

111 years

Deaf people empowered, connected and achieving



Deaf Services
QUEENSLAND



Annual Review

2013 - 2014

Vision

Deaf people
empowered, connected
and achieving.

Values

As an organisation we are:

RESPECTFUL

We nurture our relationships and treat all people with dignity.

TRUSTWORTHY

We are ethical, demonstrate integrity and transparency in all we undertake so that our stakeholders have confidence in our motives and abilities.

DYNAMIC

We seek to maximise our outcomes through innovation, resourcefulness and a commitment to learning and sharing.

EMPOWERING

We engage stakeholders in all processes, harnessing their creativity to find solutions.



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The Board



Robin Blackson

Bobbie Blackson joined the Board in August 2006. Bobbie holds degrees in Psychology and Social Work. She was a pioneer in relay service delivery in Queensland and is a co-founder of Australian Communication Exchange. She is responsible for managing an interpreting service at Griffith University and services the South East Queensland region. She is also a civil marriage celebrant and a JP. She is a member of the Australian Institute of Company Directors. She is a past President of Deaf Australia (then AAD), past board member of Deafness Forum, Chair of Australian Deaf Games 2008 Organising Committee, past member of National Disability and Carer Advisory Council.



David Gibson

David Gibson has been involved with Deaf Services Queensland since 2009, bringing substantial experience in government relations and marketing to the board. In 2014 he became Deputy Chair of the Board and is also Chairman of the Audit and Investment committee. He has a passion for supporting people with disabilities, and is a Child of Deaf Adults (CODA) and has presented various papers on parliamentary engagement with the disabled community. As a member of the Queensland Parliament, David's experiences included serving as the Minister for Police and Community Safety, Chair of the State Development, Infrastructure and Industry Committee and as Chair of the Mary Valley Economic Development Advisory Committee. A graduate of the Royal Military College Duntroon, David served as an Army officer for 8 ½ years before embarking on a career in newspapers prior to taking public office.



Marita Corbett

Marita Corbett joined the Board in 2009 and is a partner with BDO, a global network of accounting and advisory firms. She brings more than 20 years' experience in supporting organisations to improve operations through evaluating decision making, risk management, management control and governance processes. Marita holds a Bachelor of Commerce (Accounting and Business Law), is a Chartered Accountant, a Certified Internal Auditor, Certified in Risk Management Assurance and Chair / Independent member of a number of Audit and Risk Management Committees, including the Department of Science, Information Technology, Innovation and the Arts; Department of Environment and Heritage Protection; and the Queensland Parliamentary Service.



Judith Bertram

Judith Bertram joined the Board in November 2009. Judith has held a range of senior positions in the Queensland Government throughout her 30 year career most recently as the Deputy Director General, Department of Child Safety and prior to that as the General Manager, Workplace Health and Safety, Queensland. Judith has also worked extensively in the vocational education and training area. She is presently the Director of Community Engagement at the Queensland Resources Council. Judith is a graduate of the Australian Institute of Company Directors, and holds a Bachelor of Science and a Diploma of Education.



Ian Milton

Ian Milton joined the Board in 2006. He also served 1987-1996. Spanning more than 40 years, Ian was and continues to be heavily involved with the Deaf community in a variety of roles: past President of Queensland Deaf Sports Association, Queensland Deaf Tennis Club and Australian Deaf Tennis Association. He was a Board Director of the Queensland Theatre of the Deaf. He was founding President of Deaflink Inc, the forerunner of the Australian Communication Exchange where he was also a Board Director. Ian was the Australian Team Manager for Tennis in the World Deaf Games in NZ in 1989. Ian has retired from the Brisbane City Council as a designer in 2010.



Bronwyn Neroni

Bronwyn Neroni joined the Board in May 2011. She was admitted to practice as a solicitor in the Supreme Court of Queensland in 1999 and is currently General Manager, Corporate Governance and Strategy Support at the Queensland Law Society. Bronwyn has nearly 20 years' experience in legal roles including as a litigation lawyer, in house legal advisor, legal practice manager and as national manager of the pro bono practice at the Australian Government Solicitor. Bronwyn holds a Bachelor of Arts (Government) and a Bachelor of Laws.



Sally Strobridge

Sally is a third generation Deaf person who joined the Board in 2013. Sally first became associated with Deaf Services Queensland in the 1980's, initially as a client and later as an employee. As President of the Queensland Association of the Deaf from 2008 – 2011 Sally collaborated with Deaf Services Queensland to help establish our Townsville office. Sally has completed a Bachelor of Science and a Graduate Diploma in Secondary Education. Currently Sally works as an Auslan Language Model for Education Queensland and a variety of other teaching roles around Brisbane and is an Auslan consultant for different organisations.



Dyllys Bertelsen

Dyllys Bertelsen joined the Board in August 2006. Dyllys is Chief Executive Officer of Windsor Recruitment, an enterprise she began in 1999. Thirteen years' of providing advice and service to many of Australia's most recognised nonprofits. She is increasingly first port of call for people seeking direction in the human aspects that are unique to nonprofit business. With a post graduate qualification in Philanthropy and Nonprofit Studies, Dyllys is an active member of the Major Gifts Committee at Mater Foundation Queensland and a Director of artisan, Queensland's peak organisation for design. Dyllys resigned from the Deaf Services Queensland Board in April 2014.



Richard Lizzio

Richard Lizzio joined the Board in November 2009. Richard is the Queensland and Northern Territory Manager for Healthscope. In total Richard has over 25 years of commercial experience including the not for profit sector in Health, Aged Care & Education. He also has an extensive background in advisory and financial services with Ord Minnett and KPMG. Richard has a Bachelor of Commerce and is a Chartered Accountant. Richard resigned from the Deaf Services Queensland Board in October 2013.

Management Team



Brett Casey
Chief Executive Officer



Craig McDonald
Chief Operating Officer



Rachel Lai
Service Design
& Growth



Michelle Stark
Education



Fay London
Language Services



Liza Clews
Community Engagement
& Development



Felicity Long
Lifestyle Support Services



Judith Thatcher
Human Resources &
Risk Management



David Murphy
Deaf Lottery

Our Structure



Our Strategic Plan

Our Goals

Sector Leadership

Create opportunities to encourage leadership within our community and sector.

Service Directions

Being responsive to stakeholder needs by delivering services to the highest level.

