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The Deaf Society of
New South Wales



WHAT ARE THE CAUSES OF DEAFNESS?

There are many ways in which people become Deaf: genetically, through accident or illness, as a result of the ageing process, as well as from unknown causes.

There are many different types of hearing loss – ranging from mild to profound. Hearing loss can be stable, progressive or fluctuating, can occur in one or both ears, and can be in high or low frequencies.

Approximately 10–20% of the population has a hearing loss. The Deaf Community consists of about .01% of the population, approximately 20,000 people within Australia.

WHO ARE THE DEAF COMMUNITY?

People who identify as belonging to the Deaf Community are generally people who:

- Use sign language as their primary and preferred means of communication
- May or may not speak or lip-read
- Participate and socialise in the Deaf Community
- Like to be called “Deaf”
- Focus on the cultural aspects of their deafness, and do not necessarily want to be able to hear
- Feel proud of their language, culture and community

WHAT IS AUSLAN?

Auslan is the sign language of the Deaf Community in Australia. The word Auslan stands for AUstralian Sign LANguage.

Auslan is a visual-spatial language which consists of manual signs, facial expressions and fingerspelling.

HOW CAN I LEARN AUSLAN?

Auslan courses are held at a number of TAFE colleges, including Blacktown, North Sydney, Tamworth and Randwick. Check the NSW TAFE website www.det.nsw.edu.au or contact the TAFE information line on 13 16 01.

The Deaf Education Network (DEN) offers both unaccredited and accredited Auslan courses. Contact DEN on (02) 8845 9444 or check the DEN website www.deaf.nsw.edu.au

HOW DO DEAF PEOPLE COMMUNICATE WITH HEARING PEOPLE?

Every Deaf person is different and will possess different skills in communicating with hearing people.

When communicating with Deaf people, remember that:

- Deaf people may use sign language, gestures and visual aids, lip-reading, writing or a combination of any or all of these modes when communicating with hearing people.
- Some Deaf people do not use speech to communicate.
- While lip-reading may be a useful communication tool in certain situations, it is not equivalent to listening to speech. Deaf people rely on context clues, the process of elimination, guesswork and other strategies to understand speech when lip-reading.
- Many sounds that are made with the voice look similar to each other whilst some sounds are not visible at all. Accents, facial hair and unclear mouth movements make lip-reading more difficult. Understanding a conversation by lip-reading is therefore only 30% effective.
- Some Deaf people will choose to write and read messages to communicate with hearing people.
- When communicating with a Deaf person, it is important to allow them to choose the mode(s) of communication used and to respect their choice.

HOW CAN TECHNOLOGY HELP DEAF PEOPLE?

Some Deaf people rely on technology such as hearing aids to assist their communication. Hearing aids amplify sounds but do not make them clearer. Sometimes Deaf people wear hearing aids to enable them to be aware of environmental noises but the hearing aids may not actually assist them in communicating due to the nature of their hearing loss.

Deaf people also use other forms of technology like a TTY (Teletypewriter – a special text telephone), computers and text mobile phones. These types of technology can be limiting due to the amount of time and level of

written language skills required for their use.

New technology such as video conferencing will also improve the lives of Deaf people, especially those living in rural and remote areas of the State.

WHEN DO DEAF PEOPLE NEED INTERPRETERS?

In order to access services that hearing people take for granted, Deaf people require the assistance of Auslan interpreters. Situations in which interpreters are used include:

- Medical appointments
- Obtaining a drivers licence
- Legal and court situations
- Employment interviews and training
- Special religious occasions, including weddings, christenings and funerals

Service providers are obliged under section 24 of the Disability Discrimination Act (1992) to make their services accessible for Deaf people by providing Auslan interpreters.

WHAT TIPS CAN ASSIST WITH COMMUNICATION?

- Get the Deaf person’s attention before starting your conversation. This can be done by way of a tap on the shoulder or a wave in the line of vision for an individual, or by flashing overhead lights on and off for a group.
- Maintain eye contact throughout the conversation.
- Speak clearly, but do not exaggerate lip movements.
- Use simple sentences and avoid idioms and messages with double meanings.
- Use gestures and visual aids that are relevant to your discussion.
- Write down important details.
- Check that you are being understood – ask the Deaf person to repeat back important messages.
- Be patient, relax and enjoy your conversation.

Further information on these topics is available free of charge. Please contact the Deaf Society on (02) 9893 8555 (voice); (02) 9893 8858 (TTY) or check our website www.deafsocietynsw.org.au



The Deaf Society of New South Wales

OUR MISSION

To work within the community to ensure Deaf people achieve their full rights and fulfil their responsibilities as Australian citizens.

OUR VISION

To be recognised as the organisation delivering world class services to the Deaf Community of New South Wales.

OUR BELIEF

We believe that Deaf people should enjoy the same political, civil and human rights as other members of the community and we work with the Deaf Community to secure these rights.

OUR WORK

We provide a wide range of support services and programs for Deaf people, including Deaf people who may have disabilities such as visual impairment, cerebral palsy, or developmental delay.

Our broad major goals are to educate and support members of the Deaf Community to access relevant community services and to educate community services on the needs of the Deaf Community.

We provide core services in the traditional areas of need, such as welfare and counselling support, community development, interpreting provision, education, training and employment support.

We aim to meet new demands demonstrated by community request which include focussing on mental health, children and family support, rural and regional outreach, and changing technology and its impact on the Deaf Community.

OUR HISTORY

The Deaf Society of NSW was founded in 1913 in response to the needs of Deaf people who used sign language as their primary means of communication.

“The Adult Deaf and Dumb Society of New South Wales” was incorporated in 1922 under the Companies Act, 1899, as a Company Limited by Guarantee. The Society’s title has been altered twice since that time, and now operates as “The Deaf Society of New South Wales”.

OUR OPERATIONS

The Deaf Society of New South Wales is a State-wide non-profit agency whose services for Deaf people are funded by government grants, contributions from donors, income earned from investments and fees charged for services rendered.

The majority of the Society’s members are Deaf people who use Auslan (Australian Sign Language). The affairs of the Society are managed by a President and Board of Directors who are elected by the members at annual general meetings. Directors can hold office for a period of three years and can nominate for re-election at the end of each term.

The Society employs professional staff to carry out its functions.

As a Company Limited by Guarantee, we are accountable to our clients, members, donors and supporters, the Commonwealth and State Governments and to the Australian Securities Commission.

This report, as a document of accountability, provides detailed information about our endeavours in achieving the Society’s goals.

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OFFICE BEARERS

Patron

Her Excellency
Professor Marie
Bashir, AC, Governor
of New South Wales



Vice Patron

Kenneth W Tribe, AC, LLB

President

Peter Owen Brownlee, MA (Syd), FRHS (UK)

Board of Management

Peter Owen Brownlee, MA (Syd), FRHS (UK) –
Chairman

Anthony Gorringe, JP, NIA, Associate Dip in Business
– Deputy Chairman

Stewart Anthony McClay, CA (Scot), CA (Aust), FAICD,
BAcc (University of Glasgow) – Honorary Treasurer

George Michael Barbouttis, OAM, FCA, FCPA Dip
Commerce

Catherine Clark, BEd (Adult) (resigned 22 March 2004)

Alexandra Anne Lindsay Hynes

Jane Innes, BEc, LLB, LLM (Hons)

Stephen Matchett, PhD (Sydney), BA (Hons), Grad Dip
Marketing

Jitka Navratil, BAppl Science

Susanne Alexandra Rae, MA (New York), Dip Ed, BA
(Sydney)



Board of Management – Stewart McClay (Treasurer),
Alexandra Hynes, Susanne Rae, Jane Innes, Anthony
Gorringe (Deputy Chairman) and George Barbouttis
(absent Peter Brownlee, Jitka Navratil, Cathy Clark
and Stephen Matchett).

HIGHLIGHTS OF THE YEAR

- **Celebrated** our 90th year of working with and for the Deaf Community.
- **Achieved** accreditation of the Employment Service under the new Quality Assurance System.
- **90th Annual Report** awarded a Bronze Award in the 2004 Australasian Reporting Awards.
- **Federal Government** announced funding for Auslan interpreters for medical assignments after many years of lobbying.
- **Adoption** of the Strategic Plan 2004–2007.
- **Completed** successful video remote interpreting pilot with IBM Australia.

Honorary Solicitors

Patterson, Houen and Commins

Auditors

Benbow and Pike

Executive and Senior Staff

Rebecca Ladd, JP, BEd (Hons), Master of Management
(Comm Management) – Executive Director, Client and
Community Services

Sharon Everson, JP, Dip Comm Organisations – Executive
Director, Corporate Services

Robert Adam, BA, BEd – Co-ordinator, Community
Relations and Interpreting (currently on leave without
pay)

Sandra Carroll, BA (Welfare Studies)
– Co-ordinator, Regional Outreach and Community
Development

Michelle Corbett, BComm – Co-ordinator, Communication,
Education and Employment

Danielle Fried, BA (Government), Post Grad Diploma
(Auslan/English Interpreting) – NAATI Interpreter
Accreditation, Co-ordinator, Community Relations and
Interpreting (Acting)

Lisa Mulcahy, BSocial Work, NAATI Paraprofessional
Accreditation, Specialist Case Worker, Out of Home Care
Program

Stephen Nicholson – Senior Community Access Worker,
Independent Living Skills Program

Tania Otten – Office Administrator

PRESIDENT'S REPORT

It is my pleasure to present this 91st annual report to our members and supporters. The purpose of my report is to comment briefly on specific key areas of the Society's operations. I would encourage you to read the following reports which detail our activities and provide additional financial information for the year under review.



Celebrating our Past – 90th Annual General Meeting

The Society's 90th Annual General Meeting, held on 15 November 2003, was chaired by our Deputy Chairman, Mr Anthony Gorringe. Following the formal business of the meeting, a slide show of photographs was displayed, including visual reminders of past meeting places, old faces and old friends as well as historical events such as Helen Keller's official opening of the Deaf Chapel, named in her honour.

Miss Dorothy Griffiths, a Deaf Society Life Member and a well-known and respected member of the NSW Deaf Community was then invited to cut the 90th anniversary cake.

We have been providing a broad range of professional support services to Deaf people, their families and the wider community for over 90 years and I have no doubt that the Deaf Society will continue to grow and develop in partnership with the Deaf Community as we head towards our Centenary Year in 2013.

Corporate Governance

During the year the Board continued to meet bi-monthly to address the many issues involved in operating a non-profit organisation dedicated to providing high quality

services to both the Deaf and wider communities.

Directors re-elected for additional three year terms at the Annual General Meeting were Stephen Matchett, Susanne Rae and Cathy Clark. Unfortunately Cathy Clark tendered her resignation in March 2004, due to her relocation to Melbourne. Cathy brought many skills to the Board and I would like to place on record my sincere appreciation for her contribution.

The Deaf Society recognises the importance of consumer representation at all levels in our organisation and we are actively seeking interested Deaf people to join the Board.

In order to assist Directors to continue to meet their responsibilities, existing corporate governance policies and procedures were reviewed during the year.

This resulted in the adoption of a number of amended and new guidelines including integrity statements and a process for self evaluation for directors, procedures for risk management reviews and updated procedures for the finance and audit committee.

The role of voluntary Director is a complex one which requires time, thought and effort and I wish to thank my colleagues on the Board for the many hours they have devoted to the affairs of the Deaf Society during the past twelve months, and for the great assistance they have rendered me, the staff and the Deaf Community of New South Wales.

Financial Results for the Year

I am pleased to report that the Deaf Society achieved an operating surplus of \$150,300 this financial year. Financial reports on pages f1

to f16, provide detailed information on where our funds came from and how we utilised income.

A major goal of Directors and staff is to continue working together to ensure that such favourable results are maintained. The Board of Directors wishes to acknowledge the efforts of the Executive Directors and our staff in achieving this positive result.

Deaf Community Centres

During the year financial contributions from the Deaf Community Centres' Fund were made to the Deaf Community Association Northern Rivers (Lismore), and the Coffs Coast Deaf Community (Coffs Harbour).

Guidelines for making submissions from this Fund are available from the Society's office or on our website.



Anthony Gorringe discusses plans for the future at the 2003 Annual General Meeting.

Taking us forward

A principle responsibility of the Board is to ensure that the Deaf Society has clearly established and relevant goals and the appropriate strategies for achieving them. To this end, the Board was pleased to adopt the Society's 2004–2007 Strategic Plan at its meeting in June 2004. Further details of the Strategic Plan are on page 7.

We are proud of our excellent record of service provision over the past 90 years and we aim to ensure the quality and availability of programs are maintained.

The use of accredited Auslan interpreters in medical settings is particularly vital. In the absence of government funding, the Society has borne the heavy financial burden of providing this service for many years. During the year we were delighted when, following many years of intensive lobbying, the Federal Government announced it would fund this service from January 2005. This is an enormous breakthrough for consumers of Auslan interpreting services. We are proud of our role in achieving this positive outcome for members of the Deaf Community.

Acknowledgements

There are many people who, either through the donation of time, services or financial help, contribute to the Society's ongoing success. I would like to make particular mention of the valuable assistance provided by Tony Houen, Patterson, Houen and Commins, the Society's Honorary Solicitors. Tony provided professional advice on a number of complex legal matters during the year and we are grateful for his continuing interest in, and support of, the Society.

I would also like to extend the Society's congratulations to Kenneth W Tribe AC, the Society's Vice Patron who celebrated his 90th birthday in February 2004. Details of Mr Tribe's contributions to the Society are on page 18.

I would also like to thank my colleagues on the Board for their support and assistance as well as the Society's auditor, Mr Gerard Abrams, Benbow and Pike, for his assistance with financial and accounting matters.

Please contact us if you would like more information on any aspect of the Society's work or have any suggestions on how we might better serve the Deaf Community of New South Wales.

Peter Brownlee
President

EXECUTIVE DIRECTORS' REPORT

The Deaf Society constantly strives to improve the quality and quantity of our service provision and for over 90 years we have been the major service provider for Deaf people and their families throughout New South Wales.

During this time we have built a myriad of relationships in many different spheres – with the Deaf Community, generic service providers, specialist deafness organisations, interstate Deaf peak bodies, government departments and the general community. Our role in these relationships is also varied – advocate, trainer, interpreter, advisor, lobbyist, educator, promoter of Deaf language and culture, access enhancer and collaborator.

Many Deaf people lead busy working professional lives or enjoy active retirement. They may only need to use our services from time to time. Other Deaf people are regular clients of our support programs and may be disadvantaged educationally or have additional disabilities. Our commitment to clients may last for a single visit or may extend for a life time.

Our challenge is to utilise the funding received from government departments, investment income, donations and other sources to provide services for everyone who requests assistance. However, it is often necessary to prioritise our work and focus on our traditional core business such as the provision of Auslan (Australian Sign Language) interpreting services, counselling and support for individuals and families, independent living skills training for adults and children with special needs, community education and deafness awareness training programs.

During the year we were fortunate to receive a number of additional one-off grants which enabled us to implement several innovative pilot programs designed to address special unmet needs within the Deaf Community.

Focussing on the future – support for children and families

Parenting is a huge task and support from family, friends and the community is an important part of the parenting process. However, accessing relevant community support is not always straightforward for Deaf parents or hearing parents of Deaf children.

