

STRENGTHENING OUR FUTURE

Welcome



I am proud to report that Vicdeaf has again achieved its important milestones as outlined in the 2010-2015 Strategic Plan. It has been a year of energy, passion and commitment in striving to achieve our vision of access and equity for deaf and hard of hearing people.

Our 2012–13 Annual Report provides a snapshot of our achievements and highlights the many activities and outcomes that have been possible through our deep and strong connections to Victoria's Deaf and hard of hearing community.

While this Report highlights the excellent work undertaken by our dedicated workforce, volunteers, community members and other stakeholders, it also celebrates our achievements, and outlines the many challenges and opportunities that lie ahead for 2013–14 and beyond.

Christine Mathieson

Chief Executive Officer

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Strategic Direction



Vision: Access and equity for Deaf and hard of hearing people

Our Stakeholders

- Objectives**
- Our direction will be influenced through consultation
 - We will make decisions in a responsive and transparent manner
- Outcomes**
- We engage with stakeholders to identify and address needs
-

Our Services

- Objectives**
- We will develop and deliver quality services that respond to current and future needs
 - We will actively increase our capacity to deliver services
- Outcomes**
- We will provide relevant, responsive and evolving services
-

Our People

- Objectives**
- We will develop and maintain skilled staff who contribute directly to the success of the organisation
 - We will develop and maintain a positive and professional culture of respect
- Outcomes**
- We will develop and support our most valuable resource, our staff
-

Our Resources

- Objectives**
- We will ensure ongoing diligence for our management systems
 - We will meet our legal obligations
- Outcomes**
- We will be sustainable and effectively manage and increase our resources as needed
-

Our Communication

- Objectives**
- We will enable language choice for our stakeholders
 - We will use emerging technology to enhance communication
- Outcomes**
- We will communicate effectively, recognising and respecting cultural and language diversity
-

Statement of values

- Integrity** We act fairly, honestly and openly
- Respect** We respect peoples' choices for communication and service delivery
- Excellence** We strive for excellence in everything we do
- Accountability** We accept responsibility for services that are effective, efficient and enabling
- Diversity** We respect diverse perspectives

Board of Directors

Mr R.E.M.
(Mac) Adam
OAM



President – Victorian Deaf Society
Member – Finance, and Audit Committee
Member – Planning and Performance Committee
Member – Nominations and Remuneration Committee
Member – Accommodation Taskforce
Appointed July 1990

Ms R M
(Rebecca)
Adam



B.Comm, LLB, Business Manager, IBM
Member – Finance & Audit Committee
Chair – Nominations and Remuneration Committee
Appointed February 2006
(Resigned December 2012)

Mr J G (John)
Ferraro



B Science, B Orthotics, Post Grad Dip Health Services Mgt, Master of Health Admin, Associate Program Director, Emergency and General Medicine – Eastern Health
Member – Finance & Audit Committee
Member – Investment Sub-Committee
Member – Accommodation Taskforce
Appointed February 2011

Ms H (Hilary)
Fisher



Masters Applied Commerce (Marketing), B Arts (Politics/Linguistics), Dip. Creative Arts, Senior Communications Advisor, Department of Health
Appointed June 2013

Mr K G (Garry)
Fowler



FCA, FAICD. Treasurer – Victorian Deaf Society, Chartered Accountant and Company Director; Retired partner of Ernst & Young
Chair – Finance & Audit Committee
Chair – Investment Sub-Committee
Member – Nominations and Remuneration Committee
Chair – Accommodation Taskforce
Appointed in March 2009

Mr R J
(Richard)
Kennedy



MBBS (Melb.),FRACS. Visiting Medical Officer – Mercy Private Hospital, Goulburn Valley Health, Royal Victorian Eye and Ear Hospital, Cochlear Implant Clinic and St. Vincent's Hospital
Chair – Planning and Performance Committee
Member – Accommodation Taskforce
Appointed April 2008

Mr D J (Dean)
Matthews



FAICD, BComSc, GradDipMgt, Advanced Mgt Program – Harvard Business School. Chief Information Officer – SABMiller Asia Pacific and Carlton United Breweries
Member – Nominations and Remuneration Committee
Member – Major Gifts Group
Appointed February 2011

Ms W K
(Wendy) Miller



LLB (Hons), B Arts, Senior Associate – Herbert Geer
Member – Finance & Audit Committee
Appointed July 2013

