



ANNUAL REVIEW

2023/2024

deaf connect

Strategic Plan 2020 – 2025

MISSION

Standing with the community. Building capacity and influencing social change.

VISION

Empowered. Connected. Achieving.



DEAF ACKNOWLEDGEMENT

Deaf Connect celebrates Auslan and recognises all the Deaf leaders in Australia who have advocated for Deaf, deafblind and hard of hearing communities. We are proud of everyone's contribution, whether big or small, in preserving our language, community and culture.

ACKNOWLEDGEMENT OF COUNTRY



Deaf Connect acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and pay our respects to their Elders past, present and emerging. Sovereignty has never been ceded. It always was and always will be, Aboriginal land.



COMMUNITY

Working with individuals and the community to understand and meet their needs.



LEADERSHIP

Developing Deaf Connect's influence and position to enhance the capacity of the Deaf community.

INNOVATION & GROWTH

Driving improvements and new opportunities aligned with our Mission and enhancing our sustainability.

CULTURE & CAPABILITY

Enabling organisational capability, capacity and readiness.

*The Deaf community includes Deaf, deafblind and hard of hearing Australians, and the families and allies who support them.

Serving our **community**.
Sharing our **culture**.

CONTENTS

Welcome

Our Work

Our Community

Our Culture


Our Supporters

Financial Reports

Our Future

English Document

This is an English document which is intended to accompany, rather than directly translate, the information provided in the Auslan video. It offers a detailed view of Deaf Connect's governance, service delivery, community impact, culture, and support throughout the 2023-2024 financial year.

A group of diverse people, including students and staff, are gathered on a sandy beach. They are all engaged in signing, with their hands raised and moving in various directions. The background shows the ocean and a clear sky. The image is overlaid with several large, semi-transparent circles in shades of blue and teal.

A group of students excitedly signing on the beach at an Auslan Immersion Weekend.



Available in Auslan



2024 ANNUAL REVIEW

Deaf Connect

This sense of uniting the community has guided our year. Deaf Connect has proudly had a hand in supporting several diverse events, including our largest Sydney Deaf Festival to date, and other landmark Deaf Festivals and arts events across the country.

We've also proudly brought awareness to our community and have encouraged greater engagement on a national, state and local level. This included our National Week of Deaf People 2023 'This is your Sign' billboard campaign, introducing Auslan and Deafness to commuters all over Australia.

On the political front, we built on the success of our Parliamentary Breakfast in September, organised in partnership with Deaf Australia. One of the major highlights was platforming a cohort of Deaf youth to lead a discussion with federal leaders and staff.

A key focus this year has been to ensure our services are available where they are needed most. Throughout our service reports, you'll see a focus on reaching as much of the community as possible. We are also looking to reflect on our national focus in the feedback we receive, and have taken the crucial step of establishing a Community Advisory Group. This group has members across the country that will provide feedback on our services, programs, and how we talk to the community – providing

Previous Page: The Executive Team (Brett Casey, CEO; Isabelle Swanston, Chief People & Culture Officer; Craig McDonald, Chief Commercial Officer; and Brent Phillips, Chief Services Officer) at an Ageing Well event.

new perspectives, challenging and providing advice on our ways of working in support of the community.

This year's report focuses on the people we serve and the impact we're making together. As Deaf Connect continues to invest in staff, training, and resources, our focus remains on how these investments can enable us to stay responsive to the needs of our community.

To our community, partners, and supporters – your involvement in shaping Deaf Connect's future is invaluable. Working together strengthens our outcomes and creates lasting benefits for everyone. We are deeply grateful for your ongoing commitment.

To the Board and staff of Deaf Connect, thank you for your hard work and dedication. It's a privilege to be part of an organisation driven by shared values and a common goal of fulfilling our vision and mission.



A group photo of attendees at a Queensland Youth Parliament event.



2024 ANNUAL REVIEW

Welcome to our annual review for the 2023/2024 financial year, where we reflect on the projects and achievements that our organisation has developed with our clients, community and stakeholders.

