

ANNUAL REPORT 2019



the Deaf
Society

Equity for deaf people

MESSAGE FROM THE CHAIR



It is with great pleasure that I present the 2018-2019 Annual Report for the Deaf Society.

The past year has delivered many challenges to the organisation. The full impact of the National Disability Insurance Scheme (NDIS) on both the financial and operational resources have transpired. The Society is firmly on the front foot in the delivery of services to our consumers and dealing with the internal machinations of dealing with various government agencies, for the delivery of services to the Deaf community.

The Deaf Society provides numerous services to fulfil the many different needs in the community. From advocacy to government agencies, to providing interpreting services, dealing with the NDIS and also to provide education pathways for learning Auslan, plus many other activities.

The annual Deaf Festival continues to grow larger and larger every year. The festival has been a remarkable success over the past few years, with increasing exhibitors and increased community attendance. The enthusiasm of the community for this event has provided the impetus for the Society to invest more resources into next year's event, to continue to grow and expand this important community event.

I am pleased to report that the 2018-2019 financial year was another solid year of growth and consolidation under the new funding model of the NDIS, for the Deaf Society. The Deaf Society reported a surplus of \$298,930 for the year. Financially, the Deaf Society remains in a stable and robust position with net assets of more than \$17.0 million. We are well placed to continue to invest in building the organisations capabilities and resources to deliver the many services to the community.

However, our results as an organisation cannot be driven by profitability alone. Our focus as a Board and organisation is to support the deaf and hard of hearing community to ensure they have access to all areas of life on an equal basis with others in the community. Therefore, the organisational strategy is driven by five keys directions;

1. Focus on our customers: Improve and grow services
2. Develop our team for quality service provision
3. Work for, in and with the Deaf Community
4. Diversify to be sustainable

We highly value our strategic partnerships with both the Australian Government's National Disability Insurance Agency, the New South Wales Governments, Department of Family and Community Services, and their continued assistance, funding and advice.

I express my sincere thanks to my fellow Board members for the diligence and support during the past year. All the Deaf Society Directors contribute their time in a voluntary capacity, requiring them to balance their work commitments with their work on behalf of the Deaf Society. So thank you.

Finally, and on behalf of the members of the Board, I would like to thank our Chief Executive Officer Ms Leonie Jackson, the senior management team and all the staff of the Deaf Society, for their enthusiasm, energy, hard work and commitment to the goals of our organisation.

A handwritten signature in black ink, appearing to read 'B Halse'.

Brian Halse
Chair

OVERVIEW FROM THE CHIEF EXECUTIVE OFFICER

In writing this report, I took the opportunity to reflect on the past financial year and am pleased to see how far we have come during the past 12 months. In the 2017-18 financial year, we had to undertake a significant restructuring to ensure that we remain a proactive and customer-focused organisation providing high quality service while navigating the NDIS journey.

I am pleased to report that the Deaf Society's team was able to deliver core services including education, interpreting and support services which generated a positive and pleasing result at the end of the financial year 2018-19.

The financial year's positive return is a result of the Board and leadership team's commitment to the Society's vision which is Equity for Deaf People. During a time of significant changes, the management team remained true to the Society's values which are:

- Customer-focused & Courageous
- Professional & Knowledgeable
- Responsive & Respectful

I would like to thank many people who have tirelessly supported the Society during what was a very challenging year and for reminding me, and my team why we are here.

Firstly, I would like to thank the Chair, Brian Halse, for his guidance, sheer determination and belief in me and the organisation to continue its great work for people who are impacted by hearing loss. Brian has been a wonderful support to me and the Executive Team as we faced new challenges and opportunities. I would also like to thank Michael Boneham, Kashveera Chanderjith and Vince Lam who through their work with the Finance and Audit Committee have provided me and the Executive Team with excellent financial perspectives to support our work in creating a financially sustainable organisation for many years to come.

Secondly, I would like to thank the Management Team, Ivana Krunes, Sharon Nann, Anthony Ruscic, Rebekah Thiele Kershaw, Kate Matairavula, Rosalie Kassulke, Christian James, Susannah Macready, Dinusha Halwatura and Michelle Norberry. Each one of them are strongly committed to making the Deaf Society stand out as a thought leader in the deafness sector that provides high quality service and support to deaf, hard of hearing and deafblind people and their families, friends and employers.

Thirdly, I would like to thank each team member across NSW and other States for allowing me to see first-hand every day, the difference they made for our customers and importantly our community. Their commitment and passion to achieving better outcomes is outstanding and inspiring.