Mr S J (Sam)
Patterson



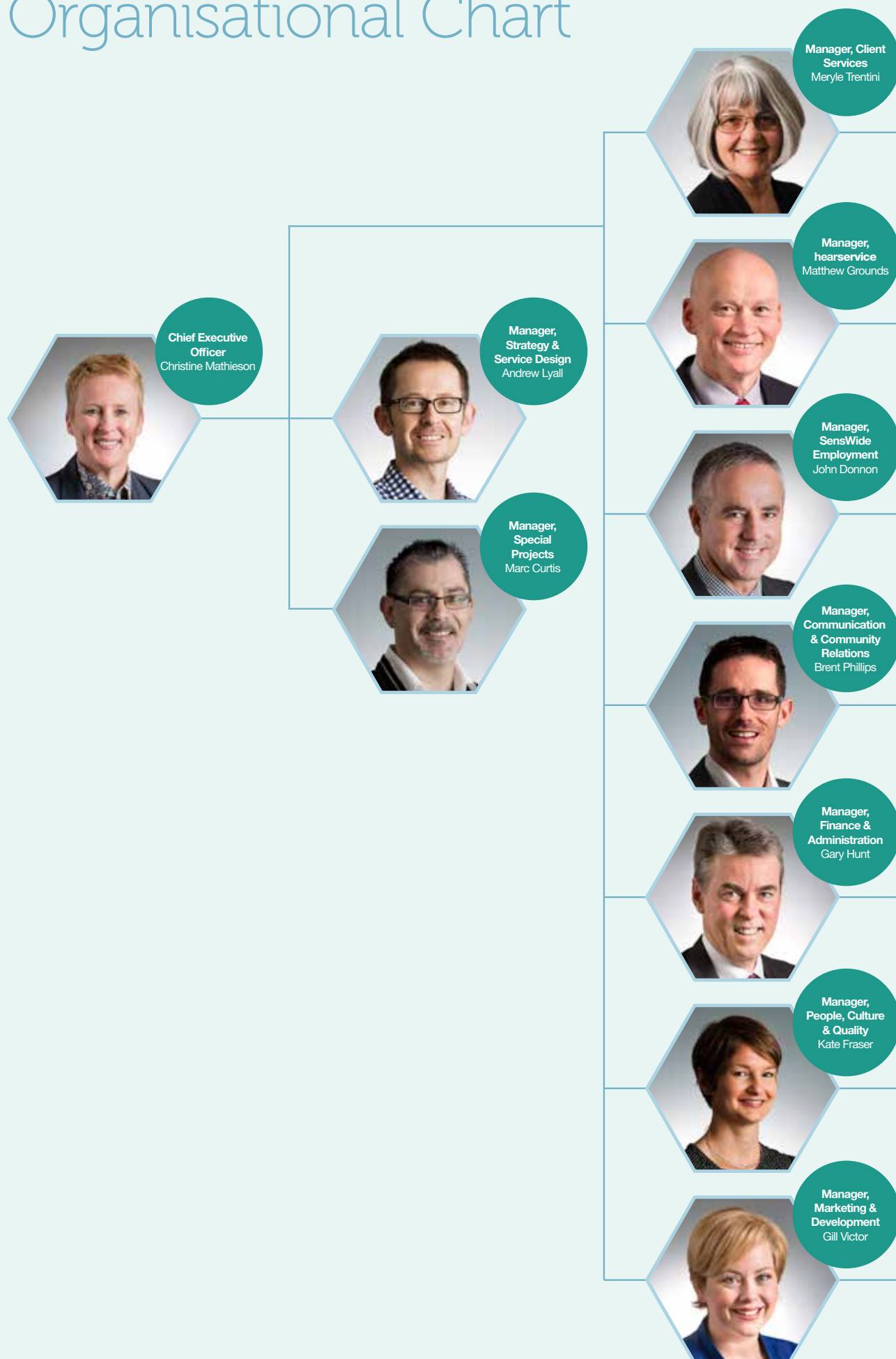
LLB/BSc, Communications Manager, The Alannah and Madeline Foundation
Chair – Fundraising and Relationships Taskforce
Chair – Major Gifts Group
Appointed March 2009

Dr M T
(Therese)
Pierce



Ph.D (Special Educ.Admin.), M.A. (Mental Health Counselling), G.D.S.E.(Deaf Education); Dip. Ed, B.App.Science, Graduate Diploma in Deaf Studies (Language); Liaison Principal – Dept of Education and Early Childhood Development, Western Metropolitan Region, AAD Expert Group (Education)
Member – Fundraising and Relationships Taskforce
Member – Planning and Performance Committee
Appointed October 2001

Organisational Chart



Case Management (Regional and Metropolitan)

- Individualised Support
- Counselling
- Intake

Independent Living Skills

- Independent Skills Training
- Auslan for Migrant
- Support Groups

Supported Accommodation

- Residential Support

deaf access Victoria

- Community Awareness and Inclusion

Audiology

- Audiological Health Advice
- Customised Ear Plugs
- Hearing Aid Fittings and Sales
- Home Visit Service

Rehabilitation

- Community Education & Health Promotion
- Hearing Loss Management
- Tinnitus Retraining Therapy
- Free Hearing Screenings

Assistive Listening Devices

- Device Advice and Sales

Employment Support Services

- Employment Assistance
- Post Placement and Ongoing Support
- Work and Life Skills Training
- Careers Grant, Advice Line
- Workplace Modifications, Auslan for Employment

Disability Management Services

- Adaptive Equipment
- Hearing Aid Vouchers
- Employment Assistance

Community Programs

- Community Education
- Information & Referral
- Newsletters, Website & Social Media
- Community Activities Programs & Events
- Sign Language Video Productions
- Community Engagement
- Auslan Training

Sign Language Communications Victoria

- Auslan Interpreting Service
- Notetaking Service
- Live Captioning Service

Finance

- Financial Services
- Accounts Payable and Receivable
- Payroll Services
- Property, Investments, Insurance and Motor Vehicles

Information Technology

- ICT Strategy
- Information and Systems

People and Culture

- Employee and Industrial Relations
- Recruitment
- Remuneration
- Training and Development

Occupational Health & Safety

- Occupational Health & Safety Committee
- Employee Wellbeing
- Workplace Health & Safety

Continual Improvement

- Business Systems Management
- Risk Management

Quality

- Quality Management
- Complaints and Feedback

Fundraising

- Donor Relations
- Appeals
- Bequests and Planned Giving
- Trusts and Foundations

Marketing

- Strategic Services
- Campaigns

Public Relations

- Awareness
- Profile Building
- Media Enquiries

President's Report

The last 12 months marked a time of change for Vicdeaf; beginning with the appointment of our new Chief Executive Officer, Christine Mathieson. Christine has successfully transitioned into the role since commencing in September 2012, quickly utilising her knowledge and expertise to the organisation's benefit. The Board of Directors' brief to Christine was simple: take Vicdeaf to the next stage of its development as an organisation. There are many unknowns and challenges in the community sector at the moment and the Board, Christine and the Senior Management Team have been working hard to interpret these changes and position Vicdeaf to grow and develop into the future.

It is becoming increasingly clear that government funding is no longer assured for community service organisations, and Vicdeaf will need to adapt. The Victorian Government has long been planning for a move away from recurrent block funding. This prospect, combined with the launch of National Disability Insurance Scheme, means that significant work needs to be done to ensure Vicdeaf's ongoing sustainability. Christine and her team have already started building a new framework to support the organisation in the years ahead.