This year marks the final year of Deaf Connect's Strategic Plan for 2020–2025. This Strategic Plan has guided our work following the merger of Deaf Services and the Deaf Society in 2020, and through the subsequent transfer of services and programs of the Royal South Australian Deaf Society in 2022, and Access Plus WA Deaf in 2023, to Deaf Connect. Over the past five years Deaf Connect has undertaken a period of tremendous and

unprecedented growth, even amidst the evolving landscape of the NDIS.

The financial year started full of energy following the incredible XIX World Congress of the World Federation of the Deaf in Jeju, South Korea – and a strong sense of community and connection emerged, especially for the 25 community members that Deaf Connect sponsored to attend, along with several of our staff.



Community members at the Deaf Life: Let's Talk about it event in Sydney, June 2024.

OUR WORK INTRODUCTION

FY23/24 was a landmark year across all our teams. This year, Deaf Connect has provided hundreds of thousands of hours of services and training nationwide, across a highly diversified set of services and programs.

Each of our teams has launched significant projects in addition to their core business of service delivery. In many instances this introduced new products, services and initiatives to the Deaf space or enhanced our core service offerings.

These projects, across support for seniors, Auslan access, Interpreting, Community engagement and support for deaf children highlight our ongoing commitment to ensure equal opportunities for Deaf Australians.

OUR WORK CORE SERVICE DELIVERY

EMPOWERING DEAF SENIORS AND DELIVERING CRITICAL ACCESS

Across a number of teams, we saw a significant growth in our support for our Senior Deaf community members, with important steps made to uphold the autonomy, independence and quality of life of Australia's Deaf seniors.

One of the standout achievements of FY23/24 was the launch of Ageing Well services into Western Australia in March 2024. Funded under the Federal Government's Home Care program, our team was proud to ensure that Deaf seniors received care in their first language, while remaining connected to their community and cultural identity.

Ageing Well as a service area achieved an impressive 88% increase in support

hours delivered, furthering the provision of comprehensive care in Auslan for Deaf seniors across the nation. Additionally, our team experienced a net growth of 10.6% in consumer numbers, driven by successful client onboarding across various regions.

Deaf Connect was also expanded our support for seniors interpreting, working with the Federal Department of Health and Aged Care to expand the National Sign Language Program (NSLP) to include medical interpreting for seniors, ensuring free sign language interpreting and captioning services. Medical interpreting, previously administered under NABS (National Auslan Booking Service) was transitioned into the NSLP, meaning clients only need to book in one place for health, social and aged care activities.



Students practicing Auslan at the Auslan Immersion Weekend in 2024.

OUR WORK



Core Service Delivery

Administered by Deaf Connect, the NSLP continues to provide free interpreting in social, professional, and now medical settings.

Our Information Services team continues to meet and engage with a range of seniors cohorts nationally. Deaf Connect has been happy to host a number of these groups at our offices nationally, and additionally fund hall hire and outings for seniors groups across the country through the work of the Deaf Lottery and our Grants and Sponsorships program.

ADVANCING LANGUAGE ACCESS

Deaf Connect has an ambitious agenda driven by the desire to raise the visibility of our language, Auslan, to all Australians.

FY23/24 was a year of new opportunities for the Education Department, driven by collaboration with several government agencies and the expansion of Auslan courses to reach communities in additional locations.

Nationally Auslan class enrolment numbers

reaching record levels, with our community classes and accredited training options remaining highly sought-after entry pathways for learners in 2024.

In the Northern Territory, Deaf Connect welcomed 8 students from the Auslan Scholarship Program who have embarked on their Diploma of Interpreting journey. Additionally, our collaboration with the Northern Territory Education Department led to the launch of beginner Auslan courses for staff working with Deaf and hard of hearing children in Northern Territory schools.

Following a successful tender to Training Services NSW, our team was able to deliver the Certificate II in Auslan to high school students in Sydney. The development of the Certificate III in Individual Support course is also progressing well, with plans for delivery to our Support Workers in 2024/2025.

Additionally, the Translation Services Department has been at the forefront of making information accessible to the Deaf community by delivering a diverse range of Auslan video content.



Our Translations team hard at work.



Deaf Connect interpreters at the ASLITA National Conference.

OUR WORK



Core Service Delivery

Notably, we collaborated with ABC Play School, Adelaide Zoo, and Queensland's Department of Transport and Main Roads, among others, to create engaging, informative content delivered in Auslan.

