

Annual Report

2020 - 2021



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About Expression Australia

Expression Australia’s purpose is to create opportunities for people who are Deaf and hard of hearing by delivering targeted services and effecting social change. Expression Australia enables Deaf communities to flourish and is inclusive of all members of those communities, irrespective of age or background.

Since 1884, as an iconic and progressive community organisation, our service delivery and supports continue to evolve and adapt to the changing needs of our Deaf and hard of hearing people. We celebrate the rich heritage and cultural diversity of the Deaf community.

Our team is driven by a passion to work in a bi-lingual, bi-cultural organisation that respects both Auslan and English and work collaboratively together, including the development of co-designing services and market leading programs, navigation of the NDIS and ensuring improved access, inclusion, and equal opportunity.

Our Services For All Ages

- Interpreting
- Accommodation
- Transcription and Captioning
- Audiology and Communication
- Employment
- Support Coordination
- Support Work
- Learn Auslan
- Video Productions
- Translation

Offices

East Melbourne Head Office

Level 4, 340 Albert St
East Melbourne VIC 3002

Ballarat

15 Dawsen St,
Ballarat South VIC 3350

Hobart

139 New Town Rd,
New Town, TAS 7008

Launceston

64 Cameron St
Launceston, TAS 7250

Geelong

Shop 4, 96 Pakington St
Geelong West, VIC 3218

Oakleigh

Level 3, 20 Atherton Road,
Oakleigh, VIC 3166

Frankston

Frankston Psychology &
Hypnotherapy
117 Frankston Flinders Rd
Frankston, VIC 3199

Melbourne CBD

Level 5, 160 Queen St
Melbourne, VIC 3000

Preston

426 High St
Preston, VIC 3072

Access

This annual report has been co-designed and made accessible with Auslan videos via embedded QR codes.

Whenever you see a QR code on a page, you can use the code to access an Auslan translation of that page's information.



Highlights

↑ 7.8% Interpreter Hours

12% Revenue and Other Income Growth

↑ 10,000 Facebook Followers

\$19.9M Revenue

Strategic Plan



Our vision

The future state we strive to create.
To give all people who are Deaf and hard of hearing every opportunity to connect with and contribute to society. To have the freedom to develop in all aspects of life, in their language of choice, and for our support to extend to their families. Expression Australia strives to achieve this vision through transformational services, by optimising new technologies, addressing inequity and driving social change.



Our purpose

Why we exist and how we turn our vision into reality.
To create opportunities for people who are Deaf and hard of hearing by delivering targeted services and effecting social change. Expression Australia enables Deaf communities to flourish and is inclusive of all members of those communities, irrespective of age or background.

Our new strategic plan was launched on 12th May to our staff. Our new plan signals a strengthening of our focus on our Deaf and hard of hearing communities. Our vision and purpose has been refined, following extensive consultation with our staff, and with the community we serve and work with. Our four priority areas reflect the work that we will be focused on doing towards supporting the needs of our communities. These areas include key performance indicators that we will be measuring over the next three years towards achieving our goals.


1.



Advance our services

By delivering high quality services and support to people who are Deaf and hard of hearing, we create positive experiences and outcomes.

2.



Grow and develop our Deaf community

By actively supporting the growth of people who are Deaf and hard of hearing, we can create education and employment opportunities.



3.



Broaden our impact

By expanding our services and geographic footprint, Expression Australia can reach more members of the Deaf and hard of hearing community.

4.



Deeper connection

By building trust, we will further strengthen our relationship with people who are Deaf and hard of hearing.

Chair's Message



Expression Australia has a long history as a trusted and experienced community organisation, empowering the Deaf and hard of hearing community. This past year, we have all been stretched and challenged and our team have worked really hard to adapt, collaborate and rethink our service and support. Consistently re-evaluating how we can best ensure the continuity of our work to our community. Melbourne was the most locked down city in the world and the state of Victoria not far behind. Fortunately, Tasmania has remained open and this has enabled our work to strengthen with the community there. Despite all of this, we continued and grew the reach of our work. Towards the end of the year, we also successfully launched our new strategic plan – a strengthened focus on the Deaf and hard of hearing community.



Catherine Santo

Our key areas of focus in the years ahead are: Advancing our services, growing and developing our Deaf community, deeper connection and broadening our impact. Work is already underway to support these areas of strategic focus and we will look forward to providing updates and involving you in the key decisions, including the establishment of a new Deaf Centre.

This year we welcomed two new members to the board. Scott Phillips, as Treasurer and chair of the Audit & Risk committee

and Jamie Mead as chair of the Investment sub-committee.

We said farewell to Hilary Fisher who stepped down from the Board after 8 years. Hilary was a dedicated, hard-working director with a strong work ethic and profound commitment to the Deaf and hard of hearing community. She was dedicated to the interests and rights of the Deaf community and brought with her great insight, vision, and strategic direction to our organisation and to the Deaf and hard of hearing community. On behalf of the board, the organisation, and the Deaf community we would like to thank Hilary for her tireless work and wish her all the best. We know that she will remain a big part of our future.

We also said goodbye to Peter Saunders after 5 years on the Board. Peter's astute legal mind and commercial acumen provided a great contribution over a long period of time. On behalf of the Board we thank Peter for all his work, attentiveness and devotion to Expression Australia.

There have been a number of changes to the structure and also some departures with the long standing Executive Team. In April, we farewelled Andrew Lyall after fifteen years at Expression, Gill Victor after eight years, Brent Phillips after eight years, Leanne Van Opijnen after nineteen years and Glenn Kruithoff after 18 months. Their passion and depth of knowledge was always evident and we thank them for their contribution .

After an extensive National search, the Board was thrilled to be able to appoint Expression Australia's new CEO Nicky Long in November. Nicky brings a new outlook with her considerable experience in community and not-for-profit organisations, as well as experience in the for profit and for purpose sectors which has had an immediate positive impact on the organisation. Nicky has

provided exceptional leadership over a very difficult time, and her strategic thinking and business acumen will see Expression Australia thrive and grow into the future. On behalf of the Board, we thank Nicky for joining Expression Australia and for providing her calming influence for the organisation in a tumultuous year.

As we move into the 2021/22 financial year, the Expression Australia Board of Directors, together with the Senior Management team, will begin the implementation of our new 3-year Strategic Plan. This plan was co-designed with input from the Board, Senior Management Team, internal stakeholders and members of the community. We can't do our work alone and we will be looking forward to sharing the new projects and programs in planning along with the new partnerships we have created to improve access and inclusion nationally.

Despite the challenges presented by COVID-19 in 2020 and 2021, Expression Australia is committed to growing and expanding our relationship with the community and committed to growing our trusted service. We have been working together for 137 years and plan to continue to provide leading, specialised services for Deaf and hard of hearing people.

Lastly, I would like to acknowledge the contribution of my fellow Board members over the past year. We have worked well as a collective and the continuity of Board members has meant we've been able to navigate the various challenges and work on strategic growth of the organisation.



Expression Australia Strategic Planning Day

CEO Message



Gratitude summarises my first seven months at Expression Australia. I am grateful for the trust and support I have received and the opportunity to lead Expression Australia through a significantly challenging period. The board, staff and our communities’ warmth, welcome and honest communication has been so appreciated.

While we experienced some setbacks in our service areas during COVID-19 lockdowns, we were also able to accelerate and finalise some significant strategic pieces of work. After almost 12 months of consultation and feedback, we launched our strategic plan in May. This is a major milestone as it signals an increased and continued commitment to our long and proud history working with the Deaf and hard of hearing communities. The NDIS together with impacts of COVID-19 has meant that we have had to make major changes to our organisation but at the heart of everything are the communities we are here to serve. Our renewed strategic areas of focus include expanding our work across all ages and working with National partners to meet the future needs of our community. During this time we also launched our employment advertising campaign “Deaf Works” as well as our learning platform in partnership with Telstra Foundation, “Auslan Anywhere”. Collaboration is key to maximising societal paradigms and quite a few of these discussions and projects began over zoom!

Much of this work was started and



Nicky Long

completed by Senior Managers and their Teams. They are to be wholeheartedly commended. The challenges, adaptations, agility and ongoing positive mindset, has enabled us to prepare for a rapid recovery of service delivery ahead. This along with delivery of major, funded projects made for success. I am so indebted for the support, experience and wisdom that I received from Andrew Lyall, Kim Kavanagh, Tamara Pearce, Tiffany Hill, Gill Victor and Leanne Opijnen. During my first six months, they were there with me side by side, navigating all aspects of our challenges and were instrumental in shaping our ability to remain focused and connected to our work. I didn’t have the pleasure of working with Brent Philips but his significant contributions are evident in our ongoing work. Throughout the year and despite lockdowns we continued to connect with staff and clients, we held virtual events and aimed to ensure everyone was kept informed internally and externally in rapid time. This year, several of our leaders took voluntary redundancies and the contribution of this bilingual and bicultural team has left an etched legacy and impact for which we were sincerely sad to see them go.

In my short time with our organisation, I am confident that Expression Australia is a community focused organization. Everything we do is client first and co-designed. We can be relied upon and trusted to deliver culturally appropriate services and support and provide expert guidance to our clients, funders and partners. An incredible amount of praise is due to the dedicated team of staff at Expression Australia. This team goes above and beyond consistently. Expression Australia places a significant emphasis on accessibility, inclusion and equal opportunity with client choice and control at the centre of all of our decisions. Every member of staff from the service delivery teams to administration seek to empower our communities to achieve. Thank you ALL for being the amazing difference.

Lastly, thank you to our Chair and our board members. Their guidance has been incredibly important for the stability of the organisation through a difficult period. My appreciation in particular to Catherine Santo, our Chair, who has met weekly with me since I started and also to Hilary Fisher who intensely supported my cultural immersion for five weeks prior to commencing and continued within my first few months. Their experience and time commitment to support me during this period has proved invaluable.

I look forward to working with you in the year ahead. Importantly, that we can once again commence face to face events and all physically reconnect. We will value our community’s input, feedback and collaboration on a number of vital future projects. I wish you, your family and friends ongoing safety and well being during uncertain times and encourage you to connect with us for support in any way.



Senior Management Team



Andrew Lyall - Chief Operations Officer (Acting CEO)
Strategic Planning and Service Design
Employed: 2005 - 2021



Kim Kavanagh - General Manager, Linkages and Supports
Individual Supports and Accommodation Services
Employed: 1995 - present



Tiffany Hill - General Manager People Culture and Quality
People and Culture, Workplace Health and Safety and Workforce Strategy
Employed: 2018 - present



Glenn Kruithoff - Director Corporate Services
Finance and Investments, Risk and Quality Management, Operational Administration
Employed: 2019 - 2021



Brent Phillips - Director Language Partnerships and Innovation
Partnerships, stakeholder engagement and business development strategies
Employed: 2012 - 2020



Tamara Pearce - General Manager, Access, Service Design and Language Services
Access and Service Design, Language Services, Tasmanian Services
Employed: 2014 - present



Leanne Van Opijnen - General Manager Employment and Learning
Employment Support Services, Learning and Training
Employed: 2002 - 2021



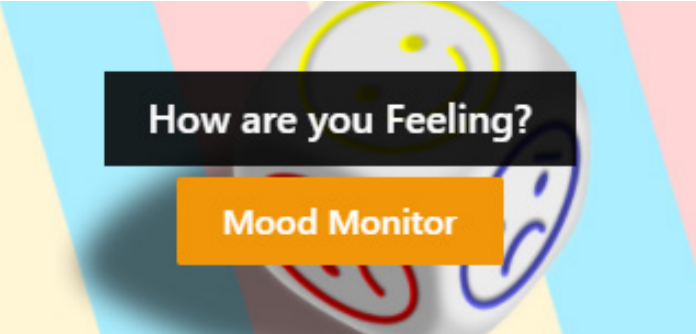
Gillian Victor - General Manager Marketing and Engagement
Marketing, Communications and Brand Management, Engagement and Storytelling, Fundraising Development
Employed: 2013 - 2021

People & Culture



The P&C team had a busy year dealing with the COVID-19 interruptions - transitioning from remote and office working multiple times and keeping staff engaged throughout these processes. We needed to ensure we kept on top of any change affecting our staff and services and ensure staff wellbeing was at the centre of our thinking and solutions.

