

ANNUAL REPORT 2020



## MESSAGE FROM THE CHAIR

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I present to you the 2020 Annual Report for the Deaf Society, with some sadness and excitement. Sorrow as this will be the last report for the Deaf Society, and excitement for the future as the merger with Deaf Services nears completion.

Firstly, I wish to pay tribute to the many extraordinary people who have contributed to the organisation since 1913.

Today, we deliver many services directly to the Deaf Community and in support of the Deaf Community, from interpreting services

to community support and Auslan classes, everyone should be very proud of what we have built together.

In March of this year, the organisation held an extraordinary general meeting to commence a new chapter for the Deaf Society - a merger with Deaf Services Limited. The members of the Deaf Society voted in favour of the merger. Both Board and senior management worked tirelessly over the past year to deliver this opportunity. We believe the combined financial strength of the merged entity, will enable us to broaden our reach and service provision.

A highlight from this year was the first-ever Auslan Leaders Challenge, with our politicians including the Prime Minister, The Honourable Scott Morrison showcasing their support for Auslan and the Australian Deaf Community.

The Deaf Society also dealt with the impact of the summer bushfires ensuring our community had access to important information to make informed decisions for their safety and then the COVID-19 pandemic halted the world. Our team have

adapted service provision, transitioned to working from home, provided interpreters for government briefings and supported the community through this challenging time. The commitment of our staff to ensure the community was supported throughout these challenging times is much appreciated.

Thank you to the members for your support of the merger. To the Deaf Society's staff thank you for your continuing efforts and excitement for the merger.

To my fellow directors, whom all volunteer their time, thank you for your contributions and counsel over the last twelve months. Thank you for taking the time and due diligence in considering the merger opportunity.

The year 2020 will go down as nothing but an extraordinary year.



Brian Halse  
Chair

## OVERVIEW FROM THE CHIEF EXECUTIVE OFFICER

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The financial year 2019-2020 was one of tremendous changes. As I write my last report, as the Chief Executive Officer of The Deaf Society, there are so many accomplishments and people that I wish to acknowledge. Without the Board, colleagues and members incredible support and commitment to the Deaf Society, we would not have come this far – merging with another like-minded organisation that is committed to equity for deaf people.

The Board and the management team has demonstrated their passion and commitment to the Society's vision 'Equity for deaf people' over and over again. While the COVID-19 pandemic has impacted everyone, I am very proud that the team was able to adapt and continue providing services. They collaborated with various organisations and government agencies to ensure that the most vulnerable were supported.

As I write this report, I look up to a photo of Dorothy Shaw who was at the launch of the Deaf Society's Stanmore office in the 1970s. I am sure she would have been excited about the possibilities the new office would bring for the Deaf Community. I feel the same level of excitement with this merger.

I would like to specifically thank the Board for charting the map during a difficult period of change, especially the Chair who provided consistent and compassionate advice and support to the senior management team and myself. I would like to thank the Executive team including Ivana Krunes, Anthony Ruscic

and Rebekah Kershaw for keeping things going seamlessly especially in the lead up to the merger. To the management team, thank you for your great work and commitment to our vision. To the frontline staff, you are all heroes, everyday you turn up to work providing great support, care and services to our customers. I would also like to thank Brett Casey, CEO of Deaf Services and Craig McDonald, Chief Operating Officer for your belief, commitment and dedication.

To members who have been with us along this tremendous journey, I thank each of you for your loyalty and commitment to the Deaf Society. I look forward to seeing you at future AGMs for the new organisation and I know that this is not a goodbye, but see you around!



Leonie Jackson  
Chief Executive Officer

## OUR STRATEGY – HOW WE PERFORMED

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To work effectively towards a vision of equity for deaf people, we set ourselves four strategic directions for 2018-2021. Some of our achievements against the four strategic priorities during the 2019/20 year are;

### FOCUS ON CUSTOMERS: IMPROVE AND GROW SERVICES

- In the first half of the year, we delivered 7 Online Interpreting workshops across NSW and ACT with a focus on rural areas where there are fewer interpreters.
- Adapting services through COVID-19, to ensure the customers continued to receive the support they need.
- 249% increase in online interpreting bookings in April 2020 compared to April 2019, as customers adapted to a COVID-19 environment.
- Over 1,000 enrolments in Sign Online with a significant increase during COVID-19 lockdown.



