



Growing Together

Vicdeaf Annual Report 2016-17

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Image credits cover, clockwise from top: Vicdeaf client Meriam at our Auslan for Migrants program graduation; Vicdeaf staff Stephen Nicholson and Kim Kavanagh; Participants at our Auslan for Families classes at Melbourne Museum.

Strategic Plan 2015-2020



Our Six Strategic Priorities

Deaf Identity and Pride

01 Deaf Identity

Deaf history, culture and language (Auslan) is acknowledged, celebrated and guides what we do.

OUR STRATEGIC OUTCOMES

- Australian society is more aware of Deaf identity and pride and is more inclusive of Deaf and hard of hearing people
- Deaf leaders are actively identified, mentored and developed
- The views and opinions of the Deaf community are respected and incorporated into our planning, services and events

02 Deaf Interests

Issues affecting Deaf and hard of hearing people are understood and acted upon.

OUR STRATEGIC OUTCOMES

- Collaboration with Deaf Children Australia achieves the best outcomes for Deaf and hard of hearing people, connecting and strengthening the Deaf community, its culture and language
- Deaf sector organisations are key partners and allies to achieve collective impact
- The role of families is recognised and influences the work we do
- Systemic advocacy and research influences our funding partners, government policy and service planning

Our Services

03 Communication and Access

Deaf and hard of hearing people can communicate in their daily lives wherever they are.

OUR STRATEGIC OUTCOMES

- Deaf and hard of hearing people are supported to express themselves as they choose
- Interpreting and language access is increased through advocacy and education
- Information is shared to build community awareness of Deaf and hard of hearing achievements and needs

04 Participation and Inclusion

Support is available to those who need it, at all stages of life.

OUR STRATEGIC OUTCOMES

- Clients are empowered to drive their supports to increase health, wellbeing and social and employment opportunities
- Redesigned services under the NDIS offer portable, flexible and individualised responses
- Service innovation responds to gaps and outdated service models
- Regional coverage and support to families is increased
- Quality, relevant and self-directed supports are provided to meet the needs of our diverse client base

Our Partners

05 Partnering for Innovation and Service Growth

We connect with organisations and government to improve services.

OUR STRATEGIC OUTCOMES

- Partnerships are created to develop improved service models, fill service gaps, and reach clients in locations in which we do not provide supports
- Existing joint ventures are strengthened to build revenue streams
- Collaborations translate into new ideas and improved services

06 Partnering to Increase Impact

We connect with individuals and groups to enhance our impact.

OUR STRATEGIC OUTCOMES

- Strategic opportunities are achieved through collaboration and thinking creatively
- Connections are made to build and share our knowledge, skills and resources
- Partnerships based on mutual benefit for Deaf, hard of hearing and other valued clients are pursued
- Working with the Deaf community and hard of hearing individuals, we develop effective responses to address their needs

Building blocks that help us to achieve our strategies

Our Workforce

Our Businesses

Our Sustainability

Our Focus on Technology

Our Market Relevance

Our Change Agility

Our Leadership and Governance

Our Impact and Performance Measurement

Our Vision, Mission and Beliefs

VISION

Our clients and our community live in an **accessible, inclusive society** with **equal opportunity** in all areas of life.

MISSION

We are a progressive, iconic community organisation that:

- Builds pride in being Deaf
- Improves social, economic, cultural and civic participation
- Supports people to communicate and connect with the world
- Advocates and promotes the aspirations of those we service

BELIEFS

- Human potential has no boundaries and we embrace diversity
- Communication is a human right and Auslan should be recognised and celebrated
- Every person has a role in reducing barriers and attitudes that discriminate
- Empowered leaders can advocate for a better future

Board of Directors



PRESIDENT: Robert (Mac) Adam OAM

- Mac is an active member of the Deaf Community and brings a wealth of skills and experience in areas of governance, property and strategy.
- In 2012, Mac was awarded an Order of Australia Medal (OAM) for service to people who are Deaf or hard of hearing.
- Mac is the Chair of the Nominations and Remuneration Committee. He is a member of the Planning and Performance Committee, the Vicdeaf/Deaf Children Australia (DCA) Steering Committee and Chair of the Tasdeaf Community Advisory Group.
- Mac is also a Director of the Tasmanian Deaf Society (Tasdeaf).



VICE PRESIDENT: Hilary Fisher

BA (Politics/Linguistics), MAppComm (Marketing), Dip. Creative Arts, GAICD

- Hilary has a background in marketing and manages a communications portfolio in a state government department. With experience in government relations and advocacy, Hilary has worked with deaf and interpreting industry communities as part of the Auslan Interpreting Industry Forum Victoria.
- Hilary is a member of the Nominations and Remuneration Committee, the Vicdeaf/DCA Steering Committee, the Marketing and Engagement Committee, the Information and Communications Technology Sub-Committee and Chair of the Vicdeaf Community Advisory Group.
- Hilary is also a Director of the Tasmanian Deaf Society (Tasdeaf).