Staff were supported through their transition to work in different ways. P&C worked with all the teams providing support during this time. We conducted a number of surveys including mood monitor surveys to pulse check staff engagement and wellbeing during that time and introduced well-being leave for staff of 3 hours per week during the stage 4 lock down.



We developed resources for staff: a working from home booklet and wellbeing initiatives for when staff return to the office. Organisational lunches brought people back together and included things like mindfulness activities. We also introduced a buddy system during COVID-19 to ensure staff were staying connected and engaged.

Engagement Score
84%

Whilst continuing our focus on people, we also developed a new People Strategy to assist our people in developing and creating opportunities and solutions into the future in line with our environment.

| P&C Events & Workshops | |
|--|---|
| Change management training for people managers | ✓ |
| Recruitment Training | ✓ |
| Business Planning training | ✓ |
| Change Management Certification | ✓ |
| People Management forum | ✓ |
| Development plans | ✓ |
| Employee engagement survey | ✓ |

Project Management Office



The Project Management Office was at the helm of the successful finalisation of a number of key projects this year. Led by Rebecca Hamilton and the following project managers, we successfully completed and continued to reach key milestones across the following projects:

- ILC I am Deaf and this is how I Work
- Eric Owen
- ILC Deaf Regional Health
- Ange Lin
- Auslan Anywhere (Telstra Foundation/ Tech4Good)
- Christiane Langenberg
- ILC Auslan Information Hub Project
- Stef Linder
- ILC Deaf Rainbow Information project
- Sam Martin
- Business Process Discovery (BPD) project
- Kerry Pickles
- CRM/Lumary
- Sara Canning
- New Finance system
- Neil Baker

Our gratitude to this entire team for also adapting and keeping their professional and financial commitments to our sponsors and funders.



I Am Deaf Campaign

Changing Attitudes to Deaf Employment



This was an ambitious social change campaign to shift attitudes around employing people who are Deaf.

One in five Australians have a disability and unemployment rates for people with a disability are double that of the general population. Deafness can pose a significant barrier to employment.

Our campaign, funded by the NDIS, addressed this and aimed to:

- a) increase employer awareness and understanding around employing Deaf and hard of hearing staff, and
- b) improve employment outcomes and economic participation for people with hearing loss.

The campaign featured real stories and used Deaf actors, showcasing their skills and what they bring to their jobs, and put their deafness second. The stories showed the human element first, and challenged the perceived barriers of employing people who are Deaf and hard of hearing.

The authentic stories told in these videos were created through a co-design approach with members of the Deaf community and showcase Auslan, the language of the Deaf community, being proudly used by native signers. We tested our campaign advertisements with our target audience of small-medium businesses to gauge

impact and engagement, and used an award-winning creative agency to produce the videos.

The stories aired widely on TV, online and were shared across social media platforms.



Auslan Anywhere Recognition



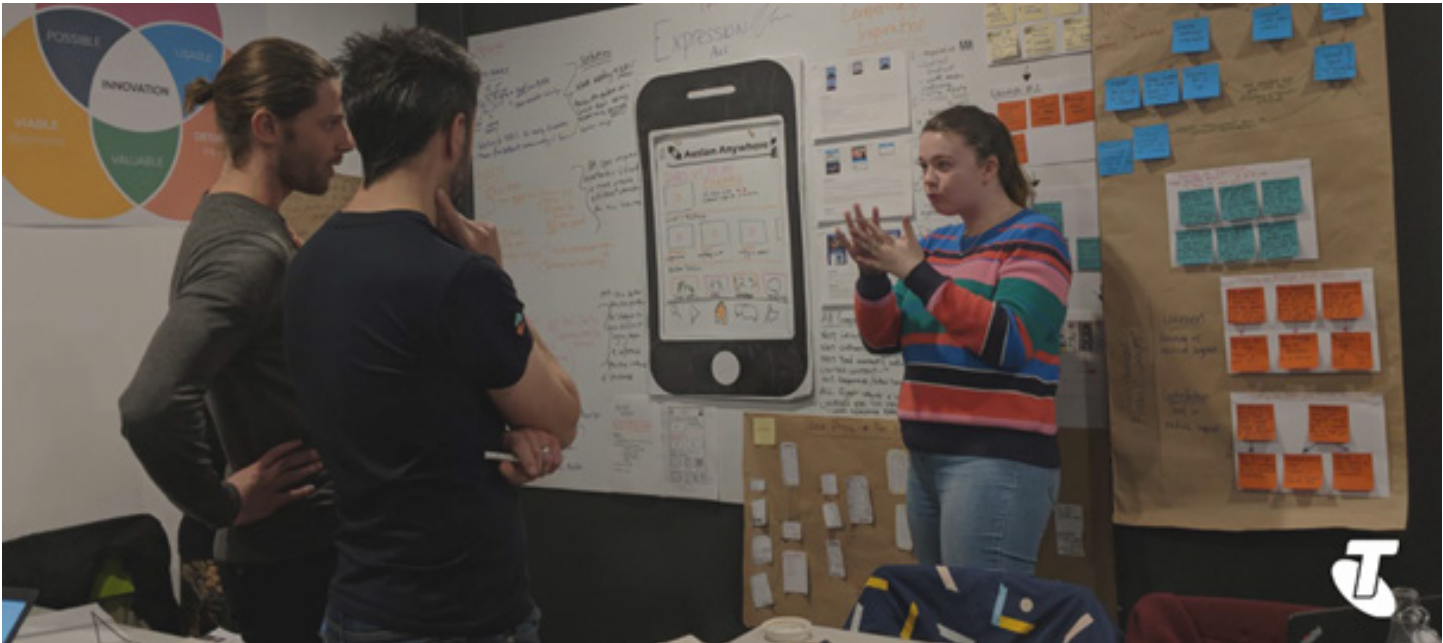
“95% of Deaf children are born to hearing parents”

There are many families with deaf children who don’t have good access to Auslan resources - especially if they live in remote and regional areas.

Funded by the Telstra Foundation under the Tech4Good Challenge, Auslan Anywhere is a unique and innovative platform led by Creators from the Deaf community. Auslan Anywhere is a centralised space for those Creators to share Auslan that is current and available to learn on demand.



Learners can submit requests on Auslan Anywhere, asking how to sign in Auslan words or short phrases. Creators respond to Learner requests by posting short videos in Auslan. Auslan Anywhere connects Learners to the heart of the language by learning directly from the Deaf community.



“How cool is this!”
Kristian (Auslan Anywhere User)

Gold at the 2021 Melbourne Design Awards Digital Education Category

“Thanks for this amazing new resource - it’s fantastic! It will help fill a gap for many learners!”

Chris
(Auslan Anywhere User)

Finalist at the 2020 Premier’s Design Awards

Gold at the 2021 Melbourne Design Awards Better Future - Equity and Inclusion

“Just signed up this week and I already love it. It’s awesome how it’s driven buy users. Great platform”

Angus
(Auslan Anywhere User)

“Dear Auslan Anywhere team, Congratulations on the launch of Auslan Anywhere at the Melbourne Museum. Our little group of learners are enjoying the new functions and additional content that has been added since the launch.

It is a good tool and keeps getting better.”

Di (Auslan Anywhere User)

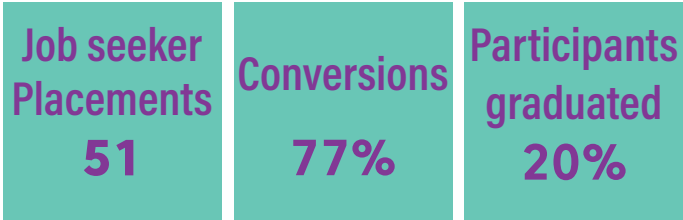
Employment



2020/2021 saw a new departmental structure which included on boarding a new Team Leader, Senior Operations Coordinator, and two Senior Employment Consultants.

The COVID-19 interruption created an increase in unemployment rates, however with the launch of the “I am Deaf” campaign, we committed to raise interest in employing Deaf staff with employers. Our employer engagement team contacted over 1500 employers through cold calling and reverse marketing, using the I am Deaf marketing material culminating in 15 job opportunities for clients.

In addition to the successful “I Am Deaf” campaign, we also implemented the School Leaver Employment Supports program and integrated the Reconnect program with Expression Employment.



Case study: Celeste Morrish

Celeste registered with Expression Employment WorkingOUT program in 2018 after a period of unemployment since moving down to Melbourne. She started working with her Employment Consultant and has been successfully placed in employment as our COVID Marshall and cleaner:

“Since I started with Expression, my Employment consultant has gone above and beyond, and if it wasn’t for her I wouldn’t have a job. I’m really grateful and I can’t thank her enough.

Working has improved my life because I can pay my rent and bills on time and I love my job. I hope I’m here for a long time.



My previous provider didn’t look for jobs for me and didn’t tailor their support to me, but when I came to Expression, my Employment Consultant helped me in ways that my previous provider didn’t.”

Marketing and Engagement



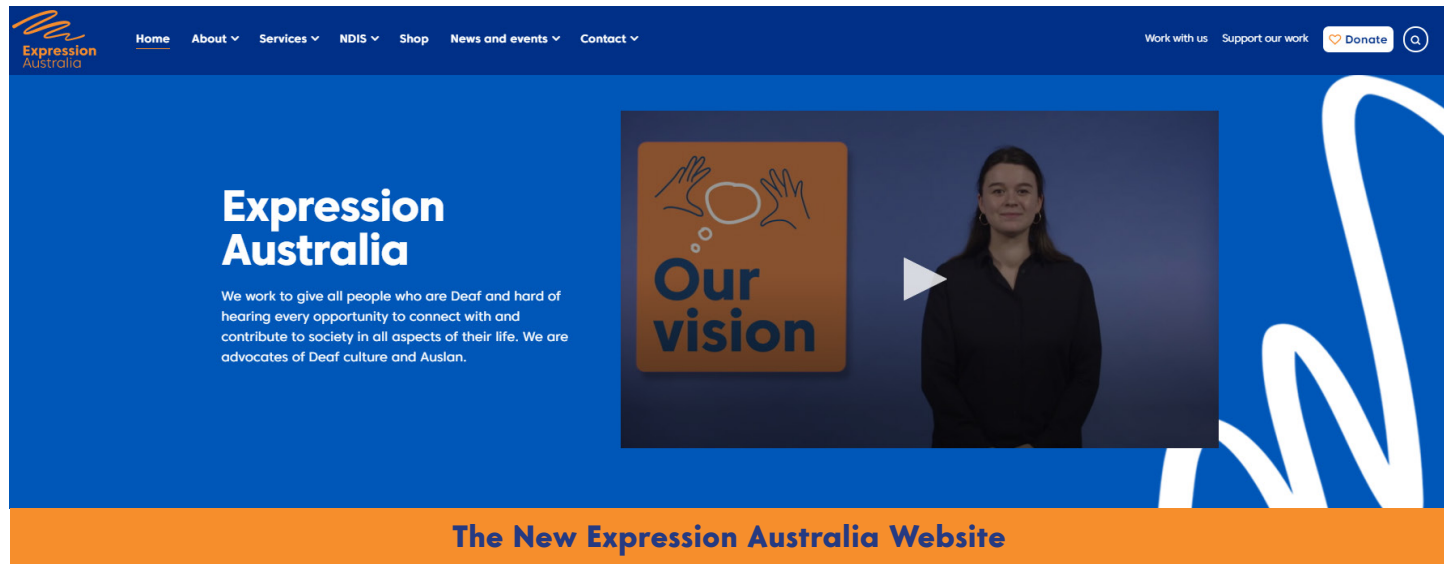
The purpose of the marketing and engagement team is to ensure our team and clients receive all the information and communication they need. Throughout this year, we remain focused on creating events to connect our community, while also keeping everyone informed and supported when important changes occurred to our



services. After eight years and five years respectively, Gill Victor and Sam Cartledge departed Expression Australia. They both helped shape the marketing arm of the business and have laid the groundwork for the future.

