



# ANNUAL REVIEW |

## 2014 - 2015 |

# PATRON

His Excellency the Honourable Paul de Jersey AC, Governor of Queensland

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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.

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## GOVERNMENT DEPARTMENTS

Department of Communities, Child Safety and Disability Services  
Department of Education & Training  
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Megasealed Bathrooms Pty Ltd  
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# THE BOARD



## BOBBIE BLACKSON

Bobbie joined the Board in August 2006 and served as Chair since 2008. 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 within the tertiary sector. She is a member of the Australian Institute of Company Directors. She is also a civil marriage celebrant and a Justice of the Peace. She has served on a number of national and state boards in Chair or director roles.



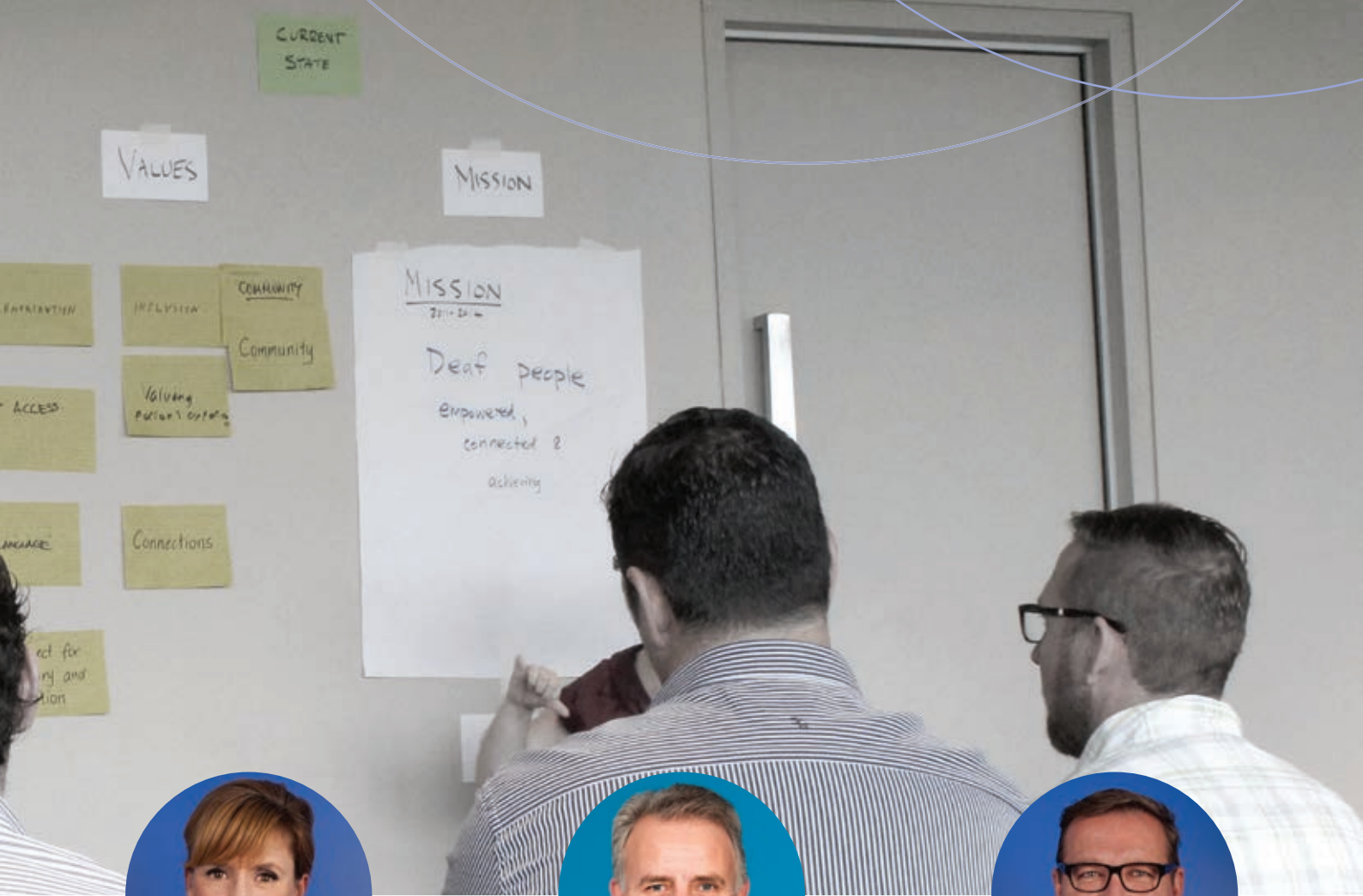
## JUDITH BERTRAM

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



## RALPH COLLINS

Ralph joined the Board in 2014. He has worked in the financial services sector for over 30 years, qualifying as an actuary in 1988 and moving to the profit for members sector of the superannuation industry. He has been responsible for managing teams involved in the delivery of services and advice to large employers and their employees. Ralph is a Member of the Australian Institute of Company Directors, a Fellow of the Institute of Actuaries of Australia and currently serves as Chair of the Finance, Investment and Property Board of the Uniting Church Queensland and Chair of the Uniting Church in Australia Property Trust.



## MARITA CORBETT

Marita 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 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, Certified Internal Auditor, Certified in Risk Management Assurance and Chair/Independent member of a number of Audit and Risk Management Committees.



## DOUG EVANS

Doug Evans is the CEO of the Workforce Council and has degrees in Science and Business Administration. Doug has worked in a range of business models across a number of industries. He has worked in senior leadership roles and has been a member of Boards and Industry Councils that successfully lobbied government and regulatory authorities. Doug has a strong commitment to working collaboratively, compassionately and with high integrity, and he is passionate about strengthening the health and community services industry.



## DAVID GIBSON

David joined the Board in November 2009, and as a Child of Deaf Adults (Coda) has direct knowledge of the issues that the Deaf community face. He has over 9 years' experience as a member of the Queensland Parliament and brings considerable experience in government, regulatory reform and economic development as well as skills in strategic planning and community engagement. David brought awareness to deafness in Parliament giving his maiden speech in Auslan and engaging the first Deaf intern. David serves as Deputy Chair, is the Chair of the Audit and Investment Committee and is also on the board of Deafness Forum Australia.

“DEAF SERVICES QUEENSLAND HAS A VERY BRIGHT FUTURE AND THERE ARE EXCITING PLANS IN THE PIPELINE.”

- BOBBIE BLACKSON, CHAIR OF THE BOARD, PAGE 9



## CAMERON MILLER

Cameron joined the Board in 2014. He holds a Bachelor of Education and has taught at a number of schools in England and South East Queensland, most recently at Toowong State School. Cameron has been on the organising committee of the last two Deaf Festivals, has worked with Queensland Association of the Deaf (QAD) and was the secretary for Queensland Deaf Rugby League. He is also a member of the Queensland Teachers Union and a Board Director of Deaf Sports and Recreation Queensland.



