

## HEAR FOR KIDS

Deaf Services Queensland launched its children's service, Hear for Kids, in April 2016 to provide early intervention and therapy support to Deaf children from 0-7 years of age. This service will also provide support to families navigating their way through the NDIS.

Hear for Kids is a holistic service focused on individual outcomes for Deaf and hard of hearing children with a variety of communication needs, preparing them for schooling with a focus on early intervention strategies and supporting their language development.

Currently operating out of Early Childhood Development Program locations in Yeerongpilly and Taigum, as well as from the Deaf Services Queensland office in Townsville, Hear for Kids will continue to expand further into other regions in the coming years.

160

**CHILDREN ACCESSED THERAPY SUPPORT THROUGH PLAYGROUP, INDIVIDUAL SESSIONS AND GROUP PROGRAMS**

70

**CHILDREN RECEIVED BETTER START SERVICES**

25

**CHILDREN ENROLLED IN HEAR FOR KIDS IN SCHOOL PROGRAM**

## EDUCATION



**1,243 COMMUNITY AUSLAN STUDENTS**  
**1,159 AUSLAN SHORT COURSE STUDENTS**  
**98 ACCREDITED TRAINING STUDENTS**

Deaf Services Queensland has a proud history of teaching Auslan to the community. With Access Training & Education\* granted status as a registered training organisation, Deaf Services Queensland has extended its education offering to include accredited training courses.

The learning journey through Deaf Services Queensland starts with community classes providing students with information about the Deaf community and culture, signing skills to fingerspell words and reach a conversational level in Auslan.

Access Training & Education\* has continued to grow since launching last year and now offer six accredited courses that include Auslan learning certificates, an Interpreting Diploma and Individual Support (Disability and Ageing). These courses will be available to Deaf and hearing people alike.

**2,402 COMMUNITY STUDENTS LEARNING AUSLAN**

**RECEIVED PQS STATUS WHICH MEANS AT&E IS PRE-APPROVED BY DET TO DELIVER SUBSIDISED TRAINING TO ELIGIBLE STUDENTS**

**115 AUSLAN SHORT COURSE CLASSES**

**102 COMMUNITY AUSLAN CLASSES**

\*Access Training & Education (RTO# 41192)

## COMMUNITY ENGAGEMENT & DEVELOPMENT

**57 INFORMATION WORKSHOPS DELIVERED TO COMMUNITY MEMBERS ACROSS A RANGE OF TOPICS**

**2,600 'WALK-INS' ACROSS QUEENSLAND**

**20% INCREASE IN THE NUMBER OF 'WALK-INS'**

The community engagement team are the face of the organisation and last year continued to connect with Deaf and hard of hearing community members from across Queensland, empowering them with information, resources, referrals and advocacy.

With the NDIS becoming a major part of the Deaf Services Queensland journey for many clients, access to information about available services and upcoming changes is vital. A number of workshops were held to prepare community members for the changes and this was the first step in a long journey of NDIS readiness activities.

Offices in Mackay and Rockhampton opened their doors in the last year and are now providing information and referral services to the community in these regions. The team are also looking to expand service access on the Gold Coast, Sunshine Coast and Toowoomba in the next year.

The organisation was successfully awarded funding under the Commonwealth Indigenous Advancement Strategy focusing on communication support to Deaf and hard of hearing indigenous children and their families within the Cape area.



### HEAR FOR KIDS

Hear for Kids is a holistic service providing early intervention and therapy support to Deaf children 0-7 years of age with a focus on individual outcomes and the importance of Auslan in developing language.



### LIFESTYLE SUPPORT SERVICE

This service supports Deaf and hard of hearing people who also have a disability to live independently and participate fully in their community.

## ndis

### NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Deaf Services Queensland is a registered provider under the NDIS thereby being able to provide direct support to Deaf and hard of hearing people that receive an NDIS package.



### VIDEO REMOTE INTERPRETING (VRI)

Innovative video conferencing technology providing clients with Auslan interpreters on-demand for short appointments, in remote locations or in situations where a face to face interpreter is unavailable.