Lastly, I would like to thank our members, donors and supporters. Without you, we cannot achieve equity for deaf people. I look forward to continuing the Deaf Society's vision and ensuring that together we achieve equity for everyone.



Leonie Jackson
Chief Executive Officer



OUR STRATEGY – HOW WE PERFORMED

To work effectively towards a vision of equity for deaf people, we set ourselves four strategic directions for 2018-2021:

1. Focus on our customers: Improve and grow services

2. Develop our team for quality service provision
3. Work for, in and with the Deaf Community
4. Diversify to be sustainable

The following pages (3 - 5) contain a summary of outcomes against the four strategic priorities during the 2018/19 year.

FOCUS ON CUSTOMERS: IMPROVE AND GROW SERVICES

In 2018/19, we continued our focus on improving and expanding services across a range of areas including interpreting, education and support services.

This year, we experienced a 40% increase in students enrolling in our adult deaf learner courses. The courses are designed to develop students' numeracy, literacy and

computer skills, in preparation for work. The courses also provide participants with the opportunity to meet new people, build friendships and develop a support network.

Interest in our Auslan courses continues to grow. In particular, we have seen a significant increase in students undertaking accredited Auslan courses. The growth in

Auslan students fosters greater awareness and understanding of the Deaf Community, its unique language and culture. It also creates a pathway to a career in Support Work or Auslan/ English Interpreting both of which are experiencing high-demand.

1800+

AUSLAN BEGINNER ENROLMENTS

ACCREDITED AUSLAN ENROLMENTS

336

313

DEAF LEARNER ENROLMENTS

DEVELOP OUR TEAM FOR QUALITY SERVICE PROVISION

With people core to our service delivery, in 2019 we restructured the organisation to allow a greater focus on our workforce. Our aim is to develop a workforce that is skilled, engaged and available to meet the need for services. In October, we appointed the position of Manager, Workforce followed by the appointment of a supervisor for each of

our three key workforces; Support Workers, Interpreters and Trainers.

Highlights of the year include;

- Sponsoring 12 trainers to upgrade their Certificate IV in TAE40116
- Working towards our 'mobile workforce' we launched a new app that allows Support Workers to enter case notes on-the-go

- Permanent team of interpreters has grown with 196 hours per week of interpreting available both on-site and online solely through the Deaf Society.
- 7 interpreters participated in the John Ferris Internship program and 14 Diploma of Interpreting students participate in an observation program which gave them experience in the field.



Looking ahead we will continue to focus on professional development, engaging employees on a permanent basis and enhancing the quality of service provision through the development of our workforce.



VICE PATRON, BREDA CARTY

In December, the Deaf Society held its 105th Annual General Meeting which included the appointment of Dr Breda Carty as the Vice Patron of The Deaf Society.

Dr Carty is a well-regarded deaf person who has campaigned for many changes that transformed the lives of deaf people - including the National Relay Service and the establishment of Deaf Australia (a peak advocacy body for deaf people who use Auslan).

Dr Carty has held many leadership roles - including recently the Chair of the Deaf History International Conference which was held in Sydney in July last year, the first time in the southern hemisphere. Her research and presentations as a deaf historian are nationally and internationally recognised.

The Board and the staff at The Deaf Society are delighted that Breda has accepted this important role as Vice-Patron and will continue the legacy of our former, beloved Vice-Patron, Nola Colefax.

WORK FOR, IN AND WITH THE DEAF COMMUNITY

While it was one of the most humid days of the past 15 years, the 2018 Deaf Festival was still a beautiful day with hundreds of people joining in the celebrations. We had special performances by Walter Kadiki, Krista Sign Singing and Auslan Children's Choir. However, the main attraction of the day was certainly Sally & Possum from the hit ABC TV show. Dozens of children and families gathered to see the famous duo perform and have their picture taken. Special thanks to our sponsors Parramatta Leagues Club, Cochlear, Westpac and Ai-Media.

This year we were pleased to collaborate with Deaf Services on a project to understand the needs of Deaf Seniors in NSW. The successful collaboration has led to a partnership that will see a continuity of culturally and linguistically appropriate services as customer transition from the Commonwealth Home Support Programme (CHSP) provided by the Deaf Society to the Home Care Package (HCP) supports provided by Deaf Services.

We have continued to develop partnerships to support our customers and community including participating in the national Information, Linkages and Capacity Building (ILC) project lead by Deaf Can:Do to pilot a best practice model for appropriate Drop-In Support Serviced for Deaf Adults.



