isolation
- Other
  - Y.P. (Parent under 25)
  - Accommodation/Housing
  - Sexual Assault
  - Alcohol or other drugs
  - Health – Physical issues
  - Legal / Justice issues
  - School Disengagement

Client Contacts Hours Occurred

- Home: 404
- Office: 602
- Phone: 288
- Other: 621

How Well Did We Do?

- 59% Client has improved their relationship with their children
- 59% Client has increased or improved new/existing connections
- 85% Client has increased knowledge and/or use of local services
- 59% Parents say they learn new things to assist them in parenting
- 100% Client is satisfied with services provided

81% of clients had 3 or more complexities - time spent with service

- 37% Under 3mths
- 31% 3-6 mths
- 24% 6-12 mths
- 8% 12mths +
- 81% Complex
Family Work, Case Management - A Client's Story

The client is a single Indigenous Mum in her forties with a 15 year old son. The client has a number of serious physical ailments and struggles with pain daily. Her son is diagnosed with social anxiety and they both rarely leave the home.

The family have experienced issues in their current home and are seeking accommodation. I have been working with the Department of Housing, who have been very helpful in attempting to find new, suitable accommodation for this family.

As a family, their eating habits were not optimally healthy. I provide them with two low fat, low carb cooking books and encouraged them to see the health benefits.

I have been working alongside this family for seven months. During this time, they have become more confident and now ventures out of the home. They have changed their eating habits and they now eat fresh vegetables each day. The son has also resumed his studies at home and his mother really enjoys guiding him.

A couple of weeks ago, my client said to me “You don’t know how much it means to me to have Gateway help me and be a support through these tough times. Don’t stop your service”.

What a privilege it is to be allowed to enter another person’s world and walk alongside them as they become confident and make wise decisions. Gateway Family Services actively promotes our client’s strengths and we see many miracles of changed lives.

Family Support – Community Events

The Counselling team have facilitated a number of community events and parenting groups focused on supporting and enriching attachments between children and their care givers.

**Let’s Make Art** is an Art Therapy group for children under 5 and their care givers. Together they explore the world around them through collaborative art making, play and storytelling. With the support of a trained Art therapists families build on special moments of connection outside of the pressures of everyday life.

**Cool Little Kids:** This group was run in collaboration with Thrive Services in response to the high demand for mental health education targeted at younger children. Cool Kids is a 6 week program for parents/caregivers of children aged 3 to 6 years who have developed, or are at risk of developing, an emotional disorder. The program is based on Cognitive Behavioural Therapy (CBT) and teaches parents/caregivers specific skills to address factors that can lead to anxiety. The program was developed by Macquarie University and has undergone continual scientific evaluation and development to include the latest understanding of anxiety and its treatment. The feedback from this group was overwhelmingly positive with many parents requesting more such groups.

**Filial Play:** This four week group gives parents and carers an opportunity to learn some of the skills that Play Therapists use in the special play room. Children thrive on “potent doses of presence” from their care givers. Within the relaxed atmosphere of playing together carers are guided to practice some gentle strategies which enhances attachment and their responsiveness to children. Using skills such as smoother ‘no fuss’ limit setting and really getting the child’s perspective and feelings, has the miracle effect of greater connection the reduction of challenging behaviours that are getting in the way of family relationships.

**Dad’s Group:** During 2019, Gateway Family Services ran their first ‘dads only’ group-based intervention underpinned by attachment theory for fathers who are newly separated. Led by Simon Williams, men gathered together one evening a week to explore their emotions and redefine the relationships they hold with their children. With a focus on peer support, attachment and parenting, the fathers appreciated the efforts to form the group, valued the advice on play and parenting style as well as the opportunity to meet other fathers in similar circumstances.
Child Centered Play Therapy

Play Therapy is an evidence based therapy for children aged from 2 to 12 years of age, who may be experiencing social, emotional or behavioural difficulties that are impacting their daily lives.

It is through play & relationships that children try to understand their world, who they are in it, and how they contribute to it. Sometimes children have difficulty putting into words what they feel or how some experiences have affected them. Some children have extra sensitivities and can be more vulnerable to life’s challenges and changes.

Play Therapy is a place where children freely express their feelings, worries, fears and hopes. In Play Therapy children safely explore and practice the roles, boundaries and responsibilities of relationships in the world around them.

In PT the child’s play is recognized as their most natural and expressive form of communication. In the safe caring environment of the ‘Special Playroom’, the child is trusted to choose how and what they need to explore in order to eventually gain a sense of control over their thoughts, feelings and behaviour. They become more comfortable and confident in themselves and better able to cope with their particular circumstances.

The use of play also means that this form of therapy is always developmentally appropriate no matter the child's age, skill or culture.

Art and Expressive Therapies

Art Therapy provides the child who may not be able to articulate thoughts, sensations, emotions or perceptions, a way to convey what may be difficult to express with words. The child may experience themselves in a safe space and communicate on multiple levels - visual, tactile, kinesthetic and more. The child is not only heard but also seen via the art. Developing a secure therapeutic relationship with both child and parent/carer supports this process.

A new client arrived full of hesitancy, feeling anxious and unsure about what might be expected of her. Separation from the parent in this first session would have been too distressing. When she saw the room, the materials that she can freely choose and play with she gradually began to relax.

Over the following weeks the child was able to attend without the parent being in the room, she began to explore materials that she had never used before, building self-esteem and confidence to try new things outside of therapy.

In one particular session whilst using clay the child used the large block of clay to imagine the weight of her “worries”. She was able to imagine sharing this out with those she feels supported by and trusts. She imagined offloading to friends, to her parent, left some with me and kept a little for herself – she was feeling like she could manage this now.