### DEVELOP OUR TEAM FOR QUALITY SERVICE PROVISION

- Support worker training carried out across NSW and ACT with over 40 staff participating.
- Sponsorship of 7 trainers to acquire TAE qualifications and commence teaching accredited qualifications.
- From March, we transitioned staff to working from home and focused on ensuring they remain safe, connected and productive through COVID-19.
- All staff completed mandatory 'Supporting People to Stay Infection Free' training to ensure safety of both staff and customers through the COVID-19 pandemic.

### WORK FOR, IN AND WITH THE DEAF COMMUNITY

- The annual Deaf Festival was held on Saturday, 19 October 2019 and was well attended by the community.
- From April, regular Auslan summaries on COVID-19 in NSW and ACT were produced and shared across social media to keep the community informed.
- Coordinating the provision of interpreters for the NSW government, ACT government and the Department of Prime Minister and Cabinet.
- 2019 International Day of Sign Languages was celebrated with;
  - a. The first-ever Auslan Leaders Challenge featuring 37 Federal MPs and two Governors with over 60,000 people viewing the campaign.
  - b. Celebration Dinner with over 100 community members attending to celebrate the 30th anniversary of the Auslan Dictionary with author Trevor Johnston.

### DIVERSIFY TO BE SUSTAINABLE

- With the support of an NDIS Information, Linkages and Capacity Building (ILC) grant, Hearo was created and launched to support families with a child with hearing loss to live their best life.
- The Deaf Society successfully raised \$40,000 for a Seniors Equipment Grant Scheme which allows seniors to apply for vital equipment for the home like visual smoke alarms and door bells.



## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
<b>Revenue</b>		
Fee for service revenue	4,468,716	4,200,725
Other revenue	4,776,411	3,895,610
	<u>9,245,127</u>	<u>8,096,335</u>
<b>Less: expenses</b>		
Employee benefits expense	(6,987,200)	(6,079,968)
Depreciation expense	(53,947)	(60,086)
Occupancy expenses	(654,885)	(398,723)
Consulting and marketing expenses	(539,791)	(321,241)
Other expenses	(1,197,446)	(937,378)
	<u>(9,433,269)</u>	<u>(7,797,396)</u>
<b>Profit / (loss) before income tax expense</b>	<b>(188,142)</b>	<b>298,939</b>
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	(275,531)	190,612
<b>Total comprehensive (deficit)/surplus income for the year</b>	<b>(463,673)</b>	<b>489,551</b>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020 \$	2019 \$
<b>Current assets</b>		
Cash and cash equivalents	826,484	495,726
Trade and other receivables	1,352,269	1,353,834
Other financial assets	2,318,679	2,644,873
Other assets	66,684	312,218
	<u>4,564,116</u>	<u>4,806,651</u>
<b>Total current assets</b>		
<b>Non-current assets</b>		
Other financial assets	14,195,027	14,196,222
Intangible assets	147,937	198,818
Plant and equipment	3,399	6,465
	<u>14,346,363</u>	<u>14,401,505</u>
<b>Total non-current assets</b>		
<b>Total assets</b>	<b>18,910,479</b>	<b>19,208,156</b>
<b>Current liabilities</b>		
Trade and other payables	1,556,646	1,682,378
Provisions	624,682	387,030
	<u>2,181,328</u>	<u>2,069,408</u>
<b>Total current liabilities</b>		
<b>Non-current liabilities</b>		
Provisions	186,041	131,965
	<u>186,041</u>	<u>131,965</u>
<b>Total non-current liabilities</b>		
<b>Total liabilities</b>	<b>2,367,369</b>	<b>2,201,373</b>
<b>Net assets</b>	<b>16,543,110</b>	<b>17,006,783</b>
<b>Equity</b>		
Reserves	6,997,880	7,273,411
Retained earnings	9,545,230	9,733,372
	<u>16,543,110</u>	<u>17,006,783</u>
<b>Total equity</b>	<b>16,543,110</b>	<b>17,006,783</b>