What we will do

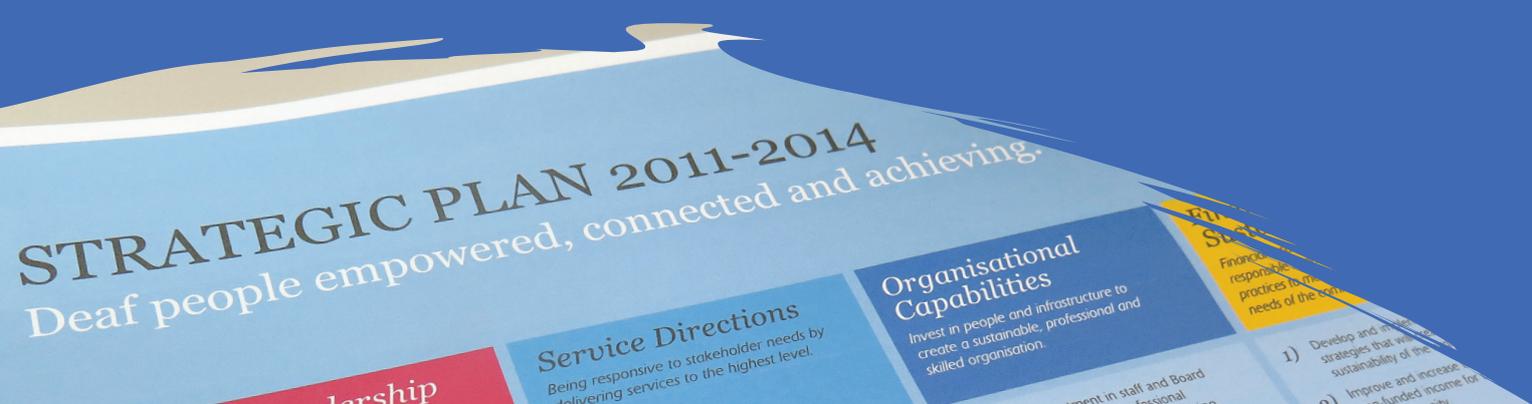
1. Develop strategic alliances across the community and corporate sector.
2. Improve advocacy outcomes for all stakeholders.
3. Collaborate with other organisations in Deaf research and development.
4. Develop profile capabilities through involvement with community and corporate relationships.

1. Ensure sustainable service provision that is responsive to current and future community needs.
2. In partnership with the community, consult and identify needs to develop and increase current service capacity.

We've succeeded when we have

- Strategic alliances achieved with stakeholders and service providers.
- Improved access and equity for all stakeholders.
- Increased knowledge of changing environment through research and development.
- Established identity through increase presence in community, government and corporate events.

- Increase client numbers utilising services.
- Increase client satisfaction.
- Increased partnership initiatives with government, community and corporate sector maximising expertise and resources.
- Consultations held and services aligned to reflect stakeholder needs.
- Responsive to changing community needs through services growth and enhancement of existing services.



Organisational Capabilities

Invest in people and infrastructure to create a sustainable, professional and skilled organisation.

1. Ensure investment in staff and Board through a range of professional development initiatives and training.
2. Develop strategies that will enhance organisational infrastructure for long term sustainability.
3. Develop our profile through various marketing and fundraising strategies.

- Individual and organisational training plan implemented reflecting skill enhancement.
- Best practice corporate governance developed and implemented.
- Information Communication and Technology strategies implemented.
- Deaf lottery capacity enhanced.
- Compliance regime for client and corporate services developed and implemented.

Financial Sustainability

Financial resources remain viable through responsible financial management practices to meet the current and future needs of the community.

1. Develop and implement investment strategies that will create long term sustainability of the organisation.
2. Improve and increase the growth in non-funded income.
3. Implement identified strategies to diversify various income streams.

- Financial management ensures continuous improvements and risk reductions.
- Performance against budget.
- Through development of corporate relationships additional non-funded income secured.
- Further investment diversity established.

Deaf people empowered, connected and achieving





Chairpersons Report

As we acknowledge the First Peoples of the land in this great country, I sit here looking out over the garden and reflecting on how our first Deaf people in Queensland have progressed over the years and it is with pride and amazement and a deep sense of satisfaction to note how far Deaf Services Queensland has also progressed. As an organisation, we have been able to move with the times and respond to the changing environment without compromising our core values.

From the point of governance, right up to the point of service delivery, our Board and staff have had a clear focus on providing professional and proactive services.

Operating within the context of our Strategic Plan, Deaf Services Queensland continues to develop and deliver familiar and innovative services for the deaf and hard of hearing communities. A major organisational restructure was implemented over the past year and with a pressing need to ensure sustainability and growth, the restructure accounts for a major shift in how we provide services and has seen the development of two new departments.

With the advent of the NDIS upon us, our team is making progress to ensure that we are well and truly ready to implement the scheme. Our new Education service includes a new government contract with Education Queensland and has put us in the forefront of teaching and delivering Auslan across Queensland. We have a new VRI service "Auslan Connections" which allows any deaf and hard of hearing individual to utilise interpreting services online anywhere across Queensland and indeed Australia. Such initiatives address the long standing service gaps to our community.

Our footprint in Far North Queensland is firmly established with a permanent new home in Cairns. This building will serve as a base for the local and wider Deaf community in the region. We are particularly committed to ensuring that, along with our Townsville office, we have sustainable partnerships with fellow organisations and collectively we are able to address the requirements and demands of deaf and hard of hearing people from birth to death, as well as their extended families.

Our progress over the last 12 months has put us in good stead for the future. Our 2011-14 Strategic Plan is concluding at the end of this year and the Board are working towards building a new strategy for Deaf Services Queensland for the next five years.

While we continue to lay a path for the future, we also acknowledge and honour our past. We were thrilled to receive a foundation stone dated circa 1895 that was once part of our first building in Turbot street in the city as well as an antique silky oak table that was made by students from the old Queensland School for the Deaf. Honouring and preserving our history and passing our culture and heritage to future generations strengthens our community as we move into the future. We were also pleased to sponsor a number of young Deaf people to attend the 2nd International Conference of the World Federation of the Deaf in Sydney, October 2013. This was an eye opener for them to meet Deaf and hard of hearing people and to be aware of common issues around the world.

I want to acknowledge my fellow Board members for their extensive personal contribution of time, expertise, knowledge and high standard of professionalism. Their support has been invaluable and so very generous. Our governance framework continues to strengthen year to year with their input. This year saw the establishment of a transparent and clear strategic process for investments. This gives the Board great confidence to make decisions around a wide range of investments based on a stringent checking and cross checking, reporting, and recommendation processes. We have also developed and established a new Membership Committee which focuses on our members, new and long standing.