### AUSLAN CONNECTIONS

The leading provider of language access services in Australia including face to face interpreting, VRI, captioning and After Hours Emergency Interpreting.



## AGEING WELL

### AGEING WELL

Flexible, person centred support for Deaf and hard of hearing people over 65, supporting them to stay independent for as long as possible and empowering them with information on healthy and active ageing.

## LANGUAGE SERVICES (AUSLAN CONNECTIONS)

**471 ASSIGNMENTS DELIVERED VIA VIDEO REMOTE INTERPRETING (VRI)**

**227% INCREASE IN VRI ASSIGNMENTS FROM 2014/15**

**14,960 HOURS OF INTERPRETING PROVIDED**

**568 HOURS OF UNFUNDED INTERPRETING**

In this financial year, Auslan Connections continued to provide exemplary interpreting services focused on filling all appointments (onsite or online), providing professional development opportunities for interpreters and assessing infrastructure with a view to improve the experience for all customers.

There was a focus on Video Remote Interpreting (VRI), an innovative solution and an alternative to traditional face to face interpreting. The provision of VRI also sees Deaf Services Queensland being able to respond to the needs of the community where there is no interpreter present. In 2016, Auslan Connections was awarded contracts with Centrelink and the Federal Circuit and Family Court as the preferred supplier of interpreting services. In addition, there have been greater professional development opportunities for Auslan Connections interpreters through the joint venture with Vicdeaf including significant investment in the capacity to meet the interpreting needs of Deafblind community members. As Access Training & Education has commenced the Diploma of Interpreting, Auslan Connections have partnered with them to provide mentoring opportunities for trainee interpreters.

## LIFESTYLE SUPPORT SERVICE

The Lifestyle Support team have been busy focusing on creating effective and efficient operations for all staff and clients as the service prepares to transition to the NDIS. Developing new ways to provide support on a day to day basis have been vital to enhancing the client experience with Deaf Services Queensland.

A commitment to regular staff training and NDIS preparation with our clients will aid the transition to the NDIS, ensuring clients can get the support they need to live a good life.

**26,000 HOURS OF SUPPORT PROVIDED TO CLIENTS**

**69 DIRECT LSS CLIENTS**

**170 RESPITE AND ACTIVITY SESSIONS HELD**

## AGEING WELL

**ESTABLISHED HELPING HANDS VOLUNTEER PROGRAM**

**11 INFORMATION WORKSHOPS DELIVERED TO COMMUNITY MEMBERS**

**12 AGEING WELL BROKERAGE CLIENTS**

Ageing Well launched last year to service the needs of Deaf and hard of hearing community members over the age of 65 with a number of Lifestyle Support Service clients transitioning since the launch.

Ageing Well is a vital step in the Deaf Services Queensland journey, providing a holistic approach as an end to end service provider. The focus is to provide elderly Deaf and hard of hearing people with information, resources and tools about healthy ageing and ageing well. Empowering this cohort will see them self-direct their care and make important decisions towards healthy and active ageing.



# EMPOWERED, CONNECTED AND ACHIEVING



**EDUCATION & TRAINING**

**#41192**

### ACCESS TRAINING & EDUCATION

Community Auslan classes connect hearing people to the Deaf world through sharing information about the Deaf community and culture. Students can learn fingerspelling and over 200 signs to have simple conversations in Auslan.

Access Training & Education provides nationally recognised qualifications in Auslan, Interpreting and Individual Support.



**ACCESS TRAINING & EDUCATION**

### COMMUNITY ENGAGEMENT & DEVELOPMENT

First point of contact for Deaf and hard of hearing community members to Deaf Services Queensland across Queensland providing information, advocacy and referrals.