CHAIR: Garry Fowler

FCA, Financial Counselling Australia, FAICD

- Garry is a company director and Chartered Accountant and was a partner and consultant with Ernst & Young until 2005. He brings financial, risk management and business expertise.
- Garry is a member of the Finance and Audit Committee and Investment Sub-Committee, the Nominations and Remuneration Committee, the Vicdeaf/DCA Steering Committee and the Vicdeaf/DCA Property Committee.
- Garry is also a Director of the Tasmanian Deaf Society (Tasdeaf).



TREASURER: Peter Berg

BCom, Adv. Dip (Financial Planning)

- Peter's background is in banking and financial services, with senior management roles both in Australia and the United Kingdom. Peter brings a lifetime of expertise in treasury, capital and liability management, risk management, audit and financial planning.
- Peter is Treasurer of the Board and the Chair of the Finance and Audit Committee and the Investment Sub-Committee. He is also a member of the Vicdeaf/DCA Property Committee.
- Peter is also a Director of the Tasmanian Deaf Society (Tasdeaf).



DIRECTOR: Gavin Balharrie

BA (Planning and Design), BA (Property and Construction), AIQS, GAICD

- Gavin is an Associate Director at an International Quantity Surveying practice with over 20 years of experience in the Construction industry. Gavin has experience in governance, business management, and is an active member of the Deaf community in both advocacy and sport.
- Gavin is a member of the Planning and Performance Committee and the Vicdeaf/DCA Property Committee.

Board of Directors



DIRECTOR: Sam Patterson

LLB/BSc

- Sam has a background in law and public relations and brings valuable experience in marketing, stakeholder engagement, risk management and fundraising to the Board. Sam has worked extensively with not-for-profit organisations and is Community Relations Director at MacKillop Family Services.
- Sam is Chair of the Marketing and Engagement Committee.



DIRECTOR: Catherine Santo

BA (Psychology and Political Sociology), BSocWk, Socio-Analytic Fellowship

- Catherine is a consultant to government, corporate and not-for-profit organisations. She spent the first decade of her career in the human services field in a non-government agency, and then within the Department of Human Services, developing a strong knowledge of the human services sector.
- Catherine is the Chair of the Planning and Performance Committee and a member of the Nominations and Remuneration Committee.



DIRECTOR: Praveen Reddy

BEng (Chem), MBA, GAICD

- Praveen has broad experience in the public and private sectors in the areas of governance, business case preparation, information technology, human resources, budgetary and financial literacy and public policy development. Praveen is Manager Client Relations for Periscope Corporation and has held senior executive roles in the National Transport Commission and VicRoads.
- Praveen is the Chair of the Information and Communications Technology Sub-Committee and a member of the Finance and Audit Committee.



DIRECTOR: Peter Saunders

LLB, Grad. Dip. Intellectual Property Law, MScTC

- Peter has a background in law and corporate finance with broad experience in commercial and legal advice regarding governance, investment and commercial matters in large listed companies and not-for-profit organisations. Peter brings extensive experience in strategic transition and operational performance.
- Peter is a member of the Vicdeaf/DCA Property Committee.



DIRECTOR: Demetrio Zema

LLB, BA (International Relations)

- Demetrio was appointed to the Vicdeaf Board in April 2017.
- With a variety of experience in government, private enterprise and in the not-for-profit sector, Demetrio brings his knowledge in governance, leadership, strategy and business management to the Vicdeaf Board. Demetrio is the director and founder of Law Squared, a commercial law firm in Melbourne with offices in Sydney and Brisbane.
- Demetrio is a member of the Performance and Planning Committee.

Senior Management Team



Christine Mathieson

Chief Executive Officer



Andrew Lyall

Chief Operations Officer

- Strategic Planning and Service Design
- NDIS Implementation
- Service Planning and Integration



Brent Phillips

Director, Language, Partnerships and Innovation

- Language Services
- Learning, Partnerships and Community Engagement
- ICT Strategy and Implementation



Matthew Grounds

General Manager, Hearservice Audiology

- Audiology and Rehabilitation
- Assistive Listening Devices



Kim Kavanagh

General Manager, Linkages and Supports

- Funded Supports
- Department of Health and Human Services (DHHS) Services



Leanne Van Opijnen

General Manager, SensWide Employment

- Employment Support Services
- Disability Management Services



Gary Hunt

General Manager, Finance and Administration

- Finance and Investments
- Risk Management
- Operational Administration



Tamara Pearce

General Manager, Access and Service Design

- Service Design and Integration
- Tasdeaf



Kate Fraser

General Manager, People and Culture

- People and Culture
- Workplace Health and Safety
- Workplace Strategy



Gillian Victor

General Manager, Marketing and Engagement

- Marketing, Communications and Brand Management
- Engagement and Storytelling
- Fundraising Development

President's Message



*Working together we move closer
to achieving our vision*

The past twelve months have again been busy for all involved with the outstanding work and support Vicdeaf provides to our clients and the community. I would like to acknowledge the Tasdeaf team and the Tasmanian Deaf community for their openness and collaboration following the integration of Tasdeaf's operations into Vicdeaf from 1 July 2016. Working together we move closer to achieving our vision.

