





Contents



Our History 1953 – 2015	3
About Windgap Foundation.....	4
Chairman’s Report	5
Chief Executive Officer’s Report.....	6
Treasurer’s Report	8
Windgap’s Directors	9
Day Programs	11
Residential Services	13
Windgap Enterprises (Outstanding Achievements)	15
Windgap Enterprises (ADE)	16
Windgap Enterprises (Growability)	17
Transition To Work	18
Life After Work	19
Windgap Warriors Soccer Team.....	21
Making Airwaves Program	22
Fundraising and Events	23
Our Supporters	25
How You Can Help	27
Windgap’s Volunteer Program.....	28
Windgap Story	30

History

1953 A group of parents banded together to provide education for their children who had been denied access to the standard education system. The group purchased Windgap, an old house at 90 Mount Street, Coogee.

1955 Windgap Special School opened. Families became members of the Eastern Suburbs/South Sydney branch of the Sub-Normal Children's Welfare Association (SCWA). The branch became known locally as Windgap.

1962 Windgap Activity Therapy Centre opened as an annex to the Windgap Special School, providing day programs for school leavers and adults.

1972 Windgap Enterprises opened as a sheltered workshop, employing people with intellectual disabilities.

1979 Gumnut Play Therapy Group opened for children with special needs aged 0–5 years.

1983 Windgap Cottages opened at Little Bay, providing accommodation for 21 residents.

Warrina Cottage opened at Daceyville for four people with severe and profound intellectual and physical disabilities.

1987 McCullagh Cottage, made possible by a generous donation from the McCullagh family, opened at Mascot.

1988 Winpex Printing Services established in partnership with Apex Clubs of Australia.

1989 Connare Special School transferred to Wairoa Special School at Bondi.

Windgap Foundation Limited incorporated. It then acquired assets of the Eastern Suburbs/South Sydney branch of Challenge Foundation and commenced operations.

1990 Windgap Workcrews (Wincrew) Service established.

1992 Windgap Community Access and Support Service (CASS) opened at Mount Street.

1993 The late Hon. Jim Kaldis MLC and Mrs Heather Kaldis provided a property at 18 King Street, Eastlakes, for Windgap to use as a supported accommodation service for six years.

1994 Garden Street CASS commenced operations at Maroubra Junction.

The original site for Windgap services at 90 Mount Street, Coogee, was sold.

1995 Coward Street Community Access Service opened at Mascot.

1996 The first Post School Options (PSO) user joined Windgap. This program enabled school leavers with high support needs to participate in community activities.

1997 Gale Road Cottage opened as the first move from Windgap Cottages to community housing.

1998 Tweedmouth Cottage at Rosebery opened.

1999 The Adult Training Learning and Support (ATLAS) program for school leavers started, operating in conjunction with the PSO program.

2001 Draper Centre at Botany opened.

2004 Windgap achieved Quality Assurance certification under the Commonwealth Disability Services Standards.

2005 Transition to Work and Community Participation programs commenced for school leavers, supporting them to transfer from school to work.

2008 Windgap won a National Business Services Excellence Award.

2009 Windgap expanded Day Programs services to East Sydney Day Programs site at Botany.

2010 Carlton Street property was purchased, with financial support from Ageing, Disability and Home Care (ADHC).

2011 Growability started in garden maintenance and lawn mowing services.

2012 Transition to Retirement (TTR) programs started and the TTR Art Café was established.

2013 Hospitality and Learning Centre established.

2014 McCullagh Cottage reopened after renovations were completed.

Anglesea Street at Bondi is opened.

2015 Bega Street residential property opened its doors.

Mr Espresso by Windgap established.

Transition to Retirement Program (TTR) renamed as Life After Work (L.A.W.)

About Windgap Foundation

Windgap improves the quality of life of people with intellectual disabilities by supporting them in reaching their full potential and raising community awareness as to their needs and aspirations.

Windgap is one of the oldest, most recognised and strategically focused support service providers in NSW.

Who We Are

Windgap Foundation supports people with intellectual disabilities to live their lives with independence and integrity. Windgap provides ongoing training and support that empowers people to strive for success and to excel in their skills.

Windgap is one of the oldest, most recognised and strategically focused support service providers in NSW. The organisation was founded in 1953 by a group of parents who had been denied schooling for their children. They purchased a residence in Coogee named 'Windgap'. Since then, Windgap has become well recognised within the community, not only for its outstanding track record, but also because of the variety and quality of services it provides.

These services include:

- Residential Services
- Day Programs
- Transition to Work
- Windgap Enterprises (Australian Disability Enterprise & Growability)
- Life After Work (L.A.W.) (formerly known as Transition to Retirement (TTR))

Mission Statement

Windgap continues to strive for excellence in service delivery through recognising the need for continuous employee learning, development and growth, along with prudent financial stewardship to carry out Windgap's mission.

'Windgap improves the quality of life of people with intellectual disabilities by supporting them in reaching their full potential and raising community awareness as to their needs and aspirations.'

Windgap's Values

- Caring
- Empowering
- Integrity
- Independence
- Innovation

Chairman's Report



The Windgap Board embraces the opportunity for change, and is striving to remove obstacles to success under NDIS.

The Windgap mission and purpose is to improve the quality of life of people with intellectual disabilities by supporting them in their efforts to reach their full potential and raise community awareness as to their needs and aspirations.

Preparations for the implementation of the National Disability Insurance Scheme (NDIS) have continued throughout the year. To survive and thrive in the new NDIS environment, Windgap must change. Past success can lead to complacency and make critical changes harder. The needs of the client have always been the central focus of Windgap. That purpose has not changed. New arrangements for funding of clients under NDIS fundamentally change the context in which Windgap will deliver services, and compete with other service providers. In the NDIS brave new world, safety is an illusion and danger is a reality.

The Windgap Board recognises the critical importance of the human dimension in our service delivery and engagement with our community generally. New information technology and social media, although important tools for management and staff, do not alone innovate, collaborate or engage with our community. Our Board, management, staff, volunteers and clients innovate, collaborate and

engage with the community, every day, in our services. The Windgap Board embraces the opportunity for change, and is striving to remove obstacles to success under NDIS. Under NDIS, we have an opportunity to make a better Windgap, and in many respects, a new Windgap. The Windgap Board is motivated, excited and determined to change things for the better, by empowering management, staff, volunteers and clients to make the necessary NDIS changes happen.

The Windgap volunteer programme continues to expand, across all services.

The Windgap Grand Ole' Opry Gala Ball, again convened by Mrs Maggi Brown, leading a small group of dedicated volunteers including Mr Max Hitchins, Mr Jesse Perez, Mrs Jenniffer Santifort, and Ms Heather Brown attracted over 400 guests, and raised a substantial sum of money. Increasingly, our corporate supporters see the opportunity to create shared value for Windgap and themselves, by supporting Windgap initiatives.

Our Windgap ambassadors and volunteers not only assist in service delivery by supporting clients in their efforts to reach their full potential, but also raise community awareness of their needs and aspirations. Windgap

is truly indebted to our ambassadors and volunteers, management and staff.