When she left the space I noticed she appeared lighter in her step. Her parent provided feedback the following week noticing that she had seemed free and was able to experience things that she had been afraid to do before.
The Essentials Project

This project is entirely dependent upon donated food and funds to purchase food as well as fund the key community workers who assist our clients.

It would not be possible without our volunteers and the support base from our community.

Our emergency relief programs support people experiencing financial stress or crisis.

This year has seen a further increase in every area of the Essentials Project.

What is even more indicative of the importance of this program is the breakdown of the actual aid provided to clients.

Provision of this service is overseen by Family and Community workers Karen Bartle and Lenore Vartha and our amazing volunteers in Anne Cooper, Helen Binney, Noel Hanrahan, Liz Armstrong and Nikki Boys. We also acknowledge our various University and TAFE NSW students in training through the year who learn valuable tools as they assist our staff.

We recognise and thank those who make regular monthly donations to Gateway which go towards our Essentials Projects.

We acknowledge the partnerships that also make this level of service provision available and for their ongoing collaboration along with major doners being Blaxland Christian Reformed Church. We gratefully acknowledge the support of Blue Mountains City Council and the Department of Water and Energy.

The expertise of our Essentials Staff and assistance from our volunteers enables us to turn the loaves and fishes into a feast of services available to clients. The challenge for us is that the vital paid positions occupied by Karen and Lenore are completely unfunded. All the resources to run and administer the ESSENTIALS programs are provided through fund raising.

Linker Project

Gateway is fortunate to be involved in the Linker Network which provides organisations with the tools they need to facilitate useful collaboration throughout the community service / health sector. This Network based service system allows vulnerable people to easily recognise services and to get appropriate support at the right time with fewer people falling through the gaps and ending up in crisis.

The capacity of the Linker provides ongoing support to complex situations, therefore, reducing vulnerabilities of the client as we connect, refer and accompany them through the system.
ESSENTIALS COMMUNITY

How much did we do?

331 Christmas Hampers
575 Adults
600 Children
97 Volunteers

This is an increase of 22% of total hampers from Christmas 2018 and 60 more families supported.

How well did we do?

We survey clients directly throughout the year and this past year they have told us.....

ESSENTIALS

81% I was satisfied with the service I received from Gateway
73% It was easy to access the service I needed
82% The Gateway staff responded quickly to my request for service
83% The Gateway staff made me feel welcome and comfortable
72% The Gateway staff understood my needs
74% The Gateway staff were knowledgeable in the areas I needed assistance
84% I would recommend Gateway to my family or friends

Actual emergency relief aid provided to clients attending our service

1234 Client Visits
3918 Grocery Bags
$2,050 Food Vouchers
$326 Pharmacy
$7,061 Wesley Vouchers
$53,460 EAPA
$2,421 Sydney Water
$3,330 Other

Linker Network – 6 monthly statistics
January – June 2019

138 Total clients
237 Tasks
126 Hours

The Essentials Team assisted a single male client over a period of 6 months. The client contacted Gateway Family Services seeking support with financial hardship. The client had complex mental and physical health conditions. The client was at risk of homelessness, and was worried about his safety and wellbeing. The Essentials Team provided ongoing practical assistance in the form of food, vouchers and access to brokerage to assist with debts. The Essentials Team connected the client with specialist services to provide short term case management. The Essentials Team continued to provide practical and phone support to the client on a needs basis, until he was granted a priority housing transfer. The client expressed his deep gratitude for the advocacy, practical assistance and caring attitude he received from Gateway Family Services.

The Essentials Team assisted a low income single parent family experiencing financial stress. The family had compounding debt, and a very large electricity bill. The family were living in transitional housing and also requiring support with NDIS. The Essentials Team advocated on behalf of the family to access Energy Accounts Payment Assistance vouchers. Whilst this provided some relief, it was the intervention and support of the Essentials Team who worked closely with the family to encourage and build capacity in budgeting towards payment plans, and taking ownership. The outcome being improved family relationships through reducing financial stress, and empowerment to sustain financial improvement. The Essentials Team also supported this family with food/vouchers and access to the 'Back to School' assistance project and the 'Winter Appeal' project.

The Essentials Team are currently supporting a family impacted by domestic violence. The family including four children needed to relocate to the area with minimal belongings. The Essentials Team continue to provide food and vouchers for the family. With the collective support of the Volunteer Team the family were also provided with beds and other household items. The family were provided referrals for Youth Groups, Playgroups, Community Connectors and Parenting Programs. The family have reported feeling very settled and supported in their new location, and are very thankful for all the help.

We acknowledge these people and groups ..... 

- our wonderful partner in food rescue and sustainability;
- Penny Bayley, Pam Priestly & Kathy Byron who have organised the Food Drive and Bread Collection Rosters;
- The Fruit and Vege Co-ops for their donations;
- IGA for use of their premises and for their donations of food and support;
- Local schools, churches and community groups for their food drives and donations;
- Blue Mountains City Council who provided money for Food Vouchers;
- Bakers Delight Emu Plains for their donation of bread;
- All our Food Drive Volunteers & Bread collectors
- Blaxland Christian Reformed Church who contribute both food and financial support to keep Essentials going!
We would also like to thank the many individual donors who supported the Essentials Project with gifts of food and money. We are VERY grateful.

CHRISTMAS HAMPERS

We are so very grateful for the continued support of various individuals, businesses, organisations, pre-schools, schools and churches who gave so generously through financial donations, gifts and food items.

A special appreciation to Community Smiles who through their generosity, Sarah’s personal commitment & support together with her team to Gateway in providing an unlimited amount & variety of donations to not only our Christmas Hampers but ongoing support for our families in need.