Across the year, the Translations team produced a total of 790 videos, demonstrating the growing demand for Auslan translations across various sectors.

Our work encompassed translating English content into Auslan, as well as providing end-to-end video services including filming, videography, editing, voiceovers, and captioning.

Increasing the accessibility of Auslan is fundamental to the work of Deaf Connect and it has been encouraging to see an increase in translation project requests, and record training enrolments.

SUPPORTING DEAF FAMILIES AND CHILDREN

Across the business our support for deaf children extends to their families – ensuring a comprehensive environment of support for all modalities. In FY23/24, the Therapy and Family Services Department saw significant growth in our NDIS participant numbers, which reflected the increased trust that families and individuals place in our services.

Our speech pathologists conducted state-funded assessments for Queensland children with permanent hearing loss, supporting their communication development and progress through these vital, community-based services. At Deaf Connect we undertake a holistic approach in our work, which includes speech therapy, physiotherapy, occupational therapy,



Deaf Connect proudly launched the Family Mentor Program in 2023.

OUR WORK



Core Service Delivery

and family support, which has resulted in many deaf children developing noticeable improvements in their communication abilities. These advancements have boosted their confidence and enriched their interactions at home and in educational settings.

Our Lego Learners Program during the school holidays received overwhelmingly positive feedback, and parents reported that the program effectively bridged learning gaps and fostered a strong sense of community among the children.

Since Western Australia joined us in late July 2023, the Language Early Access Program (LEAP) has experienced promising growth in attendance – marking the first time in several years that the program reached a maximum of nine children in attendance, reflecting renewed interest and engagement.

Our Hear for Kids in School program saw an increase in referrals following changes to eligibility criteria. This growth, marked by 116

referrals, indicates the program's expanding reach and the rising demand for support among schools and new students.

Recognising that approximately 95% of deaf and hard of hearing children are born to hearing parents, Deaf Connect's focus extends beyond support for children alone. The Auslan at Home program is one of our key tutoring programs, with the Education team delivering training to families to encourage bilingualism in families in the comfort of their home – and this program saw an uplift of 15% in bookings in the past financial year. Deaf Connect has complemented our family Auslan classes and Family Auslan Immersion Weekends with the launch of the Family Mentor Program, funded by the Deaf Lottery.

Developed by Deaf Connect's Family Services team in New South Wales in collaboration with Teachers of the Deaf and the Deaf community, the program offers essential early language support through a bilingual, bicultural approach.



Deaf children enjoy an Auslan presented storytime at a Sydney library.



Children participating in the Therapy & Family Services Lego Learners program.

OUR WORK



Core Service Delivery



Support Work services participants enjoy a group cooking class in Brisbane.

By connecting families with Deaf mentors fluent in Auslan, the program facilitates access to language and community, helping children reach their full potential while nurturing parent-child relationships. Since its launch in November 2023, the program has provided over 122 hours of mentoring, empowering families and strengthening their connections with the Deaf community.

BUILDING COMMUNITY RESILIENCE AND INDEPENDENT LIVING

Led by the efforts of the Information Services and Support Work Services Departments, Deaf Connect has focused on initiatives that build resilience and independence across the Deaf community.

As the organisation has grown, the Information Services team expanded its scope, adding new services and reaching additional regions.

This year, the team successfully transitioned to a modified service delivery model for

Walk-In Support, Virtual Community Access, Short Term Goals, and Plan Management. These changes allowed Deaf Connect to tailor key learnings for each client, enhancing their skills in similar situations and empowering greater independence in their lives.

Our community engagement efforts extended to active involvement in disaster response, particularly in areas like Cairns. This work has been supported by disaster management workshops held in regional offices, designed to provide the skills to support individuals and their community in the event of an emergency.

The focus on upskilling the community has extended to the Education Department, which has expanded its offering for Deaf Australians. This year Deaf Connect received its first Skilling Queenslanders for Work grant, providing foundational skills training for Deaf adults in Brisbane. In New South Wales, funding from Training Services NSW enabled the hiring of an Outreach Officer, strengthening our Deaf learner courses and boosting enrolments.