Windgap acknowledges funding contributions made by the NSW Government, Department of Family and Community Services, Ageing, Disability and Home Care and the Australian Government Department of Social Services, as well as contributions made by other government departments and agencies, including local government.

Each director of Windgap is a volunteer, and all directors continue to work tirelessly and unselfishly for Windgap and its clients. Windgap corporate governance has been highly commended by independent audit.

Every day the Windgap Board, volunteers, clients, management and staff display optimism, initiative, courage, resilience and good humour – the fundamental attributes of the members of the Windgap family.

I commend the annual report to members of Windgap.

A handwritten signature in black ink, appearing to read 'Chris Brown'.

Chris Brown OAM
Chairman

CEO's Report



Our preparatory steps for the NDIS over the last couple of years have put us in good stead for the next phase of readiness before going live in the Eastern Suburbs region on 1 July 2017.

It is with great pleasure that I deliver the Chief Executive Officer Report for the year ended 30 June 2015.

The 2014/2015 year saw many fine achievements as we remained very focused on the Windgap mission. With the unprecedented generational change of the NDIS just around the corner, the continuous focus for Windgap has been the adoption of an ambidextrous approach; on one hand making significant strides in NDIS readiness, as well as continuously improving our client satisfaction level in the present.

The Windgap strategic planning process was undertaken over a number of months with wide involvement over many layers across the business, culminating in the completion of a three-year strategic plan that will drive us forward as we embrace the NDIS.

The NDIS will see unprecedented change and we are not underestimating the focus we must give to this. This is why the focus, over the first eighteen months of our strategy will be around embedding the change, through areas such as IT, marketing and personnel. Our focus will then be on growth initiatives. Our mandate is to grow as a service, whilst ensuring we retain all our existing clients by providing high quality service delivery based on client needs.

Our preparatory steps for the NDIS over the last couple of years have put us in good stead for the next phase of readiness before going live in the Eastern Suburbs region on 1 July 2017.

Our mission based focus, with the ongoing use of our balanced scorecard, has ensured our client service delivery is at the forefront of everything we do. This is evidenced through the very good results we achieved through the annual client and family satisfaction surveys through the entire service.

Windgap successfully attained third party verification in November 2014 which ensured that Windgap's practices in Day Programs and Residential Services complied with the NSW Disability Service Standards.

Windgap Enterprises, currently funded by the Australian Government Department of Social Services, holds certification of compliance against the National Standards for Disability Services and is proud to have held accreditation over the past seven years, to deliver its services in accordance with ISO 9001: 2008, Quality Management Systems and AS/NZS 4801:2001 Safety Management Systems.

Many best practices were identified during monitoring processes, including

corporate governance and strategic planning systems, commitment to continuous improvement and implementation and maintenance of person-centred practices.

Windgap continued to invest in staff training and development across all levels of the organisation to ensure staff are well qualified to provide the best services possible to our clients. Some online training options have been implemented and others are being explored including areas of Work Health and Safety, induction, human rights and the implementation of automated systems to ensure increased efficiency.

Windgap's financial position continued to improve from last year's result as we position ourselves to withstand the expected financial challenges in cashflow as a result of the changing funding model under NDIS.

For the 2014/2015 financial year we made a profit of \$1,746,573. However, this included the recognition of a capital grant to the value of \$1,744,533. After adjusting for this our trading result was a profit of \$2,040. This result compares favourably with last year's loss of \$321,902.

There were a number of noteworthy achievements throughout the year.

CEO's Report cont.

Windgap teamed up with local coffee chain, Mr. Espresso, to launch an exciting social enterprise, Mr Espresso by Windgap that provides employment opportunities for our young service participants in the Youth Employment Program.

Windgap commenced construction of two new group homes, one at Little Bay, the other at Pagewood. The Minister for Disability Services, the Hon. John Ajaka officially opened our new home at Bega Avenue, Little Bay in June 2015.

Windgap teamed up with local coffee chain, Mr. Espresso, to launch an exciting social enterprise, Mr Espresso by Windgap that provides employment opportunities for our young service participants in the Youth Employment Program. The café provides an exciting and innovative way for the local community to connect with Windgap, in as simple and unintentional a means as enjoying a coffee. We officially launched the café on 3 December 2014, to celebrate International Day of People with Disability, with the attendance of the Minister for Disability Services, the Hon. John Ajaka, Ron Hoenig MP, and Michael Daley MP.

Windgap's Gala Ball was again a sterling success, and no doubt solidifies itself as a "must attend" event in the Eastern Suburbs community calendar. In 2015 the Gala Ball visited the unique and frontier-like landscape of Nashville, with its "Grand Ole Opry Ball" welcoming four hundred members of the community in an evening of square dancing and root'n toot'n fun. The Gala Ball

continues to be a great source of community support, both symbolically and financially, to the benefit of our programs.

Windgap's Volunteer Program continues to grow, attracting approximately seventy-five volunteers and community groups over the course of the year. This tremendous result that has allowed us to tap into different skill sets and expand the experiences and growth of our clients.

Windgap's Life after Work (L.A.W.) program, formerly known as Transition to Retirement has increased its capacity over the last year and draws warm smiles and stories from all who attend. The group, including volunteers and friendly staff, has been involved in a myriad of activities, including mosaic works, installing and maintaining with pride, new garden beds, art programs (our talented artists were able to sell their works), knitting programs, community outings and of course, the ever-popular Diamonds Choir which is always in demand, performing at community events for the past few years.

Windgap has begun the process of building a much anticipated Community Shed at the L.A.W. site, which will provide further options for our clients and also, over time, the broader community.

Paul Graham was awarded an ambassadorship of Windgap and joins our existing ambassadors, Sue Wright of Boland Funerals, Jim Krallidis of DSK Kitchens and Matt King of Rabbitoh's fame. All four provide invaluable support to Windgap, donating much needed equipment, organising sporting events, introducing footie team members to Windgap, supporting Windgap events, liaising with politicians, engaging the Diamonds Choir in local events, and all the while, spreading the word of Windgap and its people amongst their colleagues and friends.

I would like to take this opportunity to thank all Windgap clients, supported employees, families, volunteers, ambassadors, directors and staff, for their support over the past year.

As CEO, I never cease to marvel at the strength, warmth and enthusiasm shown by our Windgap family. All these attributes have ensured the successes of the past year, and, as we continue to grow, I am confident that we can achieve even more in the coming year.

Serhat Oguz
Chief Executive Officer

Treasurer's Report



Following my appointment as a Director at the Annual General Meeting on 26 November 2013, I was appointed to the role of Treasurer for Windgap Foundation Limited.

The members of the Audit Committee for the year were Andrew Simpson, Chris Brown, Anthony Zalakos and Pedro Inguanzo.

The net operating result for 2014 was a profit of \$491,026 (2013 - loss of \$441,292), an improvement of \$932,318. The profit position in 2014 was positively impacted by a profit on the sale of property and motor vehicles of \$812,928, which represents gains outside the ordinary course of the underlying operating activities of Windgap.