Sustainability is critical, certainly from a governance perspective. But being sustainable is not enough. It is equally important that Vicdeaf remains relevant to the needs of the clients and communities we serve. This was the focus of the Board and Senior Management Team's annual Leadership Retreat in March 2013.

A significant outcome from this retreat was the development of a growth strategy to drive Vicdeaf's services forward. This is the first time Vicdeaf has had a clearly articulated, measurable strategy for growth. It is a very appropriate and positive response to the sector reforms unfolding around us.

Vicdeaf worked closely with other deaf sector organisations throughout the year in an attempt to bring about more collaboration to benefit deaf and hard of hearing people. As the sector changes, working together in close partnership will become increasingly important.



Robert (Mac) Adam OAM
President / Chairman

We are now halfway through the life of our 2010–2015 Strategic Plan and have started planning for the next one. The current plan continues to serve us well; but now is the time to begin mapping out how we can best respond to the future needs of our clients and to the changing funding environment. Consultation with the community and our many stakeholders will be central to the development of this plan.

Rebecca Adam resigned as Board Director in late 2012 after almost seven years of service. I would like to thank Rebecca for the many valuable contributions she made during her time, and particularly for her assistance to me in her role as Deputy Chair. Hilary Fisher was appointed to the Board, having served on the Fundraising and Relationships Taskforce and we welcome her fresh perspective and energy. The Board continue to govern the organisation with diligence and effectiveness and I extend my appreciation to them for their commitment and hard work.

I hope you enjoy this year's Annual Report. It outlines just some of the excellent work that the staff, managers and volunteers of Vicdeaf have done over the last twelve months. My sincerest thanks to all of them for making 2012–13 such a successful year: together they continue to ensure that Vicdeaf strives for 'access and equity for Deaf and hard of hearing people'.

Robert (Mac) Adam OAM
President / Chairman



CEO's Report

This is my first CEO's Report since I commenced in the role in September 2012. I would like to take this opportunity to thank our President, the Board of Directors, Senior Management Team, staff, clients and broader community for the wonderful support and guidance I have received in settling into the role. I was given a very warm welcome which is indicative of the strong sense of purpose, values and culture within Vicdeaf.

The theme for this year's Annual Report is 'Strengthening our Future' – a theme that accurately reflects the work and investment we have made over the past 12 months. Of course, there is much of our work and service provision to the community that is business as usual however with the rapidly changing policy and funding environment, particularly the launch of the National Disability Insurance Scheme, there has been a concerted effort in planning for our future – a future for Vicdeaf that ensures we are relevant, viable and sustainable for our clients and community.

Our key achievements and new initiatives

Each year we work hard towards providing quality services and supports to our clients and community. We strive to learn and grow so that the services we offer are the best and meet the individual and communication needs of our clients. At the same time, we are proud to have achieved outcomes above and beyond our core services. Some of the exciting new initiatives and achievements are as follows:

- In partnership with NMIT and Latrobe University we formed the Victorian Auslan Training Consortium (VATC) and successfully tendered to deliver Auslan training across Victoria over the next three years. Vicdeaf acknowledges and applauds the dedicated staff at Kangan Institute who delivered Auslan training to hundreds of people over the past twenty years.
- We have been actively involved in campaigning for the needs of our stakeholders in National Disability Insurance Scheme throughout the course of the year. We focused on strengthening our relationships with the State and Commonwealth governments. We successfully registered as a state-wide service provider in Victoria's launch site in the Barwon region.
- hearservice continues to provide a wide variety of services to the community including visiting clinics which opened in Lilydale and Geelong.
- SensWide Employment won two new tenders to deliver disability employment services in Epping and Greensborough in addition to our offices in Preston, Sunshine, Frankston and Melbourne CBD. This expands the reach of our employment services significantly and we are excited to be able to offer services to a growing number of clients.



Christine Mathieson
Chief Executive Officer

- Sign Language Video Productions (SLVP) was established with a dedicated film studio space. SLVP provides a video production service that makes films and presentations accessible to people who are deaf and hard of hearing, whilst also using the service to expand awareness of Auslan and the Deaf community.
- A program was established for new employees with limited knowledge of Deaf culture and Auslan. New staff are partnered with Deaf staff members to help them integrate into Vicdeaf and develop cultural and language awareness.
- A 2012–2013 summer trial in partnership with the Fire Services Commissioner, to interpret and translate regular bushfire information updates in Auslan was conducted and following a review with the Commission it was agreed that this partnership will continue in the lead up to and during the next summer.

Some acknowledgements

Over the course of the year we farewelled and welcomed some key staff. In particular I would like to note that after a long and exemplary career with Vicdeaf Gina Bertsch resigned to pursue new interests. Gina is known to many of you and leaves a legacy of dedication, passion and loyalty and we thank you sincerely Gina. Following Gina's departure, Matthew Grounds our Principal Audiologist was appointed as the manager of hearservice in January 2013.

Gill Victor also commenced in January 2013 as Manager, Marketing and Development and Brent Phillips, Manager, Communication and Community Relations took on an expanded portfolio which now includes Sign Language Communications Victoria (SLC VIC). Marc Curtis transferred from Manager SLC VIC to Manager, Special Projects and we acknowledge his hard work in passionately managing our interpreting service for around ten years.

Looking Forward

Although we have come a long way in providing quality and tailored supports to Victorians who are Deaf and hard of hearing, we recognise that the journey of improvement and growth never stops and it is now time for us to move to the next stage – to aspire to new ways of doing things in light of National Disability Insurance Scheme and the ever changing not for profit environment.

Christine Mathieson
Chief Executive Officer

Our Stakeholders

We responded to over
14,000
phone and email enquiries

Vicdeaf has been actively involved in campaigning for the needs of our stakeholders in the National Disability Insurance Scheme throughout the course of the year. We have been focusing on strengthening our relationships with key State and Commonwealth government bodies. Vicdeaf has hosted events including the 'DisabiliTEA' held at Vicdeaf in October 2012, and participated in community forums and information sessions in the Barwon region in readiness for the launch of the National Disability Insurance Scheme.