On a personal note, it has been an honour and privilege to serve as President, and until 2015 as Chair of Vicdeaf for more than 25 years. I have, however, decided to stand down as President to facilitate generational change and renewal. I will continue my current term on the Board as a Director. I reflect on the vast array of achievements for Vicdeaf over this time and the growth and development of Vicdeaf as a leader and iconic organisation. I wish the incoming President much success and a rewarding journey that reflects the wonderful experience that I have been fortunate to have in the role.

A handwritten signature in black ink, reading "Mac Adam".

Mac Adam, OAM
President

Chair's Report



SensWide and Hearservice continue to deliver quality services

We are now approaching the half-way mark in the implementation of our Strategic Plan 2015-2020 and we have achieved significant progress against our vision, with many markers of our success to be proud of. As an example, under our Strategic Priority of Deaf Identity and Deaf Interests, at the governance level, two of our Deaf Directors and one member of management were funded and successfully participated in the Australian Institute of Company Directors Course.

Our strategic focus and investment doesn't stop there. As part of our budget forecasting, we committed as with previous years, to support the continued and sizeable investment in the activities that are unfunded by government such as interpreting for funerals, after-hours interpreting service, community events and sponsorships.

We also have had to change the way the organisation operates to successfully transition to the National Disability Insurance Scheme (NDIS), in a way that also ensures that all our clients who are eligible, achieve the best possible outcomes in a way that is sustainable for Vicdeaf. Vicdeaf's capacity to achieve this is based on strong investment portfolio returns and the increasing growth trends in our major fee for service business, Auslan Connections which has grown revenue exponentially over recent years. SensWide Employment and Hearservice continue to deliver quality services in the competitive and ever increasing tightening funding environment.

Momentum continued to build over the past twelve months, in collaboration with Deaf Children Australia, as we put forward a proposal to State Government to establish a Deaf Centre. Significant time and resourcing is being channelled into this exciting and leading edge community space and service hub. We are hopeful that in coming months we will have a clearer picture from government about their interest in a capital funding contribution. I note the substantial pro bono investment in the project made by Ernst & Young and the skills and commitment of our Independent Chair Jane Fenton AM.

In keeping with our strategic focus on positioning Vicdeaf as the leading and desired service provider for Deaf and hard of hearing Victorians and Tasmanians, as well as our broader cohorts, we have undertaken a review of our brand which explores our reputation, name, value proposition and relevance.

In closing, I would like to take this opportunity to extend my thanks and gratitude to my fellow Directors for their passion, skill and time over a very demanding and busy twelve months. Specifically, I thank our President Mac Adam who will be stepping aside from his role as President at this year's AGM, although he will continue to serve as a Director for the remainder of his current term. I personally thank Mac for his dedicated leadership and commitment over the many years he has served as President and Chair, and particularly for his wisdom, knowledge and good humour in guiding the board on issues and matters that are most important to the Deaf community. Finally, to create and sustain our reputation and quality services requires a concerted effort by many people, I therefore extend sincere thanks and appreciation to our staff, the Senior Management Team and our CEO, Christine Mathieson.

Garry Fowler
Chair

CEO's Report



We trialled and implemented service/information hubs across Preston, Geelong, Melbourne CBD and Hobart

The past year has seen positive growth in Vicdeaf's activities and services as we continued to implement our Strategic Plan and our efforts in meeting the opportunities and demands of the National Disability Insurance Scheme (NDIS).

As a state-wide provider in Victoria, building on the success of our participation in the NDIS in Barwon, we delivered services in line with the phased rollout across North East Melbourne, Central Highlands and Loddon areas. Following the integration of Tasdeaf from 1 July 2016, we built a strong foundation to deliver NDIS supports, particularly Auslan training for families and services to the age-specific cohorts as part of the rollout in Tasmania.

A strong focus has been made to engage the Deaf community, develop the service model and staff to achieve a sustainable approach and, in turn, a vibrant and connected Tasmanian Deaf community.

We trialled and implemented service/information hubs across Preston, Geelong, Melbourne CBD and Hobart, introduced NDIS pre-planning and support coordination, while also commencing service delivery to families.

Hearservice continued to deliver tailored and independent quality services, achieving excellent client satisfaction levels and joining the Office of Hearing Services Scheme.

SensWide Employment worked tirelessly with job seekers to gain meaningful employment, grew the WorkingOut program and expanded its partnership base.

In our broader non-government funded business streams we saw excellent outcomes, most notably Auslan Connections increased its service levels by 17% this year and the important profiling of Auslan continued through our classes which had an excellent uptake from the hearing community.

Whilst we paid close attention to repositioning our service and financial model under the NDIS to transition away from historical State-based funding to portable and individualised funding, financially we still had a solid year achieving a surplus result.

Our reputation and presence in both the Deaf and hearing communities continues to grow through numerous public events, partnerships and joint ventures.

On a personal note I would like to thank our staff and Senior Management Team for their unwavering passion and commitment, our volunteers, our valued donors and stakeholders. In particular, I would like to thank and acknowledge the contributions of General Managers John Donnon and Kate Fraser who resigned from their positions after long and successful careers with Vicdeaf.

Finally, I would like to acknowledge and thank our Board of Directors, especially Chair, Garry Fowler and President Mac Adam for their energy and time in leading the organisation positively through these unprecedented times of change.