We’ve had some important milestones this year with the launch of our new website. This was co-designed and created with access in mind. Since the launch of the new site, we’ve had an average of 10,500 users each month. We continue to revise content to make the site as inclusive and accessible as possible. Facebook continued to be the primary social channel and we thanked everyone for their support as we passed the ten thousand follower mark. While Facebook will continue to be a focus in the year ahead, we will nurture both Instagram and LinkedIn which showed significant gains throughout





The New Expression Australia Website

the 20/21 year. COVID-19 meant the marketing and engagement team played an important role in communicating important messaging to our community. As we headed into lock down we hosted a number of online sessions to answer questions and keep people informed.

Facebook
Growth
14%

LinkedIn
Growth
13%

Between lock downs we were lucky enough to be able to have our end of year staff party at the Fairfield Boathouse. We came together, with Board, staff and friends all enjoying the sunshine and some team building activities.

We are driven by the Victorian and Tasmanian Deaf Community, and while the pandemic has been very challenging, we were committed to keeping connected with the community and it pushed us to be more innovative in how we communicate. We wanted to learn more about our community and how we can improve as an organisation. We delivered three online community consultations to ensure our regional communities are included.

Establishing a Deaf space was very challenging during Victorian lock downs, however we have connected with deaf individuals to be part of our panel events like International Women's Day. During April, we were able to organise a big family day at the Melbourne's Museum to launch our Auslan Anywhere app. We have been working with various corporate entities to make their products and services more accessible to our community. We delivered workshops for NAB so they could learn about how to cater better for our community with their banking and home loans.

Navigating through COVID-19 was particularly difficult for Deaf or hard of hearing people, so we created a program to deliver daily Auslan news updates for the whole year to ensure our community had access to news in their first language.

Our Deaf Grants program continues to grow providing funding for eight different projects that supports the community through performing arts, storytelling, first aid and accessing technology.

As we look ahead to the new financial year, we will develop and align the marketing strategy and expand the impact of the Engagement team.

Enterprise Services



Finance

The Finance Team worked hard on implementing a new Enterprise Resource Planning (ERP) system that will allowed us to manage day-to-day business activities such as accounting, procurement, project management, risk management, compliance, and supply chain operations.

We worked on the transition of all the data from Sage 300 to Sage Intacct. It has a user-friendly interface and cloud-based ERP system to be launched in mid of July 2021.

The Finance Team went through the transition of new chart of accounts in November 2020. We all had to adapt to new codes and dimensions of the structure for reporting.

During lockdowns, our team adapted with great agility to a remote environment and as an integral function to support our organisation, we weathered a huge amount of change to systems and personel.

ICT

As Expression Australia seeks to expand its coverage and quality of services to our community, as well as increase operational efficiency, we have embarked on a significant journey of Digital Transformation over the past year. The ICT Team, Project Management Office and representatives of almost every part of the organisation have been working hard to identify and implement the IT systems Expression Australia needs for the future. The initial stage of this transformation involves the implementation of a number of core systems throughout 2020 and 2021, including:

- A new NDIS Client Management System for managing NDIS funded (and privately funded) services, primarily in Client Intake, Support Coordination and Support Work.
- Salesforce Customer Relationship Management (CRM) system, which will provide a single platform that links all of our Client Management Systems together, allowing us to provide more seamless communications and interactions with our current and prospective clients, and to grow our business.



Simon Glass - presenting the strategic plan

Audiology

The significant investment in ICT being made by Expression Australia Management, will also enable our people to have easy access to information and data, and the analytics capabilities to support better informed decision-making in all aspects of our



Niaz Burhanuddin - at the 2020 Staff Party

operations. To this end, the next stage of this Digital Transformation will be to better link the information that is held within our various systems, with other systems, and into a Data Warehouse. The Data Warehouse will provide the analytical reporting capabilities needed to respond rapidly and effectively to customer needs, and to the challenges associated with operating (and thriving) in a competitive marketplace.



Our audiology service underwent some location changes this year, we closed our Box Hill clinic and transitioned those clients to our Oakleigh location. We also relocated our Oakleigh clinic to a beautiful bright clinic within our existing location but across the hall. Clinic moves are always challenging but both have been great decisions for the Audiology business.

Case Study: Lunch and Learn



Our East Melbourne Team took a group of clients and their significant others to a local restaurant to experience new hearing aid technology and its benefits within a noisy, group environments. It was **a great experience** for clients to meet other hard of hearing people and helped create a **new community** for our clients.

Expression Access



This year has seen a huge growth in demand for our services. Auslan Connections was appointed as the DET sponsored provider for TAFE interpreting, and took over the bookings and administration for the TAFE sector. This significant achievement saw us provide thousands of hours of interpreting to Deaf students and staff at TAFE's in Victoria over the course of the year, as well as strengthening the relationship between Expression Australia, Melbourne Polytechnic and deafconnectEd.

The partnership with ABC for the Auslan News, and the provision of Auslan Interpreting for COVID-19 press conferences was also a major achievement and helped

raise the profile of Auslan and Expression's support in the community.

The reputation of our interpreting services was further enhanced when we provided interpreters for the AFL - at the ANZAC day blockbuster between Collingwood and Essendon, at the AFLW Grand Final in Adelaide, and for the AFLW Awards in

Premier Press Conferences with Expression Australia Interpreters

271

Brisbane. All of those events were interstate because of COVID-19, but they were great wins for Expression Australia and we hope to develop the partnership with the AFL moving forward.

COVID-19 meant we had to manage the



Expression Australia Interpreting at The Premier's Press Conference

transition of service delivery from on-site to VRI, and provide support to our Interpreting workforce, clients and staff on how to adapt to working with new technologies. All our staff, both office based and client facing did an amazing job in this regard. They wore many hats including IT/tech support on a regular basis!

The almost overnight shift to VRI, and the sudden announcements of lock downs (particularly in Victoria) had huge impacts for Auslan Connections. For the booking office, a number of staff came and went throughout the year, and so we were farewelling people as well as on boarding new staff in a remote environment. On boarding, training and Induction were more challenging online, but the team did an incredible job using technology, particularly Zoom and MS Teams to manage the day to day work, and the training of new staff.

We delivered regular Professional Development (PD) for interpreters via VRI over the course of the year. This was actually incredibly successful because it allowed employees from all over Vic & Tas, as well as other states, to join PD sessions that they otherwise would have been unable to. It's something we will continue to do after the COVID-19 interruption ends.

In March 2021, we held an Inter agency Family Day in partnership with ASLIA Vic & Tas, Auslan Services and Echo Interpreting in Fitzroy Gardens to celebrate the amazing work of our employees throughout the course of the pandemic. It was a lovely sunny day attended by employees from multiple agencies, their family, friends and pets and a fun time was had by all. We have undertaken some in depth consultation with our workforce around reward and recognition and measuring engagement, and will implement suggestions from the workforce moving forward and continue to seek regular



feedback in order to engage with the workforce more closely. We will be implementing similar processes for clients of the service moving forward with a co-design approach to service delivery.

We also participated in the Deaf Regional Health project, which aims to improve access to hospitals in regional Victoria and Tasmania.



Mark Quinn Interpreting

Video Productions



The Video Production team was significantly impacted by the long lockdown with big commercial projects all paused. We worked with various Government departments to ensure the Deaf community was kept up to date with all COVID announcements as they happened. For the first time there was critical information going out to the community in Auslan at the same time as other languages.

Expression Australia has been working with and fully sponsoring ABC News and have produced over 30 weeks of ABC news segments in house at Expression Australia for distribution on Sunday night on the ABC. The amazing initiative was really well received in the community and will be continued in the new financial year.



“Auslan in the City” was a project that sourced Deaf community members to sign a phrase of their favourite place around Melbourne. We produced 18 videos on behalf of Deaf Victoria who have developed a partnership with City of Melbourne to create more awareness of Auslan in the community. The videos were shown across various locations and on social media pages.

| | |
|--------------------------------------|---|
| ABC News Segments 30+ | Unique Organisations Engaged 40+ |
|--------------------------------------|---|

The COVID-19 interruption forced us to rethink our entire production workflow, working, filming, editing and collaborating to be functional in a remote environment. Because we are often transferring huge files between locations we had to think of and implement new solutions specific to video



ABC News Segments in Auslan



productions and the content creation workflow from scripting, translating, filming, editing to final delivery. We rethought and created a special workflow for our productions allowing us the flexibility to produce high quality content from anywhere.

Support Coordination



Our team of support coordinators assist clients to understand and implement the funded supports in their NDIS plans and link to community and other government services. This year has been a big one in our team as we transitioned everyone on to our new IT system to streamline processes and facilitate a better model of service to our clients.

Lockdown was much shorter in Tasmania, so although the impact was significant for the Support Coordination team, it was a very different proposition to our colleagues in Victoria.

We saw a reduction in face to face meetings with clients, and support provided

to clients with their NDIS review meetings. While there was a reduction in face to face meeting, there was a comparative increase in virtual meetings

We ensured participants who had limited or no informal support networks had their essential service needs met. Support Coordinators worked collaboratively with providers and participants to provide continuity of services where possible. With the move to a remote environment, we delivered support to clients to access assistive technology from their NDIS plans to improve communication access to meetings and their personal appointments with various services.



Support Coordination/Support Worker Information Session in Hobart, Tasmania



Support Coordination Workshop – Devonport, Tasmania

We expanded our Support Coordinaton team to include a presence in Hobart meaning clients had access to our supports in three regions, North-West Tasmania, Launceston and Hobart. As a result, the number of clients grew significantly including younger people requesting access to services.

We conducted various information sessions and workshops throughout the year and we are in the process of introducing a quarterly newsletter with a focus on staffing updates and providing information where clients can access services.

Our Support Coordinators took a leading role when supporting a number of clients who are linked in with multiple service providers like mental health, guardianship, housing and child protection.