- Communication and Community Relations developed the 'Let's Talk' resource for the education sector providing information and strategies to work with Deaf parents of students, following consultation with parents. This was made possible through funding from the Frank & Flora Leith Trust and the Akermanis family.
- Vicdeaf continues to be a key stakeholder in the Auslan Interpreter Industry Forum of Victoria, and will assume ownership of the set of recommendations going forward.
- Client Services partnered with other organisations including Mission Australia and Vicroads to provide better access for clients in preparing for the learner permit test, migrant resource centres for Auslan for Deaf Migrants program and regional primary care partnerships and emergency services to increase awareness and access for clients.
- Marketing and Development conducted visits to key supporters to better understand their engagement with Vicdeaf. These visits and contacts include individual donors, Trusts and Foundations administrators, major supporters and people who may be interested in planned giving.
- SensWide Employment conducted an annual client survey that tracks trends and levels of satisfaction from job seekers and workers. Analysis of the data and results provided a list of recommendations that inform service improvements. This included better information about agencies in local areas and improved communication about feedback.
- SensWide Employment also produced a range of Auslan videos that announce to our clients the changes that came about as a result of the Disability Employment Service tender.
- Vicdeaf supported the coordination of a successful Deaf Expo at the Melbourne Showgrounds in October 2012, attracting over 500 people.



Top left: Staff and Supporters at the Vicdeaf hosted DisabiliTEA, October 2012

Top right: Crossing Borders Camp Leaders, Tyson Boal, Michelle Rowlands and Julia Murphy, January 2013

Left: Activities at the Deaf Expo, October 2012



Our Services

SensWide Employment opened

2 new

offices in Greensborough
and Epping

It has been an active year for the Client Services department. Regional case management services have been consolidated to three days per week across all of our regional sites. Planning is underway for the Regional Resilience Program which focuses on building independence through skills development for Deaf people and people with significant hearing loss and other disabilities in Ballarat, Geelong and surrounding areas.

The Independent Living Skills Teams (ILS) successfully implemented the Auslan for Deaf Migrants program with growing demand, and delivered Learner Permit training and Myki training to their clients.

- Client Services also provided metro and regional case management, counselling and independent living training services to more than 400 Deaf and hard of hearing adult Victorians, promoting skill development and independence.
- Our regional case managers are establishing links with indigenous services in regional Victoria.
- deaf access Victoria Hume and Gippsland progressed state-wide systemic initiatives with Emergency Services, Health and Education sectors, providing regional awareness and information to promote inclusive communities.
- Vicdeaf continues to work with major supporter Mr Roger (C.H.) Brookes who has generously funded the Regional Resilience Program, which aims to increase independent living skills for Vicdeaf clients in the Geelong and Ballarat areas.
- SensWide Employment developed two new services that responded to the needs of our clients; LifeWise (improving personal health) and EASE (English @ SensWide Employment) have both enjoyed great success with job seekers.
- After a highly competitive tender process, SensWide Employment won two new Disability Employment Service contracts. We continue to be the only provider in Australia able to offer both streams of Disability Employment Services to deaf and hard of hearing people.
- SensWide Employment grew in the last six months with the opening of new offices in Greensborough and Epping, making a total of six offices across the Melbourne metropolitan area. Client numbers grew by over 18%. The Preston office was also relocated into modern new premises on High Street to better support job seekers into work.

- hearservice continues to run workshops for people with combined vision and hearing loss in conjunction with Able Australia.
- hearservice has begun regular open days for clients wishing to trial new technology in hearing aids by going out for coffee in a busy shopping centre.
- hearservice visiting sites opened at Lilydale and Geelong, and the Home Visit service continues to grow.
- The hearservice Rehabilitation team surpassed Department of Human Service annual targets for the second year in a row and saw over 2400 clients in 2012/13.
- Communication and Community Relations held another successful 2012 Christmas Rally at Glenferrie Oval, Hawthorn with approximately 450 people in attendance.
- We also held a twilight cinema event at Hays Paddock (Life of Pi), attended by 600 members of the community and local residents.
- Vicdeaf's community Auslan courses continue to grow with over 660 enrolments for 2012/13.
- The Deaf Professionals Network Victoria hosted a successful Business Breakfast at the Melbourne Zoo, and hosted a public speaking course in partnership with Toastmasters International.
- Vicdeaf is a partner in the Victorian Auslan Training Consortium, who was successful in securing the contract to deliver accredited Auslan training in Victoria for the next three and a half years. NMIT, deafConnectEd and La Trobe University are the other consortium partners. Vicdeaf will focus on community engagement, convening the Stakeholder Steering Committee and assisting in resource production.
- SLC VIC delivered 16,140 hours of interpreting and achieved a fill rate of 97%.
- People, Culture and Quality revised the Vicdeaf Complaints and Feedback procedure in consultation with the Office of the Disability Services Commissioner. The Office facilitated a number of sessions for managers and staff which provided an overview on how to work with clients to successfully resolve complaints. This assists us in improving the quality of services we provide to our clients.



Top: Deaf Professionals Network Victoria Reference Group and Guest Speakers at the annual Business Breakfast, October 2012



Left (top): Participants from the Toastmasters 'Signcraft' Course, March 2013



Left (middle): Graduates from the 2012 Auslan for Migrants class program, December 2012



Left (bottom): hearservice Speech Pathologist Steve McKean conducts a free hearing screening (image courtesy of Leader Newspapers)

Our People

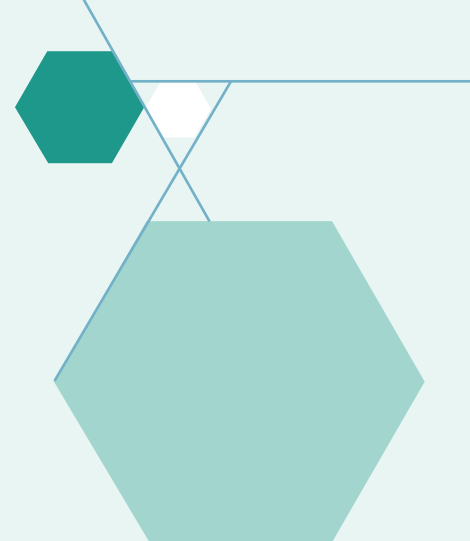
Staff Satisfaction
remains high
with an overall

80.8%
job satisfaction rating

In 2013, SLC VIC established the 'Interpreter Intern Program' in order to address the issue of interpreter retention and to assist NAATI accredited paraprofessional interpreters to take the next step in becoming NAATI accredited professional interpreters. The program has employed two intern interpreters this year and early feedback has been extremely positive.

