

ANNUAL REVIEW

2019 - 2020



EXECUTIVE MESSAGES

BRONWYN ROUT | CHAIR OF THE BOARD



2020 will serve as the end of my tenure on the board of Deaf Services, which began in 2011 and which has included my time as Chair of the Board since November 2018.

It has been an honour to be Chair of the Board of Deaf Services during this incredibly exciting time for our organisation.

A new organisation was officially born on 1 October, bringing together two of the country's oldest and most recognised Deaf support organisations: Deaf Services and the Deaf Society.

What this means, in the big picture, is the creation of Australia's largest and most comprehensive whole-of-life service provider for Deaf, hard of hearing and deafblind Australians.

For my final address to the membership, I have been considering how far the organisation has come in the nine years I have been on the board.

Nine years ago, Deaf Services Queensland (as we were then known) was a community organisation with a strong vision, but that organisation is nearly unrecognisable from the Deaf Services I now see.

This period—and the past five years in particular—has taken us beyond a community not-for-profit, and has cemented us as one of the country's most influential national organisations, not just in the Deaf and hard of hearing community, but among NDIS providers and disability advocates.

This has developed through a consistent focus on growth, good governance, and an

unwavering commitment to understanding and delivering the programs and services our community needs.

To succeed in an NDIS business environment, we could not maintain the status quo. We had to stand with the Deaf community and tailor services that met their needs, at every stage of their lives.

Over the past few years we have introduced several new programs and services to allow every member of our community to be empowered, connected and achieving, including the development of the Auslan Connections interpreting service, our expansion into children's therapies and aged care, and the establishment of our Registered Training Organisation, Access Training and Education.

These services were developed alongside existing support and advocacy programs such as Lifestyle Support Services and commUNITY, both of which have adapted so they can survive and thrive under the NDIS.

Finally, through the ongoing success of our Art Union, The Deaf Lottery, we have been able to support this period of growth by providing additional funding to each of these new service offerings during their establishment periods.

This financial year we have continued our legacy of evolution, despite COVID-19 and the worldwide disruption to traditional working. We have indeed innovated further, pivoting our service delivery models, keeping our community informed and safe, all while adopting new ways of working.

During my time on the board, the scope of our organisation has become larger and our merger with the Deaf Society will expand this scope further still. Despite this, our experience over the past nine years and throughout the merger period has shown me that this organisation will

forever retain our community heart, born from our history as a community organisation.

It is through the work of our amazing staff and their dedication to the community that we have become a large-scale organisation which still treats our customers as our first priority, and respects and honours our community and its history.

I have been immeasurably proud to have been involved with Deaf Services for the past nine years.

EXECUTIVE MESSAGES

BRETT CASEY | CEO DEAF SERVICES



Welcome to the end of another year, and another annual review for Deaf Services.

This year's review comes at an interesting time for our organisation, for our membership and for community. Around

the world, 2020 has been dominated by the challenges of COVID-19 and at Deaf Services we have been facing those challenges while also progressing with our landmark merger with the Deaf Society.

As a result, this will be the last annual review Deaf Services will produce, and next year we will have our first combined report as Deaf Services and the Deaf Society. While we will no doubt have much to celebrate next financial year as a merged organisation, I am excited to share this year's report which focuses on Deaf Services' achievements and our significant evolution and growth.

In our previous annual report and my message to the members, I announced the launch of our Strategic Plan 2019-2024, which heralded a new

Throughout this time, I have had the privilege to develop a deeper appreciation for Deaf culture, history, language and community and have made many lifelong friends.

I have the pleasure of leaving Deaf Services on a real high, and I will watch with interest as the merged organisation delivers for all Australians.

era for Deaf Services. It is an ambitious plan, focused on standing with the Deaf Community, building that capacity and influencing social change.

A year on from that announcement, the organisation has immediately begun delivering on the pillars of that plan: Leadership, Innovation, Culture and Capability, and underpinning it all is a focus on community.

Throughout this report you will see examples of the ways in which we have already begun achieving our strategic goals, and rather than focus on the external global challenges during the past financial year, it is some of these examples I would like to discuss.

