

DEAF
SERVICES



ANNUAL
REVIEW

2018 : 2019



BRONWYN ROUT, CHAIR OF THE BOARD CAMERON MILLER, DEPUTY CHAIR



We would like to welcome you to our 2018-19 Annual Review, celebrating the organisation's achievements in what has been a milestone year for Deaf Services.

The 2018-19 financial year has been the first year of operation under our refreshed logo, and new trading name: Deaf Services Limited. Under this name, we have continued to see growth as an organisation - with the presence of our service and fundraising activities expanded to a greater number of regions in Queensland, as well as interstate.



STRATEGIC PLAN 2015 : 2019

SECTOR LEADERSHIP

Secure opportunities of leadership with service innovation and excellence in communication

SERVICE DIRECTIONS

Provide 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 though responsible financial management practices and financial diversity to meet the current and future needs of the community

REPORT FROM
CHAIR OF THE BOARD,
DEPUTY CHAIR AND
CEO DEAF SERVICES

BRETT CASEY

CEO : DEAF SERVICES



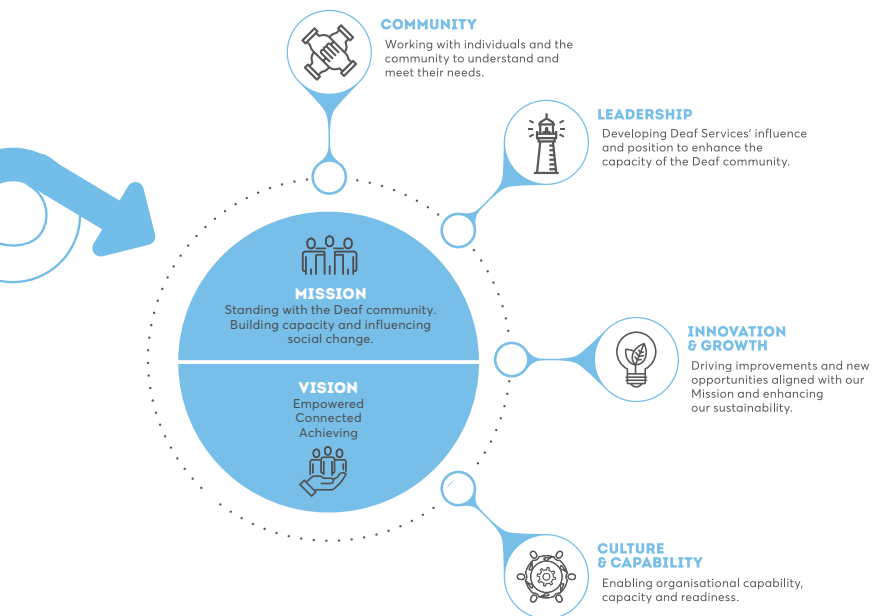
We are proud of what we do at Deaf Services and we aim to meet the community's needs. This is driven by our strategic plan, our quality systems, focusing on staff learning and development and structuring the organisation so we can be responsive these needs. We will always remain a resource for Deaf and hearing people - providing opportunities for the community to become empowered, connected and achieving.

Our current strategic plan has come to an end and we are ready to embark on new directions as an organisation. Over the last 5 years, we have introduced 3 new services streams; strengthening our position and future. Moving

forward we will be focusing standing with and building the capacity of the community. This is coupled with a continued focus on innovation, growth and ensuring we have the right culture and capabilities to deliver on our services.

Deaf Services is an amazing organisation with highly skilled staff, volunteers and Board members. I would like to personally thank you all for your continued work in making us a successful organisation, where the community know they can receive services with confidence and ease. To our supporters your contribution is what makes us an evolving and dynamic organisation.

STRATEGIC PLAN 2019 : 2024



SECTOR LEADERSHIP

A key stakeholder in the development of government policy, particularly surrounding the NDIS.

Deaf Services and The Deaf Lottery Australia

aligned to deliver a more powerful social change message to all Australians.

Hear for Kids expanded into North Queensland,

with over **3000**  people joining in the program launch in Townsville.