- People, Culture and Quality completed the successful negotiation and implementation of the new Vicdeaf and Employee Enterprise Agreement 2013–2015 in December 2012. The Agreement was developed over a nine month period and included staff consultation and discussions with relevant unions and other industry bodies. The new agreement includes a number of staff requests, including purchased annual leave and paid volunteer leave. It also provides staff with additional benefits, allowances and flexibility.
- Staff Satisfaction levels continue to remain high at 80.8%. The staff satisfaction survey is undertaken on an annual basis and measures overall staff satisfaction in a number of areas including job satisfaction, communication, decision making, professional development, culture and leadership.
- Staff turnover continues to be low which demonstrates the commitment of staff to the organisation. As well as retaining key staff, the past year has seen the successful recruitment of 34 new employees which is a strong indication of our ability to attract people to work for Vicdeaf.
- A number of health and wellbeing initiatives continue to be offered, including lunchtime yoga classes, the availability of a staff wellbeing room, the provision of flu shots and health checks on site and the continuation of our Employee Assistance Program, which provides short term support for a range of work-related and personal issues.
- A 'Deaf Buddy' program was established for new employees with limited knowledge of Deaf culture and Auslan. This involved new staff being partnered with a Deaf Buddy to help them assimilate into Vicdeaf, increasing their confidence in communicating with Deaf staff members and improving their understanding of the needs of our clients.
- Following an internal restructure, SLC VIC moved into the Communication and Community Relations department in February 2013, ensuring closer alignment with the Community Programs team.





- Staff members continued to undertake training and professional development throughout the year, ranging from short courses, mentoring, conferences and workshops.
- SLC VIC has focused on engagement with current, potential and lapsed interpreters, hosting a function in May attended by 50 interpreters. New interpreters continue to be recruited and we continue to sponsor ASLIA Vic professional development sessions.
- Staff strive to incorporate the values of Vicdeaf – respect, integrity, diversity, accountability and excellence into practice and reflect them in attitudes and ways of working together.
- With a renewed focus on fundraising and public awareness for Vicdeaf's services, the Marketing and Development department has been established with two new positions filled.
- Marketing and Development has established mechanisms to ensure that internal business units are assisted with their funding and marketing needs.
- Staff at SensWide Employment attended 22 separate training sessions to acquire new skills and were audience to a wide range of guest speakers at staff meetings.
- New roles were created within SensWide Employment, ensuring staff continued to have access to new opportunities and to acquiring additional skills.
- The Team Values were reviewed at the SensWide Employment annual planning session and a revised set of values created. These ensure the team works in a very positive, supportive and respectful way.
- Audiology and rehabilitation staff from hearservice attended the Audiology Australia conference in Adelaide in 2012.
- Matthew Grounds, Manager of hearservice, was invited to attend the prestigious Ida Institute in Denmark for a participatory workshop on Client-Centred Care.



Top: Vicdeaf staff member, Sasha Hough
Middle: SLC VIC Interpreter Interns for 2013, Chris Hansford and Jinaya Simpson

Bottom: SensWide Employment celebrates 20 years of service, August 2012



Our Resources

Vicdeaf is a statewide service with

16 sites

across **Metropolitan**
and **Regional Victoria**

We have developed a Marketing and Development plan with a renewed focus on public awareness of Vicdeaf's services and ensuring reliable income for our future. The plan focuses on better meeting the needs of our clients while fulfilling our supporters' wishes. We have visited key supporters to understand their engagement with Vicdeaf.

- In 2012–2013, Vicdeaf conducted a review of its IT infrastructure to ensure that it was robust enough to meet the organisation's risk profile. With IT becoming increasingly more important as part of our service delivery with government, business and clients, the level of acceptable risk in light of potential IT issues was assessed. The outcome was to invest further in Vicdeaf's disaster recovery model with additional support facilities at a second site that would mitigate any unexpected issues. The solution began roll out from April 2013.
- Vicdeaf management, in conjunction with the Board, has had a major review of the organisation's risk management profile with the development of a new risk management plan. The new plan was developed over the course of 2013 and approved by the Board in June. Major organisational risks have been assessed in line with appropriate standards and appropriate risk mitigation strategies are now in place.
- Effective from December 2012, the Australian Charities and Not-for-profits Commission (ACNC) assumed responsibility as an independent national regulator of charities in Australia. Vicdeaf has been fully supportive of ACNC in assisting with its setup of the national charities register. Details of Vicdeaf's profile are now available on the register for all interested parties to view.
- Vicdeaf was successful in gaining accreditation against both ISO 9001 (Quality Management) and new Department of Human Services Standards in November 2012. The accreditation enables Vicdeaf to be registered under the Disability Act 2006 (Victoria) as a disability service provider.
- An Occupational Health and Safety audit was undertaken by our insurer, Gallagher Bassett, to review our Occupational Health and Safety (OHS) policies and practices and adherence to regulations. The overall finding was positive, noting that there are a number of formal systems in place to manage OHS and there is a clear commitment to improving OHS management by the organisation.