This year saw the transition to a new IT system for client data/NDIS billable system - this was where we had the biggest crossover with other departments and really future proofs us moving forward, developing real time billing, and focusing on work efficiency with client allocations both in Victoria and Tasmania.

Ensuring effective processes are in place meant that we could start to explore opportunities on how we can better engage our Support Coordination clients.



Learning and Training



The Learning and Training team have the privilege of working in collaboration across other departments at Expression Australia. This really showcases the breadth of services we can provide. The Auslan Anywhere project was one such collaboration where we worked in partnership with Telstra and collaborated internally with the Project Management Office, Video Productions and Engagement teams to produce an amazing platform that can be scaled and commercialised in the future.

Hours of Kindegarten
Auslan Teaching
5000+

When face to face learning ground to a halt, we were confronted with the online pivot. All our services moved online including training our workforce, client groups, families, work-places and kindergarten. Everyone had to adapt and figure out how to utilise the new model and technology.

A refugee family that has been receiving Auslan training and started from zero experience with Auslan. The participant is now making video calls to their support people to arrange their own supports and discuss their future plans.

This highlights the power of our Auslan in-home program and the empowerment it can produce.



Service Centre



The Service Centre team was kept busy juggling COVID-19 lockdowns and closures. It meant staffing our Service Centre for the essential and Audiology services to maintain the essential services that Expression Australia provide. Our team continually evolved to overcome any challenge presented to them so we could continue to provide quality programs.

We had to be flexible in managing the changing nature of Victorian restrictions. Some worked from home but we continued face-to-face Audiology clients so we all become accustomed to wearing masks while sitting at our desk!

With the new Expression Australia website going live, the Service Centre has responded to numerous daily enquiries with the online LiveChat enquiries as well as monitoring frequent DeafNav LiveChat enquiries.

The continued use of Lumary for client enquiries has seen sharp increase in new referrals through to departments and staff for client services requests. This shall only grow as more services come on to the roll-out of the system.

The Service Centre staff helped support the Community and Family Day at the Melbourne Museum in early 2021, as well as various department support for events, gatherings and meetings held at the John Michael Lovett Centre and East Melbourne office.

We were kept busy with continued COVID-19 newsletter updates and news gathering for social media announcements which were all coordinated and supported by Service Centre staff throughout the year.



In the previous 12 months, we have created collaborations with a number of major corporations to create Employment pathway models and educational development courses to improve educational outcomes for Deaf students and to embed an understanding of Auslan and Deafness across many schools in Tasmania and Victoria.

A major initiative this year was an immersion program for Melbourne Polytechnic TAFE students each Wednesday - when COVID-19 permitted - and organised eight presentations on a range of topics related to Deaf people, linguistics, employment, legal issues, discrimination, mental health and discourse, among others.

We also continued teaching Expression Australia staff with a new and innovative ten week course teaching functional language in the workplace, taught by Stef Linder. In the Q3, 2020, we launched the second iteration of the Learn Local program. It ran for ten weeks and was aimed at Deaf Professionals with content tailored to this cohort. The overall aim was to educate Deaf people about how to work with hearing colleagues, manage challenges within the workplace, learn about professional conduct and more. We are proud of the Learn Local program and the continued impact it has had on participants.

Employment
Expression Employment is a free employment service in Melbourne for people who are Deaf and hard of hearing.

More Info

Support Coordination
Support coordination helps you understand and use your NDIS plan.

More Info

Support Work
Our Support Work service supports you in your daily life to be involved in activities, get out of the house, learn life skills and become more independent and confident.

More Info

All our staff are not available now. Please leave your details, we will contact you soon.

Name

Email

Message

Send

A lady in her 50's contacted Expression Australia regularly on the new Website Live Chat for support. She was requesting Face to face 1 to 1 coaching with Auslan, Speech therapy, Volunteering / Employment and audiology.

She was experiencing some barriers being hard of hearing with an intellectual disability, health issues, anxiety and memory loss.

She was declined an NDIS package, experienced financial pressure, was recently made redundant from her employment and struggling in the face of COVID.

On her behalf we made enquiries with the Learning and Training department, Audiology and employment department around support and costs. We were able to refer her to the RECONNECT Program for employment and she was also able to access audiology services.

This shows the importance of a LiveChat option for people facing barriers to accessibility. What a great outcome!

Accommodation and Support Work



2020 saw the beginning of transforming and consolidating our systems and processes. Streamlining both our client's journey, documenting our work and our data collection processes with the goal being an efficient and streamlined client journey through the implementation of a major CRM overhaul for our Accommodation Services and Support Work teams.

For Accommodation Services, historically, we've used an external provider who supply casual residential support workers to assist



Accom Services moving online



Expression Australia Family Day



The Accommodation Services and Support Work teams adapting to COVID

covering any vacant shifts. Whilst skilled in providing the required services, we like to promote the use of Auslan to communicate with our residents and staff in their first language. We viewed the pandemic as an opportunity to work in conjunction with our Support Work teams to work together and provide consistent Auslan first support during lockdowns. This not only avoided the need to outsource and reduced the risk of infections, but ensured our staff and residents communicated in their preferred language.



Christmas at our place



This is the first time we had not outsourced for over a year. The hybrid model was successful and we intend to maintain this going forward, perfectly complementing our Auslan first philosophy.

Our Accommodation Services roster that stood the test of time for many years underwent significant changes; overseen by our Accommodation Services manager Tamas Elliott with support by HR Advisor, Amy Stephenson. A lot of work was done to ensure that continuity of services was accounted for whilst factoring in OHS requirements and staff availabilities. Over time when staff got used to the new roster, positive feedback was received from our committed team.

After the last AGM report (2019-2020), we received very positive feedback around the weekly newsletters that were sent out to clients and community members who were isolated due to location or lack of access to the internet or TV. These newsletters kept people informed during the long COVID-19 lock down. The Vic/Tas Support Work teams continued to send them out weekly, with administrative support from Expression Australia's Service Centre's team. Over time during the remainder of 2020, more clients became familiar with what was needed to manage their responsibilities in navigating the pandemic.

COVID-19 obviously has a huge impact in a residential setting. Organising reliable and reputable PPE across our sites proved to be challenging due to overwhelming demand, price gouging, and monitoring supplies to ensure we had enough to share. We successfully avoided any Covid infections in our service.



One of our support workers supported a Deaf client with additional disabilities to attend a Wiggles concert (a dream the client always had). Unbeknownst to the client, some Expression Australia staff members from the Accommodation Services, Support Work and Marketing and Engagement organised for Emma Wiggle (who can use Auslan) to meet with the client after the concert for a meet and greet. The client was so surprised when they got to meet their idol in person and communicate in Auslan. They were absolutely over the moon for a long time!

We had to ensure the PPE supply was sent to staff working from home who were navigating the new COVID-19 landscape with their clients in all areas like medical, legal, domestic violence, Centrelink, employment, and education.

We set up a number of initiatives to address the uncertainties: regular team meetings, briefing and debriefing, a WhatsApp group, themed meetings, flexible working hours and wellbeing check ins.



Spring Time at Our House



Autumn in full bloom

Quality & Risk



Organisations, including Expression Australia, that are funded to provide services to clients through Government Schemes or Standards are subject to independent review and accreditation requirements. Department of Health and Human Services (Victoria) and Department of Social Services (Commonwealth) are subject to independent review and accreditation requirements under the National Disability Insurance Scheme (NDIS), Human Services Standards and National Standards for Disability Services.

Expression Australia is also required to be audited against ISO 9001 (Quality Management Systems) for both operational and governance processes. The Quality Management System is integrated with the NDIS and NSDS framework.

We conducted an external audit, part onsite and mostly remote, for National Standards for Disability Services (NSDS) for ISO 9001 Quality Management System. Audits of this nature provide an opportunity to showcase how well Expression Australia adheres to all compliance requirements.

The audit focused on the organisation’s documentation in place surrounding governance, policies, procedures, continual improvement processes, system documentation, client files.

The audit has determined that Expression Australia’s management system has the ability to ensure the organisation meets its identified applicable statutory, regulatory, and contractual requirements relevant to the scope of certification.

The audit has determined that the management system is effective in ensuring that the defined organisational objectives can reasonably expect to be achieved.



Acknowledgements



Thank you so much to all of our
sponsors and partners



Deaf Can:Do



JOHN PIERCE CENTRE
Spirit of the Deaf Community



Deafness Foundation



Acknowledgements



Australian Government



State Government

Thank you so much to all of our
sponsors and partners



Australian Government
Services Australia

Today MELBOURNE MUSEUM



Tasmanian Government



Department of Health



Baptcare



Administrative Appeals Tribunal



WISE Employment

VICTORIAN DEAF SOCIETY
AND CONTROLLED ENTITY
(ACN 004 058 084)
A COMPANY LIMITED BY GUARANTEE

Financial Report for the year
Ended 30 June 2021

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Director’s Report

The Directors of Victorian Deaf Society (a company limited by guarantee) and its controlled entity submit herewith the financial statements for the year ended 30 June 2021 and report as follows.

The Directors and Company Secretary at any time during the year and to the date of this report, details of Committee membership and other directorships held are:

Ms C A (Catherine) Santo – Chair - MAICD, BA (Psych), BSW, Fellowship of the Australian Institute of Socio-Analysis, Organisational Consultant and Director – Santo & Williams Pty Ltd. Chair – Nominations and Remuneration Committee, appointed October 2014.

Mr G P (Gavin) Balharrie – President - BA (Planning and Design), BA (Property and Construction), Associate of Australian Institute of Quantity Surveyors, State Director WT Partnership, Chair – Property & Project Control Group and member – Strategy, Planning and Performance Committee, appointed October 2016.

Mr S (Scott) Phillips – Treasurer CA, B Bus. (Accountancy), CEO – Asparq, Chair - Finance, Audit & Risk Committee, and Investment sub-committee, appointed 30 June 2020.

Ms H (Hilary) Fisher – GAICD, Masters Applied Commerce (Marketing), B Arts (Politics/Linguistics), Dip. Creative Arts, Principal Communications Advisor, Department of Health and Human Services, Member – Nominations and Remuneration Committee, ICT Sub-Committee and Marketing & Engagement Committee. Director, Tasmanian Deaf Society and Chair - Vicdeaf Community Advisory Group, appointed June 2013 (Resigned April 2021)

Ms M (Melissa) Hale – BASoc (Latrobe) – Victorian Equal Opportunity and Humans Rights Committee, Disability Reference Group member – Cricket Victoria Community Ambassador and Board Member of Deaf Cricket Victoria. Member – Strategy, Planning and Performance Committee, appointed October 2019.

Mr J (Jamie) Mead – MEng (Loughborough University), CEO – Talaria Asset Management, Member - Finance, Audit & Risk Committee, and Investment sub-committee, appointed 20 October 2020.

Mr P (Praveen) Reddy –MBA, B.Eng(Chem), GAICD, Executive Director – Freight Victoria at Department of Transport, Chair - Finance, Audit & Risk Committee (to October 2020) and member – Strategy, Planning and Performance Committee, appointed April 2015.

Mr P J (Peter) Saunders – MSTC (Adelaide), Grad Dip IP Law (Melbourne), B Com LLB (Queensland), Chartered Accountant, Lawyer and Principal at Danaher Legal, member – Property Taskforce and Strategy, Planning and Performance Committee, appointed April 2015 (Resigned October 2020)

Ms S (Simone) M Williams – MA (Comms), BA (AustSt), Chief Communications Officer, Victorian Department of Health from June 2021 and previously Executive Director Strategic Communications and Marketing – Headspace National Youth Mental Health Foundation. Chair of Strategy, Planning and Performance Committee, appointed November 2017.