I would like to especially thank two board members who have recently resigned: Dyls Bertelsen for her unwavering support and wisdom over the past eight years and Richard Lizzio for his formidable intellect and keen insight on a range of financial and investment decisions.

Equally, the foundation of any successful organisation is the expertise, skills and professionalism of its staff. This Annual Report clearly displays the breadth and extent of programs, activities, submissions and engagements Brett and his team has successfully delivered during the last 12 months. Their outstanding work ensures the voice of the Queensland Deaf community is heard loud and clear. I must also say that Brett and his team have often delivered far more than the Board has asked, and for that, we thank them.

On behalf of the Board I thank the members, donors and organisations that have supported Deaf Services Queensland this year. As always, you continue to inspire and motivate us.

Bobbie Blackson





Chief Executive Officer Report

The past year for Deaf Services Queensland has brought significant change through a restructure of our services which has created opportunities for growth as we move ahead.

Under the guidance of the Strategic Plan, the management team continue to deliver on our key aspects of services and business plans in which staff have been able to achieve a number of milestones and outcomes. As an organisation we have been working passionately to ensure we can grow our capacity and be resilient to the major sector change which will unfold over the next few years, whilst still maintaining and indeed growing our ability to meet our client's needs.

Deaf Services Queensland has solidified its profile as the leading provider of support services to Deaf and hard of hearing people in the state of Queensland largely due to our ability to connect, engage with, and effectively support our stakeholders. Through identifying with their language and culture, we can provide appropriate supports that understand their needs. We aim to not only support clients, but empower them to make informed life decisions and live as independently as possible. It is these aims that see our organisation provide a broad range of services and programs that will really make a difference in the lead up to the National Disability Insurance Scheme.

A key highlight for the year includes the development of an organisational structure, bringing an enhanced focus to Deaf Services Queensland. One of the most notable changes is the establishment of our Education Department, which has led to positive results in doubling the number of educational classes we deliver. From Auslan community courses for those wanting to learn signs to educational workshops for our Deaf and hard of hearing community members our aim is to connect people and arm them with knowledge they require.

The restructure saw the fusion of our Community Services and Regional Service departments to the newly named Community Engagement and Development department. A key focus was on the whole of Queensland and not have a head office in which regions surround it which means Brisbane has now become a region of Queensland thereby ensuring that our application to service delivery is consistent and equitable across the state. We have also worked in establishing a service presence in areas across Queensland where there is a large contingent of deaf people residing. The team will continue to progress this issue over the coming year.

Deaf Services Queensland has also busily worked this year and applied successfully to become an Aged Care Provider. With an ageing population, it is becoming more important for personalised aged care services to be made available to people with a hearing loss and Deaf Services Queensland is excited about the prospect of entering this field, engaging with the elderly community, and providing essential and quality services.

We have increased our capacity to broaden our funding base and really diversify our sources of income with our smoke alarm and education contracts with the Queensland Government being prime examples. We have also matured by becoming equipped to be more proactive in responding to tenders and grants. We hope to see positive outcomes from these efforts.

In addition to this, Deaf Services Queensland has also invested heavily in our Video Remote Interpreting service. Through utilising state of the art technology, we are now providing access to services and interpreting to regional and remote areas across the state through video conferencing equipment. This is an innovative service delivery platform that no doubt has broader applications than what we currently realise. It will be exciting to see how this service develops over the coming 12 months and indeed years to come with a view to increase and provide instant access to the community.

A point of interest is that some of our new service streams, such as the Smoke Alarm Subsidy Scheme, Aged Care services as well as our solid Education services are ones that lie outside the historical disability service structure. We are in the midst of a service evolution where society is recognising both the value and the needs of deaf and hard of hearing people.

We have also invested a great deal of resources into our staff and people. At Deaf Services Queensland's core, we are a service organisation whereby our people work every day to provide the services we offer. To ensure that we continue to be a solid performing organisation, we will continue to invest in our people and supporting staff and Board members in realising learning outcomes. Our networking and collaboration endeavours have resulted in some positive partnerships being developed. Connecting with likeminded organisations for a mutual purpose has been a very rewarding experience and has really opened up the true possibilities of our organisation with the National Disability Insurance Scheme just around the corner.

My involvement as independent Chair of the Queensland Disability Advisory Council, a Ministerial appointed Council has also seen a unique partnership with the disability sector and the government with a view to improve service and program access to all people with a disability in Queensland. A further highlight and a humbling experience was an opportunity to travel to Geneva to attend and participate in the 10th session of the United Nations Convention on the Rights of People with Disabilities Committee as a representative of the Australian Disability Peoples Organisations (DPO).

Over the next year we will see a greater focus and attention being paid to prepare the community for the NDIS. We will assist community members' transition to individualised funding and really ensure that the information surrounding the NDIS is being clearly communicated and a consistent message be given to the Deaf and hard of hearing communities.

As the Chief Executive Officer, my role is to execute the strategy of the Board. The key driver here is to ensure that Deaf and hard of hearing people have access to services and equally so ensure that general services are opening their doors to the deaf community. Our teams at Deaf Services Queensland share this vision of our organisation and work hard to progress and promote this need for service provision and accessibility for deaf and hard of hearing people. To this end, I would like to thank each and everyone of our staff who work at our offices right around the state and also to the freelancers who teach our students and interpret for our clients. Each of you really contributes to the fruition of our vision.

I would like to take this opportunity to formally thank our Chairperson, Bobbie Blackson, who continues to lead our hardworking and diligent Board. Their guidance and support in driving the strategy and overall governance of Deaf Services Queensland has truly equipped our organisation for a better future. Finally I wish to thank all our members, donors and supporters of Deaf Services Queensland who allow us to continue to work towards our vision of deaf people empowered, connecting and achieving.

Brett Casey



Chief Operating Officer Report

The past financial year has been one of major change and investment for Deaf Services Queensland. Coming into the role in May 2014 after being the Executive Director for Strategy and Innovation, I have seen the positive growth and evolution of Deaf Services Queensland. I have had the opportunity to work with the organisation to develop ideas and strategies to support the long term goals of the organisation and the strategic plan, giving me the opportunity to execute these with the support of the service teams.