The majority of Deaf children are born into hearing families and rarely have the opportunity to have contact with Deaf people who share their language and culture. Often hearing parents of Deaf children can feel isolated. They may have few contacts with whom to compare and share their experiences and may also lack significant information about how to deal effectively with deafness issues relating to their child. Deaf parents who use Auslan often face a language barrier in accessing mainstream parenting services.

An important aspect of our work is assisting families who face the additional challenges involved in parenting Deaf children. The Deaf Society has a long practice of offering one to one assistance and information and in recent years we have enhanced this support by offering structured community programs for parents and children.

During the year we offered a number of programs designed to assist families, including two terms of the Auslan Heritage School, held in conjunction with the Royal Institute for Deaf and Blind Children. The Auslan Heritage School provides the opportunity for linguistic and cultural immersion for Deaf children and their families, encompassing a parent education and support group as well as a playgroup for Deaf children and their hearing siblings. A grant from the Department of Health and Ageing enabled the participation of older Deaf people in the Auslan Heritage School. The Deaf Seniors acted as storytellers and took part in a number of activities with the Deaf children, such as the successful "Treasure Hunt" at the community consultation in October 2003. We look forward to offering further

sessions of the Auslan Heritage School next year.

We continued to provide co-ordination and Deaf specialist support for the out of home care service and initial work was undertaken, in collaboration with ShareCare, on the establishment of a Deaf Children's Respite Network (both these services were funded by the Department of Community Services).

This year the Society extended our support program to include targeted parenting support groups. This initiative was undertaken via partnership with the respected Rivendell Child and Adolescent Unit's Parenting Co-ordination Program. Following the success of the Triple P, Positive Parenting Program, for hearing parents of Deaf children, we were fortunate to secure funds from Burwood Council which will allow us to conduct further Triple P groups, caption a key video resource and produce a guidebook for generic services on how to meet the needs of Deaf parents and parents with Deaf children. We will also conduct focus groups to further research the needs of parents.

The Auslan In-Home Tutoring project (funded by Parramatta City Council) enabled hearing parents of Deaf children to improve their Auslan communication skills and the "Hands Over NSW" Tutoring Program (funded by the Department of Community Services) saw specialist in-home Auslan tutoring offered to Aboriginal families.

The planning, promotion and co-ordination of school holiday activities



***Celebrating Deafness** – elderly residents from Mullauna Village join in the festivities at the community consultation and barbecue in October 2003.*

for Deaf and hearing impaired young people (funded by Parramatta City Council) was a huge success, with visits to captioned movies, a Theatre of the Deaf Workshop, ice-skating, a games day and a visit to Luna Park.

A small one-off grant from the Department of Community Services enabled the purchase of six baby cry alarms which are hired out to Deaf parents of newborns to alert them visually to their babies' needs.

Plans are underway for further parenting workshops, including "Toughlove" – Deaf parents support program made possible through funding from Parramatta City Council. We hope to be able to continue to offer innovative responses to the complex needs of parenting and family support.

Services for Older People

During the year the Society continued to provide support to Mullauna Village, the residential facility which is home to a number of elderly Deaf people. As well as direct support for Deaf residents, we also provided Auslan and Deafness Awareness Training for staff. We are planning to work in collaboration with Mayflower Aged Care Services, who auspice Mullauna Village, in order to make application for Community Aged Care Packages to address the specialist needs which will support older Deaf people to remain in their own homes.

Assistance to Deafblind people

One success story from last year was the establishment of the NSW Usher Support Network. Usher Syndrome is a genetic condition which causes mild to profound hearing loss from birth and progressive loss of sight due to Retinitis Pigmentosa.

We were delighted to receive notification of additional funding for the Network for the 2004–2005 financial year. Funding from the Friends of ACE Support program (FACES) and the Paul Newman Foundation will enable the development of an information kit and training package designed to increase awareness of Deafblindness in both the Deaf and wider communities with the aim of greater understanding and enhanced access for Deafblind people.

The vital link – interpreting services provide access to the community

Interpreting services for Deaf people are a crucial component in enabling individuals to access various community services, support systems and, most importantly, the health system.

Every time a Deaf person has to communicate with a service provider, business office, medical practitioner, solicitor or prospective employer, the need for an interpreter arises. Without an Auslan interpreter, communication between Deaf people and service providers is severely compromised. A qualified Auslan interpreter is vital in ensuring that Deaf people are able to access services at the same level as hearing people.

Working in such a variety of settings requires interpreters to have excellent general knowledge of all these areas. The Society aims to employ only NAATI (National Accreditation Authority for Translators and Interpreters) accredited interpreters and we work with student interpreters to help support and encourage them to achieve accreditation. We also assist accredited interpreters in attaining higher qualifications. During the year we delivered a number of professional development opportunities in Orange as well as in Sydney.

The Deaf Society also participated in the establishment of an interpreting course at Sydney Institute of TAFE aimed at training Deaf people themselves as relay interpreters. The graduates of this course, known as relay interpreters, work with Deaf clients who are not fluent in Auslan, who may be recent immigrants who are fluent in a foreign sign language, or may have disabilities which affect their language ability. A significant number of relay interpreting clients merely suffer from a lack of exposure to an accessible language. The Society's promotion and provision of a relay interpreting service makes a huge difference for all these client groups and improves their ability to receive access to health, legal, counselling, vocational and financial services.

Interpreters are to be applauded for their achievements in their area

of work and for the professional standard of expertise they demonstrate.

Using notes, lipreading, or an unqualified interpreter means that a Deaf person receives a less favourable service. In medical situations, the potential for misunderstanding or misdiagnosis could lead to life threatening consequences for Deaf patients.

Following many years of intensive lobbying, the Society was pleased when the Federal Government announced funding for Auslan interpreters for medical assignments from 2005.

This is certainly a breakthrough which we hope will encourage other service providers to recognise their responsibility for providing Auslan interpreters.

Technology – bringing improvements to everyday life

During the year we focussed on improving productivity and efficiency through a more effective use of technology. Some of the challenges faced were interfacing the TTY (Telephone Typewriter) units, which are analogue, into our digital telephone system and the high costs of IT support for upgrading existing technology. Following a recent review of computer requirements, arrangements are underway for the installation of a new fileserver with upgraded software which will enable remote access for email and improved system security.

The internet and intranet continued to prove a valuable tool in a bi-lingual workplace and enabled both Deaf and hearing staff to access the same information.

Deaf people rely on visual images. Our digital projector enabled more professional presentations for training purposes for the Deaf Community, as well as providing more sophisticated entertainment such as the historical presentation at the 90th annual general meeting.

Information and training packages have also been purchased in a number of different formats, such as DVD and video, and captioned. These resources will not only improve the skills of existing staff but will also

encourage prospective volunteers, new staff members and parents to improve their sign language skills in their own home.

The successful trial of video remote interpreting via video conferencing equipment was completed during the year in conjunction with IBM Australia. This technology has enormous potential in improving the lives of Deaf people living in rural and remote regions of the State by providing access to video interpreting services. We would like to thank IBM Australia for making this expensive technology available to us.

We continued to provide access to low cost computer hardware and software via the Anne Mac Rae Technology Scheme in partnership with Technical Aid for the Disabled NSW. We would like to thank applicants for their patience during the year as a number of delays were experienced in the supply and installation of equipment. Donations of used computer equipment for the Scheme are much appreciated as this helps to considerably reduce waiting time for equipment.

Focussing on the Future

We want to ensure that our services remain accessible, relevant and financially viable. We will continue to work hard to build additional partnerships and alliances with like minded organisations to enable us to increase our scope. The preparation of the Strategic Plan for 2004–2007 provided us with the opportunity to review past and existing services, as well as designing programs for unmet needs.

A major challenge in achieving the goals of the Strategic Plan will be providing support and guidance to all stakeholders during the time of change, in particular with the amalgamation of service delivery teams and overall organisational re-structure.

Negotiations with the Department of Ageing, Disability and Home Care are currently taking place regarding



Senior Staff – Sharon Everson, Michelle Corbett, Sandra Carroll, Stephen Nicholson, Danielle Fried, Rebecca Ladd and Tania Otten (absent Lisa Mulcahy and Marilyn Shaw).

the re-auspice of funding for services to members of the Northern Rivers Deaf Community. We hope that the successful operation of this service will encourage the Department to fund similar services in other major regional centres across NSW.

Of course, the successful achievements of the past year, and the completion of future projects identified in our current Plan would not be possible without the effort, time and most importantly, the willingness and co-operation of all our staff who clearly understand the vital role they play within our organisation.

Our appreciation is extended to Peter Brownlee, President, and the Directors of the Board for their assistance and commitment to the Society. Our thanks are also extended to members of the Deaf Community for their support and for their active participation in community consultations, in particular providing feedback to assist with the documentation of the Strategic Plan. Feedback from our consumers assists us with quality assurance of existing programs and more importantly allows us to plan for future programs to ensure that our services remain relevant to their lives.

We eagerly anticipate the challenge of the forthcoming year as we continue to work together on maintaining existing services and implementing initiatives in line with the Strategic Plan.

Rebecca Ladd and Sharon Everson

STRATEGIC PLAN 2004–2007

Deaf people deserve the same opportunities as other members of the community and should have the same right to access all available services and activities.

These beliefs provided the foundation for the development of the 2004–2007 Strategic Plan, adopted by the Board of Directors at the June 2004 meeting.

The challenge for any service organisation is to ensure that programs remain relevant to service users. In order to address this issue, we sought feedback from members of the NSW Deaf Community about current and future services. We also distributed surveys to both Deaf specific and generic service providers across New South Wales. Responses indicated the need for more outreach services and additional information and training about Deafness, particularly in rural and remote areas of the State.

In setting future goals, the social, economic and political forces which are likely to impact on the Society's future operations were also taken into consideration.

Team participation across all service and program areas provided the opportunity for staff to reflect on and evaluate past achievements as well as examine the challenges involved in



Tony Gorrige, Deputy Chairman, and Miss Dorothy Griffiths, Life Member, cut the 90th Anniversary Cake at the Society's 2003 AGM.

meeting additional service needs with limited resources.

In brief, the 2004–2007 Strategic Plan will incorporate a two stage re-structure process. This will entail the establishment of a new department "Client and Community Services", to be headed by a Manager. This department will incorporate community access and information services, independent living skills, rural/regional outreach, service development and the out of home care service from July 2004.

The second stage, planned for July 2005, will involve the amalgamation of the employment, interpreting and community relations and development teams under a new department "Education, Access and Employment".

This restructure is planned to streamline service provision and enable client needs to be met in a more holistic manner.

The six major areas of focus in the Plan are aimed not only to build on the Society's current strengths, but also to take advantage of opportunities through the introduction of new initiatives.

Capacity Building and Income Management – ensure the continuing viability of the Deaf Society through sound financial management.

Profile of the Organisation – increase awareness of the Deaf Society's programs and services.

Key Services and Programs – ensure ongoing viability of the Society's key services and programs, including:

- Auslan Interpreting Service
- Community Access and Information Service
- Early Intervention and Family Support
- Specialist Support Services (e.g. Deafblind, Women, Youth, Mental Health)
- Out of Home Care Service
- Rural Outreach Service
- Independent Living Skills Program
- Employment Service
- Education
- Technology and Research

Partnerships with other organisations – develop partnerships with external agencies to expand services offered to the NSW Deaf Community.

Staff Support and Professional Development – ensure that all staff are proficient in their knowledge of the Deaf Society, its equipment, policies, procedures and services.



Open Days provide the opportunity for Deaf children to visit our office and familiarise themselves with our services.

Corporate Governance – ensure that the Board of Directors operates in line with current legislation.

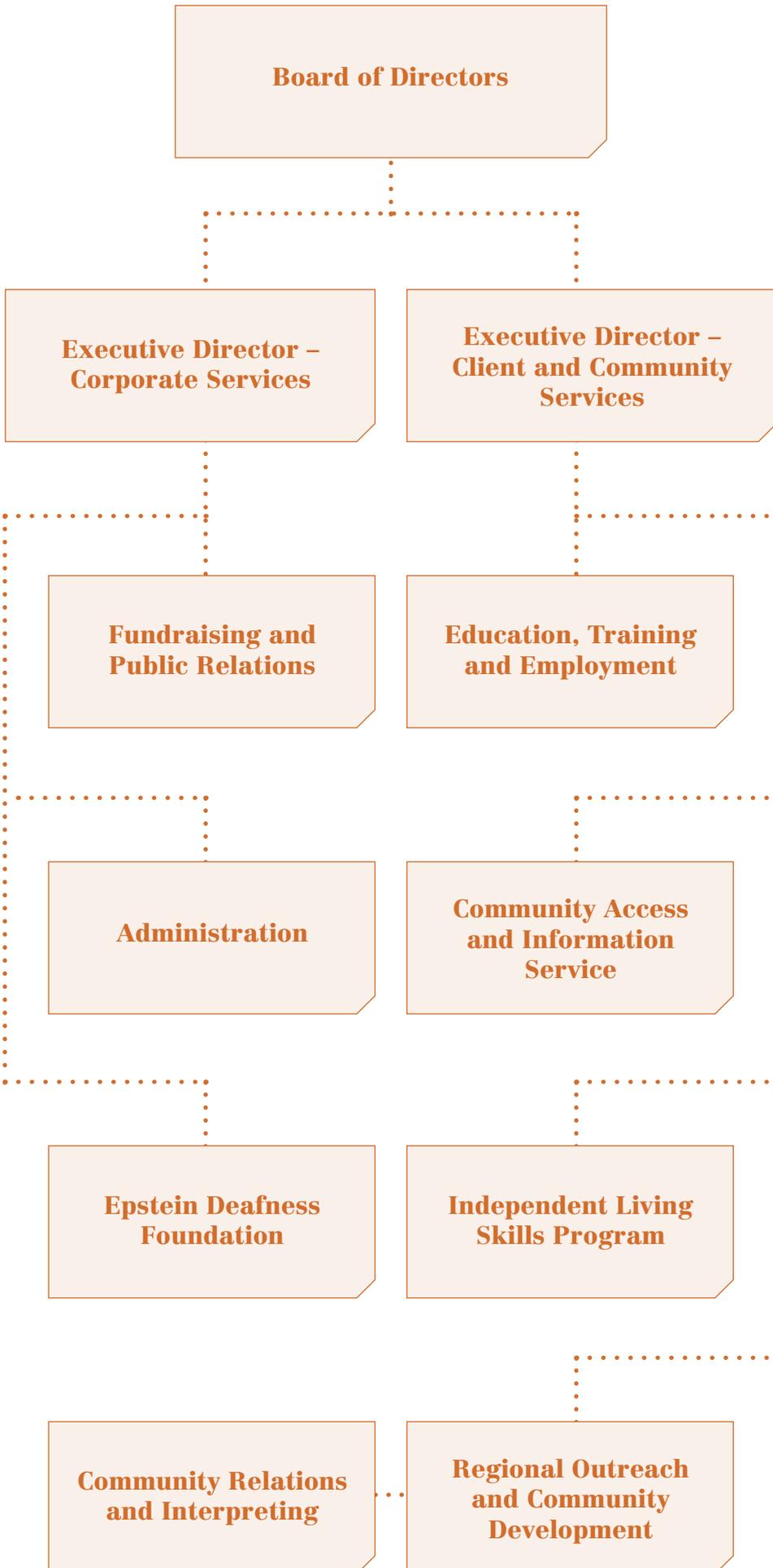
While the Strategic Plan establishes the direction for the Deaf Society over the next three years, shorter term goals will be determined in departmental annual plans.