## CHIEF EXECUTIVE OFFICER BRETT CASEY

PUTTING THE YEAR IN REVIEW  
IS ALWAYS A DIFFICULT TASK.  
THIS IS BECAUSE I HAVE THE  
PRIVILEGE OF SEEING FIRST-  
HAND THE WORK THAT OCCURS  
AT DEAF SERVICES QUEENSLAND  
AND THE DEDICATION AND  
COMMITMENT OF OUR BOARD AND  
STAFF WHO WORK TIRELESSLY TO  
DELIVER SERVICES TO DEAF AND  
HARD OF HEARING PEOPLE.

Over the course of the past year Deaf Services Queensland has focused on delivering innovative solutions to service outcomes. We have been recognised as the leading organisation and preferred supplier of Video Remote Interpreting (VRI) by both Federal and State governments with the awarding of a number of contracts. We have also become a Registered Training Organisation (RTO), allowing us to provide a long term solution to the current shortage of interpreters as well as increasing our Auslan training opportunities. In addition, our successful merge with Hearing Impaired Children's Therapy Inc. (HICTI) and rebranding of the service to "Hear for Kids", will provide continuity of early intervention services to Deaf children and their families who access this service.

On the frontline, our Community Engagement and Development (CED) and Life Style Support (LSS) teams continue to work directly with our community. An increase in the client contact hours across the State saw our CED team establish new offices in both Rockhampton and Mackay this year. Our team has already begun delivering services to our ever-expanding regional client base as well as preparing our CED, LSS and Hear for Kids services for the upcoming transition to the National Disability Insurance Scheme (NDIS).

Language Services and Education at Deaf Services Queensland are both set to be a key feature of individual NDIS plans, and we will continue to see increased growth in both these areas as our community become aware of how these services can be accessed in their plans. As reported in this annual review, both departments have seen significant growth over the past 12 months and continue to deliver first class services to both our Deaf and hearing clients.

Our newly formed Ageing Well program, the only one of its kind in Australia, has a core focus on allowing our elderly Deaf and hard of hearing community to do just that, age well. We aim to provide a range of supports and resources to ensure they can maintain as much independence as possible. Despite the fact that services for clients over the age of 65 fall outside the scope

of NDIS, our team is focused on ensuring our Ageing Well program can be expanded under changes to the Commonwealth Government's Aged Services program.

THE ADDITION OF OUR HEAR FOR  
KIDS AND AGEING WELL SERVICES,  
BETTER POSITIONS US TO REALISE  
OUR VISION OF BEING AN END TO  
END SERVICE PROVIDER WITH  
A FOCUS ON ENSURING DEAF  
AND HARD OF HEARING PEOPLE  
ARE EMPOWERED, CONNECTED  
AND ACHIEVING IN ALL OF THEIR  
LIFE GOALS.

As we near the end of the year, and look to 2017, we have a number of exciting infrastructure projects underway to ensure our growing staff base have the required resources they need to deliver services to the community. Over the coming year we will be developing an enterprise resource planning (ERP) system which will create greater efficiencies in our work flows and processes. We are also undertaking renovations at the Moorooka office creating a modern, motivating and thereby more efficient work environment.

I'd like to extend my thanks to the Board of Deaf Services Queensland for their guidance, contribution and time in governing our organisation and steering us on the path to success. To Craig McDonald, our Chief Operations Officer, all of the Service Managers and to each and every one of our staff who provide their skills to servicing our wonderful community, my personal thanks to you all. I feel privileged to be leading this organisation through a period of growth and I am humbled to know that our community has a secure and bright future thanks to the dedication of the great team here at Deaf Services Queensland.