Our amazing and dedicated Volunteers assist our organisation in a variety of areas whilst bringing their passion, energy and enthusiasm.

The organisational skills of Heather and Noel Gwilliam made it possible through their leadership in overseeing the team of volunteers who also gave of their time and energy in sorting, packing and moving hampers to guarantee the ever increasing need in our Community.

The overall dedicated hours are endless to ensure that families don’t go without at an important time such as Christmas.

A special thank you to Blue Mountains City Council and Rotary Club of Lower Blue Mountains for their financial support which assisted in providing the hampers and pre-purchase of standard hampers from Foodbank NSW.

We would like to thank those groups and organisations who donated food, presents, financially and helped in a myriad of ways .....

- Blacktown TAFE
- Blaxland Chamber of Commerce
- Blaxland Christian Reformed Church
- Blaxland East Community Pharmacy
- Blaxland East Newsagency
- Blaxland East Public School & P&C
- Blaxland East Supermarket
- Blaxland Pre-School
- Blaxland Presbyterian Church
- Blaxland Public School
- Blaxland Uniting Church
- Blue Mountains Transit Bus Company
- Chlorox Pty Ltd
- Community Smiles
- DHL
- Emu Plains Community Baptist Church
- Emu Plains Public School
- Euroka Early Childhood Centre
- Faulconbridge KU Pre-School
- Glenbrook Baptist Church
- Glenbrook Chamber of Commerce
- Glenbrook Pre-School
- Glenbrook Public School
- Glenbrook Uniting Church
- Hitchens Removals
- Janelle’s Hair & Beauty
- Kingswood TAFE
- Lower Mountains Medical Centre
- Lapstone Public School
- Little Superstars Early Learning Centre
- Lower Mountains Rotary Club
- McPhee Kelshaw Solicitors
- NOVA Employment
- NRMA Springwood
- Priceline Pharmacy – Springwood
- Roc Hair – East Blaxland
- Rose Rentals
- Second Bite
- Seventh Day Adventist Church
- Skyline Drive In
- Springwood Pre-School
- Springwood Uniting Church
- St Andrews Glenbrook Uniting Church
- The Zonta Club Nepean Valley
- Todarello Family
- Unity Studios
- UWS Library Staff
- Uniting Women’s Fellowship – Glenbrook
- Warrimoo Public School
- Wycliffe Christian School

We would also like to thank the many individual donors who supported the Essentials Project with gifts of food and money. We are VERY grateful.
CHILDREN & FAMILIES

Parenting Education Programs focuses on providing parents with information, educational experiences and practical activities that promote children's growth and development.

Community Hubs and Playgroups provides a place for families and the community, to hear about and connect with other services, join in activities, make new friends and have fun whilst focusing on the well-being of children, family and their community.

Baby Bootie Club offers a warm and friendly space for young parents to meet and enjoy each other’s company as well as being supported on their parenting journey to grow their confidence as parents and to plan for the future.

Choc’n’Chat is a safe space for parents of a child with a diagnosed disability to find support and share with other families who can understand what they are going through.

Early Childhood Mentoring Project works alongside Early Childhood Services to increase the capacity of Educators & the Service as a whole Centre on a collaborative and strengths based approach in developing Professional knowledge and practice so that children’s growth and development are well supported and families are able to thrive.

PARENTING GROUP RESPONSES

“Well presented and very practical. Helpful to get expert advice. It good knowledge for parents – keep doing it. ”

“Thank you Gateway for all your help & support & teaching me new skills on my journey parenting.”

“Very interesting. Definitely a better way to look at things. A really relevant course, well taught. I’ve learnt a lot and have now skills to use whereas before I was at a loss of what to do – thank you ! My partner & I thoroughly enjoyed this group. We found it very informative and relevant. We learned new skills and enjoyed the group. Thank you so much for offering this great service, I look forward to attending other programs.”

“This was a wonderful group & workshop delivered by a very knowledgeable presenter. This group has been a lifesaver for me and my family. Keep up the great work love love, love this course.”

“This has been very helpful in terms of practical skills. Also really appreciate the expertise and books/resources/references passed on. Enjoyable and beneficial experience, thank you ! Fantastic practical information. Group discussion was also very useful. Keep up these amazing services Gateway.”
EVOLVE COMMUNITY

HOW MUCH DID WE DO?

EVOLVE

HOW WELL DID WE DO?

Parent groups ..... Of 134 parents who completed post group surveys ......

99% said that they felt positive about the future for their families

100% said they learnt new skills to help them and their family

99% said they were doing things differently for their family

99% said they knew more people or services who could help them and their family

99% would recommend the group to other parents
Parenting Education Programs

Parenting Support Programs form an integral part of family support work.

- Build strong families and strong communities
- Provide vital links for parents and children in a world in which people are increasingly isolated
- Offer parents opportunity to share and learn from each other and connect with people from their own communities.
- Provide an essential referral link between services and families – especially vulnerable families

These programs provide …..

- Parenting Groups and Supported Playgroups in a therapeutic framework that acknowledges family strengths and builds on them. We support families as they strive to recognise these strengths and grow in confidence in parenting.

- Community strengthening activities that are wide reaching in scope, having the best chance to link vulnerable children and their families with services that support safety and well-being.

- Training and mentoring support for early childhood services that enable them to more effectively recognise and support vulnerable children and their families.

The Projects providing these programs …..

- The Blue Mountains Mobile Hub Project – Winmalee Community Hub, Lower Mountains Community Hub (HUBitat), supported Playgroups at Winmalee PS, and Blaxland PS in partnership with the DSS Family Links project.