Major goals for this year's plan include identifying additional funding sources, providing additional social and recreational activities for young Deaf people and providing a more responsive program for Deaf people who have mental health issues.

Much of the work involved in achieving our goals will require work at both an inter- and intra-team level. We are certain that staff members will once again rise to the many challenges involved in improving services with limited resources and will continue to demonstrate their flexibility and creativity.

We look forward to bringing you future updates on service developments in line with the 2004–2007 Strategic Plan.

ORGANISATIONAL CHART



EXECUTIVE MANAGEMENT

MISSION STATEMENT

To lead and manage the Deaf Society of NSW and the Epstein Deafness Foundation (NSW) to achieve each organisation's objectives, the effective use of assets and the ongoing development of their people and capabilities.

To develop, direct and implement client services and community development strategies and activities that enable the Deaf Society of NSW and the Epstein Deafness Foundation (NSW) to achieve all organisational goals.

WHO WE ARE

The Executive Director – Corporate Services and the Executive Director – Client and Community Services.



Rebecca Ladd and Sharon Everson accepting the ARA Bronze Award for the Society's 90th Annual Report

WHAT WE DO

Support the operations and administration of the Board of Directors.

Ensure compliance with legal and corporate requirements.

Focus on the continuing financial viability of the Deaf Society, including seeking new avenues of income.

Review and update strategies and policies in order to achieve the goals of the Society.

Manage the development, promotion, delivery and quality of programs and services.

Develop and maintain relationships and partnerships with government and external organisations.

Oversee human resources, including implementation of a staff appraisal system, encouraging professional development and providing support for staff.

HIGHLIGHTS

Strategic Plan 2004–2007 adopted by the Board of Directors.

Financial surplus of \$150,300 for the year.

Federal Government funding for interpreting announced following decades of lobbying.

Secured funding for a number of additional projects during the year including:

Talking Hands Tutoring Project (Parramatta City Council);

Auslan Tutoring for Aboriginal Families (Department of Community Services);

Deaf Specific Children's Respite Network (Department of Community Services);

School Holiday Recreation Program (Parramatta City Council).

Secured funding commitments for 2004/2005 including:

Usher Support Network (FACES – Friends of ACE and the Paul Newman Foundation);

“Toughlove” program for Deaf parents (Parramatta City Council).

Completed transfer of investment portfolio in line with the Society's Investment Policy.

Completed corporate governance review resulting in the adoption of new or updated policies and procedures for risk assessment, finance and audit committee, integrity statements and self-evaluation for Directors.

KEY INFLUENCES AND CHALLENGES

Maximise financial returns to enable the continuation of quality services.

Secure additional funding and sponsorship opportunities to not only maintain current services and programs but also to implement new initiatives.

Attract staff with the required skills, knowledge and experience.

Increase public awareness on issues affecting Deaf people.

Promote our services, both to the Deaf Community and the wider community.

Ensure that our services continue to remain relevant.

Increase the number of partnerships.

KEY STRATEGIES

Implement stage one of the 2004–2007 Strategic Plan, including amalgamation of departments and provide support to staff, Board and clients during this period of re-structure.

Continue to seek funding and sponsorship opportunities.

Increase the number of media releases highlighting topical events.

Continue to hold Open Days, Community Consultations and stakeholder forums.

Continue to provide support and assistance to Deaf Community organisations.

Continue existing partnerships and develop new collaborative relationships.

Continue to review, amend and develop policies and procedures.

Continue to investigate ways of supporting and developing staff skills.

STATISTICAL AND FINANCIAL INFORMATION

	2003/ 2004	2002/ 2003	2001/ 2002
Open Days – Parramatta	2	2	2
Open Days – Newcastle	1	1	1
Community consultations – Sydney	2	2	2
Rural and regional consultations	19	21	18
FAQs produced	5	13	8
Training opportunities for staff	53	43	38
Study leave provided for staff	10	9	8
Financial assistance for Auslan/Interpreting Courses	4	4	6
Income	\$617,905	\$475,996	\$520,826
Expenditure	\$189,545	\$114,163	\$112,417
Surplus	\$428,360	\$331,833	\$408,409
Bequests received	\$308,810	\$419,644	\$5,035



Let's share a story – a grant from the Department of Health and Ageing assisted interaction between older Deaf people and Deaf children as part of the Auslan Heritage School

COMMUNITY ACCESS AND INFORMATION SERVICE

MISSION STATEMENT

To ensure Deaf people receive the same opportunities and have equal access to services and activities as do other members of the community.

WHO WE ARE

The CAIS team includes a co-ordinator who works with a core staff of two full time and two part time staff members. This team provides specialist case work in both the Sydney metropolitan and Hunter region. The team is also responsible for a number of specific projects, including children and families, youth, services to older people, counselling and Deafblind support. A service co-ordinator and seven support staff are also responsible for providing out of home care services for Deaf children.

WHAT WE DO

Provide information, advocacy and support services to Deaf people and their families via our Drop In service,

casework, counselling and community development activities.

Provide specialist consultation to service providers and government agencies in relation to deafness issues.

Undertake special projects, in consultation with the Deaf community, to address a particular need or issue affecting Deaf people.

Work in partnership with community organisations to provide services or programs targeting specific populations within the Deaf community.

Work in partnership with another agency, under contract to the Department of Community Services, to provide specialist Deaf support for Deaf children in out of home care placement.

HIGHLIGHTS

Employed a co-ordinator for the out of home care program.

Received funding from Friends of ACE Support program (FACES) and the Paul Newman Foundation to develop an information kit for NSW Usher Support Network for 2004-2005.

Co-ordinated eight recreational activities for Deaf and hearing impaired children during school holidays.

Conducted a further two terms of the Auslan Heritage School for Deaf children and their families.

Reviewed and updated the service specifications for the detached family worker project.

Service delivery staff attended a two day training course focussing on occupational health and safety, protective responses for staff and duty of care.

Submitted a discussion paper to the Department of Ageing, Disability and Home Care as part of its major review of information and advocacy services.

Submitted application to become an accredited out of home care provider to the Office of the Children's Guardian.

KEY INFLUENCES AND CHALLENGES

Increased resources required to improve conditions for Deaf people living in rural and regional communities.

ADMINISTRATION

MISSION STATEMENT

To provide high quality administration and financial support to all Deaf Society programs to enable them to operate effectively in providing services to consumers.

WHO WE ARE

The Administration team consists of a full-time office administrator and receptionist at Parramatta, assisted by two part-time accounts clerks. A part-time clerical assistant is also employed at the Newcastle office.

IT support is contracted when required.

WHAT WE DO

Provide financial and administrative support to all Deaf Society programs.

Maintain office supplies and equipment.

Provide staff with IT support, computer troubleshooting, advice and training.

Respond to requests/queries from consumers through a variety of means.

Keep forms and information produced by the Deaf Society updated and accessible.

Ensure that OH&S, Privacy and Confidentiality requirements are met.

HIGHLIGHTS

Secured four computer packages from the Better Service Delivery program, Department of Ageing, Disability and Home Care.

Organised a highly successful community consultation and family barbecue in October 2003 to celebrate National Week of Deaf People.

Provided the opportunity for four Deaf students to undertake work experience.

KEY INFLUENCES AND CHALLENGES

Constant need for upgraded computer hardware and software restricts our efficiency in some areas.

Increasing demands on service delivery programs creates new challenges for support staff.



The Admin Team – Nicole Harris, Sarla Thakkar and Tania Otten (absent Mary Srbic and Fiona Battle).

Enhanced awareness by generic services about how to effectively meet the needs of Deaf people.

Extra workload required by existing staff to deliver special projects in addition to their normal duties.

Providing services in new areas requires additional support and training for staff and a greater focus on OH&S issues.

KEY STRATEGIES

Continue to provide the "Drop In Literacy" program in collaboration with the Deaf Education Network.

Provide additional training opportunities for direct service staff to enable them to perform their duties in a safe environment.

Continue to develop relationships with other organisations in order to develop innovative service delivery methods.

Recruit a manager to support the amalgamated CAIS and ILSP teams.

Review current method of service delivery to the Hunter Region.

Conduct further sessions of the Auslan Heritage School.

STATISTICAL AND FINANCIAL INFORMATION

Support to clients	2003/2004	2002/2003	2001/2002
Office visits	803	784	732
Home visits	323	366	314
Outside visits	496	486	477
Telephone/TTY contacts	7,841	7,638	7,309
Total	9,463	9,274	8,832
Income	\$627,195	\$403,337	\$284,183
Expenditure	\$763,819	\$557,288	\$458,201
Surplus/(Deficit)	\$(136,624)	\$(153,951)	\$(174,018)

Government support totalling \$200,862 was received from the Department of Disability, Ageing and Home Care to assist with the operation of the Community Access and Information Service. The NSW Department of Community Services provided funding of \$82,039 towards support of children,

youth and families, with an additional amount from this Department totalling \$325,984 received for providing deaf specialist support for the Out of Home Care Program.



The CAIS Team – Stephen Nicholson, Sarah Dearlove and Sandra Carroll (absent Marilyn Shaw, Lorraine Mulley).

KEY STRATEGIES

Ensure information on our website remains relevant and reflects current services.

Install new computer equipment, including fileserver and updated software to enable remote email access.

Investigate new technology which will improve communication access for both Deaf and hearing staff.

Continue to review, amend and develop policies and procedures.

Continue to monitor environmental impact and ensure that waste paper is recycled and print and ink cartridges are refilled and that regularly requested documents are available electronically on our website.

Review and upgrade procedures for all administration tasks and provide cross-training for staff.

Organise an external OH&S training and audit of workstations to ensure that staff are working in a risk free environment.

STATISTICAL AND FINANCIAL INFORMATION

Requests for information continued to grow during the year. Contact was made by a number of means, including telephone, TTY, email and fax. Many people are now utilising the Society's website for information about our services.

The cost of providing administrative support is expensed across all program areas.



Hands on training – Alex helps familiarise volunteer Luis with our computer system.

EDUCATION AND TRAINING

MISSION STATEMENT

To provide education and information to Deaf youth and adults to enhance Deaf people's opportunities and access to the community; and

To provide training to both government and non government organisations to increase awareness of deafness and/or improve the accessibility of these organisations to Deaf people.

WHO WE ARE

The Education and Training team consists of a part-time community educator who is supported by a part time co-ordinator. A number of sessional and casual educators, interpreters and support staff are utilised in providing this service.

WHAT WE DO

Promote and encourage an awareness of the benefits of further education and life long learning among Deaf people.

Provide the opportunity to improve skills for Deaf people in the areas of self-determination, self-advocacy and self-management.

Generate increased awareness of Deafness and hearing impairment by employers of Deaf people and service providers.

Teach practical strategies and tips to facilitate Deaf/hearing communication.

Provide experiential workshops, simulating some of the barriers which Deaf people confront in daily living.

HIGHLIGHTS

Auslan interpreted tour of NSW Parliament House.

Liaised with the Australian Tax Office to provide a series of one-on-one sessions to assist Deaf people on

low incomes to fulfil ATO obligations such as tax returns.

Increased the number and variety of community education sessions held during the year.

Produced quarterly editions of "Hands On News" newsletter which was circulated to members of the Deaf Community throughout NSW.



"How Government Works" – a visit to NSW Parliament House assisted participants learn more about their rights.

REGIONAL OUTREACH AND COMMUNITY DEVELOPMENT

MISSION STATEMENT

To work with the Government, other service providers, families and the Deaf Community to promote Deaf language and culture and advocate for change at a systems level.

To ensure community services throughout New South Wales are available and accessible to Deaf people.

WHO WE ARE

A project co-ordinator is responsible for the provision of outreach and community development services to Deaf people living in rural and regional areas of the State.

The co-ordinator also oversees the operation of new pilot programs.

Staff from other departments work collaboratively in order to achieve many of the goals of this department. Additional staff are also utilised on a casual basis from time to time.

WHAT WE DO

Advocate for change at a systems level through lobbying directly and on behalf of the Deaf Community and individual Deaf people to government and external agencies.

Develop partnerships and collaborative relationships with external service agencies to expand services offered to members of the Deaf Community.

Establish and enhance relationships with local service providers and the Deaf Community in country areas to better meet needs.

Provide holistic information and support to families, including hearing parents of Deaf children, and Deaf parents.

Ensure the Deaf Society remains at the forefront of service provision for its constituents by contributing to research, providing information relating to Deafness and ensuring that we keep abreast of developments which may impact on the lives of Deaf people.

HIGHLIGHTS

Made 19 visits to Deaf people living in rural, regional and remote areas of the State.

Established partnership with Rivendell Child and Adolescent Unit's Parenting Co-ordination Program to present the Triple P "Positive Parenting Program".

Established partnership with ShareCare to provide respite care for Deaf children.

Co-ordinated Auslan in-home tutoring program for families with Deaf children.

Provided five deafness awareness training sessions in rural and regional areas.

Established a baby cry alarm loan program for Deaf parents.

Participated in the "Women on Wheels" tour to south east and far south NSW, an annual event organised by the Department for Women.

Contributed to the discussion paper released by the NSW Law Reform

KEY INFLUENCES AND CHALLENGES

Maintain a consistent level of service by ensuring client interest and relevance of educational programs offered.

Ensure that information, in an accessible format, is available to all Deaf people across NSW.

Reticence of the Deaf community to avail themselves of further education due to poor educational experiences in the past.

Persuade services and employers of the importance of Deafness Awareness Training.

Maximise financial returns from Deafness Awareness Training to enable the continuation of quality services.

Lack of public awareness on issues affecting Deaf people, particularly in regional and remote areas.

Increase recognition of our services within the Deaf community.

KEY STRATEGIES

Continue to market Deafness Awareness Training on an ad-hoc basis.

Continue to seek funding for Deafness Awareness Training.

Produce materials of a high quality utilising new technology.

Produce and disseminate "Hands On News" on a quarterly basis.

Continue to provide community education workshops.

STATISTICAL AND FINANCIAL INFORMATION

	2003/ 2004	2002/ 2003	2001/ 2002
DAT workshops	23	22	26
CEP training and information seminars	12	4	9
Income	\$76,374	\$77,106	\$56,066
Expenditure	\$88,522	\$82,829	\$75,818
Surplus/(Deficit)	\$(12,148)	\$(5,723)	\$(19,752)

Funding of \$65,715 from the Department of Ageing, Disability and Home Care helped offset the expenses incurred in operating the Community Education Program.

Commission examining the possibility of Deaf or Blind people being eligible for jury duty.

KEY INFLUENCES AND CHALLENGES

Lack of Deaf specific services and accessible generic community services in rural and regional areas.

Dearth of interpreting services in rural and regional areas.

Poor community awareness, particularly by service providers, about the requirement under legislation to provide access to people with disabilities.

Increased resources are required to improve conditions for Deaf people living in rural and regional communities.

Rising costs in the price of fuel increases the expense involved in visiting rural and remote areas.

KEY STRATEGIES

Publicise the Deaf Society's services by distributing promotional material to generic agencies.

Co-ordinate in-home Auslan tutoring programs for families.

Visit six rural and regional areas at least twice annually and produce a written profile on each area.

Deliver leadership training in rural areas, in conjunction with local Deaf consumer organisations.

Continue to develop partnerships and work collaboratively with other organisations.

Continue to research opportunities and to lobby for the establishment of localised services in rural and regional areas.