Christine Mathieson
CEO

Deaf Identity



2,158 people
attended deaf
awareness training

↑ 45%

↑ 33%

1,204 people
attended
Auslan classes

39,552 hours of
interpreting

↑ 16.7%

Deaf History, culture and language (Auslan) is acknowledged, celebrated and guides what we do

The past year has been the second year of our Strategic Plan 2015-2020.

The past twelve months have seen a focus on celebrating Deaf identity and the development of Deaf leadership. Vicdeaf's Deaf Professionals Network hosted UK-based Deaf journalist Erika Jones. In partnership with deafConnectEd, we provided a Mentor Training Program in Auslan, designed to develop skills in communication, coaching and reflective thinking for people wanting to become mentors to others, including deaf youth. Extending on our focus on mentorship and in testament to the success of the Auslan for Deaf Migrants Program, we provided opportunities, mentoring and coaching support for a student of the program to develop his skills by teaching the program himself.

Over the year, Vicdeaf focussed on advocating for the right to full access for people who are Deaf, through interpreter provision. For example, we worked with Emergency Management Victoria to provide interpreters for emergency TV broadcasts, giving status to the language of Auslan and raising the profile of language access. As part of our advocacy work, Vicdeaf worked with Vision Australia and Auslan Stage Left to provide Auslan access to deaf people attending Carols by Candlelight, raising the profile of the use of Auslan. In addition, Vicdeaf is proud to have contributed to the campaign to ensure that the AFL Grand Final was Auslan interpreted, for the many football fans across Australia.

Vicdeaf is proud to support Deaf leadership amongst young people, with considerable support given to the World Federation of Deaf Youth for their activities over the year.

Our Living Well courses to support people to manage their hearing loss and individual aural rehabilitation have served to provide hard of hearing people with strategies to self-advocate for their communication needs.

Image above: World Federation of the Deaf Youth Section - Junior Camp Participants.

Deaf Interests



5,561

Facebook followers

↑ 30%

↑ 9%

3,372

Twitter followers

355,813 Website views

243 YouTube subscribers

Issues affecting Deaf and hard of hearing people are understood and acted upon

Vicdeaf is committed to the development of a Deaf Centre and hybrid service model hub and continued to work with Deaf Children Australia (DCA) towards this goal over the past twelve months. A proposal was provided to state government seeking a partnership and funding support for the establishment of the Deaf Centre. This is an exciting initiative that will create an important sense of place for the community.

On 1 July 2016 Vicdeaf and Tasdeaf integrated services and operations to create better outcomes for the Deaf and hard of hearing community in Tasmania.

To promote Deaf interests, we provided feedback on the review of the Victorian Government Language Services Guidelines, worked with Telstra to provide access solutions via VRI services and worked across the interpreting sector to develop a more effective and seamless provision of Auslan interpreting services.

In response to growing requests for support to families, we developed the Auslan for Families program and together with Museums Victoria, we provided a trial of these programs to ensure the program best meets community need. We recognise the importance of family and community support in different ways, including by holding and sponsoring deaf-related events, social groups such as the Seniors Group, an increased focus on the family and other varied services. Our regional workers provide support to individuals and where possible for regional deaf communities.

Image above: Vicdeaf staff at our Away Day at the State Library, Victoria.

Communication and Access



234, 476
hours of independent
living skills training

451,946
hours of case management

Deaf and hard of hearing people can communicate in their daily lives wherever they are

We have worked tirelessly to develop our workplace as a bilingual and bi-cultural environment. As part of our commitment to promoting communication and access, we proudly implemented an internal training program to ensure that all staff are able to communicate using Auslan.

Our focus on ensuring full communication and access for the community and clients, meant we used livestreaming and captioning extensively across our services, also enabling regional and remote areas to participate.

The past year has seen an increased effort to advocate and educate other organisations in the use of interpreters as well as to educate deaf and hard of hearing people about their rights to request their preferred choice of language access, including alternative communications options. Technology is used to support this including livestreaming and Skype communications options, which also serve to provide access to regional and remote areas.

Vicdeaf continues to partner with State Government in delivery of VRI services with a specific focus on public hospitals and DHHS funded agencies.

*We have worked tirelessly to create a bilingual
and bi-cultural workplace*

Image above: Christine Mathieson facilitates a panel at the National Disability Services Conference.

Participation and Inclusion



We have redesigned our services to be more portable and accessible to clients

Support is available to those who need it, at all stages of life

During the year our funding continued to transition from DHHS to an NDIS environment. In response, we have redesigned our services to be more portable and accessible to clients according to their needs. New roles were created focusing on access, support coordination and support work. Our services under the NDIS now include young people and adults up to the age of sixty-five.

To support informed decision-making, we have invested heavily this year in providing pre-planning support for clients prior to NDIS planning meetings. Over the year regional worker roles were re-designed to provide flexibility in support provision to NDIS participants in regional areas, where needs sometimes differ to people living in metropolitan Melbourne.

Vicdeaf believes in access and inclusion for all. As part of our WorkingOUT employment program we developed a transgender awareness training program, delivered to business and the Vocational Education and Training sector.

To better support pensioners, our audiologist service, Hearservice, registered and started providing support under the Office of Hearing Services Scheme.

Images above: At the Deaf Professionals Network event with presenter Erika Jones.