Revenues of \$8.06 million (2013 - \$7.52 million) increased by around 7%, with total expenses of \$9.83 million (2013 - \$9.36 million) representing an increase of around 5% on the prior year. Initiatives to further reduce costs and identify efficiencies continue to be undertaken. A positive for the year was an increase in revenues generated from fund raising and donations to \$387,012 (2013 - \$352,504), an improvement of \$34,508. This increase was mainly due to the continuing success of the Windgap Gala Ball. Windgap continues to identify opportunities

to increase revenue from fundraising activities.

As at 30 June 2014, Windgap has maintained a solid balance sheet, with net assets of around \$2.87 million. This strong position is underlined by a cash balance of around \$2.81 million, property holdings and equipment at cost of around \$3.27 million and no external bank debt.

Under the leadership of CEO, Serhat Oguz, and COO, Hercules Kotsornithis a robust budgeting process continues to be undertaken. This budgeting process involves the input of departmental managers with a focus on identifying cost savings that can be achieved.

After undertaking a tender process, Windgap appointed a new external audit firm Accru Felsers for the 2014 year, led by Audit Partner Steven Zabetti.

I wish to thank the various members of the Finance team for their contributions during the year, including Soon Huat Chua, Lilly Ye, Riana Kristianti and Jasminka Tosevski.

A handwritten signature in dark ink that reads "Andrew Simpson".

Andrew Simpson
Treasurer
Windgap Foundation Limited

Windgap's Directors

Christopher Brown OAM



Christopher became a director of the board in 1987, commencing as Chairman in 1990. In addition to

his role of Chairman, he participates in all sub-committees of the board. Christopher is a commercial lawyer and senior partner in the Sydney law firm Brown Wright Stein which has provided pro bono legal assistance to Windgap for over 30 years. He holds a University of Sydney Master of Laws degree. Christopher and his family have been involved with Windgap for almost 50 years, with his brother Neil a recipient of Windgap's services. Christopher holds the Medal of the Order of Australia in the General Division for his work with people with disabilities.

Heather Brown OAM

Heather is the sister and legal



guardian of Neil Brown, a supported employee in the Growability team and also in Windgap's Life after Work program.

She is a founding board member of Windgap Foundation Limited (since 15 September 1990) and previously served on the board of the now defunct Eastern Suburbs/South Sydney Branch of Challenge Foundation. Heather holds the office of Secretary to the Board and is a member of the Remuneration and Nomination Committees. Her professional background is one of personal/executive assistant. She is a Justice of the Peace and received the Rotary International Community Service Award in 1999. She holds the Medal of the Order of Australia in the General Division for her work with people with disabilities.



Catherine Jensen-Lee

Cathie is the daughter of the late Harry Jensen, one

of the founders of Windgap. She has a PhD in Sociology and was a lecturer in Social Science and Policy at UNSW. She now holds the office of Major Initiatives Principal Policy Manager for the NSW Department of Education. Cathie has been a member of the Windgap Board since 2004 and is a member of the Remuneration and Nomination Committees.

Warwick Wheeler



Warwick was appointed as a director in December 2008, having previously served as a director

from 2003 to 2006. Warwick is a member of Windgap's Remuneration, Nomination and Investment Committees. His background is in Australian manufacturing and retail industries with a sales, marketing and general management focus. Warwick is a life member of Randwick Rugby Club. He was a foundation committee member of Special Olympics Sydney East, where he is still involved in sport coaching programs. Warwick's son Matthew is a supported employee at Windgap.

Anthony Zalakos



Anthony Zalakos served as a director from March 2014 until his resignation on 22 May 2015.

Craig Wallace



Craig Wallace was appointed as a director in November 2013 and is a member of the Nomination Committee.

Craig also provides advice on Windgap's properties. Craig is the father of Sean Wallace, who is a supported employee and a client of Day Programs at Windgap. Craig's background is as a NSW professional fire fighter for over 25 years and includes experience as a carpenter/builder. Craig is currently working as a safety officer, providing fire and safety training as well as maintenance services, to a petrochemical plant. Craig was involved in Giant Steps Sydney from its foundation and also worked on their annual fundraising events. Craig was an active participant in lifesaving and scouting for over 15 years.



Peter Inguanzo

Pedro (Peter) Inguanzo has been a director of Windgap since

November 2012 and is a member of the Audit and Risk, Nomination and Investment Committees. Peter also provides advice on Windgap's properties. His professional experience is in international trade, import/export, marketing and distribution and has served as a company director. Peter holds accreditations in business administration, accounting and commercial law in Spain. He is certified as an interpreter-translator (Spanish-English-Spanish) by Macquarie University Sydney and is involved in voluntary work with several non-profit organisations promoting institutions and sports for people with disabilities. His son William is a supported employee, and is very happy to be at Windgap.

Andrew Simpson



Andrew Simpson was appointed to the Board in November 2013. He holds the office of Treasurer, is a member

of the Nomination Committee, and is Chair of the Audit & Risk and Investment Committees. Andrew is a Chartered Accountant and Partner in the accounting firm Gunderson Briggs Chartered Accountants and was involved with Windgap prior to being appointed as a director, providing assistance in relation to various financial matters.

(UTS), Member of the Institute of Analytics Professionals Australia (IAPA) and Member of the Data Warehousing Institute (TDWI).

Peter's professional background has equipped him to bring a range of capabilities to Windgap's Board: as a forensic analytics Partner at Deloitte – skills in financial crime prevention, commercial quantification and risk evaluation; as a management consultant – skills in problem definition, software development and project governance; and as an IT professional, marketing graduate and Fellow of CPA Australia – the ability to balance the demands of technology, sales and finance.



Catherine Wallace

Catherine Wallace was appointed to the Board in November

2013 and is a member of the Nomination Committee. Catherine's professional background is in the financial sector as a secretary/personal assistant and more recently in administration and events management with the Aboriginal Catholic Ministry. She is currently Secretary of the ex-students' association of Our Lady of the Sacred Heart College, Kensington. Catherine was involved in the foundation of Giant Steps, Sydney – a school for children with autism. Catherine is the mother of Sean Wallace, a supported employee and a client of Day Programs at Windgap.

Peter Grainger



Peter Grainger was appointed as a director on 23 June 2015. His qualifications and professional qualifications and affiliations

include BBus, MAICD, FCPA, Graduate Conversion Course in Accounting

Day Programs

It has been an exciting and productive year in Day Programs, with some great achievements being made.



One of the primary principles of Day Programs is to ensure people have the opportunity to contribute and participate in their local community. Day Programs has made significant strides to build community partnerships and ensure that the community is aware of and understand the way in which it can contribute. A community mapping exercise is being undertaken whereby information relating to local community groups, assets and facilities in the local area will be published and made available for people and families across Windgap. Several Windgap staff have presented at expos and information days to ensure the mission of the organisation is promoted.

Day Programs began the year developing our strategic plan and ensuring we are well prepared for the NDIS and the changes on the horizon.