The financial sustainability and income diversity goals were of significant importance this financial year. With the NDIS on the horizon and the uncertainty it brings, priority has been placed across all services to ensure that we become equipped to take on the challenge and indeed the opportunities that lie ahead. It is with comfort that I report that, whilst work must still be completed; Deaf Services Queensland is well placed to introduce the NDIS into our organisation. This is as a result of the diligent and committed work performed by everyone in the organisation over the past few years. Our work however is not near finished, though Deaf Services Queensland now has a more diversified and varied funding base; we will be developing new services and seeking new partnerships to solidify Deaf Services Queensland's position.

Over the past 12 months, I have been amazed to see the level of equitable and open access to services that Deaf Services Queensland continues to provide. Our staff work passionately and professionally to provide access to the community regardless of their communication method. Hearing, oral, hard of hearing, or deaf signing; all members within these communities have been able to access services – whether that be through the use of interpreters, captioning, or other forms of inclusive communication aids.

There have also been a number of service highlights for the year. The implementation of the Auslan Short Course tender for Education Queensland and the formation of our Education Department has been a positive change for the organisation and underpins the organisation's goal to see Deaf people achieving. Writing this report, we have just been informed of the organisation's success in securing Participant Readiness from the Queensland Government to help provide information to the Deaf and Hard of Hearing communities in regards to the NDIS rollout. This funding will provide us with resources to equip the Deaf

community with information regarding the NDIS and allow us to work directly with the community and guide them through this significant sector change.

Deaf Services Queensland has also been working hard to listen to the community and what services they need. In doing this we have broken into new territory through being the first Deaf and Hard of Hearing specific organisation to apply for and successfully gain Aged Care Provider status in Australia. We hope to build on this status with the provision of Aged Care packages in the coming financial year.

Further to this, our organisation has committed to the introduction of Video Remote Interpreting or VRI. This service aims to increase access to interpreters and other services to the deaf community right around the state; particularly those living in regional and remote areas. Queensland has a broad geography and we are committed to providing support to deaf people right around the state. There are high needs deaf people in every corner of our state and it is our job to ensure we aim to meet the needs of our community. From a corporate services perspective, Deaf Services Queensland has invested a great deal of resources into IT, to ensure that the organisation was ready to implement our VRI service.

We have also proudly taken on a significant amount of unfunded work over this past financial year to ensure that each client's needs are met. There is a large cohort of clients who receive support that we aren't funded to due to age or disability restrictions. We also support a number of people in an unfunded capacity via interpreting for specific and individual circumstances. Our Community Engagement & Development team also undertake a significant amount of unfunded case management work to ensure our clients are effectively supported.

There was also investment in our Auslan Translations over the past financial year in the translation of Living Well, a resource for affected victims of sexual abuse as part of the Royal Commission into Institutional Responses to Child Sexual Abuse. This project was a significant translation for our organisation and was largely unfunded. This resource has proved to be valuable to the community and the Commission. We hope that this resource has supported affected members of the community access the support they need to rehabilitate and move positively on their road to recovery.

Our efforts to keep our community informed has also been a focus this past year. Via our Information and Referral program, we have been active on social media and providing regular updates on our websites. These channels have proven to be valuable and reliable to the community and we look forward to engaging with the community via this channel into the future.

Working for Deaf Services Queensland is indeed a rewarding experience. Deaf Services Queensland is the only organisation I have ever worked for where so many people work hard to ensure that everyone can communicate with each other. Prior to working at Deaf Services Queensland I took equitable communication for granted, it has taken my experience here to understand what that really looks like, each individual, Deaf, Hard of Hearing or Hearing within the organisation ought to be commended in the way in which they go about their work and their ongoing commitment to communication. It is a rare and inspiring environment to see so many people increase their language and cultural awareness to better interact with each other and their clients, Deaf Services Queensland for me is a perfect exemplification of a bilingual organisation.

Craig McDonald



Our Services



“Our clients and stakeholders sit at the core of everything we do and this past financial year has given the organisation focus and scope for ensuring client satisfaction in the long term”

Deaf Services Queensland is the leading provider of services to Deaf and hard of hearing people in the state of Queensland and has been since 1903.

With a vision of Deaf people empowered, connected and achieving, all services and programs provided by Deaf Services Queensland aim to enable the community to live full and independent lives.

Deaf Services Queensland has been providing information, referral, advocacy, aged care, independent living skills support, community education and employment support to the Deaf community in Queensland for 111 years.

Our clients and stakeholders sit at the core of everything we do and this past financial year has given the organisation focus and scope for ensuring client satisfaction in the long term.

Lifestyle Support Service

Our Lifestyle Support Service (LSS) has been focused on ensuring that back end processes have been developed to ensure front end services are delivered efficiently and effectively. Changes made to these processes have ensured that each client receives the personalised support they require whilst also accurately representing and reporting our outcomes to the Government.

Sitting at the heart of LSS is a group of support workers who assist clients create a better quality of life. Through assisting them in their home with budgeting, nutrition and self-care, we are supporting them to make informed decisions. This service aims to empower individuals and help achieve their goals as well as independent living.

The LSS program assists Deaf and Hard of Hearing clients access services that are in their preferred communication method. Without this service, these clients may need to access services in mainstream environments where personalised and culturally relevant care is unlikely to be provided. This inclusive service is a true strength of what Deaf Services Queensland is about and can provide.

Education

Over the past financial year, Deaf Services Queensland has refined the scope of the organisation and assessed the need for a dedicated Education services arm. This department is responsible for delivering services to both Deaf and hearing people. Through the provision

of the Auslan Short Course program with Education Queensland, we are teaching Education Queensland staff how to effectively use Auslan in schools. We also offer the opportunity for these staff to solidify their learning through dedicated Voice Off Weekend training events which are proving to be a fruitful and successful learning experience for all involved.

Our community Auslan courses that have been offered since 1985 continue to be a strong service offered to hearing people wishing to learn our language. With student numbers continuing to rise and student satisfaction increasing, we are now in the position to offer customised, one off programs to a variety of groups who require further Auslan training support. This service has grown organically in the state and is a representation of the interest and need that the general community has for learning Australian Sign Language.

The Education Department has also worked passionately to deliver our Auslan Only Weekend and Family Auslan Only Weekend programs. These events immerse attendees into the Deaf world for a weekend. Parents of our Family Auslan Only Weekend have the opportunity to share their perspectives and situations in a friendly and safe environment where their children have the opportunity to make friends and play with others. This weekend is a truly valued experience and one that really highlights the need that parents have for support based programs for their children who have hearing loss.

In addition to these areas in the field of Education, Deafness Awareness Training continues to be provided to the corporate sector. With a number of sessions held over the year, we endeavour to create effective access for deaf people in as many working environments as possible.



