ANNUAL REPORT 2021 - 2022





OUR PEOPLE

Board of Governance



Melinda Kay PRESIDENT: July 2021 -June 2022

Volunteer since 2007



Richard Barry VICE PRESIDENT October 2021 -June 2022

Volunteer since 2019



Martin Gill TREASURER July 2021 -June 2022

Volunteer since 2020



Michael Brady Vice President June 21 - Oct 21 Secretary Jan 2022 - June 22

Volunteer since 2016



Hedy Sung ORDINARY MEMBER July 2021 -June 2022

Volunteer since 2018



Jared Ryan
ORDINARY
MEMBER
July 2021 June 22

Volunteer since 2017

MANAGEMENT and STAFF



Irene Tupper GCS Manager

Commenced 2011 Tenure 11 Years



Fabiola Cartelli Accounts Dept Manager

Commenced 2002
Celebrating 20 Years



Sandra Azzopardi Lifestyle Coordinator

Commenced 2011 Tenure 11 Years



Wendy Baker Lifestyle Coordinator

Commenced 2014 Tenure 8 Years



Jasmine Hayden Lifestyle Coordinator

Commenced 2016 Tenure 6 Years



Charmaine Klein Lifestyle Coordinator

Commenced 2018 Tenure 4 Years



Stephanie Costa Lifestyle Coordinator

Commenced 2018 Tenure 4 Years



Bree Pearson Lifestyle Coordinator

Commenced 2018 Tenure 4 Years



Negra Alicic Quality Admin Officer

Commenced 2018 Tenure 4 Years



Merlyn Panicker Intake Officer

Commenced 2019 Tenure 3 Years



Dhruvi Modi Finance Officer

Commenced 2019 Tenure 3 Years



Jade Fox Casual Support Worker

Commenced 2020 Tenure 18 Months



Alex McInally Casual Support Worker

Commenced 2020 Tenure 18 Months



Lelia Wilkinson Casual Support Worker

Commenced 2021 Tenure 12 Months





PRESIDENT'S MESSAGE

2021 - 2022 was another year of uncertainty, change and challenge for Gateway Community Services (GCS).

The Pandemic and the continuation of lockdowns hit Melbourne particularly hard. COVID wreaked havoc on all sectors of our lives. This caused further stress to the GCS team who were already experiencing lockdown fatigue and the pressures of working from home.

When lockdown finally lifted in November 2021 and in person programs resumed, GCS faced a whole new set of challenges. Not only did the team have to implement strict new COVID safe practices to keep themselves and their clients safe, they were forced to endure months of disruption due to major renovations at South Kingsville Community Centre. Staff, volunteer and client cancellations due to COVID meant programs could not run to full capacity. This had a huge detrimental impact on operations and income.

Despite all of these challenges, GCS staff worked tirelessly and showed immense resilience and strength. I would like to thank them for going above and beyond, and for their ongoing commitment to GCS.

I would like to extend a special acknowledgement and heartfelt thank you to GCS Manager Irene Tupper. Irene did an incredible job keeping GCS's day to day operations running smoothly and boosting staff morale during these very stressful, unprecedented times.

Thank you also to GCS Board of Governance, Clients, Volunteers, Partners and all of the organisations who have supported us this past year.

Even when faced with the challenges of the past fiscal year, GCS continued to offer quality programs to support the Community, overcoming difficulties with innovation and determination.

I am confident the year ahead will bring even greater success and growth. It is an honour and a privilege to be a part of this incredible organisation.

Melinda Kay PRESIDENT



MANAGER'S REPORT

There was a sense of hope starting this new fiscal year! The organisation started the year focused on outcomes by standing on its own two feet. This meant finding alternate income where possible so as to support the future changes in the industry. Preparing for grant funding changes ahead, required changes to operations, all the while managing the current year's outcomes under a cloud of unknowns:

- Understanding that services would be interrupted due to a continuation of pandemic concerns.
- Focusing on returning services to full capacity although service could be unexpectedly interrupted.
- Managing Staff absentees.
- Reassuring clients that our safety practices were at the highest quality with only their safety in mind.
- Operating through unpredictable client cancellations

July was also a time for training of staff and returning volunteers on the importance of the strict covid practices.

Services were truly short lived as we entered another lockdown early August which lasted until mid-October. The first few months of the year became tiresome for many as Victorians of all ages grew weary of communicating and socialising virtually. Creativity was paramount! All efforts were made to keep staff and clients engaged. A staff workshop was held in September giving the team an opportunity to collaborate with the mapping of service re-commencement. Engaging all in the creation of a fluid covid safe plan.