The Support Work Department focused on empowering NDIS participants to achieve independent living skills through important long-term goals. Clients were encouraged to engage and thrive in various inclusive social and community opportunities. This year, services in Western Australia aligned with those in other regions, enhancing the support network statewide. Increased online

OUR WORK

Core Service Delivery

services also benefited remote participants, providing essential support.

In Brisbane, over 200 group activities were hosted, including Aqua Fun, Craft and Cooking Co-op while monthly Saturday group activities were determined by participants and included outings ranging from theme parks to Deaf cultural events.

Additionally, online and in-person activities continued nationwide, with popular online bingo sessions and organised group outings in other states, such as café gatherings in Perth and festive activities in New South Wales and South Australia.

ENSURING NATIONWIDE INTERPRETING ACCESS

This financial year, Deaf Connect's Interpreting Services Department once again provided more hours of interpreting than ever before, renewing our commitment to become a truly national service provider. Nationally we have seen an impressive 8% growth in booking numbers this year, with a strong fulfillment rate averaging 92%.

FY23/24 marked the commencement of our service delivery in Western Australia, receiving a warm reception from both the community and our interpreters. Since establishing operations in Perth, we've experienced a remarkable 10% growth in booking numbers in the State.

Over the past financial year, we have continued to grow our workforce and placed a strong emphasis on expanding the interpreter workforce through dedicated

mentoring and professional development. A significant milestone was the establishment of a new position: Manager for Interpreter Engagement. This role not only provides essential professional development support for training interpreters but also ensures a seamless onboarding experience as they begin their careers.

Additionally, the overwhelming workforce interest in the John Ferris Mentor Program was an exciting achievement for the organisation. It is rewarding to see our workforce committed to lifelong learning, ensuring that they have the skills to deliver high quality access to our customers.

Our partnership with Education Services to facilitate the Student Observation Program also continued to thrive this year. The program has provided students with invaluable opportunities to connect their classroom learning with real-life interpreting scenarios.

Our expanding workforce and the introduction of the Manager for Interpreter Engagement has allowed us to improve customer experiences and industry collaboration.



Deaf Connect was a proud sponsor of the ASLITA National Conference.



OUR WORK PROJECTS AND GOVERNMENT PARTNERSHIPS

Collaboration played a major role in our service capability this year. By working closely with Federal and State Governments, the team secured funding for essential projects and nurtured these working relationships well into the future.

Operationally, we used this year to focus on the production of an extensive array of information and training videos, animations and supplemental visual resources, such as infographics, which are being used across an entire portfolio of initiatives. A highlight of these initiatives is the Auslan Resource Information Hub, launched in June 2024 and funded by the Information Linkages and Capacity Building Program. This has been critical in the delivery of programs which support and empower Deaf Australians.

National: Auslan Resource Information Hub Information Linkages & Capacity Building Project

Funded by the Federal Government Department of Social Services (DSS)

Delivered in consortium with Expression Australia, the Auslan Information Resource Hub has addressed information gaps in Auslan by developing over 20 Auslan videos and infographics, with further funding secured from the Federal Government for its expansion. This work has been recently launched and is available under the **Auslan Resource Library** on the Deaf Connect website.

South Australia: South Australia Health Information Linkages & Capacity Building (ILC) Project

Funded by the Federal Government Department of Social Services (DSS)

This project has developed an online Deafness Awareness Training (DAT) program specially targeted at frontline medical and administrative staff to understand the communication needs of Deaf and hard of hearing patients that present at Government based health services across the state. The second phase of this program is to tailor the training module for medical use and to develop supporting communication resources for Deaf, deafblind and hard of hearing patients.



Promotional still from the Auslan Resource Library gallery.

OUR WORK



Projects and Government Partnerships

National: Building Employer Confidence (BEC) Information Linkages & Capacity Building (ILC) Project

Funded by the Federal Government Department of Social Services (DSS)

The Building Employer Confidence Information Linkages & Capacity Building Project focuses on identifying the barriers and challenges faced by employers and through the development of an evidence-based toolkit, providing employers with strategies and tools to increase their confidence and ability to retain, upskill and advance the employment opportunities for Deaf and hard of hearing employees. Presently, the project has recently completed filming of the docuseries which is now in post-production editing. Deaf Connect has also partnered with Deakin University to undertake research to capture data which will be used in the development of an employer toolkit.