- The Family Links Project – Parent Support Groups, Blaxland PS Supported Playgroup

- The “It takes a Village…” Project – Penrith and Blue Mountains support, staff mentoring & training and parent support through early childhood services.
**Community Hubs**

The Community Hubs at Winmalee and Lower Mountains (HUBitat).

Each Hub is unique, offering programs and activities that meet the needs of babies, young children and their parents in the local community. The aim of the project is to develop joint practices and processes with local services and organisations to engage children and families in programs and activities as well as referring families to targeted services.

The project is part of the Blue Mountains Child and Family Plan with the support of the Blue Mountains Stronger Families Alliance, the Winmalee Hub Steering Committee and HUBitat Steering Committee.

The steering committees are represented by members from Winmalee, Blaxland, Blaxland East, Ellison and Warrimoo Public Schools, LM Rotary, Winmalee Lions Club, Winmalee Neighbourhood Centre, Belong, Springwood Uniting Church, Family Day Care, Pinnarroo OOSH, NSW Police, Bunya Child Care Centre, BM library, BM Council, Church of Christ Blaxland and community members.

**COMMUNITY HUB ACTIVITIES**

- Play and Chat in Blaxland
- Play and Chat in Winmalee
- Play and Chat in the park – a National Families Week celebration
- Open Day events during Education Week
- Emergency Services visits at Play and Chat
- Simultaneous Storytime
- Paint the Blue REaD Storytime in Winmalee Shopping Village
- Mulberry picking excursion with Winmalee and Blaxland Play and Chat groups
- Easter Eggstravaganza
- Regular meetings with multi stakeholder steering committees to plan and oversee the project
- Transition programs in four schools

**Childcare & other Partners**

Thank you for taking care of these precious children whilst parents learn how to:

- Care Pair
- MOCS Mobile Minders
- Once Upon a Magical Party
Playgroups & Baby Bootie Club

THE BENEFITS OF PLAYGROUP AS EXPRESSED DIRECTLY FROM THE PARENTS:

- At playgroup I make new friends and strengthen ties in my community
- Playgroup helps my children make new friends and explore friendships
- Playgroup gives my children opportunities to practise and develop fine and gross motor skills
- Playgroup gives my daughter the opportunity to meet other children that she will go to school with next year
- Playgroup gives our family a low cost social activity to attend each week
- Playgroup gives me the social support and a listening ear that I don’t receive anywhere else
- My daughter has come out of her shell through attending playgroup by socialising with other children
- I enjoy the opportunity to chat to other parents
- There are so many benefits for my children attending playgroups they get to do craft, stories, singing, and dancing with other children
- Playgroup gets us out of the house
- I really enjoy chatting to other parents
- My daughter loves doing all the activities provided at playgroup such as craft, literacy time, music, structured and unstructured play as well as playing outside in the playground and sandpit.
- I love that I get some free time to enjoy a cuppa and chat with other mums
- I feel that it provides me with some mentally stimulating time as I get to talk to other adults.
- My son gets to experience play that he doesn’t get at home such as painting, playdough and glitter!
- Playgroup has provided me to access to other services such as Gateway’s Family support and parenting groups.
- Attending playgroup has helped us access our community through outings to the shops, school and Neighbourhood Centre
- Playgroup has provided a great transition to school for my daughters as they are now so familiar with the school grounds and resources.
- I look forward to playgroup each week and love that someone makes me a cup of tea.
- I feel I can relax at playgroup
- The kids can play independently in the safe, fenced environment and I can talk to other parents
- I can come to playgroup in whatever mental state I am in at the time and know I will receive the support I need.
The benefits quoted directly from the women who attend……

“I am beyond grateful to a small but incredible group of Mums, supported by an awesome family support worker that I have come to know in the group called Choc n Chat. I’ve been attending their meetings for about 2 years now and it is the one place I can go and speak the unedited truth about our life, and know that I will be met with understanding, a hug, and no judgment. Just knowing that this group, and these 12 catch ups a year are set aside means a huge deal to me. Some months I’m counting the days till our next gathering, and after each gathering, I’m smiling to myself for days afterwards as I recall something we laughed about over coffee. These women, and this group, are a psychological and social lifeline for me”.

Debbie

“Choc ‘n’ Chat has been my "life raft" and "safe space." Attending these meetings has allowed be to feel free to be myself, breathe and find comfort because of this group and the remarkable mothers. We are a passionate bunch who support and encourage one another. We come together and share a common bond over our children and their daily struggles, which not only impact them, but our entire families as a whole.

Having a child with such complex needs has been extremely challenging and very stressful, physically, spiritually, mentally, emotionally and financially. That's why it’s been important for me to attend these meetings. It is a judgement free zone and is a place where we can express our thoughts, feelings and emotions. It's where we learn, we laugh, we cry, we nurture, we inspire, we encourage, and of course, we support. If it wasn't for this group of beautiful and inspirational women, whom I call friends, I truly believe I would have been lost and felt all alone in this journey through additional needs, and the constant battles we go through.

Choc ‘n’ Chat supports me to regroup, recuperate and revitalise in order be the best version of myself so I can help to continue to support my family. We are the glue that holds them together. If we are running on empty and don't take the time for ourselves, then our families don't function and everything falls apart.

Attending this support group has taught me that”.

Sylvia

“Choc and chat is an oasis for me. People who don't have children on the spectrum can't understand what it's like, unless your living with it 24/7. You don't understand. The important thing about Choc & Chat are that the other Mum's are not judgemental, they can relate and offer helpful advice. As they have walked your path. They're like my tribe”.

Lia

“I have been attending the Choc n Chat group since its inception several years ago. I look forward to catching up with the group as it is difficult to meet other adults that understand your journey as a special needs parent and all the challenges that entails. Most parents with neurotypical children don't travel the same journey as we do which makes it hard to socialise and maintain friendships.