Partnering for Innovation and Service Growth



The 2016-17 period saw a strong focus on partnerships and innovation to support our work

We connect with organisations and government to improve services

The 2016-17 period saw a strong focus on partnerships and innovation to support our clients and community.

During 2016 we partnered with the Victorian Equal Opportunity and Human Rights Commission and Deaf Victoria on the Signs of Health project, delivering better communication for Deaf people in the hospital system. Our partnerships with the Deafness Foundation, Australian Hearing and other organisations continued to grow including working with the Cochlear Care Centre to promote hard of hearing events. Together with Music Victoria we worked to promote hearing awareness among musicians. We partnered with SAE Creative Media Institute to provide hearing awareness and promotion services to their staff and students and the City of Melbourne to provide hearing screening and promotion services at the Kathleen Syme Centre.

Our audiology service, Hearservice, strengthened its partnership with Better Hearing, supporting them with clinical and outreach work. We continued to work closely with the HEARing Cooperative Research Centre and developed continuing professional development training for audiologists about motivation and client readiness for seeking help, and how to support clinical decision-making.

During the year our interpreting service, Auslan Connections, provided professional development for interpreters via livestreaming to extend the reach and benefit of this program.

Our video production unit, Sign Language Video Productions, worked to deliver accessibility through the production of videos explaining the process of the 2016 Census, as well as explaining what the NDIS means for people who are Deaf or hard of hearing.

More recently we partnered with Collingwood Football Club to enhance football supporters and fans' experience when accessing and participating in Collingwood matches and events.

Image above: Brent Phillips, Gary Pert, former CEO of Collingwood FC, Christine Mathieson and David Peters.

Partnering to Increase Impact



Employment placements
were found for **160 clients**

We connect with individuals and groups to enhance our impact

Over the year SensWide Employment supported consultations surrounding the development of Victoria's first Pride Centre, which will house many diverse LGBTIQ organisations and provide opportunities for SensWide Employment to establish further outreach services and develop ongoing partnerships. We have partnered with the University of Melbourne, the Council to Homeless Persons, Launch Housing, Drummond Street Services and the Victorian Aids Council to establish, pilot and evaluate a Victorian LGBTIQ Safe Housing Network. The project, funded by Vichealth, aims to enable LGBTIQ people at risk of homelessness to enter safe housing, build social connections and improve mental health and wellbeing.

During 2016-17, SensWide Employment also partnered with Mind Australia to strengthen our service delivery model by offering an employment outreach service from their newly established Equality Centre in Fitzroy North. The Equality Centre is the first of its kind, offering specialist therapeutic support for LGBTIQ people living in the northern suburbs of Melbourne.

We wish to acknowledge our partnership with CTIUM around the development of our ICT Strategy. Part of their work was delivered pro-bono and we appreciate their ongoing support and commitment to Vicdeaf.

Ernst & Young has been a key partner of Vicdeaf and Deaf Children Australia over the last three years. We acknowledge the extensive consultancy and pro-bono services provided to us throughout 2016-17.

*SensWide Employment, partnered with Mind Australia
to strengthen our service delivery model*

Image above: The Vicdeaf Team gets ready for the Pride March.

Our Building Blocks

Our Building Blocks help us to achieve our strategic priorities and strategies

Our Workforce

In the past year, we welcomed 55 new staff members across the organisation.

To be able to better understand the different job roles we require now and into the future, an internal Job Evaluation matrix was developed for all roles as we transition to the NDIS.

During the year we restructured our work across a number of project teams made up of staff from different departments, encouraging skill development, leadership opportunities and shared learning.

We commenced planning for a more diverse and casual work force to meet the needs of our diverse client base across Victoria and Tasmania. A state-wide casual worker recruitment drive was conducted to support organisational and client demands into the future.

Vicdeaf staff

**62 full time
59 part time
249 casual
370 total**

**82% staff
engagement level**

We recognise that in times of change, staff wellbeing is also important. We expanded our Employee Assistance Program (EAP) for staff to include assistance with career advice, financial assistance, lifestyle and conflict advice.

In 2016-17 two new Deaf trainees from CALD (Culturally and Linguistically Diverse) backgrounds commenced in entry-level roles to undertake Certificate III in Business with the support of Vicdeaf and SensWide Employment, offering a great development opportunity for these two young people.

2016-17 saw the implementation of a new internal webpage, First Hand, in response to staff feedback with the aim of increasing internal communication and information sharing. First Hand includes interviews with new staff, organisational events, staff movements and other relevant information in English and Auslan video formats.

During the year we redeveloped our induction program to better educate staff about Vicdeaf's holistic service offerings. A client story is presented to take new staff on a journey through the challenges that are commonly faced by deaf and hard of hearing people.

To support our commitment to a healthy culture and workplace, two of our staff have been trained as contact officers, available to provide support and assistance to staff who may wish to make a complaint related to discrimination, harassment, bullying or other workplace issues. Additionally the Occupational Health and Safety Committee has undertaken refresher training to ensure they are familiar with their responsibilities as health and safety representatives, including in Tasmania.