Northern Territory: Inclusive Education Support Grant (IESG)

Working alongside the Northern Territory Government, the Northern Territory Education Department and 'Auslan Hub' (a Deaf owned business based in Melbourne), the Inclusive Education Support Grant (IESG) project is investing in upskilling, training and supporting Northern Territory Education staff working with Deaf and hard of hearing students in primary and secondary schools.

New South Wales: Disability Advocacy Futures Program (DAFP)

Funded by the New South Wales Government's Department of Communities & Justice

The Disability Advocacy Futures Program (DAFP) aims to deliver self-advocacy resources to meet the needs of the New South Wales Deaf Community. Resources developed will be based off feedback from Deaf Connect's Community Access team (under Information Services) and through focus groups with members of the New South Wales Deaf community.



An interpreter at the Ageing Well launch event in Perth.

OUR COMMUNITY

Deaf Connect was dedicated to understanding the ongoing customer journey that our community members experience through our services and programs. As we expand our service remits across the nation, supporting even more members of the Deaf community, it is critical that we maintain a focus on achieving positive outcomes for you.

Our commitment to continuous improvement is evidenced by the initiation of formal client feedback sessions for both Support Coordination and Community Access clients, in addition to our existing sessions for our Ageing Well clients. This feedback has helped us share and refine our processes and enhancing our overall service quality and customer experience.

Deaf Connect is pleased to report that FY23/24 achieved excellent growth in client outcomes, with impressive outputs from our core service areas illustrated overleaf.



Promotional still from the South Australian Health Network Deafness Awareness Training module.

YEAR IN REVIEW

INFORMATION SERVICES

5% increase in hours of information services support

6% increase in support coordination hours

AGEING WELL

10% increase in clients supported to live independently at home

88% increase in one on one visit hours provided by Ageing Well

Four online health information sessions delivered to seniors



INTERPRETING

450+ interpreters in every state and territory in the country

8% increase in interpreter bookings year on year

92% fulfilment rate on interpreting bookings

39% increase in bookings delivered through the over 65s interpreting program

FAMILY & THERAPY SERVICES

4% increase in participants receiving Therapy & Family Services

120+ hours of Family Mentoring from pilot Metro-Sydney program delivered



SUPPORT WORK

200 group activities delivered by Support Services

20% increase in Support Services visit hours

EDUCATION

15% increase to Auslan at Home service hours

6,500+ students learned Auslan via accredited and non-accredited training pathways

300+ students enrolled in Deaf learners courses

IMPACT

4,000+ attendees at Deaf Connect events

20 videos and **11** infographics in Auslan Resource Library

50 participants supported to World Federation of the Deaf Congress

350+ artefacts placed in Deaf History Collections

TRANSLATIONS

13% increase in Translations videos delivered

397 Translations projects completed for a variety of clients including government bodies, not-for-profits, companies and individuals.

LOTTERY

7 x \$800,000 prizes given away in Deaf Lottery

SPONSORSHIPS

\$300,000+ grants funding awarded



Volunteers checking in attendees at the Deaf Life: Let's Talk About It Event.

OUR COMMUNITY



Deaf Connect

Over the past year, we have been guided by our mission to build community capacity and influence social change. We created space for Deaf community engagement and experiences, aiming to celebrate the rich culture, language and heritage of our community.



Deaf Festival attendees celebrate the onstage entertainment.

One of the major achievements of 2023 was Deaf Festival Sydney, which once again emerged as the largest celebration of our Deaf culture in Australia. The festival welcomed over 2,500 attendees from across the nation, serving as a platform for community members, advocates, and allies to unite through performances, stalls, and interactive experiences. Our Deaf ecosystem is truly thriving. However, Sydney wasn't the only Deaf Festival in 2023. Deaf Connect supported, and was present at, other key events including the Brisbane Deaf Festival, the Melbourne Flow Festival, the Adelaide Christmas Community Picnic, and the WA Deaf Community Markets. We continue to create local partnerships – such as with the Adelaide Fringe Festival, providing a more Auslan accessible month of comedy to the Adelaide Deaf

community, with 150 festival volunteers receiving Deafness Awareness Training and Introduction to Auslan classes.