Attending Choc n Chat empowers me as a mother, my children's advocate and person. I would truly be lost without the group of likeminded and amazing Mums. I have made many friends for life through this group”.

Mechelle

“I have been attending Choc and Chat for several years now, and over this time I and the other ladies have established a relationship of understanding and acceptance, though our children are unique, our challenges and triumphs are shared in a respectful and supportive way.

I have personally found the group and leader welcoming and judgement free, as at times the responsibility of nurturing a child with special needs can be overwhelming. I feel that Choc and Chat, has evolved into a comfortable, welcoming place that allows you to share your thoughts and experiences, while becoming more informed about practical ways forward among friendly faces, who are able to be open minded and thus supportive”.

Elizabeth
Early Childhood Mentoring Project

The phrase ‘It Takes a Village’ describes the concept that support given to people, either through family or community fosters growth, develops positive relationships and reduced isolation leaving people less “at risk”. With an awareness of how early childhood settings are an integral part of families lives in areas of childhood development, relationship building, interagency support and child protection, Gateway Family Services has been providing a Mentoring project for over 10 years to early childhood educators.

The Mentor meets with educators and provides information of local services, referral pathways, and helps staff build their confidence and skills to provide support and engage with vulnerable families. It is in this building of relationships that helps educators develop deeper relationships so that families feel able to communicate their concerns or challenges, such as financial stress, chronic health issues, trauma or family breakdown. In doing so, staff are able to take another step further in providing information and resources to families that will increase a family’s capacity to gain understanding, feel supported, increase their resources and reduce isolation.

The Mentoring Project also promotes an understanding of children’s behaviours and extends an educators awareness to continually look at what might lay behind a child’s behaviour, thus assisting parents to further support their children. The Mentor also gently challenges educators to grow in their role. An example of this has been when an educator discussed a child who “wasn’t listening”. We explored the possibility of spending more 1:1 time with the child and engage in their play. On the following ITAV visit, the educator said that they spent more time with the child and in their play. As a result, the parent told the educator that the child “couldn’t stop talking about the educator at home and had even been using the educator’s name”. The educator was very pleased stating that it was a positive step in forming a relationship with the child and family.

Another example of what happens during mentoring is the support given to staff when they themselves are experiencing difficult times. With an understanding that personal stress levels impact on the already demanding job that educators face, it is important to also refer staff to services or take more care. One educator told me that she “had no time to grieve for the passing of her father one year ago”. As she said this, tears welled in her eyes. We discussed her grief and where it was possible for her to have some professional and personal care. On the next visit she told me that she had taken time out to go to a library and choose something that would increase her English skills. The conversations held had been enough to create personal change for the educator, which will lead to a new energy and insight as an educator.

The mentoring project is a rewarding service offered by Gateway Family Services because it really does, take a village to create positive outcomes.

SUPPORTED CHILDCARE CENTRES

- Euroka Children’s Centre Inc.
- Kindana Children’s Centre
- Wattle Glenn Children’s Centre
- Greenwood Katoomba
- St Mary’s Children’s Centre
- Koala Corner Children’s Centre
- Kookaburra Pre-School
- Erskine Park Children’s Centre
- Leura Child Care Centre
- Katoomba/Leura Pre-School Association
Special Projects and Events
It’s been another busy year for the *Walk With* project. *Walk With* was launched with an event held at the Blue Mountains Community Theatre on October 29, 2018. Deputy Mayor, Councillor Chris Van der Kley officiated the launch with guests including representatives from state and federal parliaments, NSW Office of Emergency Management, Uniting Church, state and local community peaks and academics from Sydney University.

Other key *Walk With* milestones and achievements have included:

- *Walk With* training was delivered to staff at Upper Hunter Community Services (via a grant from Bendigo Bank). This service is working extensively with the impacts of the NSW drought.
- *Walk With* final report forwarded to OEM upon completion of the project.
- FAMS has provided all of their member services (NSW wide) with subscriptions to *Walk With*.
- *Walk With* was presented at the *Australian Women in Emergency* forum University of NSW.
- A joint evaluation of the *Walk With* project by the Universities of Sydney and Newcastle indicated the effectiveness of the *Walk With* project in strengthening disaster preparedness for participating services.
- *Walk With* is a finalist in the 2019 Resilient Australia Awards (community category). The awards ceremony will be held at NSW Parliament House on September 19, 2019.
- As an extension of the *Walk With* project – Gateway is in the process of developing their *Emergency & Disaster Resilience Plan*. The first draft of the plan will be completed in the new financial year.
- Uniting QLD contracted Gateway to deliver the *Walk With* train-the-trainer workshop for their staff to run disaster preparedness workshops across the Brisbane LGA.

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**WALK WITH – DISASTER RECOVERY**

Upcoming events and opportunities for the new financial year:

- *Preparing Community Organisations for Extreme Events* jointly run by Hunter Council and ACOSS. The event was held on the NSW central coast on August 22.
- Present the *Walk With* project at the 2019 LCSA Conference to be held at Wollongong.
- Deliver *Walk With* workshops at 3 *Get Prepared* events in the Hawkesbury/Nepean. These events are being jointly organized by FAMS and Infrastructure NSW.
**Winter Magic**

“Wings of Courage” was a community art project, funded by Winter Magic. It consisted of a series of artworks created by local families from The Blue Mountains Aboriginal Cultural and Resource Centre and Gateway Family Services.

Children, Parents and Grandparents joined in the art activities that included creating individual paintings and a collaborative wings interactive artwork as well as costume pieces – masks and wearable wings. The large wings brought opportunities to work together, share messages of courage and then to imagine taking flight with a “selfie” photograph.