DIVERSIFY TO BE SUSTAINABLE

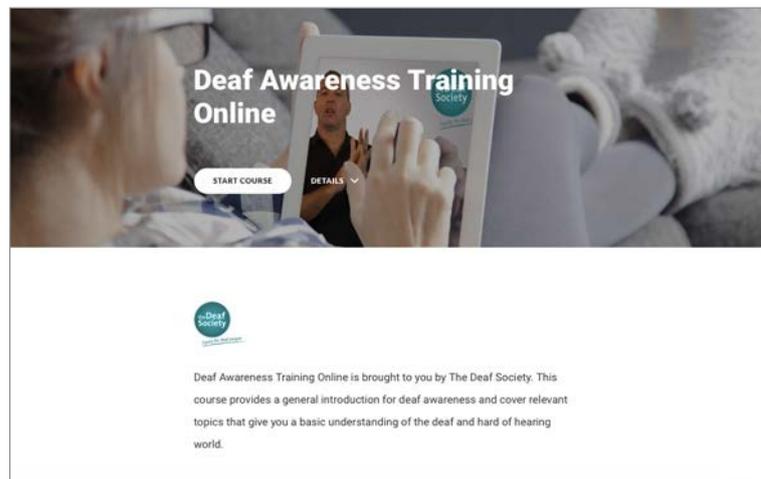
We recognise that to grow and be sustainable in this changing environment, diversifying our revenue streams and working in partnership with other organisations is vital.

This year, we were the successful recipients of two NSW NDIA ILC grants focusing on families and online training. The two-year families project has focused on designing an impartial, online information and referral service to support families of children with a hearing loss. In the first year, the project has delivered a research paper highlighting the information needs of families which will guide the development of the online service in the year ahead.

The one-year online training project has focused on the creation of an online deaf awareness training course. The online courses covers a broad range of topics from the

experiences of deaf people to accessibility in the workplace and learning more about Auslan and other ways to communicate with deaf or hard of hearing people.

The medium of online learning makes it accessible to a wider range of people and will lead to greater deaf awareness in the community.



OUR VISION

Equity for deaf people.

OUR MISSION

To support deaf people to have a better life. We work with deaf people and others to overcome systemic disadvantage and language/cultural barriers by:

- Modelling accessibility in all we do
- Providing Auslan interpreting services
- Creative problem solving
- Delivering education programs
- Contributing to the Deaf Community
- Providing individual and group supports



CHAIR, FINANCE, AUDIT AND RISK MANAGEMENT COMMITTEE REPORT

The Financial Year 1 July 2018- June 30 2019, has provided many challenges and opportunities to the Finance, Audit and Risk Management (FARM) Committee in supporting the Society as it completes the rebuilding phase with NDIS now a part of everyday business. The Committee has continued to support and drive the financial strategy for the Society and has implemented a number of robust improvements to the Committee and its oversight. Members will note a change in the Committee's title. This is as a result of our increased focus on Risk Management as part of the Committee's ongoing agenda. Risk Management has been a regular agenda item in the past two years and is now a key feature at all Committee meetings. Also, we have now received our first audit from Pitcher Partners, our new external auditors. I am pleased to report we are very happy with the professionalism and independence of Pitcher Partners, and the outcome of the audit.

This year the Society delivered a surplus of \$298,938 (2018 deficit \$287,013). This is a credit to the Operations team and their focus on delivering outstanding services to our customers whilst maintaining robust

financial discipline, to ensure these services continue in the future. Total comprehensive income (after including the changes in market value of investments held) for the year was a surplus of \$489,550 (2018 deficit \$229,713). This surplus was delivered along with a growth in revenue to \$8,096,334 (2018 \$7,475,601). Key drivers for this variance included implementation of restructuring actions which delivered greater focus on services to the Society's customers. At the close of the financial year, the Society had net assets of \$17,006,782 (2018 \$16,517,232). Well done to Leonie and the team!

I appreciate the support of our members and recognise the efforts of the Society's Directors and staff in making these results possible. In addition, I wish to thank the Managers of our externally managed investment portfolio, JB Were and Escala. During the year, income generated from investments totalled \$1,118,259 (2018 \$749,552). The value of investments held decreased by \$236,534 (2018 decrease of \$234,449), the decrease was due to the utilisation of investment funds to support the ongoing initiatives in support of customers of the Society. The return (including franking

credit and net of fees) was approximately 7.6% exceeding the CPI +2.5% objective set out in the investment policy.

This year's total comprehensive income of \$489,550 (2018 negative \$299,713) reflects the ongoing commitment of the Management Team, the FARM Committee and the Board to support the requirements of our deaf, deafblind and hard of hearing customers and their families, whilst ensuring the Society maintains a robust financial status. The Society continues to develop its knowledge and financial response to the NDIS and the financials demonstrate this.