October and November announcements regarding the easing of Covid restrictions were very testing times. The unremitting modifications to the covid safe practices became difficult to keep up with. Daily or weekly updates had both clients and staff confused. Information sharing was crucial, however although purposeful, communication also became a hindrance. This created an overwhelming sense of exhaustion throughout the sector.

Client re-engagement did not come easily. Many of the client's health conditions deteriorated over the extended period of absence and were unable to mobilise as easily. This meant long wait times for new medical updates from doctors, which resulted in a 30% cease of services to existing clients. These times also saw higher demand for assistance from carers who were struggling with limited support through the changing times.

It was evident that certain roles needed to be reinstated to cope with the rebuild and demand for assistance, yet financially, this was not presenting a viable outlook for the organisation. Further private subcontracting options became necessary and a need to increase staff capacity where possible was the only option. A new grant for the Support for Carers was successful in November which allowed GCS (Gateway Community Services) to support the additional carer requests.

Balancing services and financial outcomes were becoming more arduous than could have been imagined. The necessity to still provide online activities whilst GCS began implementation of smaller social groups required more resources. An increase to staffing hours was necessary to manage the additional transport needs and subcontracting obligations. This need was created by limits to passenger numbers in each vehicle and social distancing requirements. Concerns of rapidly declining numbers affected outcomes, forcibly reducing results regardless of all efforts being made.

The last two months of 2021 saw a couple of staff reassess their personal needs and return interstate to family support. Volunteer program was instigated, to ease the burden on staff however, the covid requirements overwhelmed many and they withdrew from the program. These two factors were a great loss to the organisation. Close of the service operations for the holiday period on 23rd of December gave most a small window to recharge.

A limited number of services returned on the 5th of January although most staff returned to work on 9th.

The latest easing of restrictions for the general public in Victoria tested the strength and resolve of those in the Community Services sectors as Victorian Aged Care and Transport services continued to face restrictions of many Covid Safety rules still in place. All programs resumed with Covid safety processes until the end of the fiscal year. Staff continued to make a concerted effort to stay motivated and engaged Slowly but surely, program attendances increased, and clients became more comfortable with the idea of connecting in the community.

New requests for service provision were being received at speed. Processing new intakes and service exits saw new processes put in place so that start times were not delayed. Activities were planned around outdoor dining facilities during the Summer and Autumn periods. January to June was always managed with malleability in mind.

Although we were unable to meet the full requirement for Federal funding outcomes, the financial and service results achieved needs to be celebrated. This success can only be attributed to the dedication of the team and the support we received throughout the year.

A special Message of thanks from the Manager:

A special thanks to the staff who volunteered over and above their paid hours, which resulted in almost 2500 volunteered hours that could not be captured by untrained support (1.2 FTE) It is only fitting that we take this opportunity to thank the organisations and people who have supported and believed in GCS services over this exceedingly tough time: Our partners:

Maribyrnong Council	Hobsons Bay Council	Carers Victoria	IPC
Salvation Army	Breathe Move Relax	Spotswood Kingsville RSL	DFFH
Busifit	Naiko Computers	Our Board of Governance	DSS
South Kingsville Community Centre	Maribyrnong Community Centre	Maidstone Community Centre	All student placements

[&]quot;Alone we can do so little; together we can do so much." – Helen Keller

PHOTO GALLERY

Images of the unmasked.



































Income

GCS's operations continued to be impacted by COVID lockdowns, illness amongst both staff and clients and program cancellations during the latter half of 2021. Following the easing of Covid restrictions in early 2022, operations were able to be increased albeit still disrupted by ongoing Covid related challenges.

Government social support funding for the year was \$757k which was in line with budget. Grants Received included grants from Supporting Carers Locally (36k), Western Region (\$40k) and Emergency Support for COVID-19 (\$71k).

Whilst income from existing programs was lower than the previous year, \$249k was received during the year from additional non-funded contracts for new programs which had not been included in the FY22 budget.

Expenditure

Salaries and wages for the year overall were below budget due to the difficulties in running programs during 2021 and the resultant slowdown in operations. These have increased in 2022 due to COVID safety implementations which require additional resources in order to provide both GCS's regular services and the delivery of new and extended non-funded programs.

The only significant capital asset purchased during FY22 was a new GCS motor vehicle.

Remaining costs were either in line with budget or lower than expected due to the 2021 reduced operating conditions.

Surplus for FY22

The operating surplus for the FY22 year was \$381k in comparison to \$318k in FY21 which was underwritten by the various government COVID support initiatives.

The key drivers towards this surplus were the additional grant funding support received and the new non-funded contract income. Reduced on costs and salary variations with volunteered hours during the COVID lockdown period saw lower than budgeted expenditure for the year, further contributing to the surplus.