## IAN MILTON

Ian joined the Board in 2006 and also served from 1987-1996. Spanning more than 40 years, Ian has been 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 and founding President of Deaflink Inc, the forerunner of 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 and retired from the Brisbane City Council as a Designer in 2010.



## BRONWYN NERONI

Bronwyn 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 Litigation Lawyer, In House Legal Adviser, 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.



## KATHRYN O'BRIEN

Kathryn joined the Board in 2014. She was the first signing Deaf Lawyer to be admitted in Queensland and is currently a member of the Queensland Law Society and Family Law Practitioners Association. She was a board member and Secretary for the Queensland Association of the Deaf, an organising committee member and volunteer for the previous Queensland Deaf Festival's and is currently the Deputy Chairperson for Deaf Sports Australia. Kathryn holds a Master of Laws and currently practices at Porta Lawyers. She has a passion for advancing and sharing knowledge with the Deaf Community and ensuring the enrichment of future Deaf generations.

## RICHARD SENESCALL

Richard joined the Board in 2014. His professional background includes senior positions in public and private sector organisations in a number of fields. Richard has served extensively as Secretary and Director on the Management Committee of the Economics Society of Australia (Qld Inc) as well as a number of private boards. He holds a Bachelor of Economics (with Honours), a Master of Economic Studies and is a Professional Member of the Economics Society of Australia (Qld Inc) and MAICD. Richard is currently the Queensland Strategy and Economics Lead within the Infrastructure Advisory Division of GHD, a leading engineering consulting firm.

## SALLY STROBRIDGE

Sally is a third generation Deaf person who joined the Board in 2013. Sally first became associated with Deaf Service 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 been a Coordinator for Deaf Adventure Group for over 10 years and currently works in various roles for Education Queensland and as an Auslan consultant and translator for different organisations.



## CHAIR OF THE BOARD REPORT

### **Bobbie Blackson**

I acknowledge the first peoples of the lands where our offices are: Brisbane, Townsville, Cairns, Maryborough, Mackay and Rockhampton and in particular, acknowledge our Deaf first peoples.

There are very few organisations that are both over a century old and are truly Queensland born and bred. Deaf Services Queensland can claim this and is now in its 112<sup>th</sup> year. Over the past few years there have been many challenges and changes within the disability environment that we operate in and it has ramped up significantly over the last 12 months now that the National Disability Insurance Scheme is almost upon us.

Deaf Services Queensland is innovative, adaptive, responsive and proactive. Whilst we are a not for profit organisation, we regard ourselves as a for purpose organisation, which sits well with our goals and vision. There are major shake-ups ahead and Deaf Services Queensland is well placed to meet these challenges. At the same time, we are very much a part of the fabric of the Queensland Deaf community. Community members look to Deaf Services Queensland for a wide range of services not just in Brisbane but also all across Queensland. We provide an outreach service to local Deaf communities in areas where we don't have offices and this is achieved through working with local organisations. There is a very high level of trust that we acknowledge and value and that tells us we are doing the right things and taking the right steps for the community. I often hear stories from around the state that shows the deep connection between the Deaf community and Deaf Services Queensland.

Special mention must be made regarding one of our Deaf elders, Percy Bates who recently turned 100 years of age. This milestone was celebrated through a series of community events and acknowledged by several dignitaries ranging from the Queen, the Prime Minister and Premier through to local members of Parliament. To show the intimate connection even further, Percy's father was one of the first board members of Deaf Services Queensland.

It can unfortunately take a natural disaster to shine a spotlight on our language, Auslan, and our interpreters. It was no different earlier in the year while we provided interpreting access for TV updates in the wake of yet another cyclone in Queensland. This time public reaction was very different and many people became fascinated with how spoken English was being interpreted into Auslan. The #SignGuy caught the public imagination and media attention was quite high. Perhaps we have finally reached the elusive tipping point where Auslan becomes the "norm" – time will tell.

Also this year, for the first time in Australia's history, the 2015 Young Australian of the Year was awarded to a Deaf woman Drisana Levitzke-Gray who is a tireless advocate for Auslan and access for the Australian Deaf community.

We have a strong belief in giving back to the community and so it was with a real sense of pride and celebration that we were able to sponsor five young Australians to attend the World Federation of the Deaf World Congress in Turkey. We also attended Gallipoli to commemorate its ANZAC centenary. We are confident that these five young recipients will take to heart the messages from the World Congress and from Gallipoli and help them identify and determine the battles faced by the Deaf community and how to learn from these battles. We are also confident that they will, in turn, inspire young Deaf and hard of hearing children and youth to aspire to achieve their dreams and goals.

The Board headed to Cairns for a Board retreat last September, which coincided with the official launch of the Cairns office. After a couple of days of solid work and brainstorming between the Board and the executive team, garnering feedback from the community and staff, the foundations were laid for the 2015-2019 Strategic Plan which has since been endorsed by the Board. We were able to analyse our core beliefs and values and determine what really drives us to deliver our services.

The Board is fully committed to a high standard of governance. Robust checks and balances are in place for major decisions, our finances are very strong and we have established a number of active committees which focus on specific issues. We have made significant investments in technology and staffing. We have relocated the Deaf Lottery to a more suitable office where the operations can expand. Our sustainability awareness has also sharpened and a number of changes have been implemented to ensure that our carbon footprint continues to be minimised.



“WHILST WE ARE A NOT FOR PROFIT ORGANISATION, WE REGARD OURSELVES AS A FOR PURPOSE ORGANISATION, WHICH SITS WELL WITH OUR GOALS AND VISION.”

Five new board members have joined us and already we are benefitting from their individual and combined expertise and knowledge. I would like to particularly acknowledge Ian Milton who will be retiring at the AGM. He has made an enormous contribution to the board over the past nine years and earlier having already served a board term previously. His insight and expertise has been greatly valued. As always, I would like to acknowledge each and every board member for freely giving their time and skills to ensure a high standard of governance and oversight across the organisation.

I wish to acknowledge Brett Casey and his executive team for their dedication, attention, drive and energy. I have spent many hours with Brett in particular over the years while we worked through a range of issues. All the various teams within the organisation, and their Managers, are to be commended for their loyalty and service, not just to Deaf Services Queensland but also to the Deaf community in general.

Deaf Services Queensland has a very bright future and there are exciting plans in the pipeline. We are in a very different place from several years ago and we can now truly say that we offer a whole of life suite of services from birth to death and the Deaf community will reap great benefits as a result.

Traditions were broken when the I was elected to lead Deaf Services Queensland as the first female and first Deaf person, it has been a tremendous privilege and honour to lead Deaf Services Queensland over the past five years and overall for nine years. This will be my last report as Chair, but I hope other Deaf people will follow in this role. I leave this amazing organisation in the safe hands of the Board and the executive team knowing that the Deaf community's future is assured as well and many individuals will be empowered and enabled to follow whatever they choose to be in their lives.