Our Building Blocks



Our work creates maximum social impact for the benefit of our clients and our community

Focus on Technology

To support our needs into the future we have commissioned the development of an Information and Communications Technology Strategy, helping us to provide responsive and portable services and supports.

Our Businesses

Over the year we have worked to ensure that the services and businesses across Victoria and Tasmania are integrated to best service the local Deaf and hard of hearing community.

Our Sustainability

The 2016-2017 year finished with a strong financial result across the organisation with bequest income supporting our results. In addition, we had excellent results from investments which greatly support delivery of unfunded services and development of new service areas.

From July 2016 Tasdeaf services and operations were incorporated into Vicdeaf.

Our Market Relevance

During the past twelve months we have focused our efforts on ensuring that our work creates maximum social impact for the benefit of our clients and our community, especially within the context of NDIS changes. This was supported by the development of a new performance framework, focused on outcomes.

Our Change Agility

The 2016-17 year saw a substantial emphasis on considering the environment in which we work and respond to the needs and changes to ensure that we remain relevant and responsive in service delivery. This has included the implementation of project teams and service redesign initiatives.

Image above: Vicdeaf staff at our 2016 Planning Day.

Our Building Blocks



Vicdeaf was honoured to have Alistair McEwin, Disability Discrimination Commissioner speak at our AGM

Our Leadership and Governance

Over the past twelve months to further develop our governance and Deaf leadership, two Vicdeaf Board Directors and a senior manager completed the Australian Institute of Company Directors (AICD) Course.

In this period Brent Phillips, Director, Language, Partnerships and Innovation was awarded an Ethel Temby Study Tour grant by the Victorian Government Department of Health and Human Services to undertake a study tour in the USA to investigate and explore contemporary approaches to language service provision for Deaf and hard of hearing people.

Our Impact and Performance Measurement

During the year Vicdeaf worked to develop and implement a new performance management framework, shifting our focus away from measuring outputs to measuring outcomes and social impact.

2016-17 saw the successful completion of an independent quality management surveillance audit where we achieved the ISO 9000 world-class standards accreditation.

Our audiology service, Hearservice, again received 5-star EARtrak accreditation for high quality customer services. Additionally building on our customer-service focus, we redeveloped our intake and referral processes to make them simpler and more seamless for our clients.

Image above: Christine Mathieson with Alistair McEwin, Disability Discrimination Commissioner.

Our Supporters

Special thanks

Vicdeaf is privileged to have a loyal supporter base which invests in our work and vision for **access, inclusion** and **equal opportunity**. We are grateful to all of our supporters who play an important role in funding much-needed programs, supporting our work and involving themselves in our community events, creating exposure and publicity about the needs and interests of Deaf and hard of hearing people.

A special thanks to our funding partners, bequestors, loyal regular donors, our supporters who participate in community fundraising events and the many people who provide in-kind support to us.

Vicdeaf thanks our many supporters for the generous donations they make to support our vision of access, inclusion and equal opportunity for our clients and our community.

Our supporters come in all forms – some choose to support us through inclusions in their will in the form of bequests, some donate privately, and many donate their time and energies to our community fundraising programs and activities.

Program support received from granting bodies allows us to extend our work into new areas which are unfunded – we are very grateful for this support.

Each year Vicdeaf provides considerable support to our clients and community through unfunded activities. We thank all of our supporters for their generosity and for joining with us to achieve our vision.



Vicdeaf Heroes

Di Andrews	Amy Decker	Jacqueline Mellington
Heather Brown	Kelly Decker	Lisa Morgan
Elizabeth Coleman	Jade Decker-Waldschmidt	Matt Munro
Suzanne Coleman	Pina Franco	Courtney Rogers
Nicola Dando	Jodie Lawson	Tony Tran
Jenny Dang	Gloria Lee	Anthea Watkins
Keicha Day	Seray Lim	
	Steve McKean	

Our Run Melbourne Supporters

Auslan Connections	Lily and Harley
Basilico	Looi the Label
Bounce Inc	Luna Park
Bunnings	Matt Grounds
Butcher's Bench Restaurant	Maxine Buxton
Collingwood Football Club	Melbourne Museum
Dashing Designs	Melbourne Theatre Company
Entertainment Book	Naked Wines
Eureka Skydeck	Officeworks
Goodwill Wines	Palace Cinemas
Hearservice	The Pancake Parlour
Heide Museum of Modern Art	RACV Country Club
Hello Fresh	Skaterz
Hepburn Bathhouse and Spa	Strike
Kmart	Trapt Escape Room
Le Café Flo	Windsor Hotel

Image above: Vicdeaf Heroes Nicola and Di celebrate at Run Melbourne 2017.

Treasurer's Report

For the year ended 30 June 2017

In 2016-17, Vicdeaf achieved a surplus of \$342,212 in a challenging year of service transition as we continue to put resources into developing our service model with the rollout of the National Disability Insurance Scheme (NDIS). The surplus was enhanced by strong investment income from our investment portfolio and generous bequest income received during the year allowing us to finish well beyond the budgeted deficit of \$338,770.