Language Services

Our Language Services Department continues to work tirelessly to ensure that day to day access for deaf people is provided in the way of interpreters, captioning and translations. At its core, the Language Services department within Deaf Services Queensland aims to provide information and communication access to Deaf people through Auslan interpreting – and this is provided each and every day of the year.

Through the SWITC program, organisations funded by Disability Services have the opportunity to access free of charge Auslan and CALD (Culturally and Linguistically Diverse) interpreters, Translations, Braille and Audio services and Aboriginal and Torres Strait Islander interpreter support. This is a vital service for this sector which has continued to experience strong demand over the past financial year.



Community Engagement & Development

As part of the restructure performed in early 2014, the Community Engagement & Development team was established and given a renewed focus. The work performed by this team is completed with the aim of empowering our clients in making informed life decisions. The services we provide include but not limited to our Information and Referral services and case management.

The support provided to our clients range from translating and understanding documents, to referrals, to greater support and advocacy. The Community Engagement & Development team work daily with passion and support some of the most at risk and high needs clients in the state. This team works diligently to ensure that each and every client accesses the services and supports they need in order to live independent and empowered lives.

The year has also seen this team work more with Deaf and hard of hearing refugees. With referrals from Community Organisations we are supporting Deaf refugees who need support in the areas of language and service access. The support provided to these communities includes the simplest information on how to be street wise to catching public transport, basic Auslan skill instruction and social support. Services are delivered to this group in a way that not only will help them acclimate to Australia, but also delivered in a way that helps and supports them maintain their own culture.

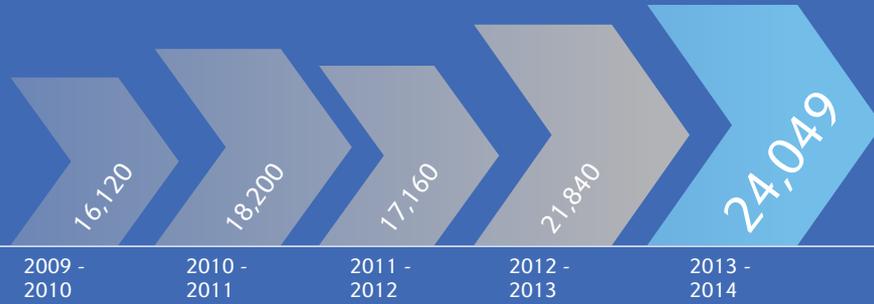
This team also performed a great deal of case management to people with high support needs and have specific or ongoing issues. We aid the understanding of clients to ensure they make informed and important life choices that will result in them living empowered lives. We are not currently funded to provide large scale case management and are in the process of collecting data to provide a case to the Government to showcase the work we are doing outside of our current funding agreements and to seek further funding support.

At the end of day, Deaf Services Queensland is an organisation and a group of people they can talk to. For those clients, that means the world. Many of our clients don't have family support networks, and that is why we are there. Our organisation exists to bridge the cultural gap between deaf and hearing people and help create understanding so that accessibility can be achieved.

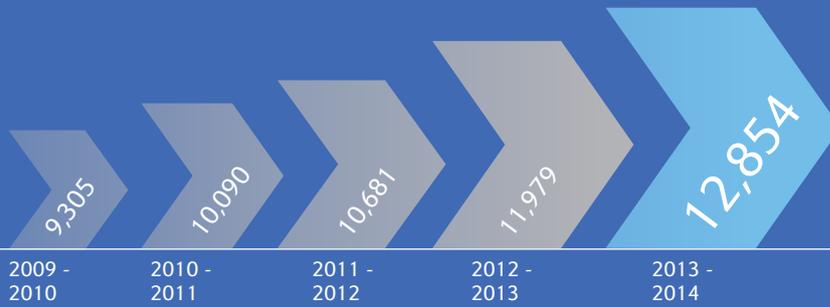


Our Growth

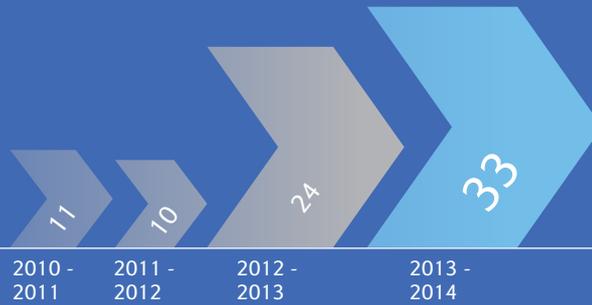
LSS Service Hours



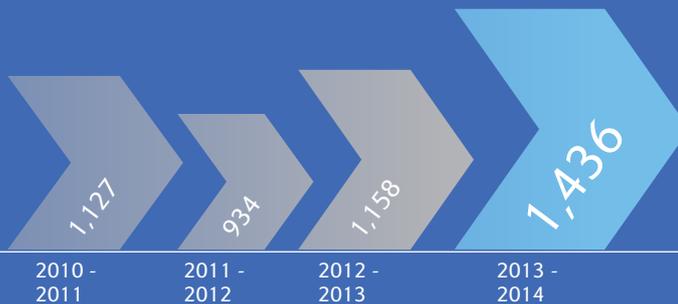
Hours of Interpreting



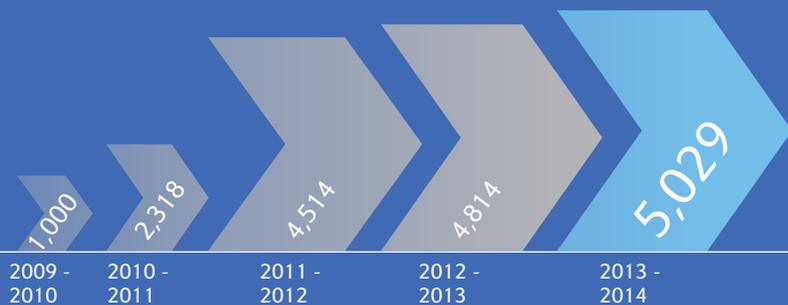
LSS Respite Activities



Walk-In Services



SWITC Interpreting Hours



Our People



At Deaf Services Queensland, our staff members sit at the heart of everything we do. Being a service organisation, we exist to provide our clients with services they need in order to live empowered, connected and achieving lives. The demands on each of our individual teams to deliver the programs we have are inspiring and each person arrives at work with passion, dedication and commitment to achieving positive outcomes for their clients.