A property strategy was developed to update our Day Programs venues. We have successfully 'rehomed' the group that was originally at Daniel Street. After much searching, we decided that the cosy, quaint house in Sutherland Street is perfect for this group. Windgap's community shed is just about to commence construction after toing and froing between council and builders. The Shed will provide people with an opportunity to engage with members of the community from the Botany area and work alongside each other on meaningful projects which may range from furniture restoration

to light assembly. The Shed is due for completion in March 2016.

Day Programs has developed an assortment of new program options this year. A favourite is Drumming and Making Music at Circle Music. These classes encourage clients to utilise their interest in musical pieces and rhythmic sounds to produce music under the instruction of the world renowned drumming instructor Matthew and the NIDA graduate and owner, Lindy. Clients have learned numerous rhythm patterns and chords, as well as how to confidently improvise along with musical pieces played. Other additional programs include trampolining, Glee Club, drama groups, fishing, SailABILITY and 'What's Happening In Sydney;' where clients attend various interactive venues throughout Sydney such as Luna Park, Sydney Observatory, Putt Putt golf and many more.

One of our major achievements this year has been the introduction of our Margate Street Sensory Room. Clients have enjoyed exploring and admiring the various items and activities available at their fingertips on site. The sensory room was made possible with funding from one of our local MPs, Michael Daley, through the Community Building Partnerships initiative.

We have also made considerable progress to strengthen relationships with families through collaboration and regular feedback opportunities. Our annual family feedback survey

provided positive results as well as opportunities for improvement relating to all aspects of the business. During the latter half of the year, we conducted NDIS information sessions for all families across Windgap. We intend to keep Windgap stakeholders updated over the coming eighteen months, so that you are all informed, educated and ready for action for July 2017. We also held regular informal meetings at a site level so that families could come together and share stories and meet each other in a familiar environment. Feedback from these was positive and we will continue to hold these again in 2016.

To further develop opportunities to increase presence, choice and ownership by Windgap's people, we have reviewed and redeveloped a planning and assessment process which better reflects that which is used in the NDIS trial sites. A partnership was formed with Sydney University to use a tool, developed by the University, that will enable Windgap to design programs and services which are better matched to the skills, interests and aspirations of the people we support. These processes are currently being trialled with 25 people across the organisation and we hope to fully launch it in early 2016. The assessment tool will allow people to have reliable data in time for their planning meeting with the NDIA and will help to ensure they are provided with the necessary means to live a good life.



All this amazing work wouldn't be possible if it weren't for Windgap's people. 2015 saw many learning and development opportunities and several people completed nationally recognised qualifications. We have a draft employee skills and interests database, which we hope to use as a tool to better match against the unique skills and interests of the people Windgap supports.

While we reflect on a fantastic 2015, we acknowledge the major changes that are on the horizon knowing that we are well prepared to provide an industry standard service.



Residential Services

Minister for Disability Services wanted to come back to Windgap in order to make a budget announcement and bought an ABC news crew with him – some of the television stars still talk about the day.

Rebuilding

Residential Services was very proud to show off their new purpose built facility - **Bega Ave**. The site at Little Bay (a short drive from where the *Windgap Cottages* were built back in 1983) quickly became home to five people with high support needs and ageing issues in April, however was officially opened in June. Moving day coincided with the worst storms Sydney had seen in over 10 years - but nothing could dampen the spirits of the new residents and staff.

The official opening in June allowed Windgap to showcase the best of the best to the politicians, families and friends who attended this very special day.

We were all excited to hear that The Hon. John Ajaka MLC, Minister for Disability Services, wanted to come back to Windgap in order to make a budget announcement and bought an ABC news crew with him – some of the television stars still talk about the day.

Significant repairs and maintenance work took place at a number of other locations over the last year. Building works are almost complete for another new purpose built facility at Pagewood.

In the last year 13 residents have moved house – three new clients moved into houses operated by Windgap and 10 residents moved to an alternative house as we completed renovations and finished the build of new sites. All in all, it was a very busy

year - which is set to continue into next year.

Accreditation

November 2014 saw the successful completion of the new Disability Services Standards Third Party Verification Audit process. With a very favourable report, Residential and Day Programs Services met and exceeded audit requirements as established by the State Government.

Site In Focus

The focus of staff at Tweedmouth Avenue over the last year has been building stronger relationships with clients' families. This has been achieved through regular telephone contact, emails and invitations to events in the house. Celebrating birthdays and other significant events in the lives of the clients has been enjoyable and provided opportunities to meet with family members in a social setting. Staff members have also tried to make the house a home and a welcoming environment for the clients, their families, friends and other visitors. Paintings created by the clients have added colour to the walls. Feature walls have also been painted with plans for the clients to create a mural in the large living and dining area.

The team at Tweedmouth have also had the opportunity to work with two volunteers. This has added a new dynamic approach not only to the day to day tasks but also by providing a stronger focus on the clients' goals for the future. The value added by

the volunteers has been enormous with staff and clients all enjoying their contributions.

Client Wishes In Action

Over the year the residents have taken part in the following activities:

- Trips to Fiji
- Family trip to Perth
- Family trip to Queensland
- Weekend trips just out of Sydney supported by Windgap staff
- Attendance at the Windgap Gala Ball
- Volunteer work – Royal Easter Show, Sydney Cats and Dogs Home
- Fundraising events like a cupcake stall for the RSPCA, The Great Shave
- Many trips to the NRL Games to watch the Roosters, Bulldogs or Souths
- Some residents were assisted to move into Retirement Programs
- Three night Sparks Music and Art Festival at Stanwell Tops

Our Future

With the introduction of the National Disability Insurance Scheme coming in July 2017, Windgap is preparing now for this large shift in service delivery. Networking with agencies involved in the trial, reviewing existing processes, IT redesign, and family information sessions are just a few of the steps we're currently taking as part of our preparation.



Residential House Birthday Party Celebration

Graeme's Story

Mr Graeme Golding joined Windgap as a teenager and a student who was attending Windgap's Special School. Since those very early years, Graeme has been a part of Windgap and witnessed the growth and development of the Windgap Community. Graeme turns 79 at the end of 2015.

In 1973, Graeme was one of the first employees to commence work in Windgap Enterprises, which continues to provide employment to over 60 supported employees. Graeme moved into Windgap Residential Services in 1983 and lived at the Windgap Cottages in Little Bay, and continues to be a very much loved resident at Bega Avenue.

Graeme was part of the official opening of this brand new purpose built residence in June 2015 –

returning to the Little Bay area. Over the past 33 years of Graeme's residency, he has been involved in many other aspects of Windgap's services. Graeme took an active role as a member of the Individual Planning Program committee whose function was to develop the (IPP) personal planning tool and provide ongoing input into its development - a pre cursor to today's person-centred and holistic support planning (HSP) processes.

More recently, he acted as the Client Representative for Residential Services to the Board of Directors. A role he held in high regard – following his father's footsteps who for a period of time was a Board Member.

Graeme is known as Windgap's greatest Bulldogs fan and he is loved for his sportsmanship and his great sense of humor.