Mr D (Demetrio) Zema – LLB/B.Int. R’Its (La Trobe), Director – Law Squared, Deputy Chair – Centre for Multicultural Youth, member – Strategy, Planning and Performance Committee and member - Nominations and Remuneration Committee, appointed April 2017

Mr G A (Glenn) Kruithoff – CA, MBA, GDip(Psych), Company Secretary, Director Corporate Services, appointed October 1st 2019 (Resigned May 2021)

The directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Meetings of Directors

During the financial year, 23 scheduled meetings of directors (including committees) were held. Attendances were as follows:

| | Board | Finance, Audit and Risk Committee | Nominations and Remuneration Committee | Strategy, Planning and Performance Committee | Investment Sub-Committee | Property – Project Control Group |
|-------------|-------|-----------------------------------|--|--|--------------------------|----------------------------------|
| C Santo | 9/9 | - | 3/3 | - | - | - |
| G Balharrie | 9/9 | - | - | 2/2 | - | - |
| S Phillips | 9/9 | 7/7 | - | - | 2/2 | - |
| H Fisher | 7/9 | - | 2/3 | - | - | - |
| M Hale | 8/9 | - | - | 1/2 | - | - |
| J Mead | 5/6 | 7/7 | - | - | 2/2 | - |
| P Reddy | 8/9 | 2/2 | - | 2/2 | - | - |
| P Saunders | 4/4 | - | 1/1 | - | - | - |
| S Williams | 9/9 | - | - | 2/2 | - | - |
| D Zema | 7/9 | - | 1/3 | 2/2 | - | - |

The number of scheduled meetings of the board or relevant committee attended and the number of meetings for which the director was able to attend are shown above.

Principal Activities

The principal activities of the Society are to provide a range of services for people in the State of Victoria and Tasmania who are Deaf or hard of hearing.

Company Objectives

The principal activities of the Society are to give all people who are Deaf and hard of hearing every opportunity to connect with and contribute to society. To have the freedom to develop in all aspects of life, in their language of choice, and for our support to extend to their families. The Society strives to achieve this vision through transformational services, by optimising new technologies, addressing inequity and driving social change.

The purpose of the Society is to create opportunities for people who are Deaf and hard of hearing by delivering targeted services and affecting social change. Expression Australia enables Deaf communities to flourish and is inclusive of all members of those communities, irrespective of age or background.

Strategies

During the second half of the financial year, the Society developed its strategic plan for 2021 – 2024 (with the previous 2015 – 2020 strategic plan coming to an end). To deliver on our goals and achieve our purpose, the Society has identified four key areas of focus through to 2024.

- 1. Advance our services
- 2. Grow and develop our Deaf community
- 3. Broaden our impact
- 4. Deeper connection

Company Performance

The organisational strengths we will build up onto deliver on our promises to the community of people who are Deaf and hard of hearing in Australia.

- 1. Optimal performance
- 2. Exceptional culture
- 3. Strategic partners & allies
- 4. Elevated profile

Operating Results

The net profit for the year was \$1,008,036 (2020: \$795,986). Total comprehensive profit for the year was \$4,414,692 (2020: Loss of \$781,961).

Review of Operations

Whilst the Society has achieved a Net Profit of \$1,008,036 (2020: \$795,986) delivery of operational services continued to be significantly interrupted by the COVID-19 pandemic restrictions impacting the ability to deliver to face to face services and, with lockdowns, a downturn in service demand. The Net Profit was largely achieved due to the Federal Governments JobKeeper scheme with receipts of \$4,630,800 (2020: \$1,911,000) and strong Dividend and Distribution Income of \$2,109,326 (2020: \$1,180,020) from the Investment portfolio. Excluding JobKeeper (net of employee top up payments) and Dividend and Distribution Income an Operating Loss for the year of \$4,374,524 would have been the result.

The impact of the pandemic has seen a greater portion of our interpreting service, Auslan Connections being delivered via Video Remote Interpreting (VRI) services due to lockdowns and social distancing measures in Melbourne. The implementation of VRI has held revenues relatively flat to 2020 with growth initiatives hampered due to COVID restrictions.

Expression Employment, our employment service, has been impacted greater in 2021 compared to 2020 with revenue down 21.0% with the impact of COVID-19 on the employment market reducing job placement opportunities, suspension of mutual obligations and outcome milestone payments.

Our audiology business, Expression Audiology, increased income by 11.3% due to more effective marketing activities, however it is still substantially lower (more than 30%) of pre COVID income levels. Whilst opportunities for remote delivery of services via telehealth were promoted, the take up of this offering has been minimal as the service delivery of hearing tests requires face to face. Clients expressed reluctance to be onsite and delayed appointments until government stay at home orders were lifted.

Other services of Support Work, Support Coordination and Learning & Training also continue to be adversely impacted by COVID restrictions with many face to face services not possible and/or the reduction in demand, also impacted by client safety fears. Learning & Training was able to adapt to increased online delivery and in doing so has done well in limiting the revenue impacts.

Offsetting the COVID impacted operational results, the investment portfolio performed extremely well delivering a return of 16.64% (2020: negative 2.14% return) with the fund managers delivering a performance well in excess of market related benchmarks. This is evident in our Financial assets at fair value through OCI increasing by \$4,800,843 to \$28,830,977 at 30 June 2021.

To deliver on the priorities and enablers of the 2021-2024 Strategic Plan, a review of the organisational structure was undertaken during the year to ensure appropriate capabilities were in place. This coupled with the need to address the cost structure of the organisation in the challenging COVID environment, resulted in a number of voluntary redundancies.

Significant Changes in State of Affairs

During the financial year there was no significant change in the Society's affairs other than that referred to in this Report, the financial statements and their notes.

Significant Events after Reporting Date

There were no significant events after reporting date.

Members' guarantee

The Society is incorporated under the *Corporations Act 2001(Cth)* as a company limited by guarantee. If the company is wound up, the Constitution states that each member is required contribute to a maximum of \$10 each towards meeting any outstanding obligations of the Society. At 30 June 2021, the number of members was 31. The combined total amount that members of the company may be liable to contribute if the Society is wound up is \$310.

Indemnifying Directors and Officers

Directors and Officers are indemnified under a State Government of Victoria funded Community Services insurance policy against loss arising out of any claim, by reason of any Wrongful Act committed by them, in their capacity as a Director or Officer.

Directors: Ms C A Santo, Mr G P Balharrie, Mr S Phillips, Ms H Fisher, Ms M Hale, Mr J Mead, Mr P Reddy, , Mr P J Saunders, Ms S M Williams and Mr D Zema.

Executives: Ms T Hill, Mr G Kruithoff, Mr A Lyall, Ms K P Kavanagh, Ms N Long, Ms T N Pearce, Mr B J Phillips, Ms L Van Opijnen and Ms G M Victor.

Likely Developments and Expected Results

During the latter part of 2020-2021, the Society prepared budgets for the 2021-2022 financial year on the expectation of COVID lockdown restrictions being largely behind us. Unfortunately, from late July 2021 up until the date of this report, Melbourne has again been in COVID lockdown restrictions, severely impacting the planned recovery reflected in the Budgets. Furthermore, we are not expecting to see such a strong performance in our investment portfolio repeated with global markets slowing.

Directors' Emoluments

No Member of the Board since the end of the previous financial year has received or become entitled to receive a benefit as consideration for their role as a Director of the Society. Contracts may be made by the Society with a Board Member, or with a firm of which a Board Member is a member, or with a company in which the Board Member has a substantial financial interest, to supply goods or provide services in the normal course of business. Such transactions are to be on normal commercial terms and conditions no more favourable to those available to other parties. Any such transactions are detailed in Note 19 of the notes to the financial statements.

Environmental Issues

The Society's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

Proceedings on behalf of the Society

No person has applied for leave of any Court to bring proceedings on behalf of the Society.

Auditor's Independence Declaration

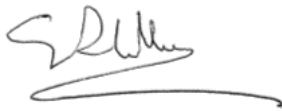
A copy of the auditor's independence declaration as required by the *Australian Charities and Not-for-profits Commission Act 2012* is set out on page 6.

Signed in accordance with a resolution of the Directors.

On behalf of the Directors.



G BALHARRIE
President



S PHILLIPS
Treasurer

Dated: 27th October 2021



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Auditor's Independence Declaration to the Directors of Victorian Deaf Society

In relation to our audit of the financial report of Victorian Deaf Society for the financial year ended 30 June 2021, and in accordance with the requirements of Subdivision 60-C of the *Australian Charities and Not-for profits Commission Act 2012*, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the *Australian Charities and Not-for profits Commission Act 2012* or any applicable code of professional conduct.

Ernst & Young

Kylie Bodenham
Partner
27 October 2021

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2021

| | Notes | Consolidated | |
|--|-------|---------------------|---------------------|
| | | 2021 | 2020 |
| | | \$ | \$ |
| Revenue | 2a | 13,008,454 | 14,492,352 |
| Other income | 2b | 6,913,596 | 3,283,089 |
| | | <u>19,922,050</u> | <u>17,775,441</u> |
| Expenses | | | |
| Employee costs | | (13,855,296) | (12,025,940) |
| Depreciation and amortisation | | (968,852) | (1,214,209) |
| Other expenses | | (4,029,248) | (3,656,155) |
| Finance Costs | | (60,618) | (83,151) |
| | | <u>(18,914,014)</u> | <u>(16,979,455)</u> |
| Net profit | 3 | <u>1,008,036</u> | <u>795,986</u> |
| <i>Items that will not be reclassified to the profit or loss</i> | | | |
| Changes in fair value of equity investments at FVOCI | | 3,406,656 | (1,577,947) |
| Other comprehensive income/(loss) for the year | | <u>3,406,656</u> | <u>(1,577,947)</u> |
| Total comprehensive income/(loss) for the year | | <u>4,414,692</u> | <u>(781,961)</u> |

The accompanying notes form part of these financial statements

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021**

| | | Consolidated | |
|--------------------------------------|-------|-------------------|-------------------|
| | Notes | 2021 | 2020 |
| | | \$ | \$ |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 5 | 1,903,872 | 2,170,935 |
| Trade and other receivables | 6 | 2,164,134 | 2,083,136 |
| Inventories | | 22,380 | 7,898 |
| Other financial assets held in trust | | 22,612 | 21,412 |
| Other assets | 7 | 349,407 | 299,792 |
| TOTAL CURRENT ASSETS | | 4,462,405 | 4,583,173 |
| NON-CURRENT ASSETS | | | |
| Financial assets | 8 | 28,830,977 | 24,099,931 |
| Plant and equipment | 9 | 378,685 | 663,756 |
| Right-of-use assets | 18 | 1,048,568 | 1,514,042 |
| Intangible assets | 10 | 339,188 | 332,377 |
| TOTAL NON-CURRENT ASSETS | | 30,597,418 | 26,610,106 |
| TOTAL ASSETS | | 35,059,823 | 31,193,279 |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 11 | 998,843 | 1,046,734 |
| Payables – held in trust | | 22,612 | 21,412 |
| Provisions | 12 | 1,304,795 | 1,355,412 |
| Lease Liabilities | 18 | 765,328 | 745,635 |
| TOTAL CURRENT LIABILITIES | | 3,091,578 | 3,169,193 |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 12 | 354,399 | 341,169 |
| Lease liabilities | 18 | 429,715 | 973,112 |
| TOTAL NON-CURRENT LIABILITIES | | 784,114 | 1,314,281 |
| TOTAL LIABILITIES | | 3,875,692 | 4,483,474 |
| NET ASSETS | | 31,184,131 | 26,709,805 |
| EQUITY | | | |
| Reserves | 14 | 6,153,147 | 2,752,322 |
| Retained earnings | | 25,030,984 | 23,957,483 |
| TOTAL EQUITY | | 31,184,131 | 26,709,805 |