With the impending changes occurring within the sector, Deaf Services Queensland is investing in its staff to ensure ongoing commitment to quality service provision. The skill sets required for each of our staff members is being nurtured and developed to ensure that each team is equipped to support their clients in the lead up to the National Disability Insurance Scheme being launched in Queensland.

From cross skilling and upskilling to acquiring formal training and qualifications staff are being supported through identified training activities relevant to the work that they do. Our aim is to ensure the organisation has capability as we move into the future.

A testament to our commitment to organisational capability, our Education Department has through this period undertaken the largest training of staff in our history through providing formal Auslan linguistic training. Delivered via both face to face and through

video conferencing, Deaf Services Queensland is enhancing the staff skills by delivering Auslan curricular content to teachers around the state.

Deaf Services Queensland is also proud to have collaborated with ASLIA Queensland to support our interpreter base to receive regular and relevant professional development regarding a range of topics. We look forward to furthering this collaboration into the future to ensure our interpreters continue to access professional development in order to provide quality interpreting services to the wider community.



Our Goals



*Deaf Services Queensland
will continue to strive to achieve
a number of goals across the
organisation in an effort to
achieve our vision of Deaf people
empowered, connected
and achieving.*

Lifestyle Support Services

Service quality improvements in the lead up to the NDIS.
 Making sure our back office functions are operating at the same high level as our front office staff.
 'Going the extra mile'.
 Tracking our unfunded work so that we can report more accurately to our funding bodies.

Community Engagement & Development

Learning the needs of each segment of the community across the state.
 Ensuring that the team receive the support they need in order to deliver services successfully.
 Giving each team member focus so that they can become skilled in specific areas of the state and indeed the community.
 Our hard of hearing project will help connect people in the community who are disconnected in so many ways.
 Develop our Deaf and hard of hearing indigenous strategy.

Education

Forming established services.
 Streamlining processes.
 Refining job descriptions and giving staff focus.
 Growing the service.
 Ensuring that services are facilitated efficiently and effectively.

Language Services

Engagement with our staff and our interpreters.
 Meet the growing demand for auslan interpreters.
 Working on increasing the number of interpreters available.
 Providing a substantial amount of professional development opportunities to both our staff and freelance interpreters.
 Working with partners such as ASLIA Queensland to help develop these opportunities.
 Meet the demand of the sector to provide access via interpreters.

SWITC

Effective management of the SWITC contract on behalf of the Queensland Government.
 Promote and reinforce the SWITC service to eligible organisations.
 Listening and responding to the needs of our clients.
 Being flexible where possible and ensuring that the interpreter is able to work with the customer effectively.
 We have been focused on growing our capacity to service the community and invest in our staff.

Service Growth

Established project governance.
 Implementation of quality standards so that projects can be delivered on time and to budget.
 Introduce structure and guidelines around what projects and tenders are undertaken.
 Take a more proactive approach towards tender and grants.

Our Achievements



“Over the course of the past year, we are pleased to see that each and every service area has achieved significant outcomes.”

The restructure performed in the 2013/2014 financial year has paved the way for a greater focus on efficiency and service delivery, whilst also broadening our capacity to provide a range of services that continue to meet our clients' needs.

Over the course of the past year, we are pleased to see that each and every service area has achieved significant outcomes. Whether through the development of new services or through increased number of clients in each of our current service areas, both have increased their ability to provide services to the community and our statistics from the past financial year seen throughout the document is evidence of this.

We have delivered more Sign Language Classes to the hearing community than in previous years and provided more walk in support to more deaf people in all major regional hubs across the state.

Our Language Services department has experienced approximately 10% increase in interpreting hours performed with almost double the number of pro bono assignments performed since last year. These statistics show the absolute commitment of Deaf Services Queensland to provide access to services and information for the community and it is this work we hope to continue achieving in the long term.

Lifestyle Support Service

Our Lifestyle Support Service is funded by the Queensland Government to provide a broad range of important services to 74 clients. Funded for less than 22,000 hours per year in the 2013/14 financial year, Deaf Services Queensland supplied over 24,000 hours signifying its commitment to the community.

From providing support to ensure clients receive the medical and life support they need to keep healthy, to providing a number of respite activities throughout the year to connect and engage clients together, our team goes above and beyond for their clients. Since the 2009/2010 financial year, our Lifestyle Support Service has nearly doubled the number of support hours provided to all clients; a significant increase in service provision leading to a number of positive client outcomes.

The service is also delivered in their first language Auslan, which removes barriers to access and allows rapport to build successfully between client and support worker. We also ensure that staff who don't have Auslan capability that they are supported to learn the language and culture to ensure customer service standards continue to be met.

We have also been working hard to ensure that the service is supported by sophisticated IT systems to ensure that accurate reporting occurs and is done in such a way that supports our team.



Education

The Education Department has the unique opportunity to engage with both the deaf and hearing communities. As a result of the work they do every day, both communities will have greater opportunities to connect and understand each other.

For the deaf community – they will be exposed to more people who have a greater awareness of Auslan and their culture. For hearing people they have the opportunity to learn and understand a minority group in Australia.

The Auslan Short Course tender facilitated on behalf of Education Queensland aims to provide the department and their staff the information and training they need in order to teach Auslan within schools. This will lead to greater knowledge and exposure of Auslan within the school system which we believe will lead to greater awareness of the language and culture of Deaf people around the state of Queensland.

Deaf Services Queensland has also been providing Sign Language community courses since 1985. These classes bring together a broad cohort within the hearing community. We have family, friends, co-workers, and neighbours enrol to learn more about Auslan and Deaf culture. It is through providing these courses that we are narrowing the gap between deaf and hearing people within their own local communities. A fabulous outcome for the state as a whole.

Language Service

As the leading provider of Auslan Interpreting and Translating Services in the state of Queensland, our knowledge and understanding of Auslan and Deaf culture are core strengths of our organisation. We know the importance of the language and we can provide that language in a professional manner. We endeavour to provide a relatable and a reliable service, not only in an effort to be a professional service provider, but also as a result of knowing deafness and deaf culture.

Being on the ground and providing nearly 18,000 hours of interpreting over the year, we know and appreciate the importance of information access. Across both of our service streams (SWITC and Auslan Interpreting) we can relate to the core belief of access. From a Farsi interpreter to an Auslan interpreter, we are here to provide access for clients.

In addition to this, we understand and endeavour to support our clients as every appointment leads to an outcome. Every booking on the books leads to a result for both our customers and our clients and we hope to provide assistance in this outcome, whatever it may be.