STATISTICAL AND FINANCIAL INFORMATION

	2003/ 2004	2002/ 2003	2001/ 2002
Visits to regional areas	19	21	18
Income	\$117,194	\$91,224	\$63,927
Expenditure	\$184,097	\$113,022	\$83,413
Surplus/(Deficit)	\$(66,903)	\$(21,798)	\$(19,486)

Government support totalling \$73,271 was received from the Department of Ageing, Disability and Home Care to assist with the operation of this program.



Promoting professionalism in interpreting – participants at the Orange workshop for sign language interpreters.

COMMUNITY RELATIONS AND INTERPRETING

MISSION STATEMENT

To provide high quality Auslan/English interpreting services, to the Deaf Community of New South Wales and to ensure services are accessible to Deaf people.

WHO WE ARE

Our team comprises two part-time Auslan interpreters, a full-time and two part-time interpreting services clerks and a full-time co-ordinator. We also utilise a number of casual Auslan interpreters (70 in the metropolitan area, 39 in rural/regional areas and 11 Sydney based relay interpreters).

WHAT WE DO

Provide a responsive Auslan/English interpreting service to the Deaf Community throughout New South Wales.

Provide a high standard of professional development and support for interpreters.

Liaise with government interpreting services to ensure quality interpreting services for the Deaf Community.

Advocate, inform and educate consumers on their rights and responsibilities in providing access for Deaf people via the interpreting service.

Liaise with the Deaf Community on service needs and issues, through community consultations, regional meetings and individual contact, in both metropolitan and country areas.

HIGHLIGHTS

Federal Government announcement of an \$18.4 million funding package over four years to provide medical interpreting for Deaf people.

8 % increase in interpreting assignments.

Presented three professional development weekends (in association with the Department of Education and Training and ASLIA (NSW) for interpreters in regional areas, two in Orange and one in the Illawarra region, with the aim of improving skills and knowledge, ultimately encouraging individuals to acquire accreditation.

Upgraded the DSNSW website to enable on line interpreting bookings.



The Interpreting Services Team – Danielle Fried, Peter Webster and Kellie Willenberg (absent Venise McLachlan, Tarcia De Wit and Pam Seymour).

EMPLOYMENT

MISSION STATEMENT

To assist Deaf people to access employment and vocational training opportunities.

WHO WE ARE

The Employment Service consists of two employment officers (one full-time and one part-time) supervised by a part time co-ordinator.

WHAT WE DO

Provide a free employment assistance service to Deaf and hearing impaired people who are either unemployed or are already working but are seeking alternative employment.

We provide assistance with:

Job seeking and interview skills

Preparing resumes

Marketing and promotion to prospective employers

Supporting applicants at interviews, including interpreter provision

Educating employers on the needs of Deaf employees

Providing on the job training and post placement support

HIGHLIGHTS

Achieved accreditation of the Employment Service under the new Quality Assurance System.

Obtained 16 placements as required by the funding body.

Assisted 5 clients to gain apprenticeships/traineeships.

Established a fee for service workplace assessment program.

Provided advice and support to rural and regional employment services assisting Deaf and hearing impaired job seekers.

Provided “Think Jobs” workshops for clients.



The Employment Team – Michelle Corbett, Kellie Willenberg and Anna Mannix

KEY INFLUENCES AND CHALLENGES

The transition from block funding to a case based funding model, commencing January 2005 may reduce funding.

Insufficient funding to meet the additional financial costs of interpreter provision for job interviews and employment related appointments.

As a result of our lobbying, TAFE established the first Deaf Relay Interpreting course in NSW. We now employ 11 of these graduates thereby improving access for Deaf people who are fluent in languages other than Auslan, who are Deafblind or who have minimal language skills.

Joint venture with IBM Australia to trial Video Remote Interpreting.

We are proud that five of our interpreters have achieved Interpreter-level accreditation. This year we also welcomed 15 new Paraprofessional interpreters to our casual interpreting register.

KEY INFLUENCES AND CHALLENGES

Critical shortage of appropriately qualified interpreters, particularly at Interpreter level accreditation and in regional/rural/remote areas of NSW.

Lack of funding for a continuing increase in interpreter requests.

Poor community awareness, particularly by service providers, about the requirement under legislation to

provide access to interpreting services for Deaf people.

The tendering process for the Federally funded Auslan interpreting booking and payment service for private medical and health consultations will create an increase in our current workload.

KEY STRATEGIES

Promote awareness to service providers regarding their responsibilities to provide Auslan interpreters.

Continue to lobby in collaboration with the Australian Association of the Deaf, Australian Sign Language Interpreters Association and the Australian Federation of Deaf Societies to secure increased Government funding for interpreting services.

Continue to lobby the Department of Education and Training regarding the provision of qualified Auslan interpreters in the NSW school system.

Increase emphasis on marketing of our Interpreting Service.

Provide workshops for Deaf people about the right to an interpreter.

Pilot mentoring partnerships with interpreters.

Lobby for Auslan to be introduced in schools as a Language Other Than English.

STATISTICAL AND FINANCIAL INFORMATION

	2003/ 2004	2002/ 2003	2001/ 2002
Interpreting assignments during the year			
Fee for Service	1,243	1,060	876
Medical No Fee	1,012	979	776
No Fee	156	190	174
Total	2,411	2,229	1,826
Income	\$265,413	\$206,648	\$186,248
Expenditure	\$309,595	\$271,542	\$217,237
Surplus/(Deficit)	\$(44,182)	\$(64,894)	\$(30,989)

It should be noted that no Government funding was received to cover the costs of providing interpreters.

Ongoing requirements of the new Quality Assurance system.

Need for increased awareness by employers about the advantages of recruiting Deaf staff.

KEY STRATEGIES

Review and develop policies and procedures to ensure service viability and compliance with the case based funding model.

Monitor the financial impact of the transition from block to case based funding.

Ensure we remain up to date with changes to funding models and government policies in relation to disability employment services.

Consult with Government regarding the unique needs of Deaf jobseekers and lobby for additional assistance, in particular, funding for Auslan interpreters.

Further develop our workplace assessment model, currently offered on a fee for service basis.

Increase awareness of our Employment Service by Deaf school students.

“Deaf Workers are Good Workers” – enhance awareness of our Employment Service as a valuable placement tool for potential employers and encourage them to hire Deaf employees.

Continue to provide “Think Jobs” workshops.

Establish an employment resource area for clients to allow them greater independence in job seeking.

Develop a working party for stakeholders in the employment sector to increase learning opportunities relevant to Deaf job seekers/new workers.

STATISTICAL AND FINANCIAL INFORMATION

	2003/ 2004	2002/ 2003	2001/ 2002
Clients assisted to obtain or maintain employment	27	24	17
Total clients	45	35	41
Income	\$143,285	\$126,948	\$128,436
Expenditure	\$143,285	\$126,948	\$128,436
Result for the year	-	-	-

Government support totalling \$121,336 was received from the Commonwealth Department of Family and Community Services via block funding with an additional \$21,949 received via Case Based Funding.

INDEPENDENT LIVING SKILLS PROGRAM

MISSION

To provide support and training on a one to one basis to assist Deaf people with disabilities or who require extra assistance to live as independently as possible.



The ILSP Team – Stephen Nicholson, Jenny Bruton, Thuy Van Do, Kristen Hingerty and Daniel Johnston.

WHO WE ARE

The ILSP team consists of a senior community access worker, one full-time and three part-time community access workers.

WHAT WE DO

Provide specialist support services for clients who have additional needs to access the community.

Assist clients to live independently in the community by helping them learn a variety of skills, including cooking, budgeting, household management, travel training and social skills.

Encourage clients to access educational opportunities.

Enhance access to leisure activities for clients.

HIGHLIGHTS

Organised two successful Open Days at the Parramatta Office.

Assisted clients at a basic cooking skills course at TAFE.

Supported clients attending educational workshops and social activities.

Presented information on Deafness issues to audiology students at Macquarie University, Office of the Protective Commissioner, Tabiss Disability Forum, Streetwise, Qantas Internal National Security Conference and the Royal National Institute of the Deaf, U.K.

Held successful social events for clients including visits to the Sydney Aquarium, Manly Beach, AMF Bowling, and an end of year celebration.

KEY INFLUENCES AND CHALLENGES

A reduction in funding levels would affect the provision of full and adequate support for our clients.

HUMAN RESOURCES

Employment Practices

As an equal opportunity employer, we are proud that Deaf people are employed at all levels in our organisation. Deaf people are encouraged to apply for vacancies and, as part of our affirmative action policy, some positions are targeted to the Deaf Community, with associated marketing particularly encouraging Deaf people to apply.

As a culturally diverse workplace, we expect that all staff will possess or develop knowledge of Deaf culture and the Deaf Community and respect the rights of Deaf people. As a bi-lingual workplace where both Auslan and English are used, we actively support the acquisition of Auslan and interpreting skills by all staff and subsidise staff to attend appropriate training. Staff are encouraged to develop and improve their written skills through one-on-one assistance as well as professional development activities. Auslan interpreters are always provided for

both internal and external training and meetings.

The Deaf Society has also implemented a number of technological modifications to our workplace including special telephones and accessories, flashing light visual alarms and caption decoders.

An Employee Assistance Program, offered in conjunction with Unifam Counselling and Mediation Service (Unifam), is also available to staff who may wish to talk confidentially with a professional counsellor about areas of concern, including critical incidents such as violence or injury in the workplace.

An FAQ sheet on “Deaf-friendly Work Practices” is available free of charge by contacting the Society. We encourage other employers of Deaf people to emulate these practices to improve the accessibility of their workplaces.

Staff Training and Development

The Deaf Society believes an organisation’s strength is

measured by the competence and professionalism of its staff. Staff are encouraged to identify training and development opportunities which will enhance their skills and improve specialist knowledge in key areas such as child protection, family support and legal and advocacy matters.

During the year, staff attended a number of training opportunities including safety in the workplace, Auslan certificate courses, MYOB and financial skills training, occupational health and safety training, including fire warden duties, education for Deaf children, corporate governance, strategic planning, improving employment opportunities for clients, and discrimination and legal matters.

Staff were also provided with study leave to attend a wide range of tertiary studies, including Bachelor of Adult Education, Diploma of Education and Diploma of Interpreting (Auslan).

Difficulty in meeting the needs of clients who live in rural and regional areas of the State.

Lack of past suitable educational opportunities impact on the capacity of clients to absorb and integrate new information.

Finding appropriate ways to deliver life important information in line with client needs.

Challenge of finding innovative methods to support and improve the lives of long-term clients.

Ensuring staff maintain enthusiasm and commitment when client progress is often limited.

KEY STRATEGIES

Encourage other agencies to enhance the accessibility of their services for Deaf people.

Launch the ILSP plain English policies and procedures booklet in conjunction with a social event for clients.

Market our living skills assessment service to other disability service organisations.

Establish partnerships with existing services in rural and regional areas.



Learning through fun – the Manly ferry trip assisted with life skills training in a social outing.

Increase awareness of the ILSP by Deaf school students.

STATISTICAL AND FINANCIAL INFORMATION:

	2003/2004	2002/2003	2001/2002
Support to Clients			
Office visits	572	562	772
Home visits	724	701	356
Outside visits	691	685	525
Telephone/TTY contact	1,868	1,931	2,239
Total	3,855	3,879	3,892
Income	\$265,921	\$267,018	\$232,291
Expenditure	\$284,124	\$295,418	\$281,073
Surplus/(Deficit)	\$(18,203)	\$(28,400)	\$(48,782)

Government support of \$265,291 was received from the Department of Ageing, Disability and Home Care to operate this program.

Superannuation

The Deaf Society contributed 9% of salary for all full and part-time staff who were eligible under award occupational superannuation schemes during the year. These contributions were paid into the Health Employees Superannuation Trust Australia (HESTA).

Industrial and Employee Relations

The Social and Community Services Employees (State) Award covers all community workers and community access workers. Clerical staff are covered by the Clerical and Administrative Employees (State) Award and employment officers are employed under the Community Employment, Training and Support Services Award. Staff not covered

by awards have their conditions of employment agreed to by contracts of employment.

Industrial and employee relations continued to be harmonious, with no days lost to industrial disputes.

Occupational Health and Safety

The Deaf Society of NSW has a strong commitment to occupational health and safety. In order to ensure the

Permanent Employees

	2003/2004		2002/2003		2001/2002		2000/2001	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Executive	2	-	2	-	2	-	2	-
Administration	2	3	2	3	2	2	3	1
Access, Information & Support	6	11	8	2	8	1	8	2
Interpreting	2	4	2	2	2	1	2	-
Education, Training and Employment	1	3	2	2	2	1	2	1
Total	13	21	16	9	16	5	17	4
Salaries and Wages	\$1,150,254		\$970,357		\$818,514		\$765,057	
Workers' Compensation	\$36,436		\$28,089		\$16,979		\$21,096	
Superannuation	\$78,987		\$62,326		\$70,634		\$59,512	
Total	\$1,265,677		\$1,060,772		\$906,127		\$845,665	
Total Expenditure	\$1,591,210		\$1,360,437		\$1,196,730		\$1,121,574	
Percentage of Total Expenditure	79.5%		78%		76%		75%	

health and safety of all staff OH&S audits are conducted on a monthly basis and policies designed to address risk areas are reviewed and amended as necessary. New policies adopted during the year address the issue of long distance driving for service staff and safety when making home visits.

Although most of our work is carried out in a relatively safe environment, some concerns have arisen regarding the safety of staff employed in a residential program. An independent risk assessment is currently being organised to help us identify and address the additional risks involved in operating this program.

Volunteers

The success of many of the Society's programs relies on the assistance provided by volunteers. Members of our honorary Board of Directors provided skilled management and guidance of our organisation. Assistance with legal matters was generously given by Tony Houen, Patterson Houen and Commins.

Many Deaf people themselves acted as sighted guides on outings which enabled Deafblind people to access these occasions and assisted at various community activities, such as the community consultation and barbecue and the Auslan Heritage School.

Our staff often played a dual role, giving up their personal time to assist outside their normal working hours performing such varied roles as Deaf Relay interpreting, childminding and teaching and tutoring.

We would like to place on record our sincere appreciation for the assistance given by all our volunteers and we hope we can rely on their support in the future.

Work Experience

We were pleased to provide the opportunity for a number of Deaf students to undertake work experience during the year. The assistance provided by these students is very much appreciated and we enjoyed giving secondary school Deaf students the opportunity to trial the world of work for the first time and assist them with future career choices.

KENNETH W TRIBE FELLOWSHIP FUND

The Board, staff and Deaf Community were delighted to have the opportunity to congratulate Society Vice Patron, Kenneth W Tribe, AC, on the occasion of his 90th birthday in February 2004.

Kenneth W Tribe joined the Board of the then "Adult Deaf and Dumb Society of NSW" in 1942. Appointed Deputy Chairman in 1953, he later served as President and Chairman from 1970 until his retirement in 1982.