The accompanying notes form part of these financial statements.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2021**

| | Financial Assets at FVOCI Reserve | Development Reserve | Tasmanian Deaf Society Reserve | Unspent grants Reserve | Retained Earnings | Total Equity |
|---|--|------------------------|---|------------------------------|----------------------|-------------------|
| | \$ | \$ | \$ | \$ | \$ | \$ |
| As at 1 July 2019 | 1,064,147 | - | 547,716 | 1,384,361 | 24,495,542 | 27,491,766 |
| Profit for the year | - | - | - | - | 795,986 | 795,986 |
| Changes in fair value of available-for-sale financial assets, net of tax | (1,577,947) | - | - | - | - | (1,577,947) |
| Transfer to Unspent grants reserve | - | - | - | 757,368 | (757,368) | - |
| Transfer of gain on disposal of equity investments at FVOCI to retained earnings | 576,677 | - | - | - | (576,677) | - |
| Total comprehensive income/(loss) for the year | (1,001,270) | - | - | 757,368 | (538,059) | (781,961) |
| Balance as at 30 June 2020 | 62,877 | - | 547,716 | 2,141,729 | 23,957,483 | 26,709,805 |
| Profit for the year | - | - | - | - | 1,008,306 | 1,008,306 |
| Changes in fair value of available-for-sale financial assets, net of tax | 3,406,656 | - | - | - | - | 3,406,656 |
| Movement in unspent grants reserve | - | - | - | 59,634 | - | 59,634 |
| Transfer of gain on disposal of equity investments at FVOCI to retained earnings | (65,465) | - | - | - | 65,465 | - |
| Total comprehensive income/(loss) for the year | 3,341,191 | - | - | - | 1,073,501 | 4,414,692 |
| Balance as at 30 June 2021 | 3,404,068 | - | 547,716 | 2,201,363 | 25,030,984 | 31,184,131 |

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

| | | Consolidated | |
|--|------|------------------|------------------|
| | Note | 2021 | 2020 |
| | | \$ | \$ |
| CASH FLOW FROM OPERATING ACTIVITIES | | | |
| Receipts from government and customers | | 22,205,489 | 15,977,962 |
| Payments to suppliers and employees | | (22,378,663) | (16,501,416) |
| Interest Paid | | (62,338) | (91,251) |
| Interest received | | 4,471 | 34,722 |
| Dividends and distributions received | | 951,938 | 1,050,076 |
| Donations, bequests and fundraising | | 40,664 | 166,462 |
| Net cash provided by operating activities | | 761,561 | 636,555 |
| CASH FLOW FROM INVESTING ACTIVITIES | | | |
| Proceeds from sale of property, plant & equipment | | 151,303 | 88,474 |
| Proceeds from sale of investments | | 9,488,487 | 5,941,724 |
| Payment for plant & equipment | | (57,869) | (484,604) |
| Payment for intangibles | | (209,115) | (111,389) |
| Payment for investments | | (9,487,941) | (4,995,158) |
| Net cash provided by / (used in) used in investing activities | | (115,135) | 439,047 |
| CASH FLOW FROM FINANCING ACTIVITIES | | | |
| Payment of principal portion of lease liabilities | | (843,692) | (656,225) |
| Movements in term deposits | | (69,797) | (176,305) |
| Net cash used in financing activities | | (913,489) | (832,530) |
| Net increase / (decrease) in cash held | | (267,063) | 243,072 |
| Cash at the beginning of the financial year | | 2,170,935 | 1,927,863 |
| Cash at the end of the financial year | 5 | 1,903,872 | 2,170,935 |

Notes to the Financial Statements
for the year ended 30 June 2021

1. ABOUT THIS REPORT

CORPORATE INFORMATION

The Financial Statements covers Victorian Deaf Society as a consolidated entity incorporating Tasmanian Deaf Society of which it is the sole member. Victorian Deaf Society and Tasmanian Deaf Society are companies limited by guarantee, incorporated and domiciled in Australia.

BASIS OF PREPARATION

Victorian Deaf Society applies Australian Accounting Standards – Reduced Disclosure Requirements as set out in AASB 1053: *Application of Tiers of Australian Accounting Standards*.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)*. The company is a not-for-profit entity for financial reporting purposes under the Australian Accounting Standards.

The financial statements have been prepared on an accruals basis and are based on historical costs, except for debt and equity financial assets that have been measured at fair value. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial report was approved by the directors as at the date of the directors' report.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards.

The following is a summary of material accounting policies adopted by the Society in the preparation and presentation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

BASIS OF CONSOLIDATION

The consolidated financial statements comprise the financial statements of the parent (Victorian Deaf Society) and its subsidiaries as at 30 June 2021. Control is achieved when the Society is exposed, or has rights, to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee. Specifically, the Group controls an investee if, and only if, the Group has:

- Power over the investee (i.e., existing rights that give it the current ability to direct the relevant activities of the investee)
- Exposure, or rights, to variable returns from its involvement with the investee
- The ability to use its power over the investee to affect its returns

The Group considers all relevant facts and circumstances in assessing whether it has power over an investee, including:

- The contractual arrangement(s) with the other vote holders of the investee
- Rights arising from other contractual arrangements
- The Group's voting rights and potential voting rights

The Group re-assesses whether or not it controls an investee if facts and circumstances indicate that there are changes to one or more of the three elements of control. Consolidation of a subsidiary begins when the Group obtains control over the subsidiary and ceases when the Group loses control of the subsidiary.

Notes to the Financial Statements

BASIS OF CONSOLIDATION (Cont'd)

Assets, liabilities, income and expenses of a subsidiary acquired or disposed of during the year are included in the consolidated financial statements from the date the Group gains control until the date the Group ceases to control the subsidiary.

A change in the ownership interest of a subsidiary, without a loss of control, is accounted for as an equity transaction.

If the Group loses control over a subsidiary, it derecognises the related assets (including goodwill), liabilities, non-controlling interest and other components of equity, while any resultant gain or loss is recognised in profit or loss. Any investment retained is recognised at fair value.

COMPARATIVES

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

ECONOMIC DEPENDENCY

The Society depends on a significant amount of revenue on grants provided by the Federal and Victorian State Governments. During the year ended 30 June 2021, approximately 54% or \$7,039,645 (2020: 52% or \$7,543,639) of the Society's revenue was sourced from the Federal, Victorian and Tasmanian State Governments.

SIGNIFICANT ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

Estimates and judgements are based on past performance and management's expectation for the future. The Society makes certain estimates and assumptions concerning the future, which, by definition will seldom represent actual results. The estimates and assumptions in respect of future events, which could have a material impact on the assets and liabilities are discussed below:

Key estimates: -

- (i) *Provision for interpreting*
The Society has an obligation to provide interpreting services to Lake Park Aged Care Facility and has estimated the future service requirements due under the contract.
- (ii) *Depreciation and amortisation*
Useful lives of assets have been estimated by management based on historical experience and other factors.
- (iii) *Employee Benefits*
For the purpose of measurement, AASB 119: Employee Benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. As the Society expects that most employees will not use all of their long service leave entitlements in the same year in which they are earned or during the following 12-month period, obligations for long service leave entitlements are classified under AASB 119 as other long-term employee benefits and, therefore, are required to be measured at the present value of the expected future payments to be made to employees.

TAXES

The income of the Society is considered to be tax exempt under section 50 of the *Income Tax Assessment Act 1997(Cth)*.

Notes to the Financial Statements

2. TOTAL REVENUE AND OTHER INCOME

| | 2021 | 2020 |
|---------------------------------------|------------|------------|
| | \$ | \$ |
| 2(a) Revenues | | |
| Federal government grants | 6,827,645 | 5,775,289 |
| State government operating grants | 212,000 | 1,768,350 |
| Donations, bequests and fundraising | 40,664 | 166,462 |
| Accommodation fees | 27,223 | 67,843 |
| Income from sale of goods | 169,363 | 1,197,995 |
| Professional services fees | 5,731,559 | 5,516,413 |
| | 13,008,454 | 14,492,352 |
| 2(b) Other income | | |
| Rent | - | 8,000 |
| Interest income | 69,424 | 34,722 |
| Dividend and distribution income | 2,109,326 | 1,180,020 |
| JobKeeper Receipts | 4,630,800 | 1,911,000 |
| Sundry income | 75,183 | 141,618 |
| Loss from sale of plant and equipment | 28,863 | 7,729 |
| | 6,913,596 | 3,283,089 |

Recognition and Measurement

The Society recognises revenue under AASB 1058 *Income of Not-for-Profit Entities* or AASB 15 *Revenue from Contracts with Customers* when appropriate. In cases where there is an 'enforceable' contract with a customer with 'sufficiently specific' performance obligations, the transaction is accounted for under AASB 15 where income is recognised when (or as) the performance obligations are satisfied (i.e. when it transfers control of a product or service to a customer). Revenue is measured based on the consideration to which the Society expects to be entitled in a contract with a customer and excludes amounts collected on behalf of third parties. In other cases, AASB 1058 applies when a Not For Profit (NFP) entity enters into transactions where the consideration to acquire an asset is significantly less than the fair value of the asset principally to enable the entity to further its objectives and the excess of the asset recognised (at fair value) over any 'related amounts' is recognised as income immediately. The Society recognises revenue from the following major sources:

Federal and State Government Grants

Government grants are received by the entity in return for past or future compliance with certain conditions relating to the operating activities of the entity. Government grants also include income where there are no conditions specifically relating to the operating activities of the entity other than the requirement to operate in certain regions or industry sectors. Grant Income is recognised in accordance with AASB 15 if the contract has sufficiently specific performance obligations. Grant income without sufficiently specific performance obligations is recognised under AASB 1058. Grant income for contracts with sufficiently specific performance obligations is recognised over time based on input method. The Society has made a decision that expense is a good indicator of performance obligations being performed over time.

The expenditure to which the grant relates to is expensed as incurred if it does not meet the capitalisation criteria for costs incurred to fulfil a contract. The expenditure may not correlate to the timing of grant receipts.

An unspent grant reserve has consequently been created within equity for which amounts that have been received from Federal and State Government grants are transferred to after first being recorded in profit or loss be applied against expenditure in future years

Sale of goods

Revenue from sale of goods includes the sale of hearing aids and assistive listening devices. Revenue from sale of goods is recognised at a point in time when control of the goods passes to the customer and is measured at the fair value received or receivable.

Notes to the Financial Statements

2. TOTAL REVENUE AND OTHER INCOME (cont.)

Interest

Interest revenue is recognised on a time proportionate basis that takes into account the effective interest rate on the financial asset.

Dividends

Dividend revenue is recognised when the shareholder’s right to receive payment has been established, provided it is probable that the economic benefits will flow to the Society and the amount of income can be measured reliably.