**“THE GROWTH AND INNOVATION AT DEAF SERVICES QUEENSLAND IS REPRESENTATIVE OF A UNITED TEAM CONNECTED WITH OUR STRATEGIC PLAN AND FOCUSED ON POSITIVE CLIENT OUTCOMES THAT ARE MEANINGFUL AND RELEVANT.”**



**CHIEF  
EXECUTIVE  
OFFICER  
REPORT**  
**Brett  
Casey**

With the landscape changing as we transition to the NDIS, Deaf Services Queensland has focused on being responsive to this new environment as well as diversifying and creating new opportunities for the community. This financial year, we have seen significant growth within the organisation on many fronts thereby creating a greater range of services ensuring that we realise our vision of an end-to-end service provider for the Deaf and hard of hearing community.

Providing strategic oversight, our Board has led the organisation through this growth and change. Following consultations with the community and staff, the Board also came together and worked together in developing our new Strategic Plan for the organisation from 2015-19. With a mission of individuals and community being empowered, connected and achieving, we are now working towards broadening our scope and service capacity with a vision to be recognised as the prominent Deaf and hard of hearing end to end service provider across all ages.

As the NDIS eligibility criteria is for participants up to the age of 65 years old, we have developed a firm strategy to ensure our ageing Deaf community are able to continue to receive services from us. To this end, Deaf Services Queensland applied and become an approved Aged Care provider under the Commonwealth Aged Care scheme. This strategy has seen the birth of our 'Ageing Well' service along with a clear strategic direction for the implementation and growth of this service. As the only Deaf specialist agency in Australia that caters for aged Deaf people we are increasingly being contacted for advice and receive referrals from generic aged care agencies.

With our restructure in 2014, we saw the creation of a new Education service with a key focus on the provision of Auslan learning for the general community. This past year has seen a dramatic growth in enrolments in both community Auslan and Education Queensland Auslan short courses. To ensure a more robust pathway in Auslan learning for students, we applied and were granted status as a Registered Training Organisation (RTO) and will commence delivering of certificate level Auslan II & III. The pathway to Auslan learning will also include a Diploma in Interpreting to commence in January 2016. At a later date, we will add scope to include the Certificate level for Aged Care and Disability Studies, allowing us to build a workforce that is responsive to the needs of the community and address workforce issues.

We also commenced a culturally appropriate Indigenous service stream to Deaf Indigenous people in Far North Queensland. As a demonstration of our commitment to this community, we also applied and received some funds under the Indigenous Advancement Strategy to commence work in the Cairns and Lockhart River supporting Deaf Indigenous children and their families. We will continue to work with the Deaf Indigenous community and relevant stakeholders to develop a long term Indigenous strategy for the organisation.

Our Lifestyle Support Service, Community Engagement and Development and Interpreting teams continue to be the coalface of the organisation in the provision of essential frontline services to the community. With the changing landscape of funding to a consumer based market under the NDIS; we are also undertaking a robust participant readiness program to ensure that Deaf and hard of hearing people can transition with relative ease and understand their rights to plan, request and receive services under the scheme.

Whilst the unprecedented landscape change brings many challenges there are equally many opportunities to benefit. This year has seen a focus on developing strategic alliances, including a joint venture developed with Vicdeaf in the provision of rebranding our respective interpreting services to Auslan Connections thereby creating greater capacity to deliver interpreting services. We are also working with the Hearing Impaired Children's Therapy Incorporation (HICTI) strategically looking at expanding early intervention services for Deaf and hard of hearing children and their families in Queensland focusing on an inclusive approach. As a contemporary organisation we continue to explore opportunities and attend networking meetings to influence views on deafness to policy makers and governments.

The growth and innovation at Deaf Services Queensland during this time is representative of a united team, connected with our strategic plan and focused on positive client outcomes that are meaningful and relevant. The passion, enthusiasm and commitment of the entire DSQ team are a testament to what makes Deaf Services Queensland a great organisation. My personal thanks to each and every staff member who serve the community with integrity and professionalism.

My appreciation is extended to the Board for their leadership and governance. A special mention and thanks is to our Chair, Bobbie Blackson who will be standing down at the end of her term. Bobbie has provided great leadership as Chair and oversaw the organisation through a period of change management.

Without the support of individuals, donors, volunteers and Deaf Lottery buyers we would not be able to achieve the success we have as an organisation. For this our sincere thanks for your support and continued belief by assisting us and working together with us to ensure that individuals and community are empowered, connected and achieving.



**CHIEF  
OPERATING  
OFFICER  
REPORT**  
**Craig  
McDonald**

The last 12 months has again seen major growth and expansion of Deaf Services Queensland's service offerings. With the addition of new services including Ageing Well and our Registered Training Organisation (RTO) – Access Training and Education, Deaf Services Queensland is expanding with new innovative services to better meet the community's needs. Newly developed and expanded services are a theme which will continue to be seen at Deaf Services Queensland as we change to meet the evolving needs of the community in the lead up to the implementation of the National Disability Insurance Scheme (NDIS). I am happy to report that Deaf Services Queensland remains in a very strong position and has a solid platform which will allow us to embrace new opportunities to service the changing needs of the community at every stage of life.

Deaf Services Queensland now operates six divisions; Ageing Well, Community Engagement and Development, Education, Language Services (Interpreting), Lifestyle Support Services and our Deaf Lottery, across six locations Alderley, Cairns, Enoggera, Maryborough, Brisbane and Townsville. It is also exciting to see that all services and locations had a record year in not only income but numbers of individuals serviced, taught or informed through DSQ's programs. These results show the strength of DSQ, as each year services continue to expand and improve as we look to meet the goal of catering to the needs of the community from birth to death across the state.

Deaf Services Queensland is working with the Queensland Government to lead the preparation of the Deaf Community for the transition to the NDIS through the provision of Participant Readiness Workshops across the state. Under the NDIS, individuals will have full control of their funding and Deaf Services Queensland will respond effectively to this consumer driven model, providing a range of new services and solutions to support the community in new and innovative ways. Significant progress has been made to projects outlined in the 2013/14 Annual Review leaving the organisation in a great position to consolidate, expand and further develop to ensure as many community members can access our services as possible.

The impending launch of the NDIS has also provided Deaf Services Queensland with a number of opportunities to develop services which were not previously available to the Deaf community. This has led to the establishment of the Registered Training Organisation 'Access Training & Education', the launch of Auslan Connections On Demand Video Remote Interpreting, the commencement of an Indigenous service stream in Far North Queensland and the restructure of the Lifestyle Support Service to now have a dedicated Ageing Well service department. This significant shift showcases the commitment and focus of the organisation to continually evolve and meet the needs of the community. With this evolution Deaf Services Queensland is focused on nurturing the skills of our staff and developing the expertise required to deliver quality services and achieve both personal and professional goals.

With the implementation of the NDIS and shift towards a more customer focused model the skills and expertise of our staff will be tested. I would like to take this opportunity now to thank each of our service teams for their commitment and dedication as they prepare for this change.

Finally our Deaf Lottery and support from our Donors continue to aid in the delivery of an expanded service line, none of which would be possible without the support these funds. All of the new expanded services – Ageing Well, Access Training and Education and Cairns Indigenous Service along with new services being launched in 2015/16 would not be possible without the support of our Lottery and Donors.