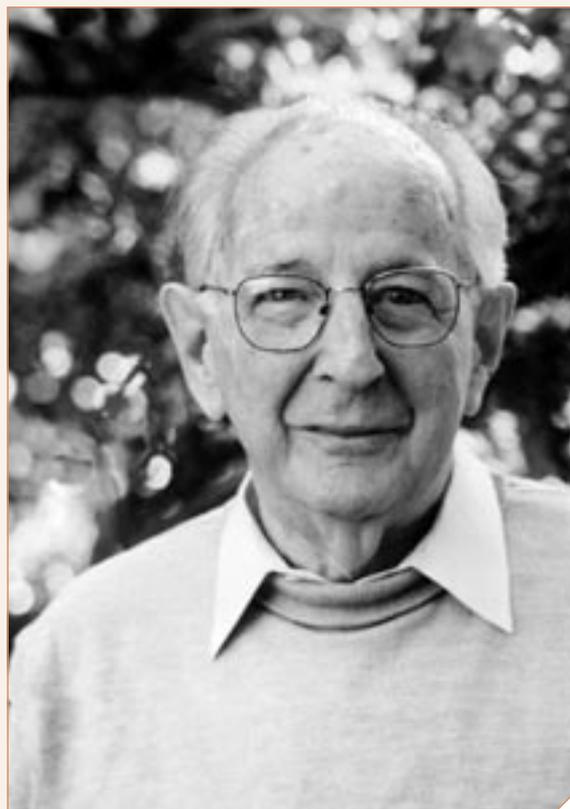
Mr Tribe is recalled by his colleagues for his exemplary stewardship of the Society as well as for his humanity and friendliness. During his presidency, many decisions were taken that have had substantial long-term benefits for the Society, its clients, and the wider Deaf Community.

Mr Tribe was responsible for many improvements in the Society's operations and, most significantly, he was a key figure in developing the strong partnership between the Deaf Community and the Board and staff of the Society that is central to our work today.

As a lasting reminder of Mr Tribe's unique service to Deaf people and the Society, the Board established the Kenneth W Tribe Fellowship Fund in 1982 to provide financial assistance for Deaf people undertaking tertiary studies.

The Society believes that these Fellowships are a most appropriate recognition of a man who devoted so much of his time, effort and intelligence to the encouragement of artistic and educational excellence in the community and in individuals of exceptional talent.

During the year four scholarships were awarded to enable Deaf students to access tertiary education in a wide range of studies, including a Bachelor of Social Sciences/Welfare, a Bachelor of Arts (Humanities, Media and Cultural Studies), a Bachelor of Combined Law and a Bachelor of Engineering. We wish these applicants every success with their studies.



Kenneth W Tribe AC – a dedicated supporter of the Deaf Society of NSW.

Deaf people interested in applying for a scholarship from the Fund should contact the Parramatta office on (02) 9893 8858 (TTY) or check our website www.deafsocietynsw.org.au for a copy of the guidelines.

OUR STAFF

In common with many other non-profit organisations, we are often faced with financial restraints caused by limited funding which mean that staff must be willing to improvise, adapt and undertake additional duties in order to ensure the continuation of core services as well as expanding our service delivery.

During the year our staff, whether full-time, part-time or on short term contract, proved their dedication and commitment which enabled the successful implementation of several new programs.

The contributions made by our staff across all teams are very much appreciated. We remain confident that future challenges will continue to be met by our dedicated employees.

Staff Members During the Year

Robert Adam BA, BEd
*Co-ordinator – Community Relations and Interpreting
(leave without pay)*

- Member, Australian Association of the Deaf (AAD)
- Member, NSW Association of the Deaf (NSWAD)
- Member, Australian Theatre of the Deaf
- Member, Auslan Language Panel, National Accreditation Authority for Translators and Interpreters (NAATI)

Sue Atherton Certificate II in Auslan
Interpreting Services Clerk

Fiona Battle
Office Assistant, Newcastle Branch

Jenny Bruton
Community Access Worker

- Member, Deaf Society of NSW

Karl Carey
Deaf Support Worker

Sandra Carroll BA (Welfare Studies),
NAATI Paraprofessional Accreditation
Co-ordinator – Regional Outreach and Community Development

- Member, NSWAD
- Member, Australian Sign Language Interpreters Association (ASLIA)
- Member, Australian Theatre of the Deaf (ATOD)
- Member, Deaf Education Network (DEN) Management Council

Fran Collins Dip Interpreting (Auslan),
NAATI Paraprofessional Accreditation
Interpreter

Michelle Corbett BComm, NAATI
Paraprofessional Accreditation
Co-ordinator – Communication Education and Employment

- Member, Deaf Society of NSW

Margaret Craig
Deaf Support Worker

Tarcia De Wit NAATI Paraprofessional
Accreditation
Interpreter

Sarah Dearlove Cert III Comm Services
(Disability)
Community Worker

Thuy Van Do
Community Access Worker

Sharon Everson Diploma in Community
Management, JP
Executive Director – Corporate Services

- Member, Australian Association of Company Directors
- Member, Australian Institute of Management

Danielle Fried BA (Govt), Postgraduate
Dip in Auslan/English Interpreting, NAATI
Interpreter Accreditation

Co-ordinator – Community Relations and Interpreting

- Executive member, ASLIA (NSW)

Nicole Harris Certificate II, III and IV in
Auslan
Receptionist

- Member, Deaf Society of NSW

Kristen Hingerty Dip Comm Services
(Welfare), Cert IV in Assessment and
Workplace Training, Certificate in
Interpreting (Deaf Relay)
Community Access Worker

- Board Member, NSWAD
- Member, AAD
- Member, ATOD
- Member, ACE
- Member, Deaf Society of NSW
- NSW Youth Leader for AAD
- Auslan Teacher, TAFE
- Deafblind Relay Interpreter
- Sessional Auslan Teacher, DEN

Carol Iannella
Community Access Worker

Tony Iannella First Aid Cert TAFE,
OH&S Cert TAFE, Cert II Information and
Technology
Deaf Support Worker

Rebecca Ladd Master of Management
(Comm Man), BEd (Hons), NAATI Interpreter
Accreditation, JP
Executive Director – Client and Community Services

- Executive Member, ASLIA
- Member, ASLIA NSW

Anna Mannix BA
Employment Officer

Venise McLachlan
Interpreting Services Clerk

Angie Michael Cert Word Processing,
Cert Secretarial Studies
Clerical Assistant

- Member, Deaf Society of NSW

Lisa Mulcahy Bachelor Social Welfare,
NAATI Paraprofessional Accreditation
Specialist Case Worker – Out of Home Care Program

Lorraine Mulley Dip Comm Welfare
Community Worker

- President, Campbelltown Deaf Netball Group
- Player, Campbelltown Deaf Netball Group
- Member, Australian Deaf Sports Association
- Member, NSW Deaf Sports Association
- Player, NSW Deaf Netball Team
- Player, Australian Deaf Netball Team
- Member / Leader Campbelltown Deaf Women's Group



Stephen Nicholson Bachelor of Education (Adult Ed)
Senior Community Access Worker – Independent Living Skills Program

- Member, NSWAD
- Member, AAD
- Member, ASLIA NSW
- Sessional Teacher, DEN and TAFE
- Member, Deaf Society of NSW
- Member, ACE
- Member, World Federation of the Deaf
- Deafblind Relay Interpreter

Alex Nyam Website Management
Cert IV, Website Prod Cert IV, Cert IV Information System Admin, Admin Diploma
IT Support Officer

Tania Otten
Office Administrator

- Member, Deaf Society of NSW

Michael Robinson
Deaf Support Worker

Pam Seymour NAATI Paraprofessional Accreditation
Interpreter

Marilyn Shaw Cert I and II Auslan,
Grad Dip Educational Counselling,
Bachelor Social Admin/Social Work
Co-ordinator – Community Access and Information Service

Gerry Smith Certificate IV in Assessment and Workplace Training,
Dip Interpreting (Auslan), NAATI Paraprofessional Accreditation
Senior Community Access Worker

- Member, ASLIA NSW

Mandy Smith BA, BSW (Hons)
Community Worker

Mary Srbic Bach of Business (Accounting)
Accounts Clerk

Sarla Thakkar Bookkeeping and Fin Skills Cert TAFE
Accounts Clerk

Paula Thornton Adv Cert in Comm Services
Community Worker

- Member, NSWAD
- Member, AAD

Peter Webster Cert II, III and IV in Auslan, Cert IV in Workplace Assessment and Training, JP
Interpreting Services Clerk

Kellie Willenberg Cert II, III and IV in Auslan, Auslan Bridging Course, Paraprofessional Interpreting Course
Employment Officer

- Member ASLIA NSW

HONORARY TREASURER'S REPORT

Overview

Fellow members of the Deaf Society of New South Wales, I am pleased to be able to report to you, as Honorary



Treasurer, that the Deaf Society has recorded an operating surplus. This year the operating surplus for the Deaf Society totalled \$150,300 and the consolidated operating surplus for the Deaf Society and for the Epstein Deafness Foundation (NSW) totalled \$151,637, a 60% increase on last year.

I would like to take this opportunity to thank all our staff for their hard work and dedication to make not only the operations of the Society possible but in achieving this result, given the considerable financial constraints under which we operate.

Remaining financially sound ensures that we have the ability to not only address the many current demands on our services but also to survive for the long term and to continue to fund programs to meet new areas of need as and when they arise.

Investments and Grants from Epstein Deafness Foundation (NSW)

During 2003 we carried out a detailed review of our investment approach, and as a result, we made significant changes to our investment portfolio. Our new investment portfolio should provide growth in our investment base and also regular income to significantly subsidise the delivery of services to the Deaf Community.

The Epstein Deafness Foundation (NSW), which was established in 1990 to recognise a generous bequest from the late Mr and Mrs Epstein, continued to hold investments on behalf of the Deaf Society under a Deed of Trust.

During the year investment income earned was \$356,284 and grants from the Foundation totalling \$217,350 were transferred to the Deaf Society. This support greatly helped to offset expenses for programs which are not funded from other sources.

Fundraising

It is a very special person who makes a commitment to the work of the Deaf Society by remembering us in their will. During the year we were fortunate to receive amounts totalling \$308,810 by way of bequests. All legacies received from estates are treated as abnormal items and are reported after the operating surplus for the year. These funds are invested and provide perpetual income to assist with the continuation of our services.

This report would not be complete without expressing sincere appreciation to our long time supporters who make regular contributions every year to assist in our endeavours. Financial support was also received through corporate donations and members of Women's Bowling Clubs throughout New South Wales continued to provide financial assistance for our services. We hope that this support will continue in the future.

Services and Programs

The Tables set out on pages 22 to 23 provide an analysis of the total income and expenditure for the year, a record of the Society's financial results for the past five years and also highlight how funds were utilised.

Total income for 2003/2004 was \$2,113,287, an increase of 22% on the previous year. Table 1 gives an analysis of operating income by cost centre and source for the year. Commonwealth Government funding totalled \$143,285 (7% of total income) and NSW State Government funding totalled \$1,027,794 (48% of total income). Additional income from the State Government arose by way of government subsidy to assist with provision of Deaf-specialist support for young people in the out of home care service. Fees for service totalled \$293,755

(14% of total income); fundraising income totalled \$38,029 (2% of total income); income from investments and grants from Epstein Deafness Foundation totalled \$573,634 (27% of total income) with sundry income totalling \$36,790 (2% of total income).

As will be noted from Table 2, \$1,232,040 (62.5% of all expenses) was spent on the provision of information, access and support services; \$309,595 (15.5% of all expenses) on interpreting services; \$247,447 (13% of all expenses) on education, training and employment programs; \$162,840 (8.5% of all expenses) on corporate services and \$11,065 (0.5% of all expenses) on fundraising.

Table 3 summarises total income and expenditure for each service area as a percentage of total income and expenditure.

Table 4 highlights the use of operating surpluses from investments, fundraising and fees for charged for Auslan interpreting and deafness awareness training which totalled \$515,047. 60% was expended on access, information and support services, 33% was consumed in the provision of Auslan medical interpreting services and 7% in offsetting the deficit incurred in the provision of education, training and employment services.

Table 5 sets out a financial summary for both income and expenditure for the past five years.

As will be noted from the information in these Tables, the Society relies heavily on funding from both the Commonwealth and NSW State Governments. I would like to take this opportunity to acknowledge the financial assistance received from various government departments during the year. The NSW Department of Ageing, Disability and Home Care provided grants for a number of our core programs including community information and access, independent living skills, community liaison and the community education program. The Commonwealth Department of Family and Community Services provided funding for the employment program. Funding from the Department of Community Services funded the detached family worker as well as the out of home care Deaf-specialist support workers, the in-home Auslan tutoring scheme for Aboriginal families, the children's respite care service, and the baby cry alarm loan scheme. Additional small grants for specific one off programs were received from Parramatta City Council for the Auslan tutoring program, the school holiday youth activities program, and funding from the Department of Health and Ageing enabled the participation of older members of the Deaf Community in the Auslan Heritage School for Deaf children.

Statement of Financial Position

The detailed statement of financial position as at 30 June 2004 on page f5 of this report shows the Society continued to build on our existing sound reserves. Our ratio of assets to liabilities at year end totalled 11.5:1. Total equity as at 30 June 2004 was \$6,308,154, with assets totalling \$6,902,414 and liabilities totalling \$594,260. This shows that the Deaf Society is financially very sound.

Corporate Governance

One of the Board's major tasks is to focus on financial management by ensuring continued improvements in income, containing operating costs and improving overall efficiency in service delivery to facilitate the Society's on-going viability.

This year the finance and audit committee provided additional assistance to executive staff, monitored and assessed the control and management of financial risks, provided investment management, reviewed financial reporting methods and ensured compliance with statutory and regulatory requirements. The committee also liaised with the external auditor and reviewed the audited statements and reports.

The Future

Many of the future goals in the 2004–2007 Strategic Plan will require an additional outlay of funds. Directors look forward to meeting this challenge by responsibly managing investments to maximise income and as well as ensuring capital asset growth which will enable us to fund the innovative projects as set out in the Plan.

In closing, I would like to take this final opportunity to acknowledge the assistance given by contributors and supporters who made donations during the year, the Commonwealth and State Governments who provide funding for our programs, and to our members for their support.

STEWART McCLAY

BAcc, CA (Scot), CA (Aust) FAICD
Honorary Treasurer



Children are our future – remaining financially sound means that we can address current needs and plan for new services.