### VISION

Individuals and community  
empowered, connected  
and achieving

### MISSION

Recognised as the prominent Deaf  
and hard of hearing end to end service  
provider across all age groups

### VALUES

Respectful, trustworthy, dynamic,  
empowering, inclusion

### GOALS

Sector leadership, service directions,  
organisational capabilities,  
financial sustainability

## CONTACT US

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### CAIRNS

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TTY (07) 4032 3033

### MACKAY

4B Discovery Lane,  
Mount Pleasant Q 4740

P (07) 4942 2012

### MARYBOROUGH

26 Wilson Street,  
Maryborough Q 4650

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F (07) 4121 4322  
TTY (07) 4121 5222

### ROCKHAMPTON

10 Bolsover Street,  
Rockhampton Q 4700

P (07) 4927 9409

### TOWNSVILLE

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

P (07) 4724 4163  
F (07) 4772 4338

## OUTREACH LOCATIONS

### BUNDABERG

### CABOOLTURE

### MAROOCHYDORE

### GOLD COAST

### YEPPON

### TOOWOOMBA

### THE DEAF LOTTERY

467 Enoggera Road, Alderley Q 4051  
PO Box 3025, Stafford DC Q 4053

P (07) 3361 1300  
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CONNECT WITH US ON



## CHAIR OF THE BOARD DAVID GIBSON

AT DEAF SERVICES QUEENSLAND  
WE SET OURSELVES REALISTIC,  
BUT CHALLENGING GOALS AND  
TAKE PRIDE WHEN WE ACHIEVE  
AND EXCEED THEM.

I AM PLEASED TO REPORT THAT WE  
HAVE AGAIN DONE THIS IN 2016.

It is my privilege, on behalf of the Board, to present the Deaf Services Queensland 2016 Annual Report to its members. This report is not just about financial performance, although the numbers do show that we have done well. This report is about vision, commitment and service.

In this time of change in the disability sector, with the roll out of the NDIS, our core philosophy remains intact operating for the benefits of our members and empowering Deaf and hard of hearing people to live the life they choose.

One of our most significant announcements during the year was the merger of Hearing Impaired Children's Therapies Inc (HICTI) with Deaf Services Queensland rebranding to Hear for Kids. This has enabled us to offer new and expanded Early Intervention services for Deaf and hard of hearing children and their families. In particular, the NDIS will allow us to plan a broader response state-wide within early intervention strategies for Deaf children.

The development and expansion of both our Hear for Kids and Ageing Well programs has strengthened the organisation's capacity to deliver on our mission as an end to end service provider. We have also strategically developed our Education arm to ensure that we provide high quality education outcomes that have the potential to address current service gaps. With the NDIS roll out commencing, and our current service offering, Deaf Services Queensland is in a unique position to transition seamlessly to the NDIS.

Our strong financial result sees Deaf Services Queensland in a robust position to a deliver our suite of services, transition to the NDIS and remain competitive. A core focus of the work of the Board is to ensure that Deaf Services Queensland has the financial diversity to meet the current and future needs of the community and sustainability of the business for the benefit of all our stakeholders.

At our last AGM we farewelled my predecessor, Bobbie Blackson, and I would like to thank her for her years of selfless dedication to the task. We are delighted that Bobbie will continue to help us as Emeritus Chair. We also recognised former director Ian Milton, who has been a magnificent contributor over many years and we will miss him.

I would also like to thank my fellow board members for their inspiration and for the time that they give so generously to our organisation, in particular my Deputy Chair Marita Corbett, for helping me carry out my own role and for her invaluable strategic advice.

THE OUTLOOK FOR DEAF  
SERVICES QUEENSLAND AND THE  
DISABILITY SECTOR IS EXCITING  
AND WE ARE WELL PLACED TO  
DEVELOP INNOVATIVE SOLUTIONS  
TO BENEFIT OUR MEMBERS AND  
THE COMMUNITY WE SERVE.

We remain confident that our robust financial position will sustain our long-term future and allow us to take advantage of growth opportunities and meet any new challenges that may emerge.

I want to recognise the dedication of all of our staff that enable us to serve our community so efficiently and effectively. You are truly wonderful and we thank you for continuing to achieve the seemingly impossible. Brett Casey our CEO, as always, has led the charge, and under his leadership the executive team, management and all staff has played a significant role in achieving these outstanding results for 2016.

Finally, I thank you, our members, for your ongoing support and engagement with Deaf Services Queensland. We look forward to a challenging and rewarding 2017.

# ANNUAL REVIEW 2015/2016