**“ IT IS ALSO EXCITING TO SEE THAT ALL SERVICES AND LOCATIONS HAD A RECORD YEAR IN NOT ONLY INCOME BUT NUMBERS OF INDIVIDUALS SERVICED, TAUGHT OR INFORMED THROUGH DSQ’S PROGRAMS.”**

A woman in a dark blazer and glasses is speaking to a group of people outdoors. She is standing on the right side of the frame, gesturing with her hands. In the background, a large, thick tree trunk extends across the top of the image. Several people are visible in the background, some sitting on the ground and others standing. The scene is set in a park-like area with trees and a path. A blue semi-transparent box is overlaid on the lower half of the image, containing white text.

**Our Mission:  
Individuals and community  
empowered, connected  
& achieving.**

# MANAGEMENT TEAM

## THE BOARD



**BRETT CASEY**  
Chief Executive Officer



**CRAIG MCDONALD**  
Chief Operating Officer



**DAVID MURPHY**  
Deaf Lottery General Manager

## SERVICE MANAGERS



**FELICITY LONG**  
Lifestyle  
Support Services



**LEENA VUORINEN**  
Ageing Well  
Services



**LIZA CLEWS**  
Community Engagement  
& Development



**MICHELLE STARK**  
Education Services



**FAY LONDON**  
Language Services

**DEAF LOTTERY  
STAFF**

## CORPORATE SERVICES



**RACHEL LAI**  
Service Design  
& Growth



**JUDITH THATCHER**  
Human Resources &  
Risk Management



**JIM GORDON**  
Information  
Technology



**TRISH GALLIFORD**  
Marketing &  
Communications



**NICOLE BYERLEY**  
Finance



## OUR TEAM

Working within the community and the not-for-profit sector can present unique daily challenges. The Deaf Services Queensland team meet these situations with passion, drive and commitment to ensure positive outcomes for each and every client. Every staff member lives and breathes the vision and mission of seeing individuals and the community empowered, connected and achieving.

The ability to be flexible and respond to the ever changing needs of the sector is imperative and the teams work hard to ensure the best outcome in every situation. With the majority of the service teams made up of Deaf staff working with Deaf clients, they have the unique ability to emphasise and advocate for clients' leading to meaningful connections on a daily basis.

The introduction of the National Disability Insurance Scheme (NDIS) will solidify Deaf Services Queensland's strength as the leading service provider to the Deaf and hard of hearing community. This is due in part to the teams unique ability to relate and respond to the needs of the community in dynamic and innovative ways.

**“ EVERY STAFF MEMBER  
LIVES AND BREATHES  
THE VISION AND MISSION  
OF SEEING INDIVIDUALS  
AND THE COMMUNITY  
EMPOWERED,  
CONNECTED AND  
ACHIEVING ”**



# ORGANISATIONAL HIGHLIGHTS

1. Internal staff and client awareness in readiness for the NDIS
2. Increased individualised client funding and brokerage arrangements
3. Providing holiday and respite opportunities for clients to access opportunities to enrich their life
4. The establishment of our 'Ageing Well' service stream
5. Receiving Participant Readiness funding to effectively prepare the community for the NDIS

## LIFESTYLE SUPPORT SERVICES

1. Formalising and consolidating the service delivery process around all courses offered
2. Establishment of our Registered Training Organisation "Access Training & Education"
3. Becoming a Better Start resource provider
4. Undertaking teacher training and curriculum development
5. Significant growth and uptake of classes in our Auslan Short Course contract with Education Queensland

## EDUCATION SERVICES



## LANGUAGE SERVICES

1. Launching the Auslan Connections brand
2. Developing and growing Video Remote Interpreting (VRI)
3. Conducting the VRI Centrelink Trial around Australia
4. Increasing the number and value of sponsorships of conferences and interpreting appointments
5. Achieving a 98% filling of bookings serviced and received

## COMMUNITY ENGAGEMENT & DEVELOPMENT

1. Establishing our Deaf Indigenous Services
2. Establishing Community Access services via video conferencing to community members in Mackay
3. Purchasing office space in Cairns
4. Supporting National Week of Deaf People and National Youth Week
5. Supporting Deaf people in Prisons and providing learning programs to Deaf migrants



# COMMUNITY ENGAGEMENT & DEVELOPMENT SERVICES

Community Engagement sits at the heart of what Deaf Services Queensland does. We work closely with the community to identify their needs and provide high quality, relevant services and programs. With four office locations and outreach work performed in over fifteen other locations across the state, we work to be present wherever our community is.

## COMMUNITY ACCESS

Community Access is an essential service providing information and referral services for individuals seeking assistance across a range of life matters in an accessible, inclusive environment. From assisting to translate documents and

forms to referrals to other support services and organisations, the Community Access program ensures equality of service to Deaf and hard of hearing individuals regardless of communication assistance they may need.

## COMMUNITY INFORMATION WORKSHOPS

Community Information Workshops provide access to information on a broad range of topics from banking, medical, legal and recreation areas to ensure that the community has the opportunity to access information that they may have otherwise missed due to their hearing loss. With a target of 48 workshops hosted state wide each year, more than 1,000 Deaf Queenslanders have access to important information of their choosing.



## OUR TEAM DELIVERED...

**2,161**  
WALK-INS ACROSS  
THE STATE

**444**  
SMOKE ALARMS  
IN 2014/2015

**64**  
COMMUNITY  
INFORMATION  
WORKSHOPS

### DEAF INDIGENOUS SERVICE

Based in our Cairns office, the Deaf Indigenous program provides Community Access, Community Engagement and Partnership building services in the Far North region aimed at meeting the growing needs of the Deaf and hard of hearing Aboriginal and Torres Strait Islander Communities. This program fosters connections with the Aboriginal and Torres Strait Islander community and the broader community through culturally appropriate and supportive services.

### SMOKE ALARM SUBSIDY SCHEME

Funded by the Queensland Government and administered by Deaf Services Queensland, the Smoke Alarm Subsidy Scheme ensures that all eligible community members can afford to keep themselves and their families safe. This scheme helps thousands of Deaf and hard of hearing Queenslanders fit their homes with a smoke alarm that through sight and feel, make you aware of a fire hazard and gives you the time you need to evacuate to safety.

## LOOKING BACK

The past financial year has seen Community Engagement & Development form and finalise its structure in the lead up to the implementation of the National Disability Insurance Scheme (NDIS) in Queensland. A focus on team unity has ensured that right across the state the team are prepared to provide high quality, consistent and culturally appropriate services.

The Community Engagement & Development team have also been instrumental in preparing the community for the implementation of the NDIS, ensuring they are in the best position to understand the transition to the new funding structure. The team are excited to deliver more workshops and information sessions to the Queensland community in the next financial year. One of Deaf Services Queensland's core services, Walk-In, has been renamed 'Community Access' and expanded to now offer access in a number of locations around Queensland via video conferencing. The most significant expansion was Mackay, a region that hasn't seen any service access for over a decade.