GCS is carrying a large net equity position comprised of \$820k of retained earnings from previous years' operations plus the current year surplus of \$381k.

This is reflected in the large cash at bank balance of \$1,254k which includes \$85k of unspent Federal Grant funds.

Outlook for FY23

With the continued easing of Covid restrictions, GCS's operations continue to stabilise. A conservative budget has been set for the FY23 reflecting the increased cost of wages under revised award conditions and the social support packages which have been locked in.

With a positive reserve position, GCS is well prepared for the removal of grant agreements in aged care and expected future wage increases in the sector.

Carrying a strong surplus position and bank balance and supported by committed clients, staff and management, GCS is looking forward to a more stable and program intensive FY23.

Prepared by:

Martin Gill, Treasurer and Board Member Gateway Community Services Dated: 8 November 2022



HM ACCOUNTING AND TAX SERVICES

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ABN: 78 040 067 511

Audit 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 which comprises of the balance sheet as at 30 June 2022, 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 2022 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.

Halid Munir B.Bus (Acctg.), CPA HM Accounting & Tax Services

Unit D5, 1-13 The Gateway, Broadmeadows

12 September 2022



Gateway Community Services

Income Statement for the year ended 30 June 2022

	Note	2022	2021
		\$	\$
Income			
Grants/Donations & Social Activity Income			
& Covid Funds	7	1,378,213	1,306,164
_			
Expenses			
Advertising and Promotional Expenses		1,042	231
Employee benefit Expenses		-	-
Payroll Expenses		659,882	777,450
Depreciation and Amortisation Expenses		20,043	25,969
Audit & Quality Fees		900	900
Motor Vehicle Expenses		70,401	24,426
Administrative Expenses		244,923	159,356
Total Expenditure		997,191	988,332
Surplus(deficit) for the Year		381,022	317,832



Gateway Community Services

Statement of cash flows for the year ended 30 June 2022

		2022	2021
	Note		
Cash From Operating Activities			
Receipts from Customers		1,370,816	1,510,288
Payments to Suppliers and Employees		1,097,253	947,380
Interest paid			
Net Cash Provided by/(used in) Operating Activities	8(b)	273,563	562,908
		-	,
Cash flow from Investing activities			
Net Purchases in Plant and Equipment		- 24,113	
Net Cash Provided by/(used in) investing activities		- 24,113	
Cash Flows from Financing activities			
Proceeds from borrowings			-
Repayments of Borrowings			
Net cash provided by/(used in) financing activities			
Net Increase(decrease) in cash held		249,450	562,908
Cash at the beginning of Financial year 1 July		1,014,651	451,743
cash at the end of financial year	8(a)	1,264,101	1,014,651
			•



Gateway Community Services

Statement of Changes in Equity for the year ended 30 June 2022

	Retained Surplus	Total	
	\$	\$	
Balance at 1 July 2020	502,109	502,109	
Surplus(deficit) for the year	317,832_	317,832	
Balance at 30 June 2021	819,941	819,941	
Balance at 1 July 2021	819,941	819,941	
Surplus(deficit) for the year	381,022_	381,022	
Balance at 30 June 2022	1,200,963	1,200,963	



Gateway Community Services

Balance Sheet for the year ended 30 June 2022

	Note	2022 \$	2021 \$
Asset			
Current Assets			
Cash and Cash Equivalent	3	1,264,101	1,014,651
Accounts Receivable and Other Debtors	4	53,918	46,521
Total Current Assets		1,318,019	1,061,172
Non-Current Assets			
Property, Plant & equipment	5	81,050	101,093
Total Non-Current Assets		81,050	101,093
Total Assets		1,399,069	1,162,265
Liabilities			
Current Liabilities			
Trade Creditors and Other payables	6	198,106	342,324
Total Current liabilities		198,106	342,324
Total Liabilities		198,106	342,324
Net Assets		<u>1,200,963</u>	819,941
Equity			
Retained Surplus		1,200,963	819,941
Net Worth		1,200,963	819,941



Gateway Community Services

Notes to the financial statements for the year ended 30 June 2022

1 Statement of Significant Accounting Policies

a) Statement of Compliance

The committee has determined that the incorporated association is not a reporting entity, because there are no users dependent on general purpose financial statements. The financial report is a special purpose financial report which has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012

These financial statements have been prepared in accordance with the following Australian Accounting Standards:

AASB 101	Presentation of financial Statements
AASB 107	Statement of cash Flows
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1031	Materiality
AASB 1048	Interpretation of Standards
AASB 1054	Australian Additional Disclosures

b) Basis of measurement

The financial statements have been prepared on an accrual basis and are based on historical costs and do not take into account changing money values except where specifically stated.