Bega Avenue Opening

Windgap Enterprises

Building on the foundations set in 2014, overall service standards have improved in all areas. In our annual audit, Windgap Enterprises has been noted as having market-leading practices in individual outcomes, participation and inclusion.

Outstanding Achievements

Windgap Enterprises has had a very busy and fruitful year. As we reflect on the year, one thing is certain, that our supported employees have all grown in confidence, be it confidence in speaking up, confidence in performing their roles or confidence in communicating.

Throughout the year we focused on:

- Providing interesting work that will challenge and offered learning opportunities to develop abilities and build confidence.
- Marketing the business in such a way as to involve supported employees as well as the broader community,
- Listening to, understanding and assisting supported employees to plan their life through a person centred approach and holistic support planning.
- Ongoing consultation and implementing the resulting continuous improvement initiatives.

A dedicated business development position was created which has assisted in attracting new business opportunities, providing new work, including packing Christmas puddings, complex diabetic patient packs, corporate stationery gift sets and gourmet food hampers. Alongside a busy production line, new initiatives were implemented to ensure high quality production and guarantee customer satisfaction.

Efficiencies and safety in the workplace are at the forefront of how

we work. The addition of a new pallet wrapping machine and the installation of pallet racking has improved both safety and efficiencies.

Windgap introduced a new unit to its operations, with the addition of Light Industries. Light Industries is designed for those supported employees, entering or transitioning from the service, or finding the production side of the business challenging. Focus is placed on advancing participants' strengths and goals and arranging programs to complement these. The success of Light Industries can be evidenced by the growing enthusiasm of participants to embark on jobs requiring a higher skill level. Current programs in action include a gardening program, covering basic horticultural skills, identification of plants and weeds, light pruning skills and safe work practices. Further programs are in their infancy and will help attract future business and identify educational opportunities for participants.

During the reorganisation of Windgap Enterprises the knowledge, abilities and strengths of staff were coupled to the requirements of supported employees. The effectiveness of the reorganisation can be seen in the enthusiasm and increased engagement of both staff and supported employees.

Windgap adopted the CIMSability wage assessment tool, assessments were conducted and new hourly wage rates were implemented accordingly. The assessment tool will further assist in identifying training opportunities and the future development of HSP goals.

The development of new tools to enhance supported employees' learning included the production of high quality training videos, the first of which was related to safe work practices in the operation of equipment and starred Windgap supported employees.

Our ongoing focus of consultation with Windgap stakeholders reaped many benefits:

- Supported employees, coupled with their increased independence and growing confidence, came the ability to consult with their peers, convey their points of view in internal and external meetings, exercise their decision making abilities by participating in staff recruitment processes, participate in educational opportunities and assist in presentations to potential customers.
- Regular family/carer meetings were held, discussing industry key topics and current affairs, including preparation for the NDIS environment, the adoption of a new wage assessment tool, achievements of supported employees and the reorganisation of Windgap Enterprises to include a Light Enterprise unit.
- The promotion of community awareness was high on the agenda with an open day being held and marketing collateral developed, including promotional brochures and Growability's own promotional video. An improved professional look has assisted in attracting new business to Growability and Windgap Enterprises.

Australian Disability Enterprise

- New customers have brought much desired variety in work. Jobs comprised packing Christmas Puddings, complex diabetic patient packs and corporate stationery gift sets, as well as laser engraving and a large volume of mail outs. Packaging for a new customer, has demanded an increased focus for employees on ensuring quality processes. We commenced by tracking our non-conformances with everyone making an effort to get it right the first time. In January the ADE commenced work for a very exciting new customer with repeat business in packing gourmet food gift sets.
- A dedicated Business Development position was created in December 2014. ADE has seen a small result in sales already from the relationships that the Business Development Manager has introduced to Windgap and forecasts look promising. This work has also brought about variety and new learnings to our supported employees.
- The ADE Manager has engaged the services of a video production volunteer who has already made visits to Windgap to video safe work practices. Our video production volunteer has delivered the first training video for the supported employees. This video encompassed learning about the safe and correct uses of a pallet jack. The video is of a very high quality and has used many of the supported employees in the video.
- The warehouse took receipt of a new pallet-wrapping machine, which will reduce both the risk of injury and time taken to complete the wrapping of pallets.
- The warehouse has taken on a new look this year, with pallet racking installed in order to make for a much safer and tidier warehouse.
- A new volunteer has made his services available. He had previously spent the past 25+ years working as the warehouse manager for one of ADE's customers. He commenced in early June.
- Customers continue to be visited to gauge their satisfaction. All customers are very happy with our quality and timeliness of our work.
- Some of the South Sydney Rabbitoh's attended the ADE in June. The players met with the supported employees in the warehouse and learnt about the jobs that our teams perform in the ADE. The supported employees were very grateful for the visit and had the opportunity to speak to the players, ask questions and have photos taken.



- Windgap Enterprises has continued to participate in the ADE Network group, collaborating with other Australian Disability Enterprise providers. At these meetings, new ideas are discussed, information shared and strong relationships cemented.

Satisfaction surveys from supported employees, families and commercial customers provided Windgap with assurance that its systems and operations are of high quality and well received by all stakeholders.

All stakeholders can be assured of Windgap's commitment to the delivery of high quality services. In May 2015, Windgap met its compliance obligations to the Australian Government with a successful external surveillance audit against the National Standards for Disability Services, and exceeded its obligatory compliance with ongoing successful accreditation against ISO 9001:2008 Quality Management Systems and AS/NZS 4801:2001 Occupational Health and Safety Management Systems.

Windgap Enterprises

Windgap greatly appreciates the value that volunteers bring to Windgap Enterprises. Helping hands were lent by a video producer and a former warehouse manager as well as volunteers who assisted in completing jobs during busy times. Windgap staff and supported employees look forward to recruiting additional volunteers in the coming year.

Windgap ambassadors, Sue Wright, Matt King, Jim Krallidis and Paul Graham all play a vital role in ensuring the broader community is well acquainted with Windgap and the people we serve.

- Sue Wright was instrumental in the donation of a brand new trailer to Growability, Windgap's gardening and lawn mowing service.
- Matt King and Rabbitohs team members, including first division players, spent hands-on time in the workshop and prepared a BBQ lunch for everyone, not to mention fielding questions, engaging supported employees in conversations and grouping up for photo shoots. Rabbitohs players will attend the workshop throughout the coming year for invaluable work experience.
- The "Windgap Warriors", are making a name for themselves in the community on the football field, proudly sponsored by Pagewood Botany Football Club and a willing band of volunteers.

"I was very happy when I won awards for being a quiet achiever. I like counting and using the scales. I like the Zetco assembly and repacking. I like all the work we do really."

~ Joseph

Growability

The Growability crew has been "on the go" for the whole year, maintaining existing work commitments and always on the lookout for new ideas and business.

Community engagement and business development go hand in hand for Growability. Following on from marketing initiatives, the team's hard work paid off with the addition of work for four schools in the local area. Their quality of work has exceeded expectations and both customers and workers are delighted!

Other Growability "wins" have also included the development of multiple sensory gardens, garden maintenance work, complete garden makeovers and re-landscaping jobs including laying turf.