FY23/24 was another successful year of investment in grants and sponsorships, and we are proud to have provided \$300,000 to support recipients to host regular gatherings and significant community events. This included the 2024 Australian Deaf Games in Newcastle, an exhibition by Deaf artist Gonketa in Victoria, and the 125th Anniversary of the South Australian Deaf Women's Group. Our grants are also for individuals who are seeking particular goals. For more information about our Grants and Sponsorship Program, please refer to the [website](#).

With the key to sharing our language and culture the National Week of Deaf People, saw us launch a nationwide campaign titled 'This Is Your Sign,' which encouraged social change by inviting members of the public to learn Auslan. The campaign delivered 19 billboards across Adelaide, Brisbane, Cairns, Canberra, Hobart, Melbourne, the Northern Territory, Perth, and Sydney. The campaign was displayed on the sides of buses and at bus shelters in Canberra, lit up the Story Bridge in Brisbane, and through our partnership with Brisbane City Council, was signposted at prominent roads with printed banners.

This time was also utilised as an opportunity to engage Deaf youth with prominent political leaders. In collaboration with Deaf Australia, we organised a young

OUR COMMUNITY



Deaf Connect

representative from each state and territory to attend Parliament House for a Parliamentary Breakfast and speak directly with the former Minister for the National Disability Insurance Scheme, Bill Shorten along with other parliamentary members throughout this event.

Early in 2024, we delivered on our promise to build opportunities for the community which saw 5 Deaf young people sponsored to embark on a three-week immersion program at Gallaudet University, broadening their experiences and empowering them to become the future leaders of tomorrow.

Strategic planning to guide our organisation into the future was a core element of 2024, demonstrated by the launch of the Community Advisory Group (CAG). The group will engage, consult and provide feedback to Deaf Connect on areas such as Deaf Space, and Deaf Connect's new Strategic Plan, titled 'Towards 2030.'

On the global stage, our mission to ensure the development of Deaf leadership continued with the hosting of a Deaf Leadership Workshop, in collaboration with Gallaudet University, at the World Federation

of the Deaf in Jeju, South Korea. The event brought together 50 participants from around the world, fostering international connections and empowering future Deaf leaders. We also collaborated with the Australian Institute of Company Directors to deliver Governance Foundations training to 16 Deaf leaders, enhancing their capacity to lead within the community.

Educational reform to uphold equal opportunities and access for deaf students remained a core priority for the impact team. Through the Leonie Jackson Memorial Fund, we provided \$127,000 in funding to the Australian Sign Language Interpreters and Translators Association (ASLITA) to explore the experiences of deaf students in mainstream education.

Finally, February 2024 saw the launch of the Deaf History Collections – creating Australia's largest archive of Deaf cultural heritage. The website marked the digitisation of over 350 artefacts, preserving years of community stories and records for generations to come. This website was launched in style with 120 members of the Deaf community coming together in celebration at the University of Sydney.



Brent Phillips posing with billboards from the 2023 This Is Your Sign NWDP campaign.



National Week of Deaf People billboards in 2023.



Students signing on the beach at an Auslan Immersion Weekend.

OUR CULTURE

It's been another a year of achievement for our people as we build our internal Deaf Connect culture. We proudly supported employees across Australia, fostering continuous improvement and reinforcing the values that shape our culture at Deaf Connect.

We are also proud to announce that our organisation successfully passed both the NDIS and ISO 9001 audits, affirming our commitment to a high standard of compliance, organisational processes and quality across our services and operations. We also launched 'Risk Management' and our 'Continuous Improvement Register' in Donesafe, allowing us to harness data for better service delivery.

This financial year, we welcomed a record number of new starters with 197 staff joining us, an average of 16 per month. This includes onboarding over 60 new interpreters. In contrast, we honoured the dedication of long-serving staff, celebrating over 20 years of service for 6 employees at our Staff Forums.

We focused on embedding our values across Deaf Connect, with 377 staff being

OUR CULTURE



Deaf Connect

nominated for a Values Award since we launched in June 2023.

With the support of our organisation, 60 staff members completed an Auslan qualification while others pursued other professional development related to their roles. We also delivered vital new internal training packages, including De-escalation, Professional Boundaries, Above the Line and monthly professional leadership development sessions.