The enthusiasm for the project extended outside of the sessions with some families coming in to finish off the painting. The artworks were displayed during the festival and were so well received they were then displayed during the NAIDOC week exhibition. The families were well and truly ‘lifted’ by the experience and Gateways connection to the families was strengthened.
CEO farewelled after 25 years of community service

In February 2019 Gateway Family Services bid a sad farewell to their CEO Kerry Thomas who has retired after 24 years of dedicated service to the community in the Blue Mountains and beyond.

Kerry started work at Lower Mountains Family Support Service (now known as Gateway) in 1995 and spent the next 24 years leading the development and growth of Gateway to become the respected community service that it is today.

Kerry’s vision and drive for Gateway was always focused around strengthening the safety and wellbeing of vulnerable children and their families. Kerry was responsible for initiating and overseeing the expansion of Gateway’s family support services from the lower mountains to include Katoomba and Penrith. Community services operate in an uncertain funding environment where they never know if resourcing of their programs will be renewed. It takes a high level of courage, vision and commitment to continue to drive excellence in delivering effective support services. Kerry always worked extremely hard to ensure that Gateway’s programs were able to grow and continue to meet the needs of vulnerable families and individuals.

In 2013, Kerry oversaw the activities of the Step by Step bushfire support service which provided assistance to over 500 Blue Mountains residents impacted by the 2013 bushfires.

Kerry has also juggled her responsibilities as Gateway’s CEO with membership of a number of boards including LEAD (formerly Family Worker Training & Development Program), FAMS (NSW peak for family support services) and Blaxland Chamber of Commerce.

Gateway’s Management Committee and staff wish Kerry all the very best for her retirement and thank her for her amazing contribution to the community. Gateway is also very pleased to welcome their new CEO Gregory Lazarus.

Pictured from left to right:

Glenn Beaver (Secretary, Gateway Management Committee), Gregory Lazarus (new Gateway CEO),
Kerry Thomas (retired Gateway CEO), Karen van Woudenberg (Chairperson, Gateway Management).
Quality Service Provision
A Key indicator of quality of our work is the participation of staff in professional development and supervision.

**Quality Measures: No. of Professional Development opportunities attended by workers.**

In 2018-2019 Gateway Workers participated in both external and team professional training.

**External Clinical Supervision**

100% of frontline staff attended external clinical supervision.

All family workers and counsellors were provided with external clinical supervision with Colleen Hirst (Clinical Psychologist and Trainer), Gillian Smith-Cameron (Psychologist), Play Therapy Australia and Intergroove Partners.

Our staff were provided with approximately 120 supervision sessions.

**Various Staff Meetings**

Workers also met monthly in their teams to improve practice and further develop their skills and their capacity to work collaboratively to deliver services.

Our quarterly staff meetings have focused on child protection and evidence based work.

**Support for Tertiary Students**

Gateway has hosted several students.

These have included Community Welfare Diploma and Social Work degree level student as well as Master for Social Work candidates.

Each of the students has brought with them skills and knowledge, that as an organisation, we have valued. They have all reported on their positive experience at being part of Gateway.

Cultural Awareness, Competency & Safety
Identifying & responding to risk of harm
On the Run (Accidental) Counselling
Digital Marketing Summit
‘Walk With’ disaster recovery
Why Evidence Based Practice Works; Proof is in the Outcomes
Suicide Prevention
Having those Challenging Conversations with Parents; a focus on developmental delay in young children
Domestic & Family Violence Forum
Connecting Communities Conference
Solution-Focused Brief Therapy
Working with children impacted by DV: A trauma informed approach
Resisting Vicarious Trauma with Collective Care
Introduction workshop for PD in Clay Therapy
DEX Portal Training
DEX & NSW TEI Program Training
Data Collection: Results Based Accountability
Solution-Focused Supervision and Leadership

**515 Professional Development Hours**
COMMUNITY PARTNERS

Gateway’s support to those facing difficult times has been made possible by the constant support of many community partners.

The community of the Blue Mountains and the Nepean area have again given generously of their money, encouragement, energy, skills, knowledge and wisdom. We are truly grateful to be part of a community that genuinely cares for the other. Together we build and strengthen.

Belong Blue Mountains – Neighbourhood Centres
Bendigo Bank
Blaxland Chamber of Commerce
Blaxland Christian Reformed Church
Blaxland East Public School
Blaxland Pre-School (Boorea St)
Blaxland Public School
Blaxland Uniting Church
Blue Mountains City Council
Blue Mountains Family Day Care
Community Smiles
Connect Child & Family Services
Daniella Cottage
Dept. of Industry, Innovation & Science
East Blaxland Community Pharmacy
Euroka Pre-School
Emu Plains Community Baptist Church
Family & Community Services – Penrith & Blue Mtns
FaMS – NSW Family Services Inc
Faulconbridge Pre-School
Glenbrook Baptist Church
Glenbrook Public School
Glenbrook Pre-School
IGA (Blaxland)
Lapstone Pre-School & Early Intervention Service
Lawson Public School
LEAD Professional Development Assoc.
Lions Club of Winmalee
Marise Payne MP
Mountains Community Resource Network
Mountains Mobile Minders
Mountains Outreach Community Services
Mt Riverview Public School
Mountains Youth Services Team (MYST)
Nepean Community Neighbourhood Services
Nepean Hospital Mid-Wives team
NSW Dept. of Justice
NSW Police Service
Penrith City Council
Penrith City Council Children’s Services
Penrith Uniting Church
ROC Hair
Rotary Club of Lower Blue Mountains
Seventh Day Adventist Church Warrimoo
Springwood Community Health Centre
Springwood Uniting Church
St Paul’s Emu Plains
Stronger Families Alliance
Stuart Ayres MP
Susan Templeman MP
Sydney Water
TAFE NSW – Wentworth Falls & Nirimba
The Department of Social Services
Thrive Services
Trish Doyle MP
Warrimoo Public School
Wentworth Area Health Services
Werrianda Children’s Centre
Wesley Mission
Western Sydney University
Winter Magic Festival Inc.
Wycliffe Christian School
Wimlah Women’s Refuge – West Connect Domestic Violence Services
Winmalee Neighbourhood Centre
Winmalee Public School
Uniting NSW/ACT
Zonta (Nepean Valley)
Financial Statements
TREASURER’S REPORT