Community engagement was again demonstrated, with tremendous success, when a partnership was formed between Eastlakes Primary School and Windgap to develop a sensory garden in the school premises. The students designed the garden, professional plans were drawn up and the Growability team worked to the plan, adding some artistic flair and innovation to the surrounds with the assembly of benches for the students made out of pallets! The result is a showcase of abilities and will be used in future marketing initiatives.

Developing the skills of the Growability team continues to be a high priority area, to ensure WHS practices are followed and competency achieved in the use of equipment. Both on and off the job training sessions are regularly delivered to all supported employees.



Transition To Work (TTW)



The Windgap Foundation's Transition to Work program is designed to focus on a range of work based skills.

2015 was an outstanding year for the Transition to Work program commencing with the launch of *Mr Espresso by Windgap* social enterprise café. The initiative is one of Australia's first ever coffee house cafés operated almost entirely by adults with intellectual disabilities and has been designed to tap into the booming Australian coffee culture and provide meaningful, skilled employment for up to 12 participants with intellectual disabilities. With the support of the Mr Espresso franchise, Windgap ambassadors and the local community, the café is building momentum. While this is fantastic, the most satisfying aspect of the initiative is the employment outcomes we have seen during the year. One young man has successfully gained employment with the Mr Espresso group and is growing in skills and confidence each day. 2016 will see two more young people exit the program into open employment.

To better ensure that TTW participants have the skills and attributes that employers are seeking, we have strengthened our relationships with TAFE and local training providers. Four people successfully completed Certificate 1 in Hospitality. This is a nationally recognised course and

provides employers with confidence that our graduates are work ready and enthusiastic. In addition to hospitality, we had participants complete qualifications and training in barista skills, retail, panel beating and even a patisserie course.

An important part of ensuring TTW participants are able to experience a wide variety of work options is making sure that the broader community is aware of Windgap and its TTW program. To this end, the group has attended a variety of events across the Eastern Suburbs and used Windgap's mobile coffee cart to promote both TTW and their own skills. Those people with an interest in furthering their hospitality skills and adding an extra bow are now providing catering solutions for schools and businesses in the local area.

Our horticulture employment program has also grown in 2015 with participants transitioning into Windgap's Horticulture and Landscaping business, Growability. They have learnt new skills and have been creating terrariums which are for sale in our social enterprise café. One young man has found full-time work in the sector after two years with TTW.

2016 will see further development in the horticulture program as we hope to create a small seedling and nursery business. This initiative will further broaden career prospects for young people in the program.

We would like to thank all our work experience partners for their ongoing support in 2015. Without their assistance our TTW participants would find it far more difficult to develop the skills and attributes needed for employment. We look forward to a prosperous and productive 2016.

Life After Work

“We would like to facilitate our retirees to use Life After Work (L.A.W.) as a lifestyle support. In order to do this, we have put the retirees at the centre of every decision we make.”

– Sarah O'Connor, L.A.W. Coordinator

Windgap has been operating a transition to retirement initiative (TTR) for over two years, and the growth we have seen over that time is testament to the previously unmet needs of supported employees, both within Windgap and in other ADEs, as they navigate their way to a fulfilling life outside the workplace.

Since July 2014, most retirees in TTR have increased their average weekly attendance from one day to two days each. We now operate close to full capacity five days a week and are in the process of identifying resources to allow for further growth and development. In May 2015 a decision was made to rebrand TTR as Life After Work (L.A.W.) to better reflect the holistic nature of the initiative and incorporate a more lifestyle focused approach.

Peer Recognition

In order to ensure our retirees are seen for the valuable contributors to society that they are, L.A.W. has also been in contact with local councils and politicians, not to ask for donations or favours, but to ask for recognition and acknowledgment. Our retirees have

contributed to Council Workshops on local development and accessibility and the L.A.W. Program Coordinator is a member of the newly formed Botany Council Senior Citizens Advisory Committee. We also intend to continue having our voices and opinions heard by our peers at every available opportunity.

Community Presence

With this growth comes the opportunity to raise the profile of our retirees not only within our own organisation but also within the wider community of Botany and its surroundings. L.A.W. has hosted Open Days, Volunteer Days, a Seniors' Concert at the Botany Town Hall, we have done letter box drops, met our neighbours, started a Coffee Club and are developing a Community Garden and Community Shed which will add significant value to the neighbourhood and community.

Our Purpose

The vision for L.A.W. moving forward is to align ourselves with the natural developments and progressions within the disability services industry over the coming months and years.

This involves leaning towards more community based services with less focus on centre based care provision. We would like to facilitate our retirees to use L.A.W. as a lifestyle support, rather than a day program. In order to do this we have put the retirees at the centre of every decision we make at L.A.W., from what kind of activities we do (yoga, mosaics, art therapy) to where we hold our Christmas Party (Botany Town Hall) and we have developed a service that is responsive and flexible.

Resourcing

Another key element of L.A.W.'s success is our staff. Our CSWs are willing to facilitate activities and events and go above and beyond their standard duties every day, because they are engaged and valued as team members. Their contributions, knowledge and skills are essential to achieving our goal of truly person-centred service delivery. By encouraging staff to identify



themselves as leaders and by giving them appropriate autonomy, we have fostered a dynamic, creative work environment at L.A.W. that is flexible, intuitive and responsive to the needs of our retirees.

The Future

In the future we hope to grow L.A.W. and evolve with the changing needs of our retirees and the industry. A strong focus will be on linking individuals to appropriate complementary supports to assist with the challenges of aging, developing existing skills that are transferable to new hobbies and interests and forging stronger individual community connections as well as promoting the incredible value of Windgap and our clients to the wider community.



Windgap Warriors Soccer Team



Warriors vs. Staff soccer game

Celebrating the End of Season with a Trophy

Windgap Warriors' final soccer game was held with Multicultural Respite Service (MRS) at Jellicoe Park. Thanks to Pagewood Botany Football Club, Windgap had a chance to bring home a trophy which was presented by Matt Thistlethwaite MP. Thanks to our volunteer coaches: Tarek and Roy, the Warriors started to be professionally trained on Mondays all year round which will continue next year. The aim is to improve their skills and confidence to play with other teams and to continue on great success stories like these!

Special thanks goes to George Lundy and Pagewood Botany Football Club, Paul Graham, volunteers Roy and Tarek, Multicultural Respite Service (MRS), Special Olympics, Matt Thistlethwaite MP, and all staff and volunteers for their ongoing help and support.

Mid year, Windgap adopted two more volunteers who meet every Monday for training. Brian Branagan and staff member; Ken Sorge. Along with Roy, they have been dedicating time and efforts to encourage team work, motivate to participate in the group, learn and develop more soccer skills and overall, enjoying building a team together.



Windgap Warriors vs. Marrickville Respite Services Game

Making Airwaves Program



The Making Airwaves project started with Dale's dream to have his own radio show. Dale wanted to be in the studio, behind the microphone, and learn how to put a whole show together - and thus the project was established. Making Airwaves teamed up with Eastside FM 89.7 and invited all members of the community to join in and get a feel of running their very own radio show.