In 2019/2020 we have exhibited leadership through our increased involvement in critical issues facing the community and the disability sector. The success of our work with Government was seen most recently with the announcement of a free, national sign language interpreting service for all senior Australians who use sign language to communicate. This federal program is a result of consistent advocacy from Deaf Services and the Deaf Society, developed through a close relationship with a strong alliance of Deaf Seniors. The selection of Auslan Connections as the sole provider of this program further reinforces our high standards of service delivery.

Beyond this, we have built on the leadership capacity of the community through our Sponsorships, Grants and Partnerships program. This year the program delivered over \$150,000 in grant funding, including grants to community members, other Deaf organisations and groups, as well as partnerships with organisations such as Seaworld, with whom we developed the wildly successful Sea World Deaf Community Weekend.

We have been excited to partner on events including The Deaf Culture Council Queensland's Deaf Festival and once COVID-19 restrictions are behind us, I look forward to working on similar in-person events once more.

Innovation is another key pillar of the strategic plan, and at the beginning of this financial year we had no way of knowing just how much COVID-19 would prove our capacity to innovate, evolve and grow our service delivery.

While 2020 has sped up the rate of change throughout the organisation, some of the most drastic (and yet successful) changes to service delivery were seen within our Education and Interpreting teams.

With face-to-face Auslan teaching not an option, the delivery of our Accredited courses and Community classes were completely reimagined in a virtual online space. This model provided education accessible to an online audience while remaining true to our principles of Deaf-led, immersion-based teaching.

The result was incredibly well-received, allowing more people from more areas of Australia to access our services, and catering to the well-documented increase in interest in Auslan during lockdown.

Our interpreting teams also adapted and innovated this year, not only responding to the increased demand for government interpreting but also upskilling interpreters and the community in the setup and use of Video Remote Interpreting (VRI).

Our long-term commitment to implementing and developing industry-leading VRI systems allowed internal and external bookings to

continue smoothly throughout the early days of lockdown, ensuring no client was left behind.

As well as in-person interpreting, VRI allowed us to provide services at press conferences all over the country, including a partnership with the ABC to deliver picture-in-picture interpreting for Northern Territory government COVID-19 announcements.

This financial year has certainly been challenging to the evolution of our internal culture, with the majority of our workforce being decentralised and undertaking extraordinary changes to the way they work. I am pleased to say this, however, these changes have only proven the capability, capacity and readiness of our organisational culture.

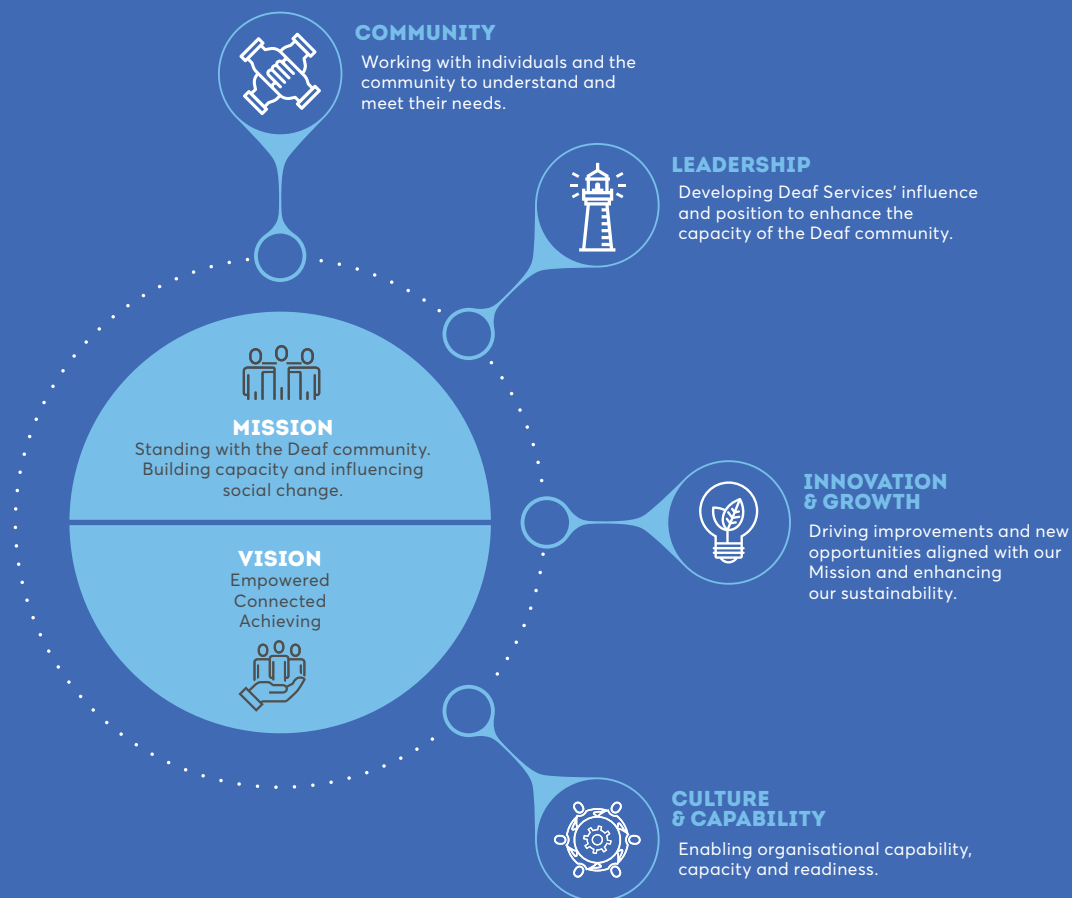
This process has shown that not only does our organisation have the capability to mobilise our workforce in an unprecedented and expedited way, but that our staff have remained committed to our cause and driven by their passion to provide for the community no matter the circumstance.