I wish to thank the members of the FARM Committee, the Board, and the Management Team for their ongoing commitment and support. Finally, I wish to personally thank Kashveera Chanderjith for her significant and committed contribution to the FARM Committee during her tenure with the Society, and wish her all the best for her future endeavours.



Michael Boneham
Chair, Finance and Audit Committee

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Revenue	8,096,334	7,475,601
Other revenue	–	706,480
Employee benefits expense	(6,079,968)	(6,499,585)
Depreciation expense	(60,086)	(54,462)
Occupancy expenses	(398,723)	(398,533)
Consulting and marketing expenses	(321,241)	(395,183)
Other expenses	(937,378)	(1,121,331)
Profit / (loss) before income tax expense	298,938	(287,013)
Other comprehensive income		
Items that will not be reclassified subsequently to profit and loss		
Net change in fair value of financial assets designated at fair value through other comprehensive income, Net of tax	190,612	57,300
Total comprehensive (deficit)/surplus income for the year	489,550	(229,713)

MEMBERS AS AT 30 JUNE 2019

LIFE MEMBERS

Mr Colin Allen
Mr George Barbouttis
Dr V D Bear
Ms Breda Carty
Mr Ken Deacon
Ms Sharon Everson
Mr Anthony Gorringe OAM
Ms Alexandra Hynes
Mrs Sue Rae
Mr Adam Salzer

ORDINARY MEMBERS

Mr David Atkinson
Mr Thomas Bennett
Mr Michael Boneham
Miss Jane Brewer
Ms Jill Brown
Mr Martin Budd
Ms Gayle Casselle
Miss Kashveera Chanderjith

Ms Evelyn Christie
Ms Judy Clews
Mrs Nicole Collins
Ms Margaret Dale
Ms Margaret Day
Mrs Judith Delawsky
Ms Anne Dernow
Ms Jennifer Dogson
Mr Bruce Drabsch
Mrs Margaret Drabsch
Ms Jacqueline Endicott
Mr Ben Gelin
Mrs Martha Gelin
Ms Norma Giuffre
Mr John Gould
Ms Charlene Grace
Mr Brian Halse
Ms Louise Hicks
Ms Leonie Jackson
Mr Christian James
Mr Brian Johnston

Mr Dennis Johnston
Mr Alex Jones
Ms Rosalie Kassulke
Mr Evan Kidd
Mr George Krams
Mr Vince Lam
Mrs Sarah Lowe
Mr Apenisa Matairavula
Mrs Kate Matairavula
Mr Trent McMillan
Mr Brendan McQuiggin
Mr David McQuiggin
Mr Kevin Mitchell
Mr John Mooney
Ms Sharon Nann
Ms Jitka Navratil
Mr Andrew Niklaus
Ms Helen Nicholson
Mr Ron Nicholson
Mr Stephen Nicholson
Ms Betty O'Brien

Mrs Yvonne Pearson
Mrs Kerry Priem
Ms Toni Rose Robson
Ms Anne Smith
Ms Jordanna Smith
Mr Graeme Stevenson
Ms Julie Tait
Ms Sarahjane Thompson
Ms Carol Tiley
Ms Alison Toft
Ms Helen Trendos
Ms Judith Watson
Mr Glenn Welldon
Ms Frances Whiteley
Ms Kristen Whiteley
Ms Sharon Xabregas

MAJOR DONATIONS AND SPONSORS

\$10,000 AND OVER

Parramatta Leagues Club

\$5,000 AND OVER

N Weaver

\$1,000 AND OVER

Ai-Media
Cochlear
J W Forsyth
J Pearson
Westpac
J Wiseman

\$500 AND OVER

J Cooper
C Grace
M Hertzberg
C Maher
K Smith

\$200 AND OVER

E Ash
J Cairn
I H Campbell
Dr M Gelin
J Gould
P Griffith
J Harland
R Howson
L Johnson
J Lancaster
G Lintern
M Newell
C Phillips
K Pigram
Quota International of Quirindi
Mr Ryba
C R Wilhelm

\$100 AND OVER

S Angelides
J Bates
D Beaver
C Clark
R Dossor
R Evans
S Gregory
B Halse
B Hirzinger
C Hood
A Jacobs
M Khallourk
A Langford
A McEwin
F Muecke
S Pang
M Parker
J Rey
D Riley

J Robertson
J Roseth
A Ruscic
T Shirley
L Whiteman
W Wright

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Equity for deaf people