We have a strong brand presence in the sector with a positive reputation within the market. Our customers know that we are here to provide a quality professional service.

Community Engagement & Development

In a similar way to our Language Service Department, our Community Engagement & Development Team sits at the coal face of meeting the deaf community's needs.

Open and equitable communication is one of the greatest strengths of this team. Each staff member understands the language, the culture, and all facets of being a deaf or hard of hearing person in current society. Through knowing and being part of this community, we can relate to our clients and we can connect with them. It is the connection and engagement that enables our team to be responsive to our clients in providing services that meet their needs; as well as develop new services to help improve access.

The past financial year has seen the team deliver over 20% more Walk In sessions to our clients across the state since the last financial year and attended to more than 600 telephone enquiries. The team has also facilitated nearly 80 information workshops over the past year on topics ranging from the upcoming G20 event in Brisbane, to diabetes and a range of life matters.

Through having a strong commitment and passion for assisting the community and seeing access to information and services becoming a reality for the deaf community in Queensland, the Community Engagement and Development team work at the grass roots to see deaf people empowered, connected and achieving.





Compliments, Suggestions and Complaints
Your opportunity to provide feedback to the Council

Online Counselling
What to do if you or someone you know has depression or anxiety

What to do if you or someone you know has depression or anxiety
It would be wonderful if you could help someone with depression or anxiety. You can help someone with depression or anxiety by...



Deaf Services
Community Development

Our Milestones



The 2013/2014 financial year has brought with it a number of exceptional milestones that have resulted in overwhelming performance within each service area and indeed the community. With new services and opportunities on the horizon, the work performed this year will pave the way for even greater partnerships and service outcomes for the future.

Lifestyle Support Service

- Providing over 24,000 hours of support to clients
- Working harder, faster, and better for the betterment of our clients
- Focus on quality service provision
- Applying for our Aged Care Accreditation
- Over 30 Respite activities were hosted throughout the year

Education

- The Family Auslan Only Weekend. With more than 100 people attending the event in 2014, the impact on families is incredible.
- Auslan Short Courses have reached an all-time high of 30 classes a term; which is the highest number ever provided in the history of the service.
- We have offered more one off community classes this year than ever before.
- Providing Community Auslan Courses to nearly 1000 Queenslanders this year.
- We have more people enrolling into Auslan 2 from Auslan 1 than experienced in the past, showing the quality of the new Auslan 1 Curriculum.
- The past year we have also developed our new curriculum and further worked on our Deafness Awareness Training materials.

Language Services

- Our team. The last 12 months we have new interpreters on board and the attitude, fit, and professionalism, flexibility is consistent with the values of the organisation.
- Our serviceability has been of an exceptionally high standard this past year. With a 98% rate of serviced hours this year we are providing more and more access than ever before.
- Our commitment to the DeafBlind group as well has been a big milestone. Through working with Able Australia we have been able to provide greater access to training and development for interpreters to better service the access needs for our DeafBlind clients.
- Provided nearly 13,000 hours' worth of Auslan Interpreting this year and over 5,000 hours of CALD interpreting.

Community Engagement & Development

- Purchase of the Cairns office has given the community a permanent home for the future. This important milestone for the Cairns community will shape our presence in the Far North Queensland area.
- Entering into the space of Deaf Indigenous services is a great strategy and is going to be exciting for our organisation moving forward.
- Focus on an all of Queensland approach and breaking down the myths of city and regional service streams. . The connectivity between staff and community around the state is growing and really breaking down the vast geography that Queensland has.
- Providing walk in via video conferencing in Mackay – this is a huge milestone and has led to greater access to people who have been completely isolated to date.
- Over 120 Auslan videos were produced and published.

1,238

Auslan students
across Queensland

7,644

Accommodation support hours
provided for LSS clients

306

Pro bono Interpreting
jobs provided

1,436

Walk In Services
provided

79

Information Workshops
held statewide

31

Deafness Awareness
Training sessions delivered

1,536

Interpreting jobs
booked through SWITC

Our Networks & Alliances



The community sector thrives through developing and nurturing effective networks and alliances. The work that is performed by Deaf Services Queensland every day is achieved through the great working partnerships that exist within each team.

These alliances lead to greater access to deaf people and allow for more efficient and effective services to be provided. The networks developed play a vital role in the outcomes that are achieved for our clients and really help pave the way for our vision of deaf people empowered, connected and achieving to be realised.

Deaf Services Queensland would like to acknowledge and thank all the networks that assist us each and every day.

Lifestyle Support Service

- Deaf Mental Health.
- Queensland Government.
- Allied Health units.

Community Engagement & Development

- Early Intervention Working Group.
- Queensland Health Hearing Loss Family Support Service.
- Healthy Hearing.

Education

- Department of Education.
- All our Freelance Teachers.
- Auslan Teachers Network.
- Teaching venues.
- Local councils.

Language Services

- ASLIA Queensland.
- Able Australia.





Moving Forward



“Deaf Services Queensland is exploring and investigating a range of opportunities to further support the needs of deaf and hard of hearing people across the state.”

In the lead up to the implementation of the National Disability Insurance Scheme (NDIS) in Queensland, Deaf Services Queensland is exploring and investigating a range of opportunities to further support the needs of deaf and hard of hearing people across the state.

Aged Care

With the prospect of being an Aged Care provider in the near future, we are working to structure services to better meet the needs of all of our clients, ensuring when Deaf Services Queensland becomes an Aged Care provider, we have effective and established back office functions to best cater to this allowing our focus to be on service delivery.

Registered Training Organisation (RTO)

The work that has been done over the past year within our Education service has allowed the department to look to the future. The development and investigation of an RTO is an opportunity for the future that can be investigated now that current service lines are established and operating well. It is now time to expand.

Family Auslan Only Weekend and Parent Support

There is a need to increase the types and levels of supports offered to parents of deaf and hard of hearing children. Currently the Family Auslan Only Weekend provides an important and very important opportunity for parents to learn strategies to raising a deaf child. Though successful, there is capacity and opportunity for expansion.

Deaf Services Queensland is excited about the prospect of developing a service for parents so that they are equipped with information, supports and assistance in ways that will really help them achieve what they would like for their family unit.

Partnership Opportunities and Participant Readiness

The NDIS will provide us with the opportunity to partner with other organisations to grow our capacity to service more people with a disability. Recent receipt of Participant Readiness funding, Deaf Services Queensland will also have the opportunity to engage with the community to prepare the community are aware of the NDIS and what it will mean to them. So Deaf people around Queensland will have the capacity to query and know more about this upcoming shift in service provision.