As such, the whole organisation should be extremely proud of the success and growth we have seen in our final year of operation as Deaf Services. As I mentioned, this is the final Annual Report for Deaf Services, but it also heralds the birth of our new entity – the largest whole-of-life service provider for Deaf, deafblind and hard of hearing Australians.

I would like to take a moment to thank the Deaf Services Board for their support and guidance throughout the year, with particular thanks to our outgoing Board Chair, Bronwyn Rout. The end of 2020 will mark the end of Bronwyn's time on the board of Deaf Services. Bronwyn has been a board member for nine years and Chair since November 2018 and during this time her contribution to our organisation and to the community has been invaluable. We wish her the best of luck in the future.

I would also like to thank Craig McDonald, COO of Deaf Services for his role in keeping our organisation moving from strength to strength throughout 2019/2020. Craig and the management team have worked tirelessly to

STRATEGIC PLAN 2019-2024



ensure our continued success despite this year's hurdles and I thank them for their commitment. Thanks to our key players in moving our business closer to our new merged organisation. Craig McDonald and Terrianne Redman from Deaf Services along with Leonie Jackson, Ivana Krunes and Anthony Ruscic from the Deaf Society.

Finally, to all Deaf Services staff who have worked with us during the past financial year, thank you for your tireless commitment to the final pillar of our Strategic Plan: Community. It is through your connection, dedication and resilience that we have been able to truly understand and meet the needs of our clients, participants, partners and supporters. Thank you all so much.

CAPACITY BUILDING AND GROWTH THROUGH COVID-19

In 2019/2020 Deaf Services was preparing for the first full year with all eligible services delivered through the National Disability Insurance Scheme.

Despite the challenging environment the organisation has continued to grow its services and deliver support to more members of the Deaf, deafblind and hard of hearing communities.

For Deaf Services the pandemic is a reminder of the importance of the support which we provide, a reminder that came with the introduction of the term essential worker.

With all our support workers (and many interpreters) classified as essential, Deaf Services made the decision in April to adopt a work-from-home model for all office-based staff to ensure their safety, but also the safety of our frontline staff, and our clients.

Deaf Services implemented a business continuity plan ensuring that we were able to continue business while staff were working from home and providing our front-line staff with extensive COVID-Safe protocols prior to delivering services.

The initial impact of this shift in working style put a strain on Deaf Services' IT systems and hardware and forced an accelerated adoption of digital platforms and virtual ways of working. Despite this, we successfully transitioned appropriate staff to this model, including our corporate office staff, Auslan teachers and contact centre.

Deaf Services management worked with our own systems, government compliance and the information from a comprehensive staff survey to inform our initial response to COVID-19 and a comprehensive COVID-19 Safe Plan, which is a road map for the evolving procedures of returning to the workplace and services as we once knew them.