Rental income

Rental income received from properties owned by the Society is accounted for on a straight-line basis over the lease term. Contingent rental income is recognised as income in the periods in which it is earned.

Donations, bequests and sponsorships

The Society receives part of its income from donations, either as cash or in-kind. Donations are recognised as revenue when they are recorded in the books and records of the Society under AASB 1058. Bequests are recognised at the fair value of the benefit received when receipt of the amount is certain. Where required, bequests are recognised in accordance with the express terms of the will under AASB 1058. Sponsorship agreements entitle the sponsor to something of value in return for their support. Revenue is recognised point in time in accordance with AASB15.

Professional Service fees

Professional Service fees include interpreting fees, Auslan classes and accommodation fees. These fees are recognised on a straight-line basis over the period the services are provided as the services are transferred over time.

All revenue is stated net of the amount of goods and services tax (GST). Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recovered from the Australian Tax Office (ATO).

3. EXPENDITURE

| | 2021 \$ | 2020 \$ |
|---|------------|------------|
| Net profit has been determined after the following specific expenses: | | |
| Depreciation and amortisation of non-current assets | | |
| - plant, equipment and intangibles | 436,469 | 374,833 |
| - Right of use assets | 532,383 | 839,376 |
| Cost of sales of goods | 603,683 | 636,540 |
| Employee benefits | 13,855,296 | 12,026,978 |

Notes to the Financial Statements

4. KEY JUDGEMENTS AND ESTIMATES

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The judgements and estimates used in relation to intangible Assets when preparing the financial statements for the year ended 30 June 2021 are consistent with those disclosed in our previous year end report, dated 30 June 2020.

In addition the Society has applied judgement to determine the incremental borrowing rate and the likelihood of accepting lease renewal options, which significantly affect the amount of lease liabilities and right-of-use Assets (ROU) recognised.

Renewal Option

Victorian Deaf Society has the option, under some of its leases to lease properties for additional terms of two to three years. The Society applied judgement in evaluating whether it is reasonably certain to exercise the option to renew. That is, it considers all relevant factors that create an economic incentive for it to exercise the renewal. After the commencement date, the Society reassesses the lease term if there is a significant event or change in circumstances that is within its control and affects its ability to exercise (or not to exercise) the option to renew. The Society has therefore included the renewal period as part of the lease term for its property leases due to the needs of the business.

Incremental borrowing rate

The Society has applied judgement to determine the incremental borrowing rate which significantly affects the amount of lease liabilities and right-of-use asset recognised. The Society applies a rate it best believes to be the rate that the Society will have to pay to obtain funds for an asset of a similar value to the right-of-use asset in a similar economic environment.

5. CASH AND CASH EQUIVALENTS

| | 2021 \$ | 2020 \$ |
|--------------|------------|------------|
| Cash at bank | 1,900,399 | 2,167,735 |
| Cash on hand | 3,473 | 3,200 |
| | 1,903,872 | 2,170,935 |

As at 30 June 2021, the Society has bank guarantees totalling \$222,926 (30 June 2020: \$222,926). While the Society has provided these guarantees, the probability of having to make payments under these guarantees is considered remote.

Significant accounting policy

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

6. TRADE AND OTHER RECEIVABLES

| Current | 2021 \$ | 2020 \$ |
|-------------------|------------|------------|
| Trade debtors | 1,025,293 | 804,580 |
| Impairment loss | (120,000) | (60,000) |
| | 905,293 | 744,580 |
| Other receivables | 1,258,841 | 1,338,556 |
| | 2,164,134 | 2,083,136 |

Notes to the Financial Statements

Significant accounting policy

Trade receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts.

For trade receivables, the Society applies the simplified approach to providing for expected credit losses prescribed by AASB 9, which requires the use of the lifetime expected loss provision for all trade receivables.

Receivables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Other receivables mainly relate to accrued dividend income and franking credits from investments.

7. OTHER ASSETS

| | 2021 | 2020 |
|-----------------|---------|---------|
| | \$ | \$ |
| Current | | |
| Rental Bonds | 11,408 | 11,308 |
| Finance Loan | - | 42,096 |
| DiviPay Account | 4,205 | - |
| Prepayments | 89,003 | 71,394 |
| Term deposit | 244,791 | 174,994 |
| | 349,407 | 299,792 |

8. FINANCIAL ASSETS

| | | |
|--|------------|------------|
| Non-current | | |
| Term Deposit | - | 69,797 |
| Financial assets at fair value through OCI | 28,830,977 | 24,030,134 |
| | 28,830,977 | 24,099,931 |

Significant accounting policy

Initial recognition and measurement

On initial recognition, a financial asset is classified and measured at: amortised cost; fair value through other comprehensive income (FVOCI) – debt instrument; FVOCI – equity instrument; or fair value through profit or loss (FVTPL). The classification depends on the Society’s business model for managing the financial assets and the contractual terms of the cash flows.

Financial assets are not reclassified subsequent to their initial recognition, except if and in the period the Society changes its business model for managing financial assets.

A financial asset is measured at amortised cost if it meets both the following conditions and is not designated as at FVTPL:

- (a) the asset is held within a business model whose objective is to hold assets to collect contractual cash flows; and
- (b) the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest.

Classification and subsequent measurement

Financial assets at amortised cost

These assets are subsequently measured at amortised cost using the effective interest method. The amortised cost is reduced by impairment losses. Interest income and impairment are recognised in profit or loss. Any gain or loss on derecognition is recognised in profit or loss.

Notes to the Financial Statements

Equity investments at FVOCI

These assets are measured at fair value. Fair value gains and losses on equity investments are taken to other comprehensive income and there is no subsequent reclassification of the fair value gains and losses to profit or loss.

Debt instruments are classified as non-current assets when they are not expected to be sold within 12 months after the end of the reporting period.

Derecognition

Financial assets are derecognised when the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the Society no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged or cancelled or have expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party, and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

9. PLANT AND EQUIPMENT

| | 2021 | 2020 |
|-----------------------------|-------------|-------------|
| | \$ | \$ |
| Plant and equipment at cost | 2,430,496 | 2,595,210 |
| Accumulated depreciation | (2,051,811) | (1,931,454) |
| Total Plant and Equipment | 378,685 | 663,756 |

Movements in Carrying Amounts

| | 2021 |
|--------------------------------------|-----------|
| | \$ |
| Balance at the beginning of the year | 663,756 |
| Additions | 57,869 |
| Disposals | (108,775) |
| Depreciation expense | (234,165) |
| Balance at the end of the year | 378,685 |

Significant accounting policy

Plant and equipment are stated at cost less depreciation and any accumulated impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors for events or changes in circumstances that indicate the carrying value may not be recoverable. If any such indication exists and where the carrying value exceeds the estimated recoverable amount, the assets are written down to their recoverable amount. The resulting impairment loss is recognised in the statement of profit or loss and other comprehensive income.

Depreciation

The depreciable amounts of all plant and equipment are depreciated on a straight-line basis over their estimated useful lives commencing from the time the asset is held ready for use.

The depreciable amounts for each class of assets are:

| | 2021 | 2020 |
|----------------------|--------|--------|
| Plant and equipment: | 10-50% | 10-50% |

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

Notes to the Financial Statements

10. INTANGIBLES

| | 2021 | 2020 |
|-----------------------------|-----------|-----------|
| | \$ | \$ |
| Computer software - at cost | 870,093 | 660,978 |
| Accumulated amortisation | (530,905) | (328,601) |
| Net carrying amount | 339,188 | 332,377 |

Movements in Carrying Amounts 2021

| | |
|--------------------------------------|-----------|
| Balance at the beginning of the year | 332,377 |
| Additions | 209,115 |
| Amortisation expense | (202,304) |
| Balance at the end of the year | 339,188 |

Significant accounting policy

Software

Software development expenditure is capitalised only if development costs can be measured reliably, the product or process is technically and commercially feasible, future economic benefits are probable, and the Society intends to and has sufficient resources to complete development and to use or sell the asset. The expenditure capitalised includes the cost of materials, direct labour and overhead costs that are directly attributable to preparing the asset for its intended use, and capitalised borrowing costs. Other development expenditure is recognised in profit or loss as incurred.

Capitalised software development costs are measured at cost less accumulated amortisation and accumulated impairment losses. The assets are amortised on a straight-line basis in profit or loss over their estimated useful life of 4 years, from the date that they are available for use. Amortisation methods, useful lives and residual values are reviewed at each financial year-end and adjusted if appropriate.

11. TRADE AND OTHER PAYABLES

| | 2021 | 2020 |
|-------------------------------------|---------|-----------|
| | \$ | \$ |
| Current | | |
| Credit Cards | 6,079 | 3,173 |
| GST Payable | 83,656 | 22,004 |
| Trade creditors | 231,595 | 443,424 |
| Accrued expenses and other payables | 250,170 | 436,000 |
| Contract liabilities | 427,343 | 142,133 |
| | 998,843 | 1,046,734 |

Contract liabilities

Contract liabilities includes amounts received in advance for Auslan classes and certain government grants with sufficiently specific performance obligations.

The following table includes the revenue on existing contracts expected to be recognised in the future which relates to performance obligations that are unsatisfied at the reporting date:

| Balance as at 1/7/20 | Recognised as Revenue During the Year | Additional Deferred Revenue in FY21 | Balance at 30/6/2021 |
|----------------------|---------------------------------------|-------------------------------------|----------------------|
| 142,133 | 142,133 | 427,343 | 427,343 |

In addition to the deferred revenue balance at 30 June 2021, the following table includes the transaction price allocated to the remaining performance obligations of contracts with customers that has not yet been recognised as revenue. This relate wholly to future amounts that have not yet been billed under existing contracts.

Notes to the Financial Statements

11. TRADE AND OTHER PAYABLES (cont.)

| | |
|--|----------------|
| Year revenue will be recognised (Excluding GST) | \$ |
| FY22 | 647,573 |
| FY23 | 64,701 |
| Total | 712,274 |

Financial liabilities at amortised cost

| | 2021 | 2020 |
|---|-----------|-----------|
| | \$ | \$ |
| Trade and other payables | | |
| - Total current | 998,843 | 1,046,734 |
| | 998,843 | 1,046,734 |
| Less: Contract liabilities | (427,343) | (142,133) |
| Financial liabilities at amortised cost | 571,500 | 904,601 |

Significant accounting policy

Trade and other payables represent the liabilities for goods and services received by the Society during the reporting period that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

Payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Income received in advance includes revenue for services contracted to be provided in the next financial year.

12. PROVISIONS

| | 2021 | 2020 |
|-----------------------|-----------|-----------|
| | \$ | \$ |
| Current | | |
| Employee entitlements | 1,244,795 | 1,295,412 |
| Interpreting - Regis | 60,000 | 60,000 |
| | 1,304,795 | 1,355,412 |
| Non-current | | |
| Employee entitlements | 262,306 | 159,172 |
| Interpreting - Regis | 92,093 | 181,997 |
| | 354,399 | 341,169 |

| | Employee Entitlements | Interpreting – Regis | Total |
|---|-----------------------|----------------------|-----------|
| | \$ | \$ | \$ |
| Analysis of total provisions: | | | |
| Balance at 1 July 2020 | 1,454,584 | 241,997 | 1,696,581 |
| Additional provision raised during the year | 725,449 | - | 725,449 |
| Amount used | (672,932) | (89,904) | (762,836) |
| Balance at 30 June 2021 | 1,507,101 | 152,093 | 1,659,194 |

Significant accounting policy

Provision for employee entitlements represents amounts accrued for annual leave and long service leave.