A major milestone this year was the rollout of National Accreditation Authority for Translators and Interpreters (NAATI) certification for Auslan translators. This certification has allowed us to formally recognise the high level of skill our translators bring to their work. Several of our team members achieved this important qualification, with others actively working towards it.

Transparency remained a strong priority, with monthly Q&A sessions led by the Executive team to ensure open communication and accountability across Deaf Connect. The connection of our staff to the work Deaf

Connect does was further conveyed through the quarterly staff forums, which featured a wide range of guest speakers such as the Commissioner for the Disability Royal Commission, Alistair McEwan, and Gallaudet Immersion Program participant, Julia Murphy.

Nationally, we fostered connection by launching social channels on teams, creating spaces for discussions on sports, gardening, wellness and blood donations. Our internal engagement survey, the Pulse Survey, saw improved results organisation-wide, notably in staff connection with our mission, support provided by managers, learning and growth opportunities, inclusion, and the channels used to share feedback. Deaf Connect remains committed to fostering a strong and transparent culture that allows our almost 1,000 strong organisation to thrive.

Our people are our greatest strength. Guided by a shared vision of serving our community and sharing our culture, our team is committed to fostering an environment where understanding and learning together are foundational as we move into 2025.



Getting excited at the 2024 Australian Deaf Games in Newcastle.



General Manager of Therapy & Family Services, Kristen Mason, at a library event.

OUR SUPPORTERS

Fundraising growth to support our community via the Deaf Lottery

The Deaf Lottery represents more than just the chance for one person to win a life-changing sum. It provides Deaf Connect with the ongoing financial freedom to support the Deaf community through grants and sponsorships, funds for services not covered by the NDIS, and the capacity to grow our services into new areas where most needed.

Since its creation in 1987, the Deaf Lottery has grown significantly, with prize values increasing from \$78,500 to \$800,000 in nearly forty years, allowing Deaf Connect to stay competitive with other charity lotteries. Throughout this time, we've been proud to remain operating as a charity lottery, allowing our winners the freedom to choose how they claim their prize.

In 2023/24, the Deaf Lottery team implemented a wide range of improvements to support ongoing growth. Notably, a landmark Market Research Survey revealed that many of our supporters have a personal connection to the Deaf community and participate in the Lottery to support our services. Of the 7 winners from the last financial year, 6 were recurring VIP supporters who buy tickets

in every lottery, and all cited a personal connection to the Deaf community.

The revenue generated from ticket sales has enabled Deaf Connect to operate incredible events, such as the 2023 Deaf Festival Sydney and sponsorship of the 2024 Australian Deaf Games. It has also funded services entirely, including our Community Access program, and the Family Mentor Program pilot in Sydney; as well as supporting growth into new regions such as Western Australia.



OUR SUPPORTERS

Deaf Connect | Deaf Lottery



Vivian's connection to the Deaf community stemmed from witnessing the beautiful journey of her friend's daughter, Casey. After her mother faced several health complications during the pregnancy, Casey was born prematurely and was hard-of-hearing.

Vivian recalled with pride how, after receiving Auslan access as a child, Casey's self-confidence grew at an astronomical rate. Now, Casey is an Auslan teacher, dedicating her career to sharing the language and culture of the Deaf community.

"Her journey has been so incredible. I would love to see Auslan being taught across all schools in Australia," she said. "I knew it was going to a good cause. Even if it didn't come back to me, it would still be worth it."

- Vivian



WE ARE GRATEFUL FOR YOUR DONATIONS

Support for Deaf Connect doesn't come via the Deaf Lottery alone. We are always thankful for those across Australia that, through their donations, allow us to support the Deaf community. Some of the supporters are listed below.

R Connors	J Kenny	K Nicholson
CUW Operational	Lachlan Snow Awesome Foundation	M Nicholson
JR Dobson	R Locke	R Nicholson
Escala Partners	A Martin	Piccones IGA Stores
S & K Frewen-Lord	P McBeath	S Rotolone
E Gartley Nicholson	A McCoombe	N Schickerling
C Hayes	S McCoombe	P Stevens
J Hayman	L McKeachie	S Wan Fong
D Hills	D Nicholson	JB WAere
Illawarra District Grand Committee	J Nicholson	W Williams
P Jackson	Jn Nicholson	

We would also like to acknowledge gifts and bequests to Deaf Connect from community members that are no longer with us. Thank you for your support.