This year saw the launch of Deaf Services Queensland's Indigenous service with resources now based in Far North Queensland. The service has already achieved positive outcomes in the region and with the purchase of a property in Cairns, the community now has a permanent space to connect and engage with the team well into the future.

## MOVING FORWARD

The year ahead presents a number of opportunities to further increase engagement and connections to the Deaf and hard of hearing community right across the state. The team will look to leverage key events such as NAIDOC Week to raise awareness to the new Indigenous service arm.

Continued work will also be undertaken to improve services to regional areas ensuring these community members have the same opportunities to access services as those with access to bricks and mortar office locations.

There are also opportunities to introduce services to Deaf refugees, ensuring they have equitable access to support and programs to help their cultural transition to Australia.

## CREATING CONNECTIONS

A focus for the Community Engagement & Development team in the past year has been to create new and innovative ways to connect with the community, the organisation and with each other. There has been a focus on increasing engagement with regional centres through the introduction of Community Access services via video conferencing as well as increased physical consultations with community members in Rockhampton and the Cape.

There has been continued support of flagship events such as National Week of Deaf People, National Youth Week and Seniors Week as well as introducing new events, bringing the Deaf Indigenous community together for a BBQ in Cairns and hosting social clubs in Townsville. These are great opportunities for the team to connect and engage with members of the community and raise awareness of what Deaf Services Queensland can do for them.

**“THE COMMUNITY  
ENGAGEMENT &  
DEVELOPMENT TEAM  
HAVE ALSO BEEN  
INSTRUMENTAL IN  
PREPARING THE  
COMMUNITY FOR THE  
IMPLEMENTATION OF  
THE NDIS”**



Deaf Services QUEENSLAND

SWITE

Deaf Services QUEENSLAND



# EDUCATION SERVICES

## SIGN LANGUAGE CLASSES

Sign language classes offer students a wonderful opportunity to gain knowledge and understanding of Auslan (Australian Sign Language), Deaf people, and Deaf culture. The learning journey with Deaf Services Queensland allows students, to meet new people, learn a new language and have fun. Students will complete the course knowing the basics of the language and have the ability to approach and communicate with a Deaf person and be involved in a rich and diverse culture.

## ACCESS TRAINING & EDUCATION

Deaf Services Queensland is delighted to announce that after significant preparation and a rigorous audit process we have been successful in becoming a Registered Training Organisation. Launching under the name 'Access Training & Education', Deaf Services Queensland now offers a Pre-Interpreter Intensive Course in readiness

for the Diploma of Interpreting due to be offered in January 2016.

Access Training & Education hopes to contribute to the long term interpreter supply issues facing Deaf and hard of hearing people every day; responding to the demand for accredited classes; as well as work towards offering accredited training to Deaf people.

## DEAFNESS AWARENESS TRAINING

Deafness Awareness Training allows business to transform their workplace into one where Deaf and hearing people are aware of each other's language and culture. Through sharing information about Deaf culture, Australian Sign Language and Deafness in a broader sense, businesses have the opportunity to find out more about becoming an employer of choice for Deaf people.

Signer B

YOUR NAME (fingerspell your name)  
NICE MEET YOU!



## OUR TEAM DELIVERED...

**96**  
COMMUNITY  
AUSLAN CLASSES = **1,112**  
COMMUNITY  
AUSLAN STUDENTS

**115**  
AUSLAN SHORT  
COURSE CLASSES = **1,165**  
AUSLAN SHORT  
COURSE STUDENTS

**2,277**  
STUDENTS  
LEARNING  
AUSLAN!

## LOOKING BACK

There has been significant growth in Education since its establishment as a department last financial year. There has been a significant increase in student enrolments for community courses as well as the Auslan Short Course program with Education Queensland.

There has been a focus on improving and refining the curriculum offered across all programs, with new curriculum written in both community courses, to ensure students were provided with a quality learning journey as they transition into accredited training.

Deaf Services Queensland also became a resource provider under the Federal Government Better Start program and we have already seen a great uptake of this program with capacity set to increase next year. Eligible parents who have a child who is Deaf or hard of hearing and funding under this program can come to Deaf Services Queensland to access existing courses or in home support specifically tailored to their needs.

The Deafness Awareness Training program also experienced solid results over the past financial year with 39 training sessions held at 35 organisations. This is a positive outcome for Deaf people in the workplace as organisations are actively seeking to become more aware of the cultural needs of their Deaf and hard of hearing employees.

## MOVING FORWARD

Access Training & Education will experience further growth in the number of courses offered with a Certificate II in Auslan available in January 2016 with a plan to develop a Certificate III in Auslan course to be ready for January 2017. There is also the possibility of courses provided in regional centres via video conferencing to ensure that more community members have access to accredited, quality courses in Auslan and Interpreting.

The Education service team will also look to build support options for families and children to ensure that appropriate early intervention service options are available as well as continuing to provide quality courses to teachers within Education Queensland via the Auslan Short Course contract.

## CREATING CONNECTIONS

With over 2000 students connecting with Deaf Services Queensland via our education courses, this service presents a great opportunity to raise awareness of the language and culture in the Deaf and hard of hearing community.

With the establishment of the Registered Training Organisation, Access Training & Education, the team will be in a position to address the ongoing supply concern for interpreting access in Queensland, particularly with the introduction of the Diploma course in 2016. Our organisation's ability to train and accredit more interpreters will mean the Deaf and hard of hearing community will be provided increased access to be able to meet and achieve their own life goals, realising the Deaf Services Queensland vision of Individuals and community empowered, connected & achieving.

The past financial year offered students four 'Voice Off' weekends, the highest number of camps offered in one year, providing nearly 500 people the opportunity to immerse themselves in Auslan and Deaf culture.

The Education service team has also created positive connections with teachers and staff through the provision of training and professional development opportunities. This will ensure a quality curriculum is on offer to students and that we continue to be the leading provider of Auslan studies in Queensland.

**“ THERE HAS BEEN  
SIGNIFICANT GROWTH  
IN EDUCATION SINCE  
ITS ESTABLISHMENT AS  
A DEPARTMENT LAST  
FINANCIAL YEAR ”**





# LANGUAGE SERVICES

## INTERPRETING

Auslan Connections is the leading provider of Auslan Interpreting Services in Queensland and has been providing high quality, professional interpreting services to the community for nearly three decades. Auslan Connections guarantees all clients have access to accredited interpreters at each appointment.

## VIDEO REMOTE INTERPRETING

Video Remote Interpreting (VRI) is an innovative new option available for clients requiring interpreters. If you have a limited interpreting budget, live in a regional or remote area where interpreters are unavailable, only require interpreters for short appointments and have the appropriate technical requirements, Auslan Connections can provide your clients access to interpreters via the internet using the VRI service.