Since then, the project has evolved and become a staple on the Windgap agenda. The program ran five times in the last year, each one with a new group of participants and a whole new dynamic every broadcast.

The program's support worker, Kate Wadey, has experience in the arts and delivered some fun drama workshops, which helped the group to develop their voice and explore what they wanted to say by improvising and sharing ideas. Other aspects of the program included group brainstorming sessions, practicing on recorders and exploring in depth each participant's unique personality - giving them the confidence and skills to take on the world.

The broadcasts are a unique opportunity for people to tell personal stories that communicate some of the social realities which shape their lives, to a wide mainstream audience.

Tony Smythe, the manager of Eastside is enthusiastic about the partnership and has built a good rapport with the team: "We love looking beyond the boundaries of traditional broadcasting to enable anyone who wants the opportunity to present on air a chance to fulfil their dream. The role of community stations like Eastside Radio is to ensure our open door policy extends to all aspects of the community providing a true reflection of the society within which we live."

The podcasts of all the shows are on the Eastside FM website and you can also find Making Airwaves on Facebook and Twitter under "Making Airwaves".

Making Airwaves has been sponsored by The Randwick Club, Vincent Fairfax Foundation and Accessible Arts.



Fundraising & Events



"The Diamonds Choir' were magnificent and as Dale would say 'Amazing!'"



'The Grand Ole Opry' Gala Ball

Windgap held its fourth annual Gala Ball, 'The Grand Ole Opry', in the ballroom of the Royal Randwick Racecourse. Attended by over 400 people, it was our biggest and best to date. This was achieved by Windgap staff members and a dedicated group led by Mrs Maggi Brown, including Mr Max Hitchins, Mr Jesse Perez, Mrs Jennifer Santifort, Mr Craig Wallace and Ms Heather Brown. Windgap appreciates all the staff and volunteers involved in this event who worked tirelessly to make this another unforgettable night.

Increasingly, our corporate supporters see the opportunity to create shared value for Windgap and themselves, by supporting Windgap initiatives. Windgap also acknowledges the event's major sponsors Harvey Norman and Payce Consolidated Limited. The evening included many highlights: Laura and Raya from Windgap's Transition to Work Program talked about their experiences at Windgap, plus the evening included Jean Kittson (MC), Dolly Parton by Donella Waters, Johnny Cash & June Carter tributes by Cash Only band

All proceeds obtained from the night benefitted Windgap's Transition to Work Program which supports young adults and school leavers in helping to find meaningful employment in the community.

The Windgap Gala Ball is an opportunity to attract income through donations, raffles, silent auction and showcase our people's talents. Over the years, the Gala Ball has consistently grown in number of attendees, money raised and corporate support.

Thank you to all our partners, sponsors and people who attended, donated and volunteered their time which made this another spectacular Gala Ball.



St Patrick's Day Breakfast

Windgap celebrated St Patrick's Day at South Sydney Juniors Club. The event, enjoyed by all, included a traditional Irish breakfast with performances from Currie-Henderson Irish Dancers, lovely Irish tunes from the group Shindig and a performance from our very own Diamonds Choir. Also, Windgap's long serving patron and previous director, Paul Graham, was announced as a Windgap Ambassador and he was awarded with a plaque for his ongoing support.



NAIDOC Day

Windgap hosted a NAIDOC Day event to celebrate the Aboriginal and Torres Strait Islander people's unique and timeless connection to the land. This year, the theme was "we all stand on sacred ground: learn, respect and celebrate". A community celebration was held at Eastlakes head office which started with a Welcome to Country speech by a highly respected and well known member of the Aboriginal Community, Mr Charles (Chicka) Madden. The day continued on with servings of traditional food including damper, kangaroo stew and sausages and

entertainment from Aboriginal dancers. We would like to thank all staff members who helped in organising this event, Mr Matt Thistlethwaite MP and Mr Travis Russell who represented

Mr Bruce Notley-Smith MP, for attending and supporting Windgap and all guests in making this another memorable event.



Our Supporters

Windgap warmly thanks the following individuals and organisations for their support and generosity.

Windgap Foundation extends our deepest thanks to every individual, business and organization that made donations in the 2014/2015 financial year. Large or small, every gift you send benefits us. Your donation will be used to directly increase the level of practical support we can provide to our clients on a daily basis.

NSW Government Department of Family and Community Services
Ageing, Disability and Home Care
Australian Government Department of Social Services
Department of Education
Department of the Environment
Office of the Premier of New South Wales
NSW Government Community Building Partnership
The Board of Directors and Financial Members of Windgap Foundation Limited
Windgap Ambassadors
Windgap Volunteers
South Sydney Rabbitohs
Mr Bruce Notley-Smith MP, Member for Coogee
The Hon Dominic Perrottet MP, Minister for Finance and Services
The Hon Gabrielle Upton MP, Minister for Family and Community Services
The Hon John George Ajaka, MLC, Minister for Ageing and Disability Services
The Hon Malcolm Turnbull MP, Member for Wentworth
The Hon Matt Thistlethwaite MP, Member for Kingsford Smith
Mr Michael Daley MP, Member for Maroubra, Shadow Treasurer
The Hon Ron Hoenig MP, Member for Heffron
The Mayor, General Manager and staff of Randwick City Council
The Mayor, General Manager and staff of the City of Botany Bay
The Mayor, General Manager and staff of the City of Sydney
The Mayor, General Manager and staff of Waverley Council
The Mayor, General Manager and staff of Woollahra Municipal Council

As you are too numerous to all be mentioned by name, below we offer special recognition to those whose gifts of \$200 or more were received by Windgap between 1 July 2014 and 30 June 2015.

Access Pay Pty Ltd	Eclipse Travel	Madaline Inglis	Sherene Grace
AirBnB	Edelman	Magic Millions	South Coast Holidays
Amy Heap	Ernst & Young	Margaret Gock	Stephen Simmons
Annette & Greg Cameron	Ervin Zurell	Margaret Gosper	Sue Wright
Australian Turf Club	Farmer Joe's Chicken	Mark Taylor	Summit Leasing
BATA	Fred & Susan Bolling	Meissen Properties	Ted & Ingrid Hunt
Boland Funerals	Geoff Stein	Michael Efstrtiu	The Good Guys Alexandria
Botany Bay Rotary Club	Go That	Noel D'Souza Chemist	The Randwick Club
Brian Fox	Graham Kyd	Nordarcon	Trinity Beach Palace Resort
Brown Wright Stein Lawyers	Greg & Kay Poche	Norm & Pam Kelso	Trudy McCullough
Catherine & Michael Efstratiou	Gunderson Briggs	Norman Family Trust	Vincent Fairfax Family Trust
Catherine Wash	Harvey Norman	Pagewood Football Club	VTs Pty Ltd
Cathy Sinclair	Hatzi Jewlers	PAYCE Consolidated Ltd	Walsh's Village Pharmacy
Christopher Grubb	Hercules Kotsornithis	Phil Cox	
Clare Dekany	Howard & Sue Bolling	Philip Graham	
Clear Vision Antennas	Ian North	Prof Jeffery Chan	
Clementine Hill	Immex Occupational	Qenos	
Community Sector Banking	Healthcare	Richard Buckly	
Daniel Gervais	Imperial Framing Studios	RNJ Group Australian Bidet	
Daniel Kent	Jackel Pty Ltd	Robert Lowe	
Danny Au-Yeung	James Karekinian	Ron & Sira Wakil	
David Kroser	James N. Kirby Foundation	Roslyn Gladman	
Dawn Trading	Katrina Zdrilic	Sabica Korkidas	
Dean Wilcoks	Kavanaghs Pharmacy	Sam Cooksley	
Della Pin	Kay Van Norton	Sandy Archer	
Dimitrios Krallidis	Kenneth Gunderson-Briggs	Sarah Haas	
Dion Vertzayas	Kim Churchill	Scott Turner	
DSK Kitchens Ltd.	Leanne Harrington	Shane Mallard	