Supported by our workforce – who transitioned effectively to working from home, Deaf Services has turned FY19/20 into a profitable example of what the organisation can achieve under the NDIS.

All community services delivered above budget this year, with Lifestyle Support Services and Ageing Well continuing to perform exceptionally as we expand our influence over those areas throughout the Deaf community.

The Deaf Lottery has continued to provide vital funding support for our grants and sponsorships program, and continues to support the expansion and development of new services, particularly as we move into our merge with the Deaf Society. Deaf Lottery supporters, along with donors have continued to support the organisation throughout COVID-19 ensuring the organisation's continued success and service delivery.

The organisation's success in 2019/2020 have resulted in a staff cohort with a heightened awareness of wellness and with the knowledge that we have the capacity and the resilience to continue to streamline and improve our ways of doing business.



Deaf Festival, 2019

SECTOR LEADERSHIP

2019/20 DEAF SERVICES
KEY STATISTICS



343

Children accessed Hear for Kids service

OVER **\$150,000**

delivered to community capacity building projects through the the Sponsorship, Grants and Partnerships program.

10,245,608 lottery tickets sold in 19/20FY

8 hours

of COVID-19 Auslan information developed, keeping the community informed about the pandemic

\$3.9M

given to Deaf Lottery VIP supporters in 19/20FY

SERVICE DIRECTION

EDUCATION

685 students undertook accredited training

2536 hours of Auslan in the Home training provided

852 students attended community classes

FACE-TO-FACE

VIRTUAL

724

Hours Total

517

Hours Total

HOURS OF COMMUNITY ACCESS SERVICES PROVIDED

↑ 35%

Increase in CA services delivered virtually compared to FY18/19

NOTE: Community Access sessions refers to number of sessions, not unique clients.

TRANSLATION PROJECTS

121 Translations projects and
444 translations videos produced

HEAR FOR KIDS

Telepractice: c. **70%** of families switched to telepractice during lockdown

162

active participants in three month period leading to EOFY 2018/2019

205

active participants in three month period leading to EOFY 2019/2020

AVERAGE OF **365**

hours/month NDIS services in 2019/2020 FY

175

Total number of NDIS participants 2018/2019 FY

AVERAGE OF **20** new participants per month

343

Total number of NDIS participants 2019/2020 FY

HEAR FOR KIDS IN SCHOOL

100 children accessed services in Brisbane and Townsville

LANGUAGE SERVICES

Total hours delivered in 19/20

17627

VRI APPOINTMENTS

2518 hours

118 Press Conferences for both Premier and Health for this year

160 New clients who have signed up this year

AGEING WELL

At the end of the financial year we had a total of

77 clients

44 home care package clients (QLD 38 and NSW 6)

22 CHSP clients (only QLD)

11 CoS clients

- establishment of home care for Seniors in NSW, starting 1 July 2019
- establishment of a nursing team, clinical care now available in greater Brisbane
- Ageing Well Expo in August 2019
- Online group activities from March 2020
- Upskilling staff: medication training and certificate II or higher in ageing support



LSS

31702.15

hours of support provided

110 participants received LSS services 19/20

Service growth is **55%**

25% **156**

increase in demand compared to pre-COVID services
different group activities run in 19/20!

commUNITY

NUMBER OF PARTICIPANTS SUPPORTED
1241 Community Access (CA) Sessions

GENERAL INFORMATION ENQUIRIES

4363

Email

8707 General Information Enquiries

4344

Phone/SMS

INCREASE IN CLIENTS YEAR ON YEAR

28%

increase support in coordination clients compared to FY18/19 (i.e. 41 additional total clients in FY19/20)

FINANCIAL SUSTAINABILITY

25.6%

increase in equity

7%

growth in fundraising revenue

40.5%

increase in services based revenue

ORGANISATIONAL CAPABILITY

8%

WORKFORCE GROWTH

Introduction of the Team Advantage Program which includes fitness and Auslan Development Sponsorship programs.

Launch of the Safety Matters program, which includes wellness sessions with Pilates and Yoga sessions.