A E Davidson	E M Lewis	P Coulter
A E Ward	E G Lindner	R McKimmin
B M Bond	F M Colmer	N Jameson
B S Gardiner	G Thomas	
D J McLeod Branford	J W De Burg Persse	



ACKNOWLEDGEMENTS

Deaf Connect

Lastly, we would like to acknowledge our corporate and government partners that have allowed us to create incredible programs and events.

City of Darwin	NextSense	Deaf Sports Australia
City of Parramatta	PAH	Department of Health and Aged Care
Concentrix	Parramatta Leagues Club	Department of Social Services
Convo Australia	Sweeney Interpreting	Central Adelaide Local Health Network
EWay	Emma & Hayley Watkins	New South Wales Government's Department of Communities & Justice
Full Life Occupational Therapy	Gallaudet University	
Jaean	Melbourne Polytechnic	



STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
Revenue	60,573,565	48,046,978
Employee benefits expense	(32,780,468)	(28,169,621)
Depreciation and amortisation expense	(1,130,388)	(1,148,587)
Finance costs	(223,763)	(243,397)
Travel and motor vehicle expenses	(1,178,306)	(1,040,078)
Occupancy expenses	(476,973)	(339,307)
Printing and postage	(507,717)	(370,554)
Insurance expense	(552,850)	(529,251)
Advertising and promotion	(3,327,389)	(2,127,958)
IT and telecommunications	(2,704,567)	(2,445,681)
Contractors	(867,142)	(755,241)
Professional fees	(292,251)	(214,449)
Other supplies and services	(11,758,577)	(10,433,704)
Other gains/(losses)	(12,510)	(19,910)
Surplus for the year	4,760,664	209,240
Other comprehensive income		
Items that will not be reclassified subsequently to surplus or deficit		
Revaluation of land and buildings	-	1,803,355
Changes in the fair value of equity investments at fair value through other comprehensive income	2,407,020	2,758,381
Other comprehensive income for the year	2,407,020	4,561,736
Total comprehensive income for the year	7,167,684	4,770,976

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2024

	2024	2023
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	4,524,696	4,135,467
Trade and other receivables	2,862,021	2,656,948
Other assets	981,391	1,191,538
TOTAL CURRENT ASSETS	8,368,108	7,983,953
NON-CURRENT ASSETS		
Other assets	465,454	309,160
Property, plant and equipment	10,701,288	10,983,501
Intangible assets	-	23,628
Financial assets	53,831,950	46,799,263
TOTAL NON-CURRENT ASSETS	64,998,692	58,115,552
TOTAL ASSETS	73,366,800	66,099,505
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	2,753,502	1,892,234
Other liabilities	3,828,174	4,908,901
Lease liabilities	513,032	823,187
Employee benefits	2,825,111	2,589,163
TOTAL CURRENT LIABILITIES	9,919,819	10,213,485
NON-CURRENT LIABILITIES		
Provisions	270,893	140,000
Lease liabilities	3,394,872	3,245,211
Employee benefits	691,954	579,231
TOTAL NON-CURRENT LIABILITIES	4,357,719	3,964,442
TOTAL LIABILITIES	14,277,538	14,177,927
NET ASSETS	59,089,262	51,921,578
EQUITY		
Reserves	27,490,745	25,090,019
Retained earnings	31,598,517	26,831,559
TOTAL EQUITY	59,089,262	51,921,578

OUR FUTURE



Auslan students communicating happily at an Auslan Immersion Weekend.

The Deaf Connect Board and Executive Team continue to look towards the future through our key pillars of service delivery and community engagement.

As we work through the final year of our existing strategic plan, the Board will be planning ahead and looking to build on our existing strength and service outcomes for the next half of the decade. We recognise the need to maintain the impetus of Deaf

Connect achieving commercial success while deepening and strengthening our support to our community. Our new strategic plan will ensure Deaf Connect is a robust and resilient organisation with a sustainable future.

Thank you for all your support in FY23/24, and into the future.

Auslan Day Townsville



Deaf History



Emma Memma Event



Perth Ageing Well



Community Access



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Sharing our culture.

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www.deafconnect.org.au



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