Table 1 – 2003/2004 Analysis of Operating Income by Source and Cost Centre

	Total	C'wealth	NSW State	Fee for Service	Appeals/ Donation	Invest	Epstein Deaf Fdn	Sundry
Corporate Services	581,865	–	–	–	–	356,284	189,423	36,158
Fundraising	33,182	–	–	–	32,550	–	–	632
Information, Access & Support								
Sydney and Regional	171,522	–	171,522	–	–	–	–	–
Hunter Region	47,650	–	29,340	–	–	–	18,310	–
Detached Family Worker	82,039	–	82,039	–	–	–	–	–
Independent Living Skills	219,776	–	219,776	–	–	–	–	–
Community Liaison	73,271	–	73,271	–	–	–	–	–
325 Funding	46,145	–	46,145	–	–	–	–	–
Regional Outreach/Comm Development	43,923	–	14,002	14,825	5,479	–	9,617	–
Out of Home Care Program	325,984	–	325,984	–	–	–	–	–
Interpreting Services	265,413	–	–	265,413	–	–	–	–
Education, Training & Employment								
Staff Support/Program Development	2,858	–	–	2,858	–	–	–	–
Community Education Program	65,715	–	65,715	–	–	–	–	–
Deafness Awareness Training	10,659	–	–	10,659	–	–	–	–
Employment Program	121,336	121,336	–	–	–	–	–	–
Case Based Funding Trial	21,949	21,949	–	–	–	–	–	–
Total	2,113,287	143,285	1,027,794	293,755	38,029	356,284	217,350	36,790
Percentage	100	7	48.5	13.5	2	17	10	2

Table 2 – 2003/2004 Analysis of Operating Expenditure

	2003/2004	%
Corporate Services	162,840	8.5
Fundraising	11,065	0.5
Information, Access & Support		
Sydney and Regional	258,212	13
Hunter Region	82,412	4
Detached Family Worker	82,039	4
Independent Living Skills	237,979	12
Community Liaison	96,175	5
325 Funding	46,145	2.5
Community Worker Older People	15,172	1
Regional Outreach and Community Development	87,922	4.5
Out of Home Care Program	325,984	16.5
Interpreting Services	309,595	15.5
Education, Training & Employment		
Staff Support/Program Development	15,640	1
Community Education Program	78,054	4
Deafness Awareness Training	10,468	0.5
Employment Program	121,336	6
Case Based Funding Trial	21,949	1.5
Total	1,962,987	100

Table 3 – Summary of Income and Expenditure as a percentage of Income and Expenditure by Service Area

SERVICE AREA	INCOME		EXPENDITURE	
	\$	%	\$	%
Corporate Services	581,865	28	162,840	8.5
Fundraising	33,182	2	11,065	0.5
Information, Access & Support	1,010,310	47.5	1,232,040	62.5
Interpreting	265,413	12.5	309,595	15.5
Education, Training, Employment	222,517	10	247,447	13
Total	2,113,287	100	1,962,987	100

Table 4 – 2003/2004 Use of Net Disposable Income by Service Area

NET SURPLUS FROM	\$	%
Corporate Services	419,030	82
Fundraising	22,117	4
Fees for Service	73,900	14
Total	515,047	100
Less Operating Deficits by Service Area		
Access, Information & Support	221,735	60
Medical Interpreting (no fee)	117,894	33
Education, Training & Employment	25,118	7
Sub total	364,747	100
Surplus	150,300	
Total	515,047	

**Table 5 –
Financial Summary for the last five years**

INCOME	2004	2003	2002	2001	2000
Corporate Services	581,865	428,281	485,265	642,965	475,433
Fundraising	33,182	47,716	35,561	24,919	32,255
Information, Access & Support					
Sydney and Regional	171,522	169,342	153,664	147,328	147,070
Hunter Region	47,650	42,280	45,453	44,581	39,286
Detached Family Worker	82,039	83,688	73,668	69,925	66,686
Independent Living Skills	219,776	220,717	192,800	189,919	186,518
Community Liaison	73,271	73,838	63,927	62,637	59,284
325 Funding	46,145	46,301	39,491	39,028	37,988
Community Worker Older People	–	–	–	–	–
Deaf Mothers' Support Network	–	19,727	11,398	–	–
Regional Outreach and Community Development	43,923	17,386	–	–	–
Out of Home Care Program	325,984	85,524	–	–	–
Interpreting Services	265,413	206,647	186,248	69,899	14,131
Education, Training & Employment					
Staff Support/Program Development	2,858	2,776	–	–	–
Community Education Program	65,715	66,288	56,055	55,404	53,994
Deafness Awareness Training	10,659	10,818	12,439	9,701	28,614
Employment Program	121,336	108,325	108,636	105,713	93,222
Case Based Funding Trial	21,949	18,623	19,800	12,650	–
Sub Total	2,113,287	1,648,277	1,484,405	1,474,669	1,234,481
Operating Surplus	150,300	57,067	123,823	277,939	112,907
Total	1,962,987	1,591,210	1,360,582	1,196,730	1,121,574
EXPENDITURE	2004	2003	2002	2001	2000
Corporate Services	162,840	133,526	102,911	100,444	114,131
Fundraising	11,065	10,638	9,506	5,703	12,314
Information, Access and Support					
Sydney and Regional	258,212	260,048	235,305	215,672	195,317
Hunter Region	82,412	79,781	104,158	98,728	93,088
Detached Family Worker	82,039	83,688	73,668	71,961	71,010
Independent Living Skills	237,979	249,117	241,582	233,819	209,701
Community Liaison	96,175	95,636	83,413	75,703	107,022
325 Funding	46,145	46,301	39,491	39,028	41,013
Community Worker Older People	15,172	25,744	30,152	24,513	15,462
Deaf Mothers' Support Network	–	19,727	11,398	–	–
Regional Outreach and Development	87,922	17,386	–	–	–
Out of Home Care Program	325,984	85,524	–	–	–
Interpreting Services	309,595	271,541	217,237	119,988	71,905
Education, Training and Employment					
Staff Support/Program Development	15,640	2,776	–	–	0
Community Education Program	78,054	73,159	75,818	78,787	63,511
Deafness Awareness Training	10,468	9,670	7,507	14,022	33,878
Employment Program	121,336	108,325	108,636	105,713	93,222
Case Based Funding Trial	21,949	18,623	19,800	12,650	–
Total	1,962,987	1,591,210	1,360,582	1,196,731	1,121,574

DONORS

The Deaf Society's success in providing quality services to the Deaf Community for more than 90 years has been due, in no small part, to the financial help given by our committed supporters.

Many of our donors, including members of Women's Bowling Clubs throughout the State, have proven their loyalty to the Society and their dedication to our cause by continuing their financial support over many years.

We would like to place on record our thanks and appreciation to our supporters whose assistance enables us to enhance our service provision and to provide new programs for Deaf people and their families.

MAJOR DONATIONS

AGL 50th Anniversary
Foundation

P Amor

D Andrews

M Andrews

B Armstrong

N Ashton

F Aspinall

Australian Textile
Workers Union

D Ball

G Barbouttis

H Bashir

F Baudish

J Baxter

V Bear

D Beaver

P Bender

P Bendry

H Bennell

A Berbari

H Bicket

D Black

Boorowa Council

D Brandon

D Bright

N Broad

B Bubacz

H Butler

A W Bryne Equity

H Cadell

B Calder

S Caldwell

I Campbell

V Caradus

E Carr

N Carruthers

G Carter

M Cash

J Church

N Colefax

E Collings

L & I Collins

C Cooper

E Crisp

M Cunningham

H Culpit

D Curtin

Davison Instrument
Co Pty Ltd

D Davis

T De Save

E Dearden

A Dicker

W Donaldson

C Dove

F Druce

O Dunk

R Earnshaw

J Edgar

Esta Investments Pty Ltd

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J Fitzpatrick

M Furner

J Gambrill

R Garrard

R Glendhill

B Glockemann

J Goozee

K Graf

M Green

E Greig

P Griffin

J Harland

C Heathers

D Henderson

E Henderson

G Henderson

E Holland

R Howson

P Jair

D Johnston

K Jones

P Keast

J Keegan

G Knowles

J Krone

H Learoyd

B Lemon

A & L Lenn

M Macarthur

C Maher

H McCartney

J McDonald

T McKay

I McNair

I Mensdorff-Pouilly

R Mewburn

R Miles

A Milston

N Milston

J Moore

F Muecke

J Mulder

E Murray

J O'Connor

F O'Leary

T Page

A Palmer

M Parker

T Pascoe

M Periera

J Petersen

N Phillips

V Phillips

K Pigram

R Pirola

M Power

Quota Club of Kyogle

S Rastog

M Redding

J Roach

E Ross

M Rotziokos

A Rudas

P Ryba

D Salter

J Sankey

G Savage

N Scott

P T Seymour Pty Ltd

D Shultz

M Sleeman

R Smart

J Smith

E Southwell

L Stewart

A Taylor

TDK Australia Pty Ltd

Textile Clothing &
Footwear Union

L Thearle

G Timperley

Tower Keep Pty Ltd

J Tuckwell

P Turner

A Vernon

L Vessey

F Vio

E Wales

R Wallis

A Watson

S Watson

C Wheatley

Michael and Mary
Whelan Trust

A Whittle

C Wilhelm

J Willis

G Wirrell

J Wiseman

R Wood

R Young

V Young

WOMEN'S BOWLING CLUBS

Albion Park Women's
Bowling Club

Albury SS and A Women's
Bowling Club

Berkeley Women's Bowling
Club

Cobar Memorial Women's
Bowling Club

Coonabarabran Women's
Bowling Club

East Maitland Women's
Bowling Club

Junee Ex-Services
Women's Bowling Club

Karuah RSL Women's
Bowling Club

Milton-Ulladulla Women's
Bowling Club

Moruya Women's Bowling
Club

Sussex Inlet RSL Women's
Bowling Club

Teralba Women's Bowling
Club

Tumbarumba Women's
Bowling Club

Wyong RSL Women's
Bowling Club

MEMBERSHIP AS AT 30 JUNE 2004

Robert Adam
Tina Alden
Stephen Anich
Helen Bon
Patricia Britt
Peter Brownlee
Neil Buie
Rochelle Buie
Judith Cameron
Peter Church
Cathy Clark
Judy Clews
Michelle Corbett
Anthony Craig
Tarcia deWit
Sue Downton
Margaret Drabsch
Alan Eldridge
Marion Fairweather
David Fletcher
John Foster
Marcia Girke
Anthony Gorringe
George Goswell
Shirley Goswell
Charlene Grace
Sundari Gwynne
Jenny Hannan
Peter Hannan
Lyn Hartman
Keith Hinton
Anna Hruby
Sheridan Hudson
Alexandra Hynes
Carol Iannella
Jane Innes

Kathryn Jenkins
Dennis Johnston
Andrew Jones
David Jones
Rosa Kasteel
Stephen Lawler
David Lilley
Judith Lilley
David London
Kerry Lund
Stephen Matchett
Stewart McClay
Andrew McCredie
Yvonne Mees
Angie Michael
Peter Minter
Josephine Moody
Jitka Navratil
Helen Nicholson
Ron Nicholson
Stephen Nicholson
Betty O'Brien
Helen O'Malley
Tania Otten
Katherine Penna
Frank Peterson
Kerry Priem
Susanne Rae
Judith Russell
Robert Schumann
Valma Stebbings
Margaret Steadman
Wanda Stewart
Beryl Taylor
Joyce Tully
Nicole Vander Reyden
Glenn Weldon
Linda Wilson

LIFE MEMBERS

Colin Allen
George Barbouttis OAM
Victor Bear AM
Ron Byrant
Nola Colefax OAM
Lyell Crane
Barry Duggan
Ethel Goff
Dorothy Griffiths
Michael Hedley
Anthony Houen AM
D W Pulsford
Harry Roberts
Adam Salzer AM
Brian Surtees
Ben Taylor OAM
Ray Todd
K W Tribe AC
Steve Turner
Norman Vance
Ray Whitten

DEFERRED GIVING

Philanthropy in life can benefit in perpetuity. As you read through this report, you will realise the importance the Deaf Society places on financial grants received from the Epstein Deafness Foundation (NSW). This support assists the Society in offsetting deficits incurred by many of our programs and services.

The Foundation, established in 1990 to recognise a most generous bequest from the late Mr and Mrs Epstein, demonstrates how philanthropy in life can benefit many in perpetuity.

If you are contemplating a bequest to either the Deaf Society or the Epstein Deafness Foundation (NSW) and would like advice, please contact the Bequest Liaison Secretary in complete confidence on (02) 9893 8555.

Donations to either the Deaf Society or Epstein Deafness Foundation are tax deductible.

The Society was fortunate to receive legacies from the undermentioned estates during the year.

BEQUESTS AND LEGACIES

Estate late C L de Boos
Estate late J H Booth
Estate late S Di Marco
Estate late D Poggiolo
Estate late H W Poston
Estate late N R Partridge



The Deaf Society of New South Wales

ABN 21 952 195 236

A company limited by guarantee

and controlled entity

The Epstein Deafness Foundation (NSW)

ABN 42 053 841 464

A company limited by guarantee

Financial Report for the year ended 30 June 2004

DIRECTORS' REPORT

Your directors present their report of the chief entity and its controlled entity for the financial year ended 30 June, 2004.

Directors

The names of the directors in office at any time during or since the end of the year are:

George Michael Barbouttis, Peter Owen Brownlee, Cathy Clark (resigned 22 March, 2004), Anthony Alan Gorringe, Alexandra Anne Lindsay Hynes, Jane Innes, Stephen Matchett, Stewart Anthony McClay, Jitka Navratil and Susanne Alexandra Rae.

Principal Activities

The activity of the economic entity constituted by the Society and the entity it controls, The Epstein Deafness Foundation (NSW), in the course of the financial year was the provision of services to Deaf people. There has been no significant change in the nature of this activity during the year.

Operating Result

The net amount of the consolidated profit before significant items, for the financial year was \$151,637. The net amount of the consolidated profit, after significant items for the financial year was \$490,612.

Review of Operations

During the year the Society continued to provide counselling and interpreting services, community development, education programs for both the Deaf and hearing communities and independent living skills training for Deaf people, as well as those who have a disability and employment support programs.

Funding for all of the above activities came from appeals, bequests, donations, investment income, fees for services rendered, grants and subsidies from State and Commonwealth Governments.

In addition, income generated from the payment of grants to The Epstein Deafness Foundation (NSW) is transferred from the Foundation to the Society on a regular basis for use by the Society in carrying out its activities.

Significant Changes in the State of Affairs

No significant change in the state of affairs of the Society occurred during the financial year.

Events Subsequent to Balance Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the economic entity, the results of those operations, or the state of affairs of the economic entity in financial years subsequent to the financial year ended 30 June.

Likely Developments

The Society will continue to maintain current services and programs and as part of their proposals for activities to be undertaken in 2004/2005 will ensure that Deaf people achieve their full rights and fulfil their responsibilities as Australian citizens. The provision of these services will continue to rely on subsidies from the State and Commonwealth Governments, income from investments, fees for services rendered and income from donations, appeals and bequests.

The Society, as part of its commitment to ensuring that Deaf people gain access to community based support services, will continue to utilise its resources to undertake community support and development in regional and rural areas of New South Wales.

The Society will continue to examine the use of its resources, through research and development, to ensure that it fulfils its commitment to the Deaf Community of NSW.

Environmental Issues

The economic entity's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

Information on Directors

George Michael Barbouttis OAM, F.C.A., F.C.P.A.,
Dip. Commerce

- * Chartered Accountant
- * Member of the Board since 1982
- * Director, The Epstein Deafness Foundation (NSW)

Peter Owen Brownlee M.A. (Sydney) F.R.H.S. (UK)

- * Consultant
- * Member of the Board since 1985
- * Elected Chairman of the Board November, 1996
- * Director, The Epstein Deafness Foundation (NSW)

Anthony Alan Gorringe JP NIA Assoc. Dip. in Business

- * Finance Officer – Mid-Western Health Service
- * Member of the Board since 1995
- * Administrator of Deaf Lawn Bowls NSW
- * Administrator of Deaf Lawn Bowls Australia
- * Director, The Epstein Deafness Foundation (NSW)

Alexandra Anne Lindsay Hynes

- * Director
- * Member of the Board since 1989
- * Co-founder of the Australian Caption Centre
- * Director, Australian Caption Centre
- * Director, The Epstein Deafness Foundation (NSW)

Jane Innes B.Ec, LLB, LLM (Hons)

- * Senior Lecturer in Law / Director
- * Member of the board since November, 2001
- * Trustee, Lionel Murphy Foundation

Stephen Matchett PhD (Sydney) BA (Hons)
Grad. Dip. Marketing

- * Journalist and Marketing Communications Consultant
- * Member of the Board since November, 2000
- * Director, International Grammar, Sydney
- * Member, Sydney West Marketing

Stewart Anthony McClay CA (Scot), CA (Aust) FAICD
BAcc (Glasgow)

- * Chartered Accountant
- * Member of the Board since February, 1999
- * Honorary Treasurer
- * Director, The Epstein Deafness Foundation (NSW)

Jitka Navratil B.Appl. Science

- * Employment Consultant
- * Member of the Board since November, 2001
- * Secretary, Ephpheta Centre Pastoral Council

Susanne Alexandra Rae MA (NY) DipEd, BA (Syd)

- * Education Administrator/Teacher
- * Member of the Board since November, 2000

Directors' Meetings

During the financial year, 6 meetings of directors were held. Attendances were:

	Number eligible to attend	Number attended
George Michael Barbouttis	6	4
Peter Owen Brownlee	6	5
Cathy Clark	4	3
Anthony Alan Gorringer	6	5
Alexandra Anne Lindsay Hynes	6	4
Jane Innes	6	4
Stephen Matchett	6	3
Stewart Anthony McClay	6	2
Jitka Navratil	6	2
Susanne Alexandra Rae	6	4

Indemnifying Officer or Auditor

The Society has not, during or since the financial year, in respect of any person who is or has been an officer or auditor of the Society or a related body indemnified or made any relevant agreement for indemnifying against a liability incurred as an officer, including costs and expenses in successfully defending legal proceedings.