OVERALL REVENUE INCREASED **18.5%**
BY YEAR ON YEAR

OUR STAFF AND COMMUNITY



BETTY'S BIG TRIP

Betty Foster is a Deaf and low vision Ageing Well client in Brisbane who receives one-on-one home care support. One of Betty's dreams was to visit her home town of Adelaide. Our team worked with Betty to facilitate a week-long trip, with an Ageing Well support worker accompanying and supporting her independence every step of the way.

"I visited with friends every day as well as touring around Adelaide. I laughed every day. Many thanks for assisting me."

AYA AND SULIMAN

Sara had only recently arrived in Australia from Sudan when her son Suliman received a late diagnosis of hearing loss. Two years later, her daughter Aya received the same diagnosis. Her family began receiving support from Deaf Service's early intervention program Hear for Kids, and Sara says she felt immediately at home.



"The support I received through Hear for Kids was not only for my children, but the whole family. I had so many questions about my kids and their future. Hear for Kids guided me through all of it."

-Sara

MANJU'S STORY

For Manju, an Auslan Teacher with Deaf Services, her greatest reward in teaching is "building cultural bridges."

Since joining the Education Team in 2017, Manju has taught many students the basics of Auslan and says the satisfaction of sharing the primary language of the Deaf community, and the pride she takes in her work as part of a team, has never waned.



“ I love teaching my students Auslan, because it allows them to communicate with Deaf people in the community and in the workplace. I am so proud to be working for Deaf Services.

KATE'S INDEPENDENCE

Kate has worked with the Lifestyle Support Services (LSS) team since 2015 to achieve her personal goals and facilitate her wide range of interests.

Kate is deafblind and epileptic. Having lost her hearing and sight to serious allergic reactions, Auslan is her primary language. Recently Kate took a major step towards independence, living five days a week at E-House, Deaf Services' supported living facility.

“ I love living here. I love having my own room and my garden.



BOB'S BIG WIN

It's always a thrill to pass on the news to winners of our Deaf Lottery, and this was certainly the case when we called Bob, to tell him he'd just become \$870,000 richer!

Bob works in the medical supply industry, travelling all over the state to deliver and maintain wheelchairs, assistive devices and medical equipment.

“ I bought tickets because I thought it was time to give back. I never thought about winning a prize!



AMY'S EXPERIENCE

Certified Auslan Interpreter Amy is a trainer and mentor for many interpreters coming through the ranks at Auslan Connections. While 2020 has been a shock to many, for Amy it echoes her first experiences interpreting emergency broadcasts during the 2011 Brisbane floods.

“ While it's an uncertain time, every interpreter knows how important their work is to get these messages through to the Deaf community, especially when there are lives at risk.

DEAF COMMUNITY WEEKEND

In October 2019 we were thrilled to partner with Sea World on the Gold Coast to offer all members of the Deaf, deafblind and hearing communities two days of free entry as well as Auslan interpreting to some of their most popular live shows.

More than 700 community members attended Deaf Community Weekend, including visitors from NSW and VIC.