Culturally and Linguistically Diverse Interpreting

As communication is at the core of Deaf Services Queensland, we are looking to recruit CALD interpreters over the coming year in an effort to build and grow our interpreter base. This will bring further diversity to the organisation with the aim of also increasing our flexibility and capacity to service more people.

Video Remote Interpreting

On Demand VRI will be a big focus over the coming 12 months for Deaf Services Queensland. Through broadening the capacity of Deaf Services Queensland to provide interpreters to deaf community members in any part of Queensland and indeed Australia we hope to be able to service more appointments and achieve more positive access outcomes for our clients. This will be underscored by some exciting services developments in the next year.

Greater Engagement

With the individualisation and flexibility in the types of support funding can provide with the introduction of the NDIS, we will work towards greater engagement with the community to ensure that we can continue servicing the needs of our clients effectively. This exciting change means our clients will have greater choice over their lives and how they are supported and will allow us to work with clients to develop new supports where previously they were not available.

Effective internal procedures and processes

The NDIS will provide a new challenge to funded services from an administration perspective. Ensuring that all our back office functions operate smoothly to ensure that clients still receive a quality service efficiently and effectively is of paramount importance.

Indigenous Engagement

With vast percentages of the indigenous community in Queensland living with some form of hearing loss, there is a valuable opportunity to ensure that the Indigenous communities (particularly in Far North Queensland) have the opportunity to access the supports and information they require. We hope to engage with this community over the coming years to ensure that they have the opportunity to receive services they need.

Valued Supporters



Deaf Services Queensland would like to extend a very warm thank you to all the people who have so generously donated to the organisation over the past year.

Patron

Her Excellency Ms Penelope Wensley AC

Donors

Alexander Fraser
 Alexis & Paul Lamont
 Angela Roff
 Ben B Lanskey
 Ben Shohet
 Bev Power
 Beverley Power
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 Brian Tobin
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 Kathleen Rowe
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 The Hon. Tom F Shepherdson
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 Yvonne Loveday
 Reg Flanagan
 Daphne Hayden

Corporates, Schools, Clubs & Associations

Stephens Sub-Branch RSL of Australia
 Bayview Primary School
 BHP Billiton Matched Giving Program
 Smack It Social Golf Club
 Nudgee Golf Club
 Rheem Australia Pty Ltd
 Piccones Supa IGA – Edmonton
 Piccones Supa IGA – Manoora
 Karalee State School

Bequests

Barbara Joan Thomson
 W H Morris
 Thomas Paul McGuire
 Russell McKimmin
 Qld Community Foundation
 JR & LA French



Reg Flanagan and Daphne Hayden accepting their Life
 Membership at the Deaf Services Queensland 2013
 Annual General Meeting.

Financial Statements

Statement of Comprehensive Income For the year ended 30 June 2014

	2014 \$	2013 \$
Income		
Deaf Lottery Income	11,014,679	9,713,794
Grants And Subsidies	2,762,384	3,313,452
Gain On Disposal Of Fixed Assets	9,364	-
Interest / Divided Income	162,715	99,694
Services Income	1,454,591	1,459,702
Donations And Bequests	244,580	86,601
Gain/(Loss) On Investments	134,191	213,208
Total Income	15,782,504	14,886,451
Expenditure		
Deaf Lottery Expenditure	8,447,254	7,403,224
Administration Expenses	1,602,285	1,410,290
Loss On Disposal Of Fixed Assets	-	2,423
Depreciation And Amortisation Expenses	248,289	208,841
Employee Leave Provisions	122,109	58,074
Wages And Salaries	4,542,417	4,412,250
Employee Benefits	58,983	53,183
Interest And Finance Lease Charges	-	180
Total Expenditure	15,021,337	13,548,465
Surplus Before Income Tax	761,167	1,337,986
Income Tax Expense	-	-
Surplus For The Year	761,167	1,337,986
Other Comprehensive Income	-	-
Total Comprehensive Income For The Year	761,167	1,337,986

Statement of Financial Position
As at 30 June 2014

	2014	2013
	\$	\$
Current Assets		
Cash and cash equivalents	3,294,082	2,492,598
Trade and other receivables	202,854	570,067
Other assets	103,362	105,837
Financial assets	1,534,830	1,384,924
Total Current Assets	5,135,128	4,553,426
Non-Current Assets		
Property, plant and equipment	4,872,954	4,257,510
Intangibles	212,097	59,763
Total Non-Current Assets	5,085,051	4,317,273
Total Assets	10,220,179	8,870,699
Current Liabilities		
Trade and other payables	1,104,870	767,222
Provision for employee entitlements	545,493	455,808
Total Current Liabilities	1,650,363	1,223,030
Non-Current Liabilities		
Provision for employee entitlements	133,629	101,205
Total Non-Current Liabilities	133,629	101,205
Total Liabilities	1,783,992	1,324,235
Net Assets	8,436,187	7,546,464
Equity		
Surplus/(Deficit) from ordinary activities	761,167	1,337,986
Retained surplus	5,176,507	3,838,521
Reserves	2,498,513	2,369,957
Total Equity	8,436,187	7,546,464

Financial Statements

Statement of Changes in Equity For the year ended 30 June 2014

	Retained Earnings \$	Asset Revaluation Reserve \$	Other Reserves \$	Total \$
Balance at 30 June 2012	3,838,521	367,484	2,002,473	6,208,478
Comprehensive income				
Surplus for the year	1,337,986	-	-	1,337,986
Other comprehensive income for the year	-	-	-	-
Total comprehensive income	1,337,986	-	-	1,337,986
Balance at 30 June 2013	5,176,507	367,484	2,002,473	7,546,464
Comprehensive income				
Surplus for the year	761,167	-	-	761,167
Other comprehensive income for the year	-	128,556	-	128,556
Total comprehensive income	761,167	128,556	-	889,723
Balance at 30 June 2014	5,937,674	496,040	2,002,473	8,436,187



Deaf Services Queensland

ABN 62 118 664 298

Auditor's Independence Declaration Under Section 307C of the Corporations Act 2001 to the Directors of Deaf Services Queensland

I declare that to the best of my knowledge and belief, during the year ended 30 June 2014 there has been:

1. no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
2. no contravention of any applicable code of professional conduct in relation to the audit.

Bentleys

Bentleys Brisbane Partnership
Chartered Accountants

Stewart Douglas

Stewart Douglas
Partner
Brisbane
29 October 2014



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