Deaf community supported through

\$114,000

in sponsorships and grants funded by The Deaf Lottery.

The first Introductory Sign Language Book created by Deaf Indigenous people was developed with support from Deaf Services.



14 Deafness Awareness Training sessions were delivered to



395

Local Area Coordinators and NDIA staff members.

SERVICE DIRECTIONS

Hear for Kids now supports **211** NDIS participants and **79** children children through Hear for Kids in School.

The CommUNITY team provided **1472** clients with 1:1 Information and Referral services in person and virtually, and addressed over **7000** information enquiries.

69

clients received support in North Queensland through Hear for Kids including support in **Mt Isa, Cloncurry, Bowen and Ayr.**

550

students received accredited Auslan training through Access Training and Education and over **1000** first-time and beginner AUSLAN students took part in community classes.

98%

fulfilment rate for interpreting jobs maintained across the financial year.

77%

The Lifestyle Support Service increased its client base by **77%** since the introduction of the NDIS.

61

Deaf seniors received support through the Ageing Well program.

2018:19 DEAF SERVICES KEY STATISTICS



ORGANISATIONAL CAPABILITIES

Staff training opportunities increased with the launch of the online Deaf Services Learning Community.

93 Auslan translation projects were developed totalling **249** individual videos.

96%

of Staff believe in the purpose of Deaf Services : 4% more than the HC&S average.

5%
growth in workforce to meet growing service needs and support internal business infrastructure.

HR, Payroll and Finance systems were centralised.

FINANCIAL SUSTAINABILITY

5.84% above budget for the 2018/19 Financial Year as an organisation.



75.17% Further diversified Deaf Services' income streams away from block government grants, with fee-for-service programs and fundraising totaling 75.17% of income.

\$1,066,766 in investment yield over the past 12 months.

27.42% increase in Deaf Lottery Net profit

7.11%
growth in The Deaf Lottery's loyal supporter base, supporting the growth of Deaf Services programs.



ALLYSON



“

I'M PRIVILEGED TO WORK WITH CHILDREN WITH AUTISM, I CAN TEACH THEM AUSLAN AND IT MAKES ME SO HAPPY. IT HAS ALREADY IMPROVED THEIR RELATIONSHIPS WITH THEIR FAMILIES.

Allyson moved over 2000km from her home and family in Brisbane to the tiny outback community of Burketown, where no one had ever met a Deaf person, let alone knew her language. Through the support of Deaf Services' CommUNITY team, Allyson was able to access NDIS funding to receive assistive technology and Auslan interpreting to connect with her new community. As a Teacher Aide at Burketown State School, she is now using her Auslan skills to unlock the potential of students with learning difficulties.

“

AT FIRST, WHEN CHARLIE WAS DIAGNOSED WITH HEARING LOSS, I HAD NO UNDERSTANDING OR CONFIDENCE WITH WHAT DEAFNESS MEANT. IT WASN'T UNTIL AFTER WE STARTED WITH HEAR FOR KIDS THAT MY CONFIDENCE GREW SO MUCH ABOUT WHO CHARLIE WAS. NOW I AM PROUD TO SAY MY SON IS DEAF.

6



CHARLIE

Lucy's son Charlie was born with moderate bilateral hearing loss. Lucy moved her family from Victoria to Queensland to gain access to Deaf Services' Hear for Kids program, a decision she says was life-changing for Charlie and herself.



MY PERSONAL VISION IS DEAF PEOPLE ACHIEVING THROUGH STUDY. ONCE ACCESS BARRIERS ARE REMOVED, THERE IS NOTHING THAT CAN STOP DEAF PEOPLE. MY GOAL IS TO CONTINUE BECOMING A BETTER DEAF INTERPRETER AND AUSLAN TEACHER.'



DANNI

Danni works as an Auslan teacher for Deaf Services' Registered Training Organisation Access Training and Education (AT&E), and is a graduate of the AT&E Diploma of Auslan for Deaf students. In August 2018, Danni was a finalist in Queensland Training Award's Equity VET Student of the Year.