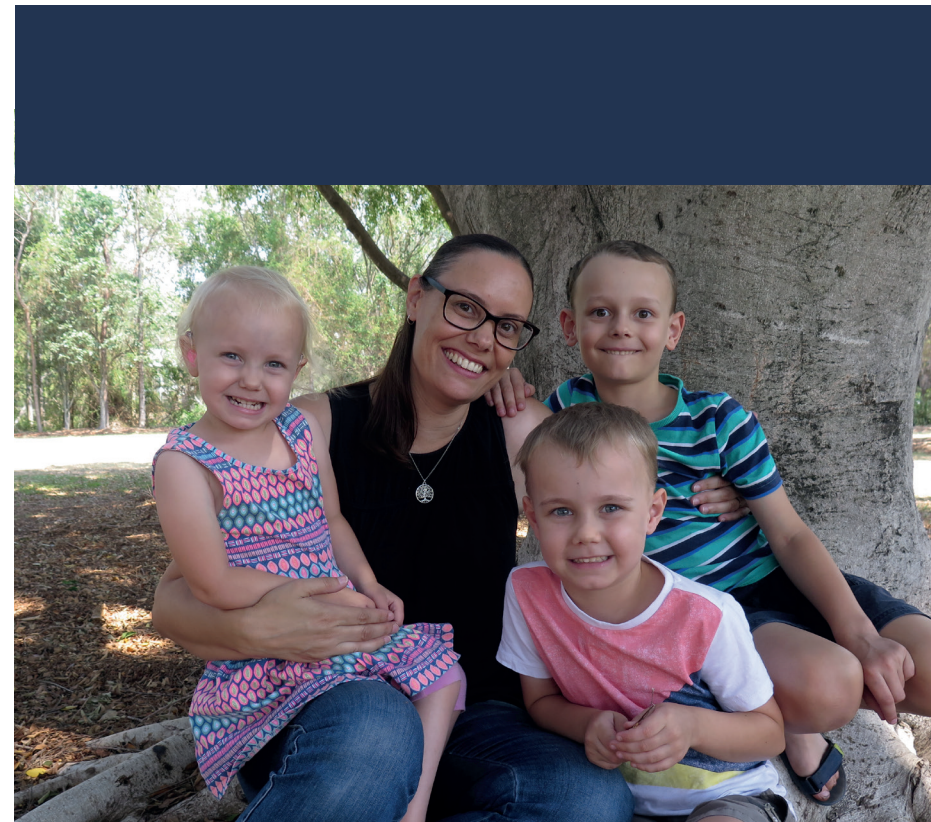
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED JUNE 2020

		2020	2019
	Note	\$	\$
Revenue	5	35,764,937	30,186,362
Other income	5	368,735	796,311
Employee benefits expense	6	(15,122,543)	(12,792,915)
Depreciation and amortisation expense	12, 13	(466,303)	(547,597)
Travel and motor vehicle expenses		(479,581)	(531,486)
Occupancy expenses		(1,220,343)	(767,122)
Printing and postage		(628,804)	(430,209)
Insurance expense		(237,190)	(283,999)
Advertising and promotion		(1,330,760)	(1,285,620)
IT and telecommunications		(1,201,177)	(1,004,821)
Contractors		(571,668)	(388,029)
Professional fees		(85,563)	(119,594)
Other supplies and services		(10,241,954)	(10,324,792)
Loss on disposal of assets		(33,960)	(78,745)
Profit for the year		4,513,826	2,427,744
Other comprehensive income			
Items that will not be reclassified			
Subsequently to profit or loss			
Net fair value movements in financial assets		204,826	341,896
Total other comprehensive income for the year		204,826	341,896
Total comprehensive income for the year		4,718,652	2,769,640



STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED JUNE 2020

		2020	2019
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	3,186,891	4,024,468
Trade and other receivables	8	2,488,723	2,318,822
Other assets	9	838,106	864,558
TOTAL CURRENT ASSETS		6,513,720	7,207,848
NON-CURRENT ASSETS			
Financial assets	11	17,385,692	11,823,188
Property, plant and equipment	12	5,673,046	5,268,115
Intangible assets	13	414,344	561,001
TOTAL NON-CURRENT ASSETS		23,473,082	17,652,304
TOTAL ASSETS		29,986,802	24,860,152
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	14	1,672,243	2,036,812
Other liabilities	15	3,722,553	2,840,428
Employee benefits	16	1,490,648	1,573,373
TOTAL CURRENT LIABILITIES		6,885,444	6,450,613
NON-CURRENT LIABILITIES			
Employee benefits	16	276,498	242,951
TOTAL NON-CURRENT LIABILITIES		276,498	242,951
TOTAL LIABILITIES		7,161,942	6,693,564
NET ASSETS		22,824,860	18,166,588
EQUITY			
Reserves	17	2,996,077	4,495,064
Retained earnings		19,828,783	13,671,524
TOTAL EQUITY		22,824,860	18,166,588



**VISIT OUR ANNUAL REVIEW
MICROSITE FOR MORE
INFORMATION AND TO VIEW
EACH OF THESE STORIES AND
REPORTS IN AUSLAN**



HEAD OFFICE

915 Ipswich Road, Moorooka Q 4105
PO BOX 465, Moorooka Q 4105

P (07) 3892 8500 F (07) 3892 8511 TTY
(07) 3892 8501

FOR EMAIL ENQUIRIES TO ALL
OFFICES CONTACT:

dsq@deafservices.org.au