2 Statement of significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented ir these financial statements.

c) Property, Plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable any accumulated depreciation and impairment losses.

Property

Freehold land and buildings are shown at their fair value, being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount are restated to the revalued amount of the asset.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses. The carrying amount of plant and equipment is reviewed annually by the committee members to ensure that it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Gateway Community Services

Notes to the financial statements for the year ended 30 June 2022

Depreciation

The depreciable amount of all fixed assets excluding freehold land is depreciated on a straight-line basis over the assets useful life to the association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

Buildings 2.50%
Plant and equipment 20%
Motor Vehicles 22.5% and 25%

The assets' residual values and useful lives are reviewed and adjusted if appropriate at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposal are determined by comparing proceeds with the carrying amount. These gains are recognised immediately in profit and loss.

When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

d) Income tax

The association is a non for profit organisation and is exempt from income tax under section 50-45 of the Income Tax Assessment Act 1997.

e) Cash And Cash Equivalents

Cash and cash equivalents include cash on hand, deposits, held at call with banks, other short term highly liquid investments with original maturities cash within three months.

f) Revenue

Revenue is measured at the fair value of the consideration received or receivable. Donation's income is recognised when the entity obtains control over the funds which is generally at the time of receipt.

g) Inventory

Inventory held for sale are measured at the lower of cost and net realisable value.

h) Goods and Services Tax (GST)

Revenues, expenses, and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of an asset or as part of an item of expense. Receivables and payables are stated inclusive of GST.

i) Borrowings

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or for sale are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale.

All other borrowings costs are recognised in income in the period in which they are incurred

j) Trade creditors and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days on recognition of the liability.

k) Loans and receivables

Loans and receivables are non- derivative financial assets with fixed or determinable payments that are not quoted in active market and are stated at amortised costs using the effective interest rate method.

Gateway Community Services

Notes to the financial statements for the year ended 30 June 2022

	•	2022	2021
3 Cash and Cash Equivalents		\$	\$
Cash on hand		9,939	769
Cash at bank		1,254,162	1,013,882
		1,264,101	1,014,651
4 Account receivables and other debtors		AF C10	20.047
Trade receivables Other receivables		45,618	29,047 17,474
Other receivables		8,300 53,918	46,521
		33,310	40,321
5 Property, Plant, Equipment			
Motor Vehicle at cost		329,158	329,158
less Accumulated depreciation		(251,551)	(232,152)
Total motor vehicles		77,607	97,006
Office equipment at cost		24,448	30,446
less Accumulated depreciation		(21,005)	(26,359)
Total Office equipment		3,443 81,050	4,087
Total plant and equipment		81,050	101,093
6 Trade Creditors and other			
Trade Creditors		5,535	10,520
Income received in advance		85,465	222,324
Employee entitlements		107,106	109,479
		198,106	342,323
7 Revenue			
Operational Income		757,393	674,859
Grants received		181,109	13,888
Donations/Gifts Income		41,362	16,650
Program Income Other Revenue		357,094 41,255	86,289 169,104
Covid Funding		41,233	345,374
Total income		1,378,213	1,306,164
8 Cash Flow Information			
Reconciliation of Cash			
Cash at the end of financial year as shown in cash flow			
statement is reconciled to items in the statement of			
financial position:		4 264 404	4 044 654
Cash and cash equivalent	9/2)	1,264,101	1,014,651
	8(a)	1,264,101	1,014,651
Reconciliation of net cash provided by operating activities to surplus			
Surplus from ordinary activities		381,022	317,832
,		,	,,
Non-Cash Flows in Profit			
Depreciation		20,043	42,232
Change in any hand link liking			
Changes in assets and liabilities		7 207	16 260
(Increase)/Decrease in receivables Increase/(decrease) in payables		- 7,397 - 144,218	16,360
Net Cash provided by operating activities	8(b)	- 144,218 249,450	186,484 562,908
rect cash provided by operating activities	3(5)		302,308



Get in Touch with Gateway Community Services

Phone: 9399 3511

Address: Head Office located inside South Kingsville Community Centre, 43 Paxton Street, South Kingsville VIC 3015

Email: info@gatewaycommunityservices.org.au

Website: www.gatewaycommunityservices.org.au

Join Us: www.gatewaycommunityservices.org.au/join-us

Volunteer at GCS: volunteer@gatewaycommunityservices.org.au

Follow GCS on Facebook: www.facebook.com/gatewaysupport

Donate to GCS: www.givenow.com.au/organisation/public/2479