- The Quality Management Review system continues to focus on quality outcomes for each department to enable best practice, whilst also meeting our obligations under DHS and ISO Accreditation Standards. A new Feedback system, incorporating compliments, comments and complaints, has been recently introduced as a way of measuring and improving the quality of Vicdeaf's services.
- Continual Improvement had a renewed focus, with a workshop facilitated by our auditors, SAI Global. The workshop aimed to provide a greater understanding about what continual improvement means, how it works in our day to day service delivery and how we measure it to ensure we are continually improving and adapting our current practices.
- SensWide Employment not only retained its critical Disability Employment Services Quality Assurance accreditation (under the Commonwealth Disability Service Standards) to be able to deliver Disability Employment Services services, but also fell under the scope of Vicdeaf's ISO 9001 accreditation for the first time.
- Marketing and Development has ensured that all information, registrations and legislative compliance has been met and maintained to ensure the highest integrity of operation and privacy in fundraising activities.
- We developed a regular giving and bequest program to help plan for our needs and fulfil the wishes of supporters to contribute meaningfully into the future.
- Client Services, hearservice and Community Programs continue to meet Department of Human Services funding agreement targets, Quarterly Data Collection and Restrictive Intervention reporting requirements.
- hearservice installed a new appointment and client relationship management system to allow for ease of use and to move away from paper-based record keeping.
- The SLC VIC booking system continues to be regularly upgraded to ensure we provide the best possible service to our clients.



Top: Erica Dawson takes a client through the Work in Progress program at SensWide Employment

Above (left): Competitors enjoy learning Auslan at Vicdeaf as part of the Royal Children's Hospital Great Amazing Race, October 2012

Above (right):hearservice Audiologist Seray Lim demonstrating listening devices to a client

Our Communication

Vicdeaf taught Auslan to

600

people across Victoria

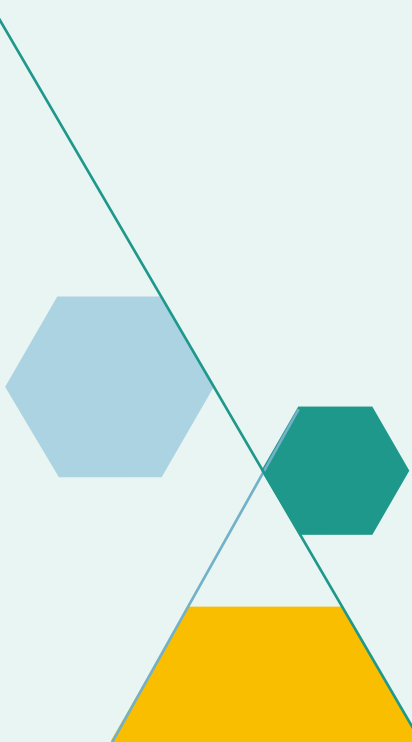
Vicdeaf is committed to enabling language of choice for our stakeholders, and with this in mind we are extremely pleased that the Victorian Auslan Training Consortium (VATC – a partnership between Vicdeaf, NMIT and La Trobe University) was successful in our tender to deliver Auslan training in Victoria for the next three years.

Vicdeaf will play a key role through the Communication and Community Relations Department, by;

- chairing the VATC Steering Committee; consisting of representatives from the Deaf community, interpreting industry, Auslan teachers etc;
- producing video resources for the course;
- delivering a strategy to include the Deaf community;
- tailoring our community Auslan courses to become a pathway into accredited Auslan training at NMIT.

The new accredited courses at NMIT will deliver new and flexible ways of teaching Auslan across the State; reducing barriers for professionals who wish to study Auslan and for people who live in regional areas unable to attend a traditional classroom environment.

- Communication and Community Relations launched Sign Language Video Productions, our former Visual Resources Department, and created a permanent film studio at our East Melbourne office to enable immediate video translation of English into Auslan.
- Vicdeaf continues to produce bi-monthly Communicate newsletters to over 1,750 subscribers, including online Auslan summary versions, and Under The Gaslight email newsletter to over 900 subscribers.
- Vicdeaf continues to grow in social media with over 1200 likes on Facebook, 1900 followers on Twitter and over 15000 views on our YouTube channel.
- Vicdeaf provided 113,869 information service requests over the 12 months using a variety of communication methods – email, phone, video, TTY, SMS, etc., and provided Deaf Awareness Training to over 1,350 people, responded to almost 5,500 emails and received over 62,000 hits on our website.



- Ongoing implementation of technological advances reduces barriers and creates opportunities for increased communication in the work environment. We also commit to good service provision for stakeholders who are not part of the technology revolution.
- Significant marketing programs have been developed by Marketing and Development this year to ensure recognition of Vicdeaf and our services. This included the creation of several new materials and opportunities for engagement.
- Over 400 bookings were made for interpreters for SensWide Employment clients using the Employment Assistance Fund. This means they could communicate in their first language, Auslan, at job interviews or in the workplace.
- Frontline staff at hearservice continue to learn and practice Auslan and we provide interpreters upon request for Auslan and spoken languages.



Top: The Outdoor Open Caption Cinema Screening of Life of Pi, March 2013

Bottom: Sign Language Video Productions staff working to make accessible films for the Deaf community

Thank you

Sincere thanks to all of our supporters who make our work towards access and equity for deaf and hard of hearing Victorians possible.

We rely on our supporters to fund much of the great services and support that we offer. During the 2012–13 financial year we gratefully received support from individual donors, gifts given in memory and in-kind, grants for programs from Trusts and Foundations and gifts left in wills.

We are especially grateful to donors who have chosen to support us so meaningfully on a regular basis as part of our **Friends of Vicdeaf** program.

Friends of Vicdeaf are eligible for discounts to a range of Vicdeaf services and are invited to supporter events.

One of the most meaningful ways that our supporters choose to ensure that their legacy lives on is by leaving a gift to Vicdeaf in their will, which means that what is important to them continues after their lifetime.