How You Can Help



Brian Fox with supported employees showing off their new shirts donated by The Good Guys Alexandria

“Windgap’s mission is to improve the quality of life of people with intellectual disabilities by supporting them in reaching their full potential and raising community awareness as to their needs and aspirations.”

Make a Donation

Windgap receives funding from both the Federal and State Governments. However, we rely on donations to ensure that our services offer the best support available. All donations of \$2 or more are tax deductible. Donations can be made via cheque, eftpos, Credit Card and cash. Donations in kind are also appreciated. If you or your organisation would like to make a donation, please contact us on 02 8337 3600

Bequests

If your family has been touched by someone with an intellectual disability, then please consider a lasting gift in their memory and assist someone to lead a fulfilling, independent life. If you would like to talk to someone about making a bequest, please contact us on 02 8337 3600 and speak to our Fundraising Department.

Volunteer

Windgap Foundation is dedicated and committed to creating opportunities for growth, development and learning. In order to improve and continue delivering the best service we can, we invite you, your friends and family members to volunteer to share your qualifications, skills and interests. To express an interest in volunteering, please contact 02 8337 3600 or email volunteer@windgap.org.au

Business Opportunities

You can also help Windgap Foundation by allowing us to help you with your business needs. If you need help with light assembly, packaging or mail outs or if you need help with landscaping, lawn mowing, recycling or garden maintenance, please contact us on 02 8337 3600

Work Experience

If your organisation is able to provide on the job work experience for people with intellectual disabilities, please contact us on 02 8337 3600

Windgap's Volunteer Program

Individuals, Students, Corporate Volunteers & Ambassadors

Windgap recognises that Volunteers, Students and Ambassadors are the life blood of a community and are important in delivering services and acknowledge their contribution and engagement in a range of activities within different program areas of Windgap's services.

The Volunteer Program continues to grow and expand its roots with a significant increase in the number of people engaged in Windgap's programs and activities. Support has been received from people from all walks of life: stay-at-home mums, artists, educators, animators, chefs, gardeners, accountants, graphic designers, bakers, nurses and many more as well as placements from social work, case management, community services, disability studies and occupational therapy students studying at UWS, Ultimo and St George TAFEs, AAMS (Australian Academy of Management and Science), UTS, University of Sydney and Australian Catholic University.

Volunteer inductions continued at all sites with some completing online Human Rights Training Modules and others participating in person-centred planning workshops. Volunteer Program Satisfaction and Feedback Surveys were completed with favourable outcomes. Management considered how best to utilise and increase volunteer participation.



The Soroptimist International Group continues in supporting Life After Work (L.A.W.) Program in gardening projects by supplying plants, herbs, vegetables and plantings in the raised garden beds they built.

Volunteers, Mary and Brian Ford, received "The Kingsford Smith Community Award" from Matt Thistlethwaite MP. Mary and Brian volunteered on a weekly basis since the opening of the Transition to Retirement site three years ago. They supported 'The Diamonds Choir' as well as attended special events such as "Remembrance Day" on the weekends.



Three Ambassadors: Sue Wright, Jim Krallidis and Matt King continue to actively support and get involved in Windgap's events and initiatives.

Thanks to Matt King and the future South Sydney Rabbitohs stars, including George Burgess, Alex Johnston, Dylan Walker and Chris Greysmuhl visited Windgap to meet fans, sign autographs, pose for photos and learn more about our services. Before putting on a BBQ lunch for the supported employees, the players helped in the workshop.

Boland Funeral's Sue Wright and her team have kindly donated a new trailer and tools for the Growability Team. The Growability team happily drives around the neighborhood with their new trailer.



During National Volunteer Week, Windgap hosted a Volunteer Appreciation Breakfast which was catered and served by the Transition to Work Hospitality Team. Past and present volunteers, board members, ambassadors and students were recognised for their dedication and support.

Windgap's Volunteer Program cont.

Some of our favourite quotes from volunteers:

"It is a very rewarding and enjoyable experience that gives a lot of exposure and understanding to conditions that are often misunderstood."

~ Brayden Sorge (Support Volunteer to clients at Day Programs)

"My name is Vicky and I have been working each Thursday with the kitchen staff who are involved in the TTW program. By far the most rewarding thing about my experience is the relationships I have had the privilege of developing with these amazing and inspiring people. I love the challenges this work presents me with, and it continues to teach me what a great life experience teamwork is. It has also taught me to never underestimate one's ability to achieve their greatest potential when given the opportunity to do so"

~ Vicky Braund (Support at TTW's Hospitality and Learning Centre).

"I did Social Work placement at Garden Street Day Program Centre in Windgap. I took advantage of a friendly team and flexible environment and attitudes, which helped me to delve into the industry. I learnt to be a critical thinker and design my own learning plan. I believe this is a precious experience combined with caring supervision I received from my supervisor and other people who generously supported me. I gained confidence in implementing my own ideas, within the policies of Windgap, and not be afraid to take retrievable risks and make safe mistakes."

~ Niloufar Imanirad, Master of Social Work Student at Australian Catholic University (500 hours of student placement at day programs and ADE services in supporting clients, supported employees and staff members).

Windgap Story

I Am Krissy and this is
My Windgap Story.



I have attended Windgap for a long time. I remember starting out at the café, now I attend Day Program. I remember making drinks at the café. I like to study and do my books at Day Program; I'm learning how to trace my family member's names. I have lots of friends at Day Program; I have known some of them for many years. My favorite thing to do at day program is to cook. Staff are assisting to me do lots of cooking this year. I also love music, dancing, animals and art.

With Windgap I have attended a lot of musical events in the community, I love to get up and dance at these. We have recently set up a "Glee Club" at our program. I love learning new dance routines at this, especially Elvis ones. My favorite animal is a Donkey, we try to organize different outings every month to farms. I recently got to see reptiles from Symbio Wildlife Park.

I am also a very talented artist. I've been working on art pieces for a few years. Last year I had an exhibition with other people at my day program. This year I hosted my very own Solo Exhibition. My favorite part of the exhibition was the lovely food. I have not yet decided what I will do with the money I make from my paintings.







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