During or since the financial year the Society has paid premiums to insure each of the following persons against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity as an officer of the Society, other than conduct involving a wilful breach of duty in relation to the Society. The amount of the premium was \$640 for each person.

G. Barbouttis, P. Brownlee, C. Clark, A. Gorringer, A. Hynes, J. Innes, S. Matchett, S. McClay, J. Navratil, S. Rae, S. Everson and R. Ladd.

Directors' and Executive Officers' Emoluments

Since the end of the previous financial year, no director has received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of emoluments received or receivable by directors shown in the notes to the consolidated accounts or the fixed salary of a full time employee of the Society) by reason of a contract made by the Society or the Foundation or a related corporation with a director or with a firm of which he is a member, or with a company in which he has a substantial financial interest. The emoluments of the two Executive Officers are detailed in the notes to the consolidated accounts.

Proceedings on Behalf of Company

No person has applied for leave of Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The company was not a party to any such proceedings during the year.

This report is made and signed in accordance with a resolution of the directors.

P. O. Brownlee

Director
Sydney, 23 August, 2004

S. A. McClay

Director

INDEPENDENT AUDIT REPORT TO THE MEMBERS

Scope

We have audited the financial report of The Deaf Society of New South Wales and of the economic entity for the financial year ended 30 June 2004 as set out on pages f3 to f14.

The financial report includes the consolidated financial statements of the consolidated entity comprising the Society and The Epstein Deafness Foundation (NSW). The Society's directors are responsible for the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the Society.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia and statutory requirements so as to present a view of the Society and of the economic entity which is consistent with our understanding of their financial position and performance as represented by the results of their operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion the financial report of The Deaf Society of New South Wales and the economic entity is in accordance with:

- (a) the Corporations Act 2001, including:
 - (i) giving a true and fair view of the Society's and the economic entity's financial position as at 30 June 2004 and of their performance for the year ended on that date; and
 - (ii) complying with Accounting Standards in Australia and the Corporations Regulations 2001; and
- (b) other mandatory professional reporting requirements.

Benbow & Pike

Chartered Accountants
 13/263 Alfred Street (North)
 North Sydney NSW 2060
 Sydney, 23 August, 2004

G. J. Abrams

Partner

DIRECTORS' DECLARATION

The directors of The Deaf Society of New South Wales declare that:

1. the financial statements and notes, as set out on pages f4–f14, in accordance with the Corporations Act 2001:
 - a. comply with Accounting Standards and the Corporations Regulations 2001; and
 - b. give a true and fair view of the financial position as at 30 June 2004 and of the performance for the year ended on that date of the Society and economic entity;
2. in the directors' opinion there are reasonable grounds to believe that the Society will be able to pay its debts as and when they fall due.

This declaration is made in accordance with a resolution of the Board of Directors.

P. O. Brownlee

Director

Sydney, 23 August, 2004

S. A. McClay

Director

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004**

		Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
		2004 \$	2003 \$	2004 \$	2003 \$
CLASSIFICATION OF EXPENSES BY NATURE					
Revenues from ordinary activities	2	2,135,515	1,666,000	2,113,287	1,648,277
Employee benefits expense		1,526,369	1,150,662	1,526,369	1,150,662
Depreciation expense		80,728	75,010	80,728	75,010
Other expenses from ordinary activities		376,781	381,058	355,890	365,538
Profit from ordinary activities before significant items		151,637	59,270	150,300	57,067
Significant items	2	338,975	58,340	303,810	224,068
Net profit		490,612	117,610	454,110	281,135
Retained profits at the beginning of the financial year		5,344,647	5,227,037	1,394,091	1,112,956
Retained profits at the end of the financial year		5,835,259	5,344,647	1,848,201	1,394,091

The accompanying notes form part of these financial statements.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2004**

		Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
		2004 \$	2003 \$	2004 \$	2003 \$
CURRENT ASSETS					
Cash	17	822,793	311,971	589,962	191,151
Receivables	5	330,348	1,265,623	637,910	795,784
TOTAL CURRENT ASSETS		<u>1,153,141</u>	<u>1,577,594</u>	<u>1,227,872</u>	<u>986,935</u>
NON-CURRENT ASSETS					
Receivables	5	241,147	446,647	241,147	446,647
Investments	6	7,873,984	6,605,871	3,827,417	3,260,053
Property, plant and equipments	7	1,605,978	1,626,690	1,605,978	1,626,690
TOTAL NON-CURRENT ASSETS		<u>9,721,109</u>	<u>8,679,208</u>	<u>5,674,542</u>	<u>5,333,390</u>
TOTAL ASSETS		<u>10,874,250</u>	<u>10,256,802</u>	<u>6,902,414</u>	<u>6,320,325</u>
CURRENT LIABILITIES					
Payables	8	306,794	196,487	322,016	210,566
Provisions	9	180,827	167,951	180,827	167,951
TOTAL CURRENT LIABILITIES		<u>487,621</u>	<u>364,438</u>	<u>502,843</u>	<u>378,517</u>
NON-CURRENT LIABILITIES					
Provisions	9	91,417	84,264	91,417	84,264
TOTAL NON-CURRENT LIABILITIES		<u>91,417</u>	<u>84,264</u>	<u>91,417</u>	<u>84,264</u>
TOTAL LIABILITIES		<u>579,038</u>	<u>448,702</u>	<u>594,260</u>	<u>462,781</u>
NET ASSETS		<u>10,295,212</u>	<u>9,808,100</u>	<u>6,308,154</u>	<u>5,857,544</u>
EQUITY					
Reserves	10	4,459,953	4,463,453	4,459,953	4,463,453
Retained profits		5,835,259	5,344,647	1,848,201	1,394,091
TOTAL EQUITY		<u>10,295,212</u>	<u>9,808,100</u>	<u>6,308,154</u>	<u>5,857,544</u>
Leasing Commitments	11				

**The accompanying
notes form part of these
financial statements.**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2004**

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
	2004 \$	2003 \$	2004 \$	2003 \$
CASH FLOWS FROM OPERATING ACTIVITIES				
Receipts from activities	475,483	238,870	475,483	238,870
Payments to suppliers and employees	(1,825,947)	(1,730,953)	(1,803,922)	(1,716,697)
Interest, dividends and distributions received	451,082	458,580	257,652	239,307
Bequests	328,810	419,644	328,810	419,644
Grants and subsidies received	1,185,169	1,018,129	1,185,169	1,018,129
Grants/(Payments) – The Epstein Deafness Foundation (NSW)	–	–	(119,251)	207,444
Net cash provided/(used in) operating activities	16 614,597	404,270	323,941	406,697
CASH FLOWS FROM INVESTING ACTIVITIES				
Payment for property, plant and equipment	(174,414)	(154,029)	(174,414)	(154,029)
Proceeds from sale of property, plant and equipment	121,050	112,908	121,050	112,908
Purchase of investments	(7,825,221)	(1,979,840)	(3,787,310)	(1,281,959)
Proceeds from sale of investments	7,569,310	1,652,340	3,710,044	945,959
Proceeds from Mullauna Village	205,500	–	205,500	–
Net cash provided/(used in) investing activities	(103,775)	(368,621)	74,870	(377,121)
Net (decrease)/increase in cash held	510,822	35,649	398,811	29,576
Cash at the beginning of the financial year	311,971	276,322	191,151	161,575
Cash at the end of the financial year	17 822,793	311,971	589,962	191,151

**The accompanying
notes form part of these
financial statements.**

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Accounting

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2003. The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the significant accounting policies adopted by the economic entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

Principles of Consolidation

The consolidated accounts comprise the accounts of The Deaf Society of New South Wales and The Epstein Deafness Foundation (NSW) a company limited by guarantee. Consolidated financial accounts have been prepared on the basis that the Society exercises control over the Foundation.

The effects of all transactions between the entities have been eliminated in full.

Property, Plant and Equipment

Freehold land and buildings are carried in the accounts at directors' valuation determined at 30 June, 2004. It is the policy of the economic entity to have an independent valuation every three years, with annual appraisals being made by the directors.

No provision has been made in the accounts for the depreciation of buildings held for investment purposes.

Furniture and fittings, office equipment and motor vehicles are carried in the accounts at cost less accumulated depreciation.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

The straight line method has been used to calculate depreciation on buildings, furniture and fittings, office equipment and motor vehicles so as to write off the original cost of the assets over their estimated useful lives.

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

Class of fixed asset	Depreciation rate
Furniture and Fittings	10%
Computing equipment	50%
Office equipment	20%
Motor Vehicles	15%

Capital Donations and Bequests

Donations received for the specific redevelopment of certain properties have been treated as capital funds and set aside for use for that purpose.

Bequests received have been treated as abnormal income and are reported after the operating surplus for the year.

Employee Benefits

Provision is made for the liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at the amount expected to be paid when the liability is settled plus related on costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the economic entity to employee superannuation funds and are charged as expenses when incurred.

Corporate Structure

The Deaf Society of New South Wales is a company limited by guarantee. In the event of the Society being wound up each member guarantees to contribute an amount not exceeding two dollars (\$2.00) to the assets of the Society.

Income Tax

There is no income tax payable by the Society or the Foundation as they are exempt under the current provisions of Australian income tax legislation.

Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST. Receivables and payables in the statement of financial position are shown inclusive of GST.

Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

Adoption of Australian Equivalents to International Financial Reporting Standards

Australia is currently preparing for the introduction of International Financial Reporting Standards (IFRS) effective for financial years commencing 1 January 2005. This requires the production of accounting data for future comparative purposes at the beginning of the next financial year.

The company's management, along with its auditors, are assessing the significance of these changes and preparing for their implementation. The audit committee will oversee and manage the company's transition to IFRS and will keep members informed as to the impact of these new standards as they are finalised.

The directors are of the opinion that the key differences in the economic entity's accounting policies which will arise from the adoption of IFRS are:

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**
Adoption of Australian Equivalents to International Financial Reporting Standards (continued)

Impairment of Assets: The economic entity currently determines the recoverable amount of an asset on the basis of undiscounted net cash flows that will be received from the assets use and subsequent disposal. In the terms of pending AASB 136: Impairment of Assets, the recoverable amount of an asset will be determined as the higher of fair value less costs to sell and value in use. It is possible that this change in the accounting policy will lead to impairments being recognized more often than under the existing policy;

Non-Current Investment: Under the pending AASB 139: Financial Instruments: Recognition and Measurement, financial instruments that are classified as available for sale instruments, must be carried at a fair value. Unrealised gains or losses may be recognised either in income or directly to equity. Current accounting policy is to measure non-current investments at cost, with an annual review by directors to ensure that the carrying amounts are not in excess of the recoverable value of the instrument.

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
2. PROFIT FROM ORDINARY ACTIVITIES	2004	2003	2004	2003
	\$	\$	\$	\$
Profit from ordinary activities has been determined after:				
Expenses:				
Depreciation – furniture, fittings, office equipment and vehicles	80,728	75,010	80,728	75,010
Rent paid	140,048	135,577	140,048	135,577
Revenues:				
Donations and appeals	32,550	40,934	32,550	40,934
Fees for service	293,755	229,509	293,755	229,509
Grants and subsidies	1,176,558	923,194	1,176,558	923,194
Grants – The Epstein Deafness Foundation (NSW)	–	–	217,350	179,262
Interest received or receivable				
– Other persons	39,081	49,370	32,558	22,134
Distributions received	445,674	326,851	241,293	176,661
Dividends received	19,720	3,356	7,908	–
Imputation credit refund	46,663	29,294	29,801	13,091
Profit on sale of property, plant and equipment and investments	6,652	12,511	6,652	12,511
Rent received	44,724	43,890	44,724	43,890
Management Fees	23,764	–	23,764	–
Other	6,374	7,091	6,374	7,091
	<u>2,135,515</u>	<u>1,666,000</u>	<u>2,113,287</u>	<u>1,648,277</u>
Significant expenses/ revenues:				
Provision for Diminution	–	(20,267)	–	(7,167)
Bequests received	303,810	419,644	303,810	419,644
Profit/(loss) on sale of investments	35,165	(341,037)	–	(188,409)
	<u>338,975</u>	<u>58,340</u>	<u>303,810</u>	<u>224,068</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
	2004	2003	2004	2003
	\$	\$	\$	\$
3. REMUNERATION AND RETIREMENT BENEFITS				
Directors:				
No director of the Society or the Foundation receives any remuneration or retirement benefit except for the payment on their behalf of directors and officers liability premiums of \$640 each.				
The names of directors of the Society who have held office during the year are G. Barbouttis, P. Brownlee, C. Clark, A. Gorringer, A. Hynes, J. Innes, S. Matchett, S. McClay, J. Navratil and S. Rae.				
Executive Officers:				
The total remuneration paid to S. Everson, Executive Director (Corporate Services) and R. Ladd, Executive Director (Client and Community Services) of the Society including superannuation contributions was in the band \$110,000 to \$119,999.				
4. AUDITORS' REMUNERATION				
Amounts received or due and receivable by the auditors:				
Auditing the accounts	17,100	17,100	14,700	14,100
Other Services	3,926	6,275	3,926	5,875