We gratefully acknowledge all support of Vicdeaf's work and specifically mention the following gifts:

Bequests

- Estate of Cheng Ming Ting

Trusts and Foundations

- Pierce Armstrong Trust
- Howard Wesley Berry Charitable Trust
- Howard & Georgina Berry Benevolent Fund
- Estate of the Late Mary Ann Edwards
- Lesley Francis Gill Estate
- Gorman Foundation
- Walter & Eliza Hall Trust
- VCF – Ruth Fagg Foundation
- Grace and Herbert Foulkes Charitable Trust
- N J Horton Charitable Fund
- N J Horton and Grace Horton Charitable Fund
- J. R. G. and E. McKenzie Bequest
- Marrich Charitable Foundation
- Mary Eliza Randall Charitable Trust

- The Pratt Foundation
- Frank & Sybil Richardson Charitable Fund
- Frederick Shepherd Trust, The Trust Company
- Francis Thomas & Jeannette Warren Trust Fund
- Joe White Bequest

Donations

- Mr Roger (C.H.) Brookes
- Adam Family
- Mr & Mrs Adler
- Mr & Mrs Aghion
- Aspendale Primary School
- Australian Nursing Federation (Victoria)
- Mr John Balmford
- Mr & Mrs Bradford
- Mrs Jessica M Carvell
- Ms Dora Chan
- Ms Lai Kuen Chang
- Mr Jacob Clancy
- Construction Engineering
- Mr Zyga Elton

- Portland House Group on behalf of Matthew Fitzgerald
- Mr George Gaze
- Mrs Leslie
- Mr J W Lynton
- National Australia Bank
- Ms Beryl Neill
- Mr R J Osborne
- Mr John M Plunkett
- Ritchies Stores Pty Ltd
- Mr D Rodwell
- Mr Ronald Rowe
- Mrs Augusta Van Diggele
- Mrs D Wallach
- Mr E Zerbe

Friends of Vicdeaf

- Mrs Louise Gahleitner
- Miss Emma Hunt
- Mr & Mrs Shields

Gifts received in memory of

- The late Mr Fred Sage

In-kind services and donations

- Australian International Aerospace and Defence Exhibition and Air Show
- Dulux Australia
- Kennards Hire
- National Australia Bank
- PriceWaterhouseCoopers
- Phil Nicholls

Treasurer's Report

for the year ended 30 June 2013

The year to June 2013 has been a challenging year for Vicdeaf as it enters the middle of the 2010–2015 Strategic Plan.

Vicdeaf finished the year with a deficit of \$308,644 before taking into account the profits on sales of investments of \$252,959.

This resulted in an overall deficit of \$55,685.

A deficit budget of \$87,180 had been approved by the Board in 2012–2013 as we continue to invest in building our services to the community. However, only minor bequest income was received, compared with our budget of \$200,000, which was the main reason for the disappointing result, before accounting from the profit on sale of investments, which was not budgeted.

We note some very pleasing results, highlighted by:

- SensWide Employment, has maintained its level of services as it entered a new contract period with Department of Education, Employment and Workplace Relations commencing March 2013.
- Our interpreting service (SLC VIC) has maintained its level of service and sign language classes have had 9% growth this year.
- Our audiology business, **hearservice**, had an improved year in 2012–2013 with 12% growth in service levels over the previous year.
- We continue to perform well with grant income which is able to be directed to additional projects that we would not otherwise be able to fund.
- The investment portfolio has performed very well over the year, exceeding our market related benchmarks. Our investment advisors, Evans and Partners, confirm the portfolio had a total return of 20.51% following on from a return of 2.95% the previous year.
- Property income has remained strong with near full tenancy throughout the year.

These outcomes assisted the Society to continue its current community support whilst maintaining staffing levels, activities and sponsorships.

The Board has decided in future not to budget for bequest income, and has a strategy in place to return the Society to a surplus result, before bequest income and profits on sale of investments by 2015–2016.

I would like acknowledge members of the Finance and Audit Committee over the year for their support. These include the Chairman of the Board, Mac Adam, and fellow directors John Ferraro and Rebecca Adam who resigned in December 2012. In August 2013, we welcomed Wendy Miller to the committee who brings a strong legal background to the Committee.

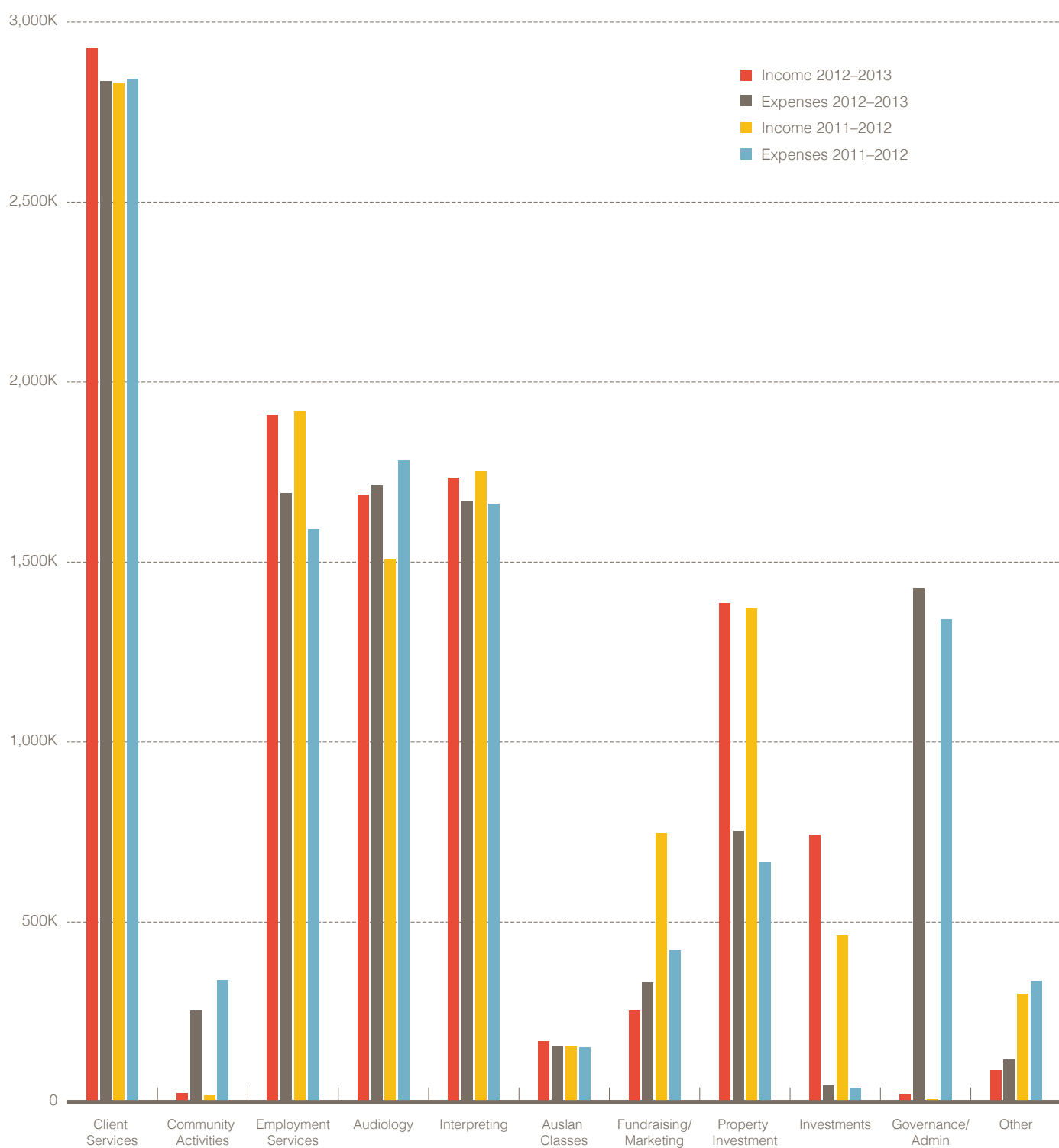
I would also like to thank Christine Mathieson and Gary Hunt for the high standard of the governance, accounting records and the reports we receive, which makes our task so much easier.