ELLIOT



THE AIM OF HEAROES IS TO HELP THOSE OF ALL AGES WHO ARE GOING THROUGH THE REHABILITATION PROCESS FEEL CONFIDENT WITH LEARNING NEW SOUNDS AND WORDS. IT HAS ALREADY HELPED HUNDREDS OF PEOPLE ON THEIR HEARING JOURNEY WHO ARE ABLE TO LEARN AND FEEL CONFIDENCE WITH THE NEW SOUNDS AROUND THEM.



What would it be like to have to learn to hear? This is the question that faced Deaf software engineer Elliot Miller, who used a Deaf Services Life Enrichment Grant to develop *Hearoes*, a ground-breaking auditory training app for cochlear implant recipients now being trialled by the Royal Brisbane and Women's Hospital.

Deaf Services Limited

ABN: 62 118 664 298

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED JUNE 2019

	2019	2018
	\$	\$
Operating grants	3,951,637	4,434,588
Services income	6,883,858	4,128,154
Fundraising and donations	19,273,644	17,914,670
Interest and dividend income	724,870	482,295
Other income	148,664	146,139
Total income	30,982,673	27,105,846
Employee benefits expense	(12,792,915)	(11,727,579)
Depreciation and amortisation expense	(547,597)	(486,973)
Travel and motor vehicle expenses	(531,486)	(477,690)
Occupancy expenses	(767,122)	(524,934)
Printing and postage	(430,209)	(460,869)
Insurance expense	(283,999)	(240,390)
Advertising and promotion	(1,285,620)	(1,157,482)
IT and telecommunications	(1,004,821)	(872,389)
Contractors	(388,029)	(347,863)
Professional fees	(119,594)	(154,738)
Other supplies and services	(10,324,792)	(8,914,576)
Loss on disposal of assets	(78,745)	(59,143)
Total expenses	(28,554,929)	(25,424,626)
Surplus for the year	2,427,744	1,681,220
Other comprehensive income		
Items that will not be reclassified subsequently to surplus/deficit		
Net fair value movements in financial assets	341,896	533,626
Other comprehensive income for the year	341,896	533,626
Total comprehensive income for the year	2,769,640	2,214,846

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED JUNE 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	4,024,468	2,845,458
Trade and other receivables	7	1,521,083	620,061
Other assets	8	864,558	911,763
TOTAL CURRENT ASSETS		<u>6,410,109</u>	<u>4,377,282</u>
NON-CURRENT ASSETS			
Financial assets	9	11,823,188	9,978,780
Property, plant and equipment	10	5,268,115	5,204,261
Intangible assets	11	561,001	799,728
TOTAL NON-CURRENT ASSETS		<u>17,652,304</u>	<u>15,982,769</u>
TOTAL ASSETS		<u>24,062,413</u>	<u>20,360,051</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	1,239,073	964,692
Other liabilities	13	2,840,428	2,147,366
Employee benefits	14	1,573,373	1,664,434
TOTAL CURRENT LIABILITIES		<u>5,652,874</u>	<u>4,776,492</u>
NON-CURRENT LIABILITIES			
Employee benefits	14	242,951	186,612
TOTAL NON-CURRENT LIABILITIES		<u>242,951</u>	<u>186,612</u>
TOTAL LIABILITIES		<u>5,895,825</u>	<u>4,963,104</u>
NET ASSETS		<u>18,166,588</u>	<u>15,396,947</u>
EQUITY			
Reserves	15	4,495,064	3,957,311
Retained surpluses		13,671,524	11,439,636
TOTAL EQUITY		<u>18,166,588</u>	<u>15,396,947</u>

1

Began operation under a refreshed logo and trading name:
Deaf Services Limited

2

Launched the new Deaf Services Strategic Plan, with an updated Mission Statement

3

Began workshops and client introductions ahead of the launch of Ageing Well in NSW

4

Expanded the Auslan Hubs program to provide greater Community access across Queensland

2019
KEY HIGHLIGHTS





DEAF
SERVICES



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To view this annual review in full, and in Auslan – visit
www.dsannualreview.org or scan the code below.