The audited annual accounts are available for your perusal. Net profit in 2018/19 was a surplus of $3,438.50 compared to a surplus of $11,966.73 in the previous financial year. Total income for 2018/19 was $1,210,248.15.

While there have been some steps forward in terms of funding certainty, Gateway still operates within the political will and the constraints this necessarily imposes. The trend towards funding larger organisations means that many locally based, quality services will face greater challenges in the future to obtain funding for vital programs.

In presenting this report, I again want to thank Finance Manager Terese Klynhout for her thorough attention to detail in maintaining the financial records of GFS. I commend to you the report of our Auditor Raymond Brooks and thank him for his work in ensuring that GFS continues to meet its financial and legal obligations.

Peter Tamsett
Treasurer
Committee’s Report

Your committee members submit the financial accounts of the Gateway Family Services for the financial year ended 30 June 2019.

Committee Members

The names of committee members at the date of this report are:

Karen Van Woudenburg (Chairperson)
Glenn Beaver (Secretary)
Peter Tamsett (Treasurer)
Peter Berry
Mark Elliott
David Tupper

Principal Activities

The principal activities during the financial year were: Family & Community Services.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Statutory Registrations

- Gateway Family Services is registered as Other-Unincorporated Entity, with an ABN and GST on the Australian Business Register.
- Gateway Family Services is Registered as a Charity with the Australian Charities and Not-for-Profits Commission (ACNC)
- Gateway Family Services is a Public Benevolent Institution and has Income Tax, FBT and GST Concessions.
- Gateway Family Services is endorsed as a Deductible Gift Recipient (DGR)

Operating Result

The profit from ordinary activities after providing for income tax amounted to:

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<thead>
<tr>
<th></th>
<th>Year ended 30 June 2019</th>
<th>Year ended 30 June 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$3,438.50</td>
<td>$11,966.73</td>
</tr>
</tbody>
</table>

Signed in accordance with a resolution of the Members of the Committee on:

Dated: 25th September 2019

__________________________
Glenn Beaver (Secretary)

__________________________
Mark Elliott (Committee Member)
Gateway Family Services

ABN 15 607 266 742

Independent Auditor’s Report to the Members


I have audited the accompanying financial report, being a special purpose financial report, of Gateway Family Services (the association), which comprises the Statement by Members of the Committee, Profit & Loss Statement, Balance Sheet, Notes comprising a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2019.

Committee’s Responsibility for the Financial Report

The committee of Gateway Family Services is responsible for the preparation and fair presentation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Act and is appropriate to meet the needs of the members. The committee’s responsibilities also includes such internal control as the committee determine 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

My 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 an opinion on the effectiveness of the association’s internal control. An audit also includes evaluating 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.

Liability Limited by a scheme approved under Professional Standards Legislation
Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Gateway Family Services as at 30 June 2019 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Associations Incorporation Act (NSW).

Basis of Accounting and Restriction on Distribution

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

Signed:

Raymond Brooks, Chartered Accountant
PO Box 8280, Werrington County NSW 2747

August 20, 2019
## Balance Sheet
30th June 2019

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<tr>
<th></th>
<th>This Year</th>
<th>Last Year</th>
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<td><strong>Total Assets</strong></td>
<td><strong>$698,234.00</strong></td>
<td><strong>$719,784.72</strong></td>
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| **Liabilities**           |                 |                 |
| Credit Cards              | $0.00           | $4,846.33       |
| Trade Creditors           | $11,487.77      | $20,603.59      |
| Staff Christmas Sav Management | $477.71       | $434.75         |
| GST Liabilities           | $15,143.16      | $14,130.45      |
| Payroll Liabilities       | $19,723.11      | $35,687.55      |
| Provision - Project Grants/Funding | $132,766.04   | $95,674.65      |
| Provision - Administrative| $118,355.00     | $113,007.50     |
| Employment Provisions     | $253,148.81     | $277,396.00     |
| **Total Liabilities**     | **$551,101.60** | **$556,934.49** |

| **Net Assets**            | **$147,132.40** | **$162,850.23** |

| **Equity**                |                 |                 |
| Retained Earnings         | $99,593.75      | $92,584.41      |
| Current Earnings          | $3,438.50       | $(4,957.39)     |
| Historical Balancing Account | $58,410.15    | $58,410.15      |
| **Total Equity**          | **$161,442.40** | **$146,037.17** |
## Profit & Loss
**July 2018 To June 2019**