Garry Fowler

Treasurer

Operating Results by Department

Results by Department comparing 2011–2012 to 2012–2013



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 2013. A copy of the full audited Financial Statements and Audit Report for 2013 can be provided upon request.

Abridged Financial Performance for the year ended 30 June 2013

	2013 \$	2012 \$
Revenue:		
Government Grants	5,030,064	4,979,552
Accommodation fees	45,235	46,295
Income from sale of goods and services	3,139,091	2,990,305
Property and Investment Income	1,196,287	1,178,629
Donations, bequests and fundraising	250,283	773,138
Other Income	9,467	5,848
Profits/(Loss) from sale of assets	2,901	1,074
Profits/(Loss) from sale of assets and investments	252,959	(10,201)
Total income from continuing activities	9,926,287	9,964,640
Expenses:		
Community Support	(1,852,622)	(1,909,167)
Information	(474,191)	(486,729)
Interpreting	(1,584,411)	(1,583,907)
Auslan Training	(148,147)	(143,981)
Employment Services	(1,681,131)	(1,577,571)
Audiology & Rehabilitation	(1,862,945)	(1,949,548)
Fundraising & Marketing	(225,110)	(205,609)
Central Administration	(1,256,068)	(1,188,686)
Special Projects	(23,171)	(106,260)
Provision for Special Projects	(75,000)	(209,678)
Property	(753,216)	(665,661)
Investments	(45,960)	(38,808)
Total expenses from continuing activities	(9,981,972)	(10,065,605)
Profit/(Loss) from continuing operations	(55,685)	(100,965)
Profit (Loss) for the year	(55,685)	(100,965)
Other Comprehensive Income		
Movement from restatement to fair value of investments	677,836	(192,472)
Total comprehensive income/(loss) for the year	622,151	(293,437)

Abridged Financial Position as at 30 June 2013

	2013 \$	2012 \$
Current Assets		
Cash and cash equivalents	165,283	609,760
Receivables	598,008	437,624
Inventories	26,498	48,019
Available for sale financial assets	8,158,622	7,027,639
Other financial assets held in trust	10,840	8,862
Other	54,440	33,164
Total Current Assets	9,013,691	8,165,068
Non-Current Assets		
Property, plant and equipment	8,280,517	8,683,458
Total Non-Current Assets	8,280,517	8,683,458
Total Assets	17,294,208	16,848,526
Current Liabilities		
Payables	510,318	661,498
Payables – trust	10,840	8,862
Provisions	1,146,775	1,159,469
Total Current Liabilities	1,667,933	1,829,829
Non-Current Liabilities		
Other long-term provisions	652,370	666,943
Total Non-Current Liabilities	652,370	666,943
Total Liabilities	2,320,303	2,496,772
Net Assets	14,973,905	14,351,754
Equity		
Fair Value Reserves	837,007	159,171
Development Reserve	200,000	200,000
Retained Earnings	13,936,898	13,992,583
Total Equity	14,973,905	14,351,754

Abridged Statement of Changes in Equity for the year ended 30 June 2013

	Reserves \$	Retained Earnings \$	Total Equity \$
Balance as at 30 June 2011	351,643	14,293,548	14,645,191
Loss for the year	-	(100,965)	(100,965)
Changes in fair value of an available-for-sale financial asset, net of tax	(192,472)	-	(192,472)
Total comprehensive income for the year	(192,472)	(100,965)	(293,437)
Transfer to Reserve	200,000	(200,000)	-
Balance as at 30 June 2012	359,171	13,992,583	14,351,754
Loss for the year	-	(55,685)	(55,685)
Changes in fair value of an available-for-sale financial asset, net of tax	677,836	-	677,836
Total comprehensive income for the year	1,037,007	13,936,898	14,973,905
Transfer to Reserve	-	-	-
Balance as at 30 June 2013	1,037,007	13,936,898	14,973,905

Contact Information

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 Sunshine VIC 3020

Greensborough

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 Greensborough VIC 3088

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 Preston VIC 3072

Epping

Whittlesea Community Mental
 Health Services
 185 Cooper Street
 Epping VIC 3076

deaf access Victoria

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*Communication
is the key*