Notes to the Financial Statements

12. PROVISIONS (cont.)

Significant accounting policy

The current portion for this provision includes the total amount accrued for annual leave and long service leave that have vested due to employees having completed the required period of service. Based on past experience, the Society does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the Society does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data.

Provision is made for the Society's liability to provide interpreting services to Lake Park Aged Care Facility as per the contract of sale. Liabilities within one year have been provided for at their nominal amount. Liabilities greater than one year have been measured at the present value of the estimated future cash outflows to be made for interpreting needs. Other provisions are recognised where there is a present obligation as a result of a past event and a reliable estimate can be made of the obligation.

13. EMPLOYEE BENEFITS

Defined Benefit Plan

The Society participated in an employer-sponsored defined benefit superannuation plan for one staff member during the year. The benefits provided by this plan are based on length of service of the member at retirement and the Society would be liable for any shortfall. However, the Defined Benefit Plan ceased in October 2020 as the one staff member reached the age of 65.

14. RESERVES AND RETAINED EARNINGS

(a) Financial Assets at FVOCI Reserve

The financial assets at FVOCI is used to record unrealised gains/(losses) in investments under AASB 9.

(b) Development Reserve

The development reserve is used fund future initiatives as determined by the Board from time to time.

(c) Reserve Tasmanian Deaf Society

The reserve acquired on acquisition of Tasmanian Deaf Society is used to fund future initiatives for Tasmanian Deaf Society as determined by the Board from time to time.

(d) Unspent Grants Reserve

The unspent grants reserve represents the total of key grant monies received or receivable for specific purposes but not used at the end of the year.

Notes to the Financial Statements

15. FINANCIAL RISK MANAGEMENT

The Society's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable, and leases.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

| | Note | 2021 \$ | 2020 \$ |
|---|------|-------------------|-------------------|
| Financial assets | | | |
| Financial assets not measured at fair value: | | | |
| <i>Amortised cost:</i> | | | |
| Trade and other receivables | 6 | 2,164,134 | 2,083,136 |
| Financial assets held in trust | | 22,612 | 21,412 |
| Financial assets measured at fair value: | | | |
| Cash and cash equivalents | 5 | 1,903,872 | 2,170,935 |
| Term deposit | 7 | 349,407 | 299,792 |
| Financial assets at fair value through OCI | 8 | 28,830,977 | 24,030,134 |
| Total financial assets | | 33,271,002 | 28,605,409 |
| Financial liabilities | | | |
| - trade and other payables | 11 | 571,500 | 904,601 |
| - payables – held in trust | | 22,612 | 21,412 |
| Total financial liabilities | | 594,112 | 926,013 |

Refer to Note 16 for detailed disclosures regarding the fair value measurement of the Society's financial assets and financial liabilities.

16. FAIR VALUE MEASUREMENTS

| | 2021 \$ | 2020 \$ |
|--|------------|------------|
| Recurring fair value measurements | | |
| <i>Financial assets</i> | | |
| Financial assets at fair value through OCI | 28,830,977 | 24,030,134 |

Significant accounting policy

“Fair value” is the price the Society would receive to sell an asset or would have to pay to transfer a liability in an orderly (i.e. unforced) transaction between independent, knowledgeable and willing market participants at the measurable date.

As fair-value is a market based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair value of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data. To the extent possible, market information is extracted from the principal market for the asset or liability (i.e. the market with the greatest volume and level of activity for the asset or liability). In the absence of such a market, market information is extracted from the most advantageous market available to the entity at the end of the reporting period (i.e. the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transactional costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or sell it to another market participant that would use the asset in its highest and best use.

Notes to the Financial Statements

16. FAIR VALUE MEASUREMENTS (cont.)

Significant accounting policy (cont.)

For investments in listed shares, the fair values have been determined based on closing quoted bid prices at the end of the reporting period.

The fair value of liabilities may be valued, where there is no observable market price in relation to the transfer of such financial instrument, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and where significant, are detailed in the respective note to the financial statements.

17. PARENT ENTITY INFORMATION

Set out below is the summarised financial information of the parent entity.

| | 2021 \$ | 2020 \$ |
|---|------------|------------|
| Summarised Financial Position | | |
| Total current assets | 4,462,405 | 4,583,176 |
| Total assets | 35,059,823 | 31,193,282 |
| Total current liabilities | 3,091,578 | 3,169,193 |
| Total liabilities | 3,875,692 | 4,483,474 |
| Net assets/Total equity | 31,184,131 | 26,709,808 |
| Summarised Financial Performance | | |
| Profit or loss for the year | 1,008,036 | 795,986 |
| Total comprehensive income/(loss) | 4,414,692 | (781,961) |

18. LEASES

| | Right-of-use asset | | Lease Liabilities |
|------------------------------|--------------------|------------------|-------------------|
| | Premises \$ | Total \$ | Total \$ |
| As at 30 June 2019 | - | - | - |
| Additions on Transition | 2,279,020 | 2,279,020 | 2,279,020 |
| Additions during the year | 14,874 | 14,874 | 14,874 |
| Depreciation Expense | (839,376) | (839,376) | - |
| Lease Modification | 59,525 | 59,525 | 48,865 |
| Interest Payments | - | - | 83,151 |
| Accrued Rental Payments | - | - | (50,938) |
| Payments | - | - | (656,225) |
| As at 30 June 2020 | 1,514,043 | 1,514,043 | 1,718,747 |
| Additions during the year | 259,239 | 259,239 | 259,239 |
| Depreciation Expense | (724,714) | (724,714) | - |
| Interest Payments | - | - | 60,749 |
| Payments | - | - | (843,692) |
| As at 30 June 2021 | 1,048,568 | 1,048,568 | 1,195,043 |
| | | 2021 \$ | 2020 \$ |
| Total Lease Liability | | | |
| Current lease liability | | 765,328 | 745,635 |
| Non-Current lease liability | | 429,715 | 973,112 |
| | | 1,195,043 | 1,718,747 |

Notes to the Financial Statements

18. LEASES (cont.)

The table below are the amounts recognised in profit and loss during the period:

| | 2021 \$ | 2020 \$ |
|--|------------------|------------------|
| Depreciation expense of right-of-use asset | 724,714 | 839,376 |
| Interest expense on lease liabilities | 60,749 | 83,151 |
| Variable Rent Expense Payments | - | 536 |
| Outgoings & other property costs | 221,793 | 273,236 |
| Loss on modification of leases | - | 10,660 |
| Total amount recognised in profit or loss | 1,007,256 | 1,206,959 |

The society had total cash outflows for leases for FY21 is \$843,692.

Significant accounting policy

Leases in which the Society is a lessee

The Society has recognised assets and liabilities for its operating leases. The Society is recognising a depreciation charge for right-of-use assets (ROU) and interest expense on lease liabilities.

Right-of-Use Assets

The Society recognises right-of-use assets at the commencement date of the leases (i.e., the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Unless the Society is reasonably certain to obtain ownership of the leased asset at the end of the lease term, the recognised right-of-use assets are depreciated on a straight-line basis over the shorter of its estimated useful life and the lease term. Right-of-use assets are subject to impairment.

Lease Liabilities

At the commencement date of the lease, the Society recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees.

The variable lease payments that do not depend on an index or a rate are recognised as expense in the period on which the event or condition that triggers that payment occurs.

19. RELATED PARTY TRANSACTIONS

The table below discloses the compensation recognised as an expense during the reporting period related to Key Management Personnel.

| | 2021 \$ | 2020 \$ |
|------------------------------|------------|------------|
| Short term employee benefits | 969,057 | 1,311,158 |
| Termination benefits | 313,638 | 154,391 |
| Total compensation | 1,282,695 | 1,465,549 |

The Directors of the Victorian Deaf Society during the financial year were

| | |
|--------------|---------------|
| C A Santo | G P Balharrie |
| S Phillips | H Fisher |
| M Hale | J Mead |
| P Reddy | P J Saunders |
| S M Williams | D Zema |

Notes to the Financial Statements

19. RELATED PARTY TRANSACTIONS (cont.)

No remuneration was paid or is payable to directors during the year.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Transactions with related parties:

| | | 2021 | 2020 |
|-----------------------------------|-----|--------|--------|
| | | \$ | \$ |
| Remuneration to director's spouse | (a) | 27,763 | 29,854 |

(a) Mr G P Balharrie's spouse is an Auslan teacher at Victorian Deaf Society

20. EVENTS OCCURRING AFTER REPORTING DATE

No significant events have occurred.

21. NEW, REVISED OR AMENDING ACCOUNTING STANDARDS AND INTERPRETATIONS ADOPTED

The Society has adopted the following new, revised or amended Accounting Standards that are mandatory for the current accounting period:

Amendments to the Conceptual Framework for Financial Reporting

The revised Conceptual Framework includes some new concepts, provides updated definitions and recognition criteria for assets and liabilities and clarifies some important concepts. AASB 2019-1 has also been issued, which sets out the amendments to other pronouncements for references to the revised Conceptual Framework. The changes to the Conceptual Framework may affect the application of accounting standards in situations where no standard applies to a particular transaction or event.

These amendments had no impact on the financial statements of the Society, but may impact future periods should the Society enter into any business combinations.

AASB 2018-7 Amendments to Australian Accounting Standards – Definition of Material

The amendments align the definition of 'material' across AASB 101 Presentation of Financial Statements and AASB108 Accounting Policies, Changes in Accounting Estimates and Errors, and clarify certain aspects of the definition. The new definition states that, 'information is material if omitting, misstating or obscuring it could reasonably be expected to influence decisions that the primary users of general purpose financial statements make on the basis of those financial statements, which provide financial information about a specific reporting entity'.

The amendments clarify that materiality will depend on the nature or magnitude of information, or both. An entity will need to assess whether the information, either individually or in combination with other information, is material in the context of the financial statements.

These amendments have no impact on the financial statements of the Society.

Accounting Standards and interpretations issued but not yet effective

The Society has not early adopted any other standard, interpretation or amendment that has been issued but is not yet effective.

Directors' Declaration

The directors of the Society declare that:

1. The financial statements and notes, as set out on pages 47 to 64, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 (Cth);
 - (a) comply with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013; and
 - (b) give a true and fair view of the financial position as at 30 June 2021 and performance for the financial year ended on that date of the Society.
2. In the directors' opinion, there are reasonable grounds to believe that the Society will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.

This declaration is made in accordance with a resolution of the Board of Directors.

G BALHARRIE
President

S PHILLIPS
Treasurer

Dated at Melbourne this 27th October 2021

Independent Auditor's Report to the Members of Victorian Deaf Society

Opinion

We have audited the financial report of Victorian Deaf Society (the Society) and its subsidiary (collectively the Group), which comprises the consolidated statement of financial position as at 30 June 2021, the consolidated statement of profit or loss and other comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Group is in accordance with the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a) giving a true and fair view of the consolidated financial position of the Group as at 30 June 2021 and of its consolidated financial performance for the year ended on that date; and
- b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information is the directors' report accompanying the financial report.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the Society are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-Profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

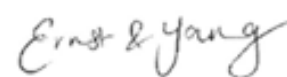
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit opinion.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Ernst & Young



Kylie Bodenham
Partner
Melbourne
27 October 2021