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<th>Last Year</th>
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<tr>
<td>Income - Misc</td>
<td>$1,870.64</td>
<td>$1,787.17</td>
</tr>
<tr>
<td>Interest</td>
<td>$4,509.19</td>
<td>$5,531.96</td>
</tr>
<tr>
<td>Garage Sale Income</td>
<td>$1,990.20</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>$1,210,248.15</strong></td>
<td><strong>$1,212,436.14</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expense</th>
<th>This Year</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit / Accountant / Legal</td>
<td>$868.64</td>
<td>$11,491.53</td>
</tr>
<tr>
<td>Advertising</td>
<td>$7,912.15</td>
<td>$12,568.23</td>
</tr>
<tr>
<td>Bank Fees</td>
<td>$743.09</td>
<td>$877.98</td>
</tr>
<tr>
<td>BROKERAGE - BF/EIP</td>
<td>$0.00</td>
<td>$1,743.64</td>
</tr>
<tr>
<td>Cleaning/Housekeeping</td>
<td>$1,940.80</td>
<td>$1,979.00</td>
</tr>
<tr>
<td>First Aid / OH&amp;S</td>
<td>$0.00</td>
<td>$319.12</td>
</tr>
<tr>
<td>Catering Expenses</td>
<td>$6,107.41</td>
<td>$4,556.26</td>
</tr>
<tr>
<td>Electricity / Gas</td>
<td>$2,161.65</td>
<td>$3,597.14</td>
</tr>
<tr>
<td>Repairs &amp; Maintenance</td>
<td>$7,323.84</td>
<td>$9,999.32</td>
</tr>
<tr>
<td>Gifts / Awards</td>
<td>$710.63</td>
<td>$705.93</td>
</tr>
<tr>
<td>Membership / Subscriptions</td>
<td>$7,023.38</td>
<td>$4,101.35</td>
</tr>
<tr>
<td>Printing / Stationery / Postage</td>
<td>$11,985.28</td>
<td>$12,139.00</td>
</tr>
<tr>
<td>Equipment</td>
<td>$2,579.20</td>
<td>$9,011.99</td>
</tr>
<tr>
<td>Telephone / Internet</td>
<td>$13,190.72</td>
<td>$16,074.26</td>
</tr>
<tr>
<td>Travel / Parking</td>
<td>$18,756.93</td>
<td>$32,609.28</td>
</tr>
<tr>
<td></td>
<td>$16,601.18</td>
<td>$3,777.14</td>
</tr>
<tr>
<td>Supervision</td>
<td>$14,458.18</td>
<td>$18,715.00</td>
</tr>
<tr>
<td>Child Care</td>
<td>$1,365.00</td>
<td>$2,455.23</td>
</tr>
<tr>
<td>Training / Development</td>
<td>$6,460.77</td>
<td>$5,464.00</td>
</tr>
<tr>
<td>Special Projects / Resources / Contract Work</td>
<td>$133,643.10</td>
<td>$135,198.67</td>
</tr>
<tr>
<td>Emergency Relief Expenses</td>
<td>$20,595.70</td>
<td>$16,393.13</td>
</tr>
<tr>
<td>Employment Expenses</td>
<td>$853,924.70</td>
<td>$933,858.03</td>
</tr>
<tr>
<td>Employment Provisions</td>
<td>$59,315.27</td>
<td>$67,956.50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,187,687.62</strong></td>
<td><strong>$1,305,591.73</strong></td>
</tr>
</tbody>
</table>

| Operating Profit                | $22,560.53     | ($93,155.59)  |

### PROVISIONAL FUNDS

<table>
<thead>
<tr>
<th>Description</th>
<th>This Year</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Advanced Grant Funds</td>
<td>$563.11</td>
<td>$87,046.11</td>
</tr>
<tr>
<td>Opening Provision A/c Funds</td>
<td>$149,292.05</td>
<td>$108,765.71</td>
</tr>
<tr>
<td>Closing Project Deficit to Prov</td>
<td>$0.00</td>
<td>$55,530.06</td>
</tr>
<tr>
<td><strong>Total Other Income</strong></td>
<td><strong>$425,518.16</strong></td>
<td><strong>$593,131.88</strong></td>
</tr>
</tbody>
</table>

### PROVISIONAL FUNDS

<table>
<thead>
<tr>
<th>Description</th>
<th>This Year</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Project Deficit</td>
<td>$54,847.57</td>
<td>$0.00</td>
</tr>
<tr>
<td>Closing Project Funds to Prov</td>
<td>$114,129.62</td>
<td>$146,219.56</td>
</tr>
<tr>
<td><strong>Total Other Expenses</strong></td>
<td><strong>$444,640.19</strong></td>
<td><strong>$488,009.56</strong></td>
</tr>
</tbody>
</table>

| Net Profit/(Loss)                  | **$3,438.50**  | **$11,966.73** |
**CHILD, YOUTH AND FAMILY STRATEGY**

**Who We Are**
The Stronger Families Alliance is a network of government, non-government and voluntary organisations working together with our community, on the traditional lands of the Gundungurra and Darug people (Blue Mountains Local Government Area).

**What We Do**
The Child, Youth and Family Strategy aims to improve resilience and wellbeing of children and young people and assists parents/carers to participate in community life.

**We collaborate to achieve positive outcomes for:**

- **Children**
  - Our 2018-2019 priorities are: Children start school ready to learn
- **Young People**
  - Our 2018-2019 priorities are: Children and Young people are emotionally resilient
- **Parents and Carers**
  - Our 2018-2019 priorities are: Parents and carers are confident in their child’s development and learning
- **Our City**
  - Our community is child and youth friendly

**OUR VISION**
To provide our children and young people with opportunities to thrive and reach their full potential.
Nurture them in a place of unique world heritage significance so they become engaged and responsible citizens: socially, emotionally, culturally, environmentally and economically.
Parents and carers have the opportunity to participate and make a positive contribution to community life.

“**It takes a village to raise a child**”

**Keys to our approach**
1. Action and Measurement
2. Collective Impact Approach
3. Resident Participation
4. Ensuring Inclusion

**Feedback**
Email us here: sfa@bmcc.nsw.gov.au
Phone us here: (02) 4780 5462

www.strongerfamilies.net.au
facebook.com/StrongerFamiliesAlliance