The surplus included very good results in many of our operational areas, highlighted by:


- Our interpreting service, Auslan Connections, which has increased its service levels by 17% this year after an 11% increase the previous year.
- The investment portfolio has performed well over the year, exceeding our market-related benchmarks in a challenging environment. Our investment advisors confirm the portfolio had a total return of 10.79%, following on from a return of 4.71% in the previous year. The portfolio has achieved an average return of 11.27% over the last five years.
- Service levels for Auslan classes increased by 16% after strong growth the previous year.
- Our other businesses including Hearservice, SensWide Employment, Client Services, and Information continue to work hard to produce excellent community outcomes.
- Our fundraising activities continue to perform well and excellent ongoing projects continued to be undertaken with the grant income which we receive from various funding bodies. In addition, we were fortunate to receive some valuable bequests.

2016-17 was the first year incorporating Tasdeaf into our operations and we were delighted that we managed to achieve a near break-even result whilst developing the service model in Tasmania.

Over the next few years Vicdeaf continues to face significant funding challenges as it transitions to a full roll out of the NDIS. Extensive planning and financial modelling continues to be developed to ensure we prepare for the scheme in a sustainable manner to maximize outcomes for the Deaf and hard of hearing community in the face of uncertainty around funding. Vicdeaf again budgets for a deficit result in 2017-18 to support this work.

At 30 June 2017, Vicdeaf had \$24,587,534 in Financial Assets. In collaboration with Deaf Children Australia, Vicdeaf continues to investigate the feasibility of building a Deaf Centre for the Deaf and hard of hearing community which will involve using, as yet, an unknown significant portion of our financial reserves.

I would like to acknowledge members of the Finance and Audit Committee for their support over the year. These include the Chairman of the Board, Garry Fowler and fellow director Praveen Reddy. I would also like to thank Christine Mathieson and Gary Hunt for the high standard of the governance, accounting records and the reports we receive, which makes our task so much easier.



Peter Berg
Treasurer

Treasurer's Report

Abridged Extract from the Financial Statements

This information has been extracted from the Financial Statements of the Victorian Deaf Society for the year ended June 2017. A copy of the full audited Financial Statements and Audit Report for this period can be provided upon request.

Abridged Financial Performance for the year ended 30 June 2017

	2017 \$	2016 \$
Revenue and other income		
Government grants	6,009,956	5,615,275
Accommodation fees	62,178	56,684
Income from sale of goods and services	5,480,779	4,758,517
Property and investment income	1,794,468	1,770,228
Donations, bequests and fundraising	657,590	583,862
Other income	20,569	22,106
Loss from sale of assets	(80)	(7,903)
Profit from sale of investments	-	22,925
	14,025,460	12,821,694
Expenses		
Community support	(2,931,784)	(2,322,016)
Information	(487,078)	(444,176)
Interpreting	(3,353,327)	(2,841,915)
Auslan training	(278,261)	(223,670)
Employment services	(1,735,754)	(1,823,014)
Audiology	(2,072,188)	(1,935,203)
Fundraising	(143,011)	(135,403)
Central administration	(2,267,117)	(1,867,484)
Special projects	(78,304)	(65,465)
Provision for special projects	(242,027)	(565,785)
Development expenses	(45,956)	(103,382)
Investments	(48,441)	(48,668)
	(13,683,248)	(12,376,181)
Net profit	342,212	445,513
<i>Income that will not be reclassified to the profit or loss</i>		
Changes in the fair value of equity investments at FVOCI	824,869	-
Reserves acquired on acquisition of Tasmanian Deaf Society	547,716	-
<i>Items that may be reclassified to the profit or loss</i>		
Changes in fair value of available-for-sale financial assets	-	(583,444)
Other comprehensive income for the year	1,372,585	(583,444)
Total comprehensive income for the year	1,714,797	(137,931)

Treasurer's Report

Abridged Financial Position as at 30 June 2017

	2017 \$	2016 \$
Current Assets		
Cash and cash equivalents	692,065	250,786
Receivables	1,419,939	1,831,066
Inventories	28,305	29,298
Other financial assets held in trust	20,976	19,529
Other	185,790	175,004
Total Current Assets	2,347,075	2,305,683
Non-Current Assets		
Financial assets	24,587,534	23,149,313
Plant and equipment	720,988	663,928
Intangibles	132,900	-
Total Non-Current Assets	25,441,422	23,813,241
Total Assets	27,788,497	26,118,924
Current Liabilities		
Trade and other payables	792,807	759,291
Payables – held in trust	20,976	19,529
Provisions	1,756,688	1,786,225
Total Current Liabilities	2,570,471	2,565,045
Non-Current Liabilities		
Provisions	474,511	525,161
Total Non-Current Liabilities	474,511	525,161
Total Liabilities	3,044,982	3,090,206
Net Assets	24,743,515	23,028,718
Equity		
Fair value reserves	-	(95,933)
Financial assets at fair value through OCI reserve	606,679	-
Development reserve	96,618	96,618
Reserve acquired on gain of Tasmanian Deaf Society	547,716	-
Retained earnings	23,492,502	23,028,033
Total Equity	24,743,515	23,028,718