## SWITC

Funded by the Queensland Government, SWITC (Support With Interpreting, Translating and Communication) has been providing communication services to people requiring access to Disability and Community Care services, these include:

- Deaf and hard of hearing
- Culturally and Linguistically Diverse
- DeafBlind
- Blind and vision impaired
- Aboriginal and Torres Strait Islanders

SWITC provides clients with the ability to exercise their choice and control through facilitating communication of services they would normally not be able to access. Through SWITC, community organisations can provide access to their clients without incurring costs to tight operating budgets.



## OUR TEAM DELIVERED...

**13,407**

HOURS OF INTERPRETING THROUGH  
AUSLAN CONNECTIONS

**5,620**

HOURS OF INTERPRETING  
THROUGH SWITC

**460**

HOURS OF UNFUNDED  
INTERPRETING

## AUSLAN TRANSLATIONS

Auslan translations involves the conversion of written English to video format providing the Deaf and hard of hearing community with access to information in their primary language, Auslan.

## LOOKING BACK

Deaf Services Queensland's language access department saw a rebrand in May, resulting in a formalised joint venture agreement with Vicdeaf. Now branded 'Auslan Connections', the service is better equipped to broaden its reach and continue to service the growing language access needs of the community.

Auslan Connections commitment to providing a high quality VRI service has lead to the introduction of an 'On Demand' service, meaning clients can access an interpreter within 20 minutes, regardless of their location. This is an innovative development in the interpreting sector and we look forward to more opportunities for our customers, particularly those in rural and regional areas, to have access to interpreters.

The past year has also seen Auslan Connections work closely with Centrelink to conduct a trial of the VRI service in a number of locations, not only in Queensland but around Australia. The trial as a whole was a success and we look forward to a permanent roll out of this service around Australia in the near future.

## MOVING FORWARD

As a result of the formalised joint venture agreement with Vicdeaf, Auslan Connections has the capacity to expand its services. This presents an opportunity to continue to grow and develop the service and increase the positive outcomes for the community.

Further to this, Auslan Connections engagement with its interpreter base will provide valuable professional development and training, valuable team building and increased communications.

## CREATING CONNECTIONS

The launch of the Auslan Connections brand in May was a great opportunity to engage and connect with customers, clients and interpreters. Through presenting a fresh approach to interpreting, Auslan Connections is now at the forefront of interpreting service providers not only in Queensland, but in Victoria and potentially other states around Australia. The establishment of Auslan Connections also laid the foundation for a strong, positive joint venture with Vicdeaf, which will see a number of positive outcomes achieved for the Deaf and hard of hearing community.

The SWITC service provided a number of opportunities last year to advocate and promote Auslan as a Culturally and Linguistically Diverse group in Australia. Through sponsoring interpreting at the AUSIT and ANC conference over the past year, Auslan Connections was delighted to showcase Auslan and the Deaf community as a cultural group within the greater community.

**“ THE SERVICE IS  
BETTER EQUIPPED  
TO SERVICE THE  
GROWING LANGUAGE  
ACCESS NEEDS OF  
THE COMMUNITY ”**





## LIFESTYLE SUPPORT SERVICES

Deaf Services Queensland provides an essential service to the community through its one-to-one and group support programs delivered through the Lifestyle Support Service. By supporting clients and assisting them to live as independently as possible, the Lifestyle Support team provide a network and community that the Deaf person can be a part of and enjoy. This service provides access to one-to-one care, respite, recreational activities and other social events to clients.

This unique service is offered to Deaf and hard of hearing clients with additional disabilities and the benefits are a result of the importance placed on communication in delivering the service. Without

true communication between the client and service provider there is no way the clients true needs can be met. The Lifestyle Support team use a variety of communication strategies including Auslan, Visual Aids, Captioning and Hearing Loops to ensure active communication with the client. All of the Lifestyle Support staff provide inclusive service delivery for the client in their preferred communication method, resulting in positive outcomes for each client.

# Deaf Services QUEENSLAND



## OUR TEAM SUPPORTED...

**82**  
DIRECT LSS  
CLIENTS

**27,285**  
SUPPORT HOURS  
TO CLIENTS

**1,629**  
UNFUNDED SUPPORT  
HOURS TO CLIENTS

## LOOKING BACK

The past financial year has involved significant work to prepare the team, clients and the business for the implementation of the National Disability Insurance Scheme (NDIS). As a result of the work undertaken, clients and team members have increased clarity around what to expect in the coming years and staff have solidified the quality service provided to clients on a day to day basis.

In addition, the Lifestyle Support team have facilitated a number of workshops to prepare the general Deaf and hard of hearing community for the NDIS and what it will mean for them. With over 14 workshops hosted and over 250 participants across the state, Deaf Services Queensland is poised to continue this engagement to ensure clients and community members receive adequate funding support once the NDIS is introduced.

The Lifestyle Support service has provided over 27,000 hours of support to more than 80 clients over the course of year, increasing the number of respite and activities to the community, indicating a strong and consistent service arm.

## MOVING FORWARD

In the coming year, the Lifestyle Support Service will continue to adapt to the changes within the not-for-profit and community sectors, continuing to meet the unique needs of our client. Deaf Services Queensland is altering its service offerings in anticipation of the NDIS, better positioning the organisation to meet the needs of the community and provide true choice and control to Deaf and hard of hearing clients.

One of the key areas of focus for the Lifestyle Support team is ensuring that eligible clients have the same, if not better support than available to them now. The majority of client's receiving support do not have a strong family network so the team will work with them to ensure they are not at a disadvantage under the new system.

Currently the Lifestyle Support team services clients in Townsville and the South East corner and there is scope to review and broaden the capability of service provision to community members in regional areas. Through the Participant Readiness workshops that have been held across the state, Deaf Services Queensland has been collating information to address the needs of the Deaf and hard of hearing community right across the state.

## CREATING CONNECTIONS

The Lifestyle Support Service works to ensure that Deaf community members connect and engage with the community around them. Through the provision of one-to-one care and facilitating a number of respite and social activities over the course of the year, the staff creates opportunities on both the small and large scale, to ensure that clients connect with each other.

The Lifestyle support team hold a number of events that brings clients together to ensure we create and foster a connected community. These events also allow clients to build meaningful relationships, not just with the organisation but with the staff and each other.

The past financial year also saw the Lifestyle Support team provide information and support to clients regarding the NDIS through a series of workshops and information sessions. These sessions created awareness and preparedness within the community about the funding shift and how they will be affected.

**“ THE LIFESTYLE  
SUPPORT SERVICE  
WORKS TO ENSURE  
THAT DEAF COMMUNITY  
MEMBERS CONNECT  
AND ENGAGE WITH  
THE COMMUNITY  
AROUND THEM ”**



**Deaf Services**  
QUEENSLAND

**a life to be lived**

EMPOWERED  
CONNECTED  
ACHIEVING

[www.deafservicesqld.org.au](http://www.deafservicesqld.org.au)

Logan Community Bank®B

DEAF  
SERVICES



# AGEING WELL SERVICES

Deaf Services Queensland is the first and only Deaf specific organisation approved as an aged care provider under the Federal Government scheme. Ageing Well is the support service suite for community members over the age of 65, with the vision of ensuring end to end support for Deaf and hard of hearing seniors. The service aims to improve a client's independence, quality of life, personal wellbeing, functionality and capacity to manage their daily life as independently as possible.