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
	2004 \$	2003 \$	2004 \$	2003 \$
5. RECEIVABLES				
CURRENT				
Debtors and prepayments	230,348	265,623	537,910	245,784
Bills of exchange accepted and endorsed by the Commonwealth Bank of Australia	100,000	1,000,000	100,000	550,000
	<u>330,348</u>	<u>1,265,623</u>	<u>637,910</u>	<u>795,784</u>
NON-CURRENT				
Mullauna Village Aged Care Hostel				
Accommodation units – at cost	260,647	481,147	260,647	481,147
Provision for non recovery	(19,500)	(34,500)	(19,500)	(34,500)
	<u>241,147</u>	<u>446,647</u>	<u>241,147</u>	<u>446,647</u>
6. INVESTMENTS				
NON-CURRENT				
Funds Under Management at cost				
– IOOF Investment management	–	3,581,586	–	1,108,563
– Colonial First State Investments	–	3,853,693	–	2,516,957
– Provision for Diminution	–	(876,655)	–	(365,467)
	–	<u>6,558,624</u>	–	<u>3,260,053</u>
Units in listed property trusts at cost				
– Street Tracks Property Fund (market value: \$2,637,129 2003: \$nil)	2,443,420	–	1,172,340	–
Units in unlisted unit trusts at cost				
– Schroder Hybrid Security Fund	2,380,000	–	1,100,000	–
– State Street Share Fund (market value: \$4,519,974 2003: \$nil)	1,848,055	–	959,399	–
	<u>4,228,055</u>	–	<u>2,059,399</u>	–
Shares in listed corporations				
– at cost (market value: \$1,184,248 2003: \$78,564)	1,202,509	47,247	595,678	–
	<u>7,873,984</u>	<u>6,605,871</u>	<u>3,827,417</u>	<u>3,260,053</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
	2004 \$	2003 \$	2004 \$	2003 \$
7. PROPERTY, PLANT AND EQUIPMENT				
Land and buildings	1,370,000	1,370,000	1,370,000	1,370,000
Furniture, fittings, office equipment and motor vehicles	235,978	256,690	235,978	256,690
	<u>1,605,978</u>	<u>1,626,690</u>	<u>1,605,978</u>	<u>1,626,690</u>
Land and buildings				
Concord – at directors' valuation as at 30 June, 2004	700,000	700,000	700,000	700,000
Seaforth – at directors' valuation as at 30 June, 2004	670,000	670,000	670,000	670,000
Total land and buildings	<u>1,370,000</u>	<u>1,370,000</u>	<u>1,370,000</u>	<u>1,370,000</u>
Plant and Equipment				
Parramatta Office – at cost	129,099	128,509	129,099	128,509
Accumulated depreciation	(117,840)	(105,073)	(117,840)	(105,073)
	<u>11,259</u>	<u>23,436</u>	<u>11,259</u>	<u>23,436</u>
325 Funding Program – at cost	1,926	1,926	1,926	1,926
Accumulated depreciation	(1,926)	(1,671)	(1,926)	(1,671)
	<u>–</u>	<u>255</u>	<u>–</u>	<u>255</u>
Newcastle Office – at cost	20,363	20,363	20,363	20,363
Accumulated depreciation	(20,363)	(15,614)	(20,363)	(15,614)
	<u>–</u>	<u>4,749</u>	<u>–</u>	<u>4,749</u>
Office Equipment – at cost	141,694	141,694	141,694	141,694
Accumulated depreciation	(123,295)	(98,908)	(123,295)	(98,908)
	<u>18,399</u>	<u>42,786</u>	<u>18,399</u>	<u>42,786</u>
Motor Vehicles – at cost	231,893	211,659	231,893	211,659
Accumulated depreciation	(25,573)	(26,195)	(25,573)	(26,195)
	<u>206,320</u>	<u>185,464</u>	<u>206,320</u>	<u>185,464</u>
Total plant and equipment	<u>235,978</u>	<u>256,690</u>	<u>235,978</u>	<u>256,690</u>

The directors' valuation at 30 June 2004 was based on an assessment of the properties' current market value.

Movements in Carrying Amounts

Movements in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year. The carrying values are the same for the Deaf Society and the economic entity.

	Land & Buildings	Parramatta Office	325 Funding	Newcastle Office	Office Equipment	Motor Vehicles	Total
Balance at the beginning of year	1,370,000	23,436	255	4,749	42,786	185,464	1,626,690
Additions	–	590	–	–	–	173,824	174,414
Disposals	–	–	–	–	–	(114,398)	(114,398)
Revaluation	–	–	–	–	–	–	–
Depreciation	–	(12,767)	(255)	(4,749)	(24,387)	(38,570)	(80,728)
Carrying amount at the end of year	<u>1,370,000</u>	<u>11,259</u>	<u>–</u>	<u>–</u>	<u>18,399</u>	<u>206,320</u>	<u>1,605,978</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
	2004	2003	2004	2003
	\$	\$	\$	\$
8. PAYABLES				
Trade and other creditors	306,794	196,487	322,016	210,566
9. PROVISIONS				
CURRENT				
Employee entitlements	84,027	69,751	84,027	69,751
Provision for deaf community centre	96,800	98,200	96,800	98,200
	<u>180,827</u>	<u>167,951</u>	<u>180,827</u>	<u>167,951</u>
NON-CURRENT				
Employee leave entitlements	91,147	84,264	91,417	84,264
Note (a) Aggregate employee benefits	175,444	154,015	175,444	154,015
(b) Number of employees at year end	30	24	30	24
10. RESERVES				
Asset revaluation reserve	881,850	881,850	881,850	881,850
Capital profits reserve	3,509,960	3,509,960	3,509,960	3,509,960
Service development reserve	68,143	71,643	68,143	71,643
	<u>4,459,953</u>	<u>4,463,453</u>	<u>4,459,953</u>	<u>4,463,453</u>
Movements in Reserves				
Asset Revaluation Reserve				
Balance at beginning of year	881,850	881,850	881,850	881,850
Balance at end of year	<u>881,850</u>	<u>881,850</u>	<u>881,850</u>	<u>881,850</u>
Service Development Reserve				
Balance at beginning of year	71,643	192,962	71,643	192,962
Utilised during the year	(3,500)	(121,319)	(3,500)	(121,319)
Balance at end of year	<u>68,143</u>	<u>71,643</u>	<u>68,143</u>	<u>71,643</u>
11. LEASING COMMITMENTS				
Operating Lease Commitments: Non-cancellable operating leases contracted for but not capitalised in the financial statements				
Payable:				
– not later than one year	26,363	111,815	26,363	111,815
– later than one year but not later than five years	10,210	–	10,210	–
	<u>36,573</u>	<u>111,815</u>	<u>36,573</u>	<u>111,815</u>
12. RELATED PARTY TRANSACTIONS				
Controlled Entity				
Grants received from The Epstein Deafness Foundation (NSW)	–	–	217,350	163,262
	<u>–</u>	<u>–</u>	<u>217,350</u>	<u>163,262</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

13. SUPERANNUATION COMMITMENTS

The Society participated in one superannuation plan, the Health Employees Superannuation Trust Australia (HESTA) where contributions are made on behalf of employees at the rate prescribed by the Superannuation Guarantee Charge Act. Contributions to the Fund were made by both the Society and employees at various percentages of the employees' salaries. The Society's contribution provides at a minimum the rate prescribed by the Superannuation Guarantee Charge Act.

HESTA provides benefits to employees of the Society on retirement and death or disability cover for award staff employees and the directors believe there are sufficient funds to satisfy all benefits payable in the event of termination of the plan and voluntary or compulsory termination of employment of each employee.

14. CREDIT FACILITIES

The economic entity has no credit facilities.

15. EVENTS SUBSEQUENT TO BALANCE DATE

Since balance date, no matter or circumstance has arisen which significantly affect or may significantly affect the operations of the Society or the economic entity, the results of those operations or the state of the affairs of the Society or the economic entity in the financial years subsequent to the financial year ended 30 June, 2004.

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
	2004	2003	2004	2003
	\$	\$	\$	\$
16. RECONCILIATION OF CASH FLOW FROM OPERATIONS WITH PROFIT FROM ORDINARY ACTIVITIES				
Profit/(loss) from ordinary activities after significant items	490,612	118,688	454,110	281,135
Cash flows excluded from profit from ordinary activities attributable to operating activities				
Expenses incurred Service Development Reserve	(3,500)	(122,377)	(3,500)	(121,319)
Adjustment for non-cash items				
Depreciation	80,728	75,010	80,728	75,010
Provision for Diminution	–	20,235	–	7,167
(Profit)/loss on sale of non-current assets	(6,652)	(12,511)	(6,652)	(12,511)
(Profit)/Loss on the sale of investments	(35,165)	341,037	–	188,409
Distributions re-invested	(77,046)	(34,391)	(40,107)	(30,627)
	<u>(38,135)</u>	<u>389,380</u>	<u>33,969</u>	<u>227,448</u>
Change in operating assets and Liabilities				
(Increase)/decrease in debtors	35,275	(29,157)	(292,117)	(28,616)
Increase/(decrease) in payables	110,316	24,393	111,450	24,706
Increase/(decrease) in provisions	20,029	23,343	20,029	23,343
	<u>165,620</u>	<u>18,579</u>	<u>(160,638)</u>	<u>19,433</u>
Net cash inflow/(outflow) from operations	<u>614,597</u>	<u>404,270</u>	<u>323,941</u>	<u>406,697</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

	Deaf Society and Epstein Deafness Foundation Consolidated		Deaf Society	
17. RECONCILIATION OF CASH	2004	2003	2004	2003
	\$	\$	\$	\$
For the purposes of the statement of cash flows, cash includes cash on hand, cash on deposit, in banks and investments in money market instruments, net of outstanding bank overdrafts. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:				
Cash on hand	1,440	1,730	1,440	1,730
Cash on deposit	99,339	207,213	37,183	147,833
Cash at bank	224,159	103,028	53,484	41,588
Cash at bank – Donations	497,855	–	497,855	–
	<u>822,793</u>	<u>311,971</u>	<u>589,962</u>	<u>191,151</u>

**INFORMATION AND DECLARATIONS TO BE FURNISHED UNDER THE CHARITABLE
FUNDRAISING ACT, 1991**
**INCOME AND EXPENDITURE OF FUNDRAISING APPEALS
FOR THE YEAR ENDED 30 JUNE 2004**

	2004	2003
	\$	\$
INCOME		
Annual mail appeal	30,215	25,124
Donations	2,335	14,161
Interest	200	5,576
Merchandise sales	432	777
Other	–	2,078
Total Income	<u>33,182</u>	<u>47,716</u>
EXPENDITURE		
Advertising	1,728	535
Audit & accounting	484	420
Building overheads	1,262	2,622
Bank fees	34	16
Courier	17	–
Management fees	2,099	1,945
Other expenses	–	77
Postage, printing, stationery	4,325	4,323
Repairs and maintenance	94	–
Resource material	37	–
Subscriptions	42	–
Share of annual report costs	700	500
Telephone	100	200
Workers Compensation	143	–
Total Expenses	<u>11,065</u>	<u>10,638</u>
NET SURPLUS TRANSFERRED TO RETAINED PROFITS	<u>22,117</u>	<u>37,078</u>

**Declaration by Principal Officer in
respect of fundraising appeals**

I, Sharon Everson, Executive Director, Corporate Services of The Deaf Society of New South Wales declare, that in my opinion:

- the accounts give a true and fair view of all income and expenditure of The Deaf Society of New South Wales with respect to fundraising appeals; and
- the statement of financial position gives a true and fair view of the state of affairs with respect to fundraising appeals; and
- the provision of the Charitable Fundraising Act 1991 and the regulations under that Act and the conditions attached to the authority have been complied with; and
- the internal controls exercised by The Deaf Society of New South Wales are appropriate and effective in accounting for all income received.

S. Everson

Executive Director, Corporate Services

23 August, 2004

REPORT ON ADDITIONAL INFORMATION FOR THE YEAR ENDED 30 JUNE 2004

The additional financial data presented in the following pages is in accordance with the books and records of the Society which have been subjected to the auditing procedures applied in our audit of the Society for the year ended 30 June, 2004.

It will be appreciated that our audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and no warranty of accuracy or reliability is given. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than The Deaf Society of New South Wales) in respect of such data, including any errors or omissions therein however caused.

Benbow & Pike

Chartered Accountants
13/263 Alfred Street (North)
North Sydney NSW 2060

G. J. Abrams

Partner

Sydney, 23 August, 2004

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2004

	2004	2003
	\$	\$
Income		
Donations and appeals	32,550	42,139
Property income	44,724	43,890
Distributions received	279,002	189,752
Interest received	32,558	22,134
Management Fees	23,764	-
Grant – The Epstein Deafness Foundation (NSW)	189,423	159,854
Community Access and Information Service		
Grant – NSW Dept of Ageing, Disability & Home Care	171,522	169,342
Hunter Region		
Grant – NSW Dept of Ageing, Disability & Home Care	29,340	27,000
Grant – The Epstein Deafness Foundation (NSW)	18,310	15,160
Other Income	-	120
Detached Family Worker		
Grant – NSW Department of Community Services	82,039	83,688
Independent Living Skills		
Grant – NSW Dept of Ageing, Disability & Home Care	219,776	220,717
Community Liaison		
Grant – NSW Dept of Ageing, Disability & Home Care	73,271	73,838
325 Funding		
Grant – NSW Dept of Ageing, Disability & Home Care	46,145	46,301
Interpreting Services		
Fees for services	265,413	206,647
Community Education Program		
Grant – NSW Dept of Ageing, Disability & Home Care	65,715	66,288
Deafness Awareness Training		
Fees for Service	10,659	10,818
Employment Service		
Grant – Department of Family & Community Services	121,336	108,325
Case Based Funding Trial		
Grant – Department of Family & Community Services	21,949	18,623
Deaf Mothers Support Network		
Grant – Department for Women	-	19,727
Staff Support and Program Development		
Fees for Service	2,858	2,776
Regional Outreach and Community Development		
Grant – NSW Department of Community Services	8,852	-
Grant – Department of Ageing and Health	4,650	-
Donation – Burwood RSL Club	-	2,670
Grant – Friends of ACE	-	1,150
Grant – The Epstein Deafness Foundation (NSW)	9,617	4,248
Grant – Parramatta Council	5,479	-
Grant – NSW Dept of Ageing, Disability & Home Care	500	-
Fees for Service	14,825	7,668
Heritage School		
Donation	-	1,650
Out of Home Care Respite Program		
Grant – Department of Family & Community Services	325,984	85,524
Other Income		
Profit on sale of fixed assets	6,652	12,511
Membership fees	1,180	450
Other income	5,194	5,267
	<u>2,113,287</u>	<u>1,648,277</u>

**STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2004**

	2004 \$	2003 \$
Expenditure		
Administration, appeals, investment properties	173,908	144,164
Community Access and Information Service	258,212	260,048
Hunter Region	82,412	79,781
Detached Family Worker	82,039	83,688
Independent Living Skills	237,979	249,117
Community Liaison	96,175	95,636
325 Funding	46,145	46,301
Interpreting Services	309,595	271,541
Community Education Program	78,054	73,159
Deafness Awareness Training	10,468	9,670
Employment Service	121,336	108,325
Case Based Funding Trial	21,949	18,623
Community Worker/Interpreter Older People	15,172	25,744
Deaf Mothers Support Network	-	19,727
Staff Support and Program Development	15,637	2,776
Regional Outreach and Community Development	87,922	11,911
Heritage School	-	5,475
Out of Home Care Respite Program	325,984	85,524
	<u>1,962,987</u>	<u>1,591,210</u>
Profit from ordinary activities before significant items	<u>150,300</u>	<u>57,067</u>

KENNETH W. TRIBE FELLOWSHIP FUND

BALANCE SHEET AS AT 30 JUNE 2004

	2004 \$	2003 \$
CURRENT ASSETS		
Cash		
- Cash at Bank	30,288	23,980
- Interest Bearing Deposits	40,000	40,000
Investments		
- Debentures - at cost	100,084	100,083
TOTAL ASSETS	<u>170,372</u>	<u>164,063</u>
ACCUMULATED FUNDS	<u>170,372</u>	<u>164,063</u>

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2004**

	2004 \$	2003 \$
INCOME		
Interest	8,029	7,461
EXPENSES		
Study Grants Paid	1,720	1,647
SURPLUS/(DEFICIT) FOR THE YEAR	6,309	5,814
ACCUMULATED FUNDS at the beginning of the financial year	<u>164,063</u>	<u>158,249</u>
ACCUMULATED FUNDS at the end of the financial year	<u>170,372</u>	<u>164,063</u>