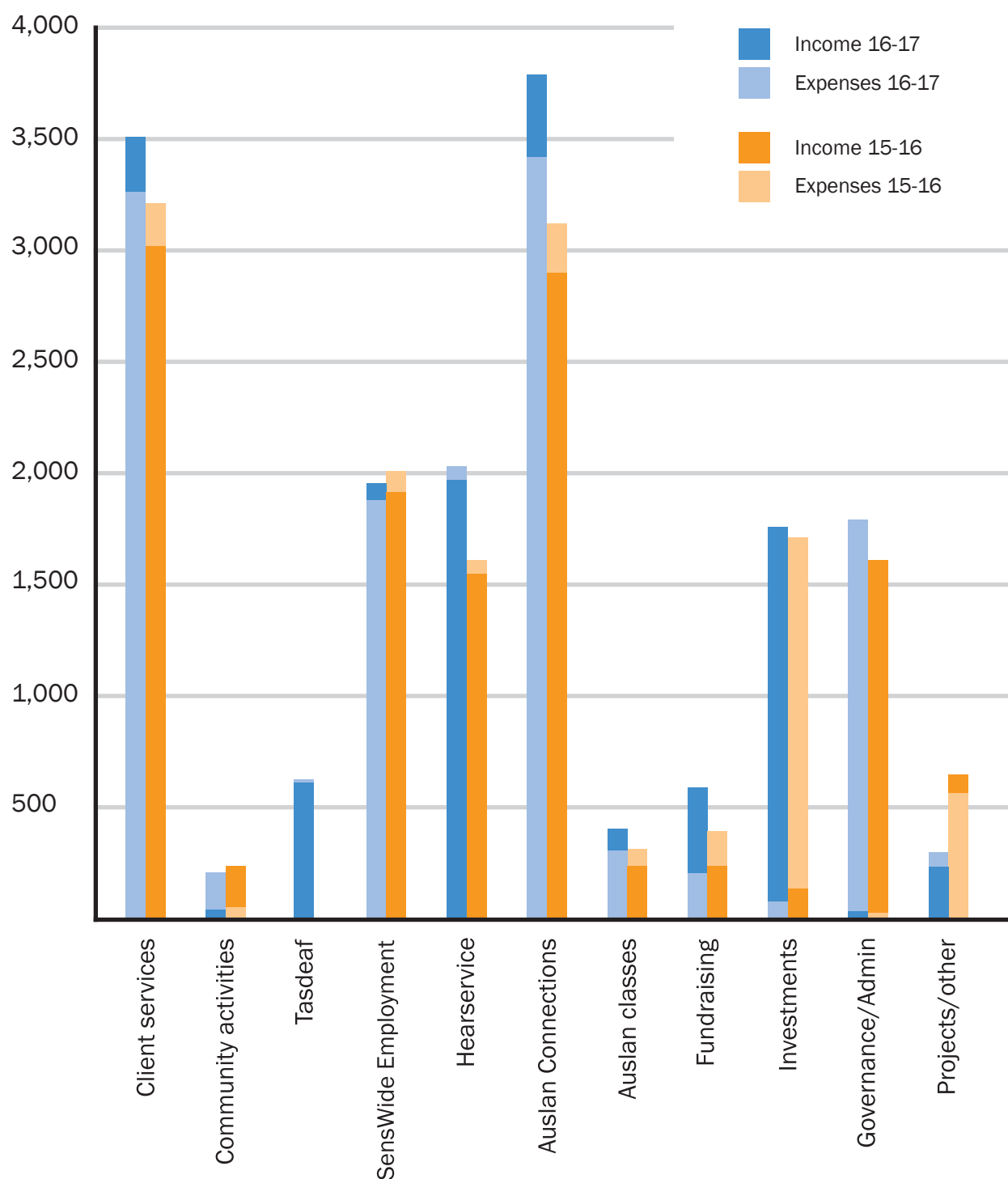
Treasurer's Report

Abridged Statement of Changes in Equity For the year ended 30 June 2017

	Fair Value Reserve	Financial Assets at FVOCI Reserve	Development Reserve	Tasmanian Deaf Society Reserve	Retained Earnings	Total Equity
	\$	\$	\$	\$	\$	\$
Balance as at 30 June 2015	487,511		200,000	-	22,479,138	23,166,649
Profit for the year	-	-	-	-	445,513	445,513
Charge to Development Reserve	-		(103,382)	-	103,382	-
Changes in fair value of an available-for-sale financial asset, net of tax	(583,444)	-	-	-	-	(583,444)
Total comprehensive income for the year	(583,444)		(103,382)	-	548,895	(137,931)
Balance as at 30 June 2016	(95,933)		96,618	-	23,028,033	23,028,718
Reclassification on adoption of AASB9	95,933	(95,933)	-	-	-	-
Profit for the year	-	-	-	-	342,212	342,212
Reserves acquired on acquisition of Tasmanian Deaf Society	-	-	-	547,716	-	547,716
Changes in fair value of available-for-sale financial asset, net of tax	-	824,869	-	-	-	824,869
Transfer of gain on disposal of equity investments at FVOCI to retained earnings	-	(122,257)	-	-	122,257	-
Total comprehensive income for the year	95,933	606,679	-	547,716	464,469	1,714,797
Balance as at 30 June 2017	-	606,679	96,618	547,716	23,492,502	24,743,515

Treasurer's Report

Results by Department - 2016-17
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