The Ageing Well service offers entry-level services to support seniors maintain their independence with daily activities and increases the provision of support when the client's care needs increase, this includes Home Care packages. The team also facilitate workshops that provide information to empower seniors to self-manage their daily life as well as encouraging social participation and community connectedness.

Principle of best practice in Aged Care are implemented across all facets of Ageing Well service delivery and all activities are underpinned by a wellness and reablement approach. The support provided through this service is individualised and person centred, responsive and timely, flexible and above all based on the clients skills, strengths and resources.

## MOVING FORWARD

The establishment of Deaf Services Queensland's Ageing Well service suite is the first step of a long term plan to provide high quality, client centred aged care services to the entire state in the next ten years. The Ageing Well service aims to expand on the services currently offered with the aim to promote reablement, wellness and prevention to the senior Deaf and hard of hearing community.

The next phase will see the Ageing Well service grow and develop innovative support options assisting community members to not only prepare for the ageing process but to transition smoothly to appropriate care options. The next step for expansion is to focus on geographical growth and increasing the variety of services. A number of service models will be considered, including an integrated Community Centre offering preventative and restorative services for Dementia and Palliative Care for people living in both community and residential settings. This Community Centre would include a nursing home, independent living units and a multipurpose facility to meet the diverse support needs of people regardless of their accommodation options.

Deaf Services Queensland has rolled out the Ageing Well service in South East Queensland and is looking to expand into Maryborough, Maroochydore, Rockhampton and the Gold Coast in the next couple of years.

**“ALL FACETS OF THE AGEING WELL SERVICE ARE UNDERPINNED BY A WELLNESS AND REABLEMENT APPROACH”**

# STRATEGIC PLAN 2015-2019



## RESPECTFUL

We nurture our relationships and treat all people with dignity.

## TRUSTWORTHY

We are ethical, demonstrate integrity and transparency in all we undertake.

## 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.

## INCLUSION

We value personal experience, diversity and communication.

## SECTOR LEADERSHIP

Secure opportunities of leadership with service innovation and excellence in communication.

## SERVICE DIRECTIONS

Providing customer orientated service delivery.

## ORGANISATIONAL CAPABILITIES

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

## FINANCIAL SUSTAINABILITY

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

# 1

## SECTOR LEADERSHIP

### WHAT WE WILL DO...

1. Provide leadership across the sector, embracing the changes required
2. Create communication opportunities
3. Strengthen both the access and quality of education to all individuals regardless of communication methodology
4. Showcase leadership excellence embracing service innovation and growth

### WE HAVE SUCCEEDED WHEN WE HAVE...

1. When both government and community consult with DSQ on the changes
2. As individuals services change to be inclusive of all communication methods outside of Deaf Services Queensland
3. Educational outcomes are improved for all regardless of communication across all age ranges from infants to Adults
4. Create a culture of innovation and excellence

# 2

## SERVICE DIRECTIONS

### WHAT WE WILL DO...

1. Ensure the community is able to access innovative services and resource centre which fit with their needs
2. Ensure equitable access for all consumer centric services occurs
3. Engage and commit to developing services which enhance outcomes across all age ranges

### WE HAVE SUCCEEDED WHEN WE HAVE...

1. Enhanced service satisfaction from our customers
2. Community recognises DSQ as a service provider who provides innovative services to meet their needs
3. Services which address each part of an individual's lifespan are successfully operating

# 3

## ORGANISATIONAL CAPABILITIES

### WHAT WE WILL DO...

1. Ensuring DSQ has the correct tools, information and human resources to ensure a productive and inclusive culture which is customer orientated
2. Develop people and systems to ensure the sustainability of Deaf Services Queensland
3. Developing a nurturing culture and fostering leadership and service excellence

### WE HAVE SUCCEEDED WHEN WE HAVE...

1. Systems in place which support DSQ's customer centric focus
2. Individuals with the correct training and skills providing services to the community
3. Fostering and developing leaders internally and externally

# 4

## FINANCIAL SUSTAINABILITY

### WHAT WE WILL DO...

1. Develop and implement investment strategies that will create long term sustainability of the organisation
2. Maintain and increase the diversity of various income streams to ensure the fulfilment of DSQ's strategic objectives
3. Implement identified strategies to diversify various income streams to ensure DSQ can sustain

### WE HAVE SUCCEEDED WHEN WE HAVE...

1. Investments continue to yield and give DSQ the ability to execute of its mission and objectives
2. Performance against budget
3. Diversity of Income, ensure DSQ is not reliant on a single source of income



## FINANCIAL SUSTAINABILITY

Deaf Services Queensland has had an excellent year and has an exciting future ahead. The past financial year has seen growth and innovation in all services areas which has translated to an enhanced financial performance for the year. We have reported an outstanding surplus of \$1,529,731 and our turnover was in excess of \$19 million.

Whilst maintaining our core essential services to the Deaf and hard of hearing communities, we have also:

- Engaged further with our regional and indigenous communities through our new service in Cairns
- Established "Ageing Well", our aged care service
- Trialled and commenced providing Video Remote Interpreting across the country
- Become a Registered Training Organisation
- Provided NDIS awareness and preparedness to the community

Though not an exhaustive list of our achievements in 2014/15, this clearly highlights the dedication to our mission and in light of financial sustainability, increases our diversity to ensure that DSQ can service the entire community.

Our investment portfolio has increased by almost \$3 million this year. Although financial markets continue to be volatile, returns from our portfolio have been an important alternative income source and will continue to be over the coming years.

The Deaf Lottery has moved into a much needed, new and improved, leased office space. Their old property in Stafford was sold and settled in June 2015. In addition, we have also continued to invest in the Deaf Lottery's IT infrastructure to promote expansion and growth. Their financial performance this year has been exceptional, increasing ticket sales by 31% whilst keeping costs in control and providing Deaf Services Queensland with invaluable funding to direct back into the Deaf and hard of hearing community. Without their significant support, many of our services and programs offered to the community would not be available.

We would like to thank the members of our Audit and Investment committee for their ongoing support, vision and guidance.

As the National Disability Insurance Scheme (NDIS) approaches, we can feel confident that we are well placed financially to withstand the challenges the new funding environment will bring.

# ABRIDGED FINANCIAL STATEMENTS

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
<b>REVENUE</b>		
Income from Sale of Goods & Services	15,331,025	12,469,270
Government Grants	3,468,684	2,762,384
Gain On Disposal Of Fixed Assets	-	9,364
Interest / Divided Income	254,132	162,715
Donations And Bequests	87,025	244,580
Gain/(Loss) On Investments	(60,103)	134,191
<b>TOTAL INCOME</b>	<b>19,080,763</b>	<b>15,782,504</b>
<b>EXPENDITURE</b>		
Goods and Services Expenses	8,291,722	6,591,507
Administration Expenses	1,941,747	1,602,285
Loss on Disposal of Fixed Assets	1,937	-
Depreciation and Amortisation Expense	348,006	248,289
Employee Leave Provisions	48,165	122,109
Wages and Salaries	6,850,663	6,398,164
Employee Benefits	68,792	58,983
<b>TOTAL EXPENDITURE</b>	<b>17,551,032</b>	<b>15,021,337</b>
<b>SURPLUS BEFORE INCOME TAX</b>	<b>1,529,731</b>	<b>761,167</b>
Income Tax Expense	-	-
<b>SURPLUS FOR THE YEAR</b>	<b>1,529,731</b>	<b>761,167</b>
<b>OTHER COMPREHENSIVE INCOME</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>1,529,731</b>	<b>761,167</b>

# ABRIDGED FINANCIAL STATEMENTS

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	2015 \$	2014 \$
<b>CURRENT ASSETS</b>	2,835,584	3,294,082
Cash and cash equivalents	236,469	202,854
Trade and other receivables	160,465	103,362
Other assets	4,502,554	1,534,830
Financial assets		
<b>TOTAL CURRENT ASSETS</b>	7,735,072	5,135,128
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	4,589,121	4,872,954
Intangibles	331,839	212,097
<b>TOTAL NON-CURRENT ASSETS</b>	4,920,960	5,085,051
<b>TOTAL ASSETS</b>	12,656,032	10,220,179
<b>CURRENT LIABILITIES</b>		
Trade and other payables	1,962,810	1,104,870
Intangibles	592,514	545,493
<b>TOTAL CURRENT LIABILITIES</b>	2,555,324	1,650,363
<b>NON-CURRENT LIABILITIES</b>		
Provision for employee entitlements	134,789	133,629
<b>TOTAL NON-CURRENT LIABILITIES</b>	134,789	133,629
<b>TOTAL LIABILITIES</b>	2,690,113	1,783,992
<b>NET ASSETS</b>	9,965,919	8,436,187
<b>EQUITY</b>		
Surplus/(Deficit) from ordinary activities	1,529,731	761,167
Retained surplus	6,135,175	5,176,507
Reserves	2,301,013	2,498,513
<b>TOTAL EQUITY</b>	9,965,919	8,436,187



1,436 WALK IN SERVICES IN 2013-2014

**150%** GROWTH



**2,161** WALK IN SERVICES IN 2014 - 2015



**444**

SMOKE ALARMS PROVIDED IN 2014 - 2015



**13,407**  
HOURS OF INTERPRETING



1,238 AUSLAN STUDENTS IN 2013 - 2014

**184%** GROWTH



**2,277** AUSLAN STUDENTS IN 2014 - 2015

**44** **A あ**  LANGUAGES BOOKED

... AUSLAN AND ARABIC THE MOST REQUESTED

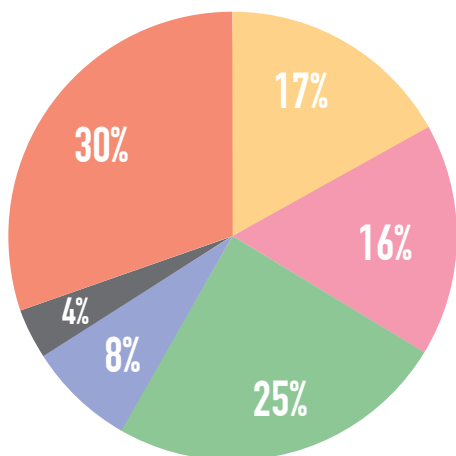
**1,099**  NEW LIKES ON FACEBOOK

**348**  NEW TWITTER FOLLOWERS

 **16,236** VIEWS ON YOUTUBE

### INCOME

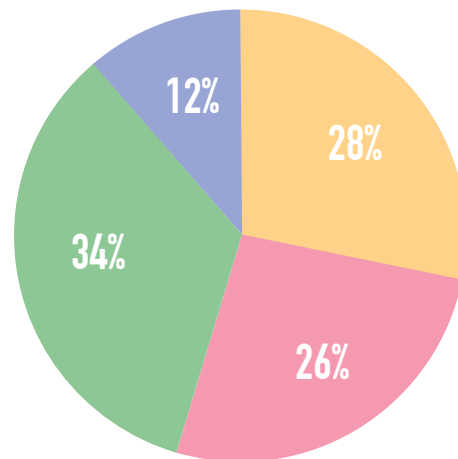
Where does our income to support services come from?



- THE DEAF LOTTERY
- LIFESTYLE SUPPORT SERVICES
- COMMUNITY ENGAGEMENT & DEVELOPMENT
- LANGUAGE SERVICES
- EDUCATION SERVICES
- OTHER

### EXPENSES

Where does our money go?



### Income \$ Total



**460** HOURS OF PROBONO INTERPRETING



**1,629** HOURS OF UNFUNDED LSS SUPPORT

**6.8**  MILLION DEAF LOTTERY TICKETS SOLD



## BRISBANE

---

915 Ipswich Road, Moorooka  
PO Box 465, Moorooka QLD 4105

Phone: 07 3892 8500  
Fax: 07 3392 8511  
TTY: 07 3892 8501  
Email: [dsq@deafsq.org.au](mailto:dsq@deafsq.org.au)

## CAIRNS

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37 Pease Street, Manoora, 4870  
PO Box 94, Manunda QLD 4870

Phone: 07 4032 3033  
Fax: 07 4032 2033  
Email: [dsq@deafsq.org.au](mailto:dsq@deafsq.org.au)

## MARYBOROUGH

---

Kathleen Costello Centre  
26 Wilson Street, Maryborough QLD 4650

Phone: 07 4121 5222  
Fax: 07 4121 4322  
TTY: 07 4121 5222  
Email: [dsq@deafsq.org.au](mailto:dsq@deafsq.org.au)

## TOWNSVILLE

---

111 Charters Towers Road, Hermit Park  
PO Box 3641, Hermit Park QLD 4812

Phone: 07 4724 4163  
Fax: 07 4772 4338  
Email: [dsq@deafsq.org.au](mailto:dsq@deafsq.org.au)

## THE DEAF LOTTERY

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PO BOX 3025, Stafford DC QLD 4053  
467 Enoggera Road, Alderley QLD 4051

Phone: 07 3361 1300  
Toll Free: 1800 773 678  
Fax: 07 3361 1375  
Email: [admin@deaflottery.com.au](mailto:admin@deaflottery.com.au)

## ROCKHAMPTON

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10 Bolsover Street, Rockhampton 4700  
Email: [dsq@deafsq.org.au](mailto:dsq@deafsq.org.au)

## MACKAY

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4B Discovery Lane, Mount Pleasant 4740  
Email: [dsq@deafsq.org.au](mailto:dsq@deafsq.org.au)

## OUTREACH

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- Ayr
- Bundaberg
- Caboolture
- Cape York
- Charleville
- Charters Towers
- Hervey Bay
- Gold Coast
- Longreach
- Mareeba
- Mount Isa
- Sunshine Coast

