

**WORKING TOGETHER
BUILDING OUR FUTURE**



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Celebrating 130 years

This year marks the 130th anniversary of Vicdeaf.

From humble beginnings in 1884, we have grown to become one of the largest organisations providing Deaf and hard of hearing services in Australia. Here we give a nod to our rich history and set our sights on the future.

1884

The “Victorian Society for Promoting the Spiritual and Temporal Welfare of the Adult Deaf and Dumb” is established, holding its first services at the Baptist Lecture Hall in Little Collins Street, Melbourne



1885

Name changed to “The Adult Deaf and Dumb Mission”



1891

New premises established at the YMCA, 69 Bourke Street, Melbourne



1903

Purchase of land and building works begin at 32-34 Flinders Street, Melbourne



1908

Land at Blackburn Lake purchased to establish a flower farm and a hostel for ageing Deaf and Deafblind people called Lake Park



1924

Purchase of property at Jolimont Square in East Melbourne



1929

Commenced operations in Geelong



1970

Name changed to “The Adult Deaf Mission”



1971

Establishment of H.E.A.R. Service (now hearservice)



1983

First Deaf president was elected to the Board (Mr J. M. Lovett)



1984

Name changed to “Victorian Deaf Society”



1994

The new nursing home at Lake Park is opened



2003

Purchase of 340 Albert Street, East Melbourne



2005

SensWide Employment merges to provide employment services



2014

Sale of 340 Albert Street, East Melbourne



Strategic Direction

Our vision

Access and equity for Deaf and hard of hearing people.

Our mission

Raise awareness, promote communication, engage the community and develop human potential so that people who are Deaf or hard of hearing can enjoy equal opportunities across all areas of life.

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

REPORT

Board of Directors



Mr Robert (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



Mr Peter Berg

*B.Com, Adv. Dip
(Financial Planning)*

Member – Finance and Audit Committee

Member – Investment Sub-Committee

Appointed March 2014



Mr John Ferraro

*BSc, B Orthoptics, Post Grad Dip
Health Services Mgt, Master of
Health Admin*

Associate Program Director,
Emergency and General Medicine
– Eastern Health

Member – Finance and Audit Committee

Member – Investment Sub-Committee

Member – Accommodation Taskforce

Appointed February 2011
(Resigned June 2014)



Ms Hilary Fisher

*Master of Applied Commerce
(Marketing), BA (Politics/
Linguistics), Dip. Creative Arts*

Senior Communications Advisor
– Department of Health

Member – Marketing and Development Taskforce

Appointed June 2013



Mr Garry Fowler

FCA, FAICD

Treasurer – Victorian Deaf Society,
Chartered Accountant and
Company Director

Chair – Finance and Audit Committee

Chair – Investment Sub-Committee

Member – Nominations and Remuneration Committee

Chair – Accommodation Taskforce
Appointed 2009



Mr 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 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 – Marketing and Development Taskforce

Appointed February 2011
(Resigned October 2013)



Ms Wendy Miller

LLB (Hons), B. Arts

Senior Associate – Thomson Geer

Member – Finance and Audit Committee

Appointed July 2013



Mr Sam Patterson

LLB/BSc

Communications Manager,
The Alannah and Madeline
Foundation

Chair – Marketing and Development Taskforce

Appointed March 2009



Dr 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 – Marketing and Development Taskforce

Member – Planning and Performance Committee

Appointed October 2001

Senior Management Team



**CHRISTINE
MATHIESON**

Chief Executive
Officer



**ANDREW
LYALL**
Director Strategy
and Service Design

- > Strategic planning
- > Service redesign and sector reform readiness
- > Organisational change



**MERYLE
TRENTINI**
Manager Client
Services

- > Case Management
- > Independent Living Skills
- > Supported Accommodation
- > deafaccess Victoria



**BRENT
PHILLIPS**
Manager
Communication
and Community
Relations

- > Community Programs and Events
- > Sign Language Community Classes
- > Sign Language Video Productions
- > Sign Language Communications Victoria (SLC VIC)



**JOHN
DONNON**
Executive Manager
SensWide
Employment

- > Employment Support Services
- > Disability Management Services



**MATTHEW
GROUNDS**
Manager
hearservice

- > Audiology
- > Rehabilitation
- > Assistive Listening Devices



**GARY
HUNT**
Manager Finance
and Administration

- > Finance
- > Information Technology
- > Administration



**KATE
FRASER**
Manager People,
Culture and Quality

- > People and Culture
- > Occupational Health & Safety
- > Quality Management



**GILLIAN
VICTOR**
Manager Marketing
and Development

- > Fundraising
- > Marketing
- > Public Relations



Robert (Mac) Adam OAM
President / Chairman

The past year has again been a busy one for Vicdeaf and the Board as we continued to create strategic opportunities for our future. The Board recognises that we are in a time of considerable change due to State and National policy reforms and funding pressures. We are working hard as a team to ensure that we make the right decisions to ensure Vicdeaf survives and thrives under the National Disability Insurance Scheme.

Notably the most significant decision the Board made related to our property in Albert Street, East Melbourne. Following careful review and consideration it was agreed that placing our property on the market was in the best interests of Vicdeaf. As such I am extremely pleased to report that this resulted in an excellent outcome and the building was sold in July 2014.

Our primary aim was to ensure that selling the property results in increased financial security to create a strong foundation for our future. But more importantly it is also about reinvesting in our service provision to clients and pursuing more contemporary and purpose fit facilities for clients, the community and our staff.

President's Report

As we turn to our next strategic planning phase, we will ensure that clients and our community remain front and centre in our decisions and that we thoughtfully and capably manage the transition from Albert Street to our future home. Whilst we have up to five years as a tenant at Albert Street, planning is already underway to consider our options. The Board is acutely aware that the community and other stakeholders see the sale of Albert Street as an exciting opportunity to create a community hub and we will consult further with you to seek your views and opinions.

It is becoming increasingly clear from government that working in partnership is a must into the future. With this in mind and with our future property opportunities, the Board has been working positively with the Board of Deaf Children Australia (DCA) to explore closer ties and ultimately better client and community outcomes. I would like to personally thank the DCA President for his proactive and collegiate approach to discussions over the past year and I look forward to continuing that dialogue in 2015.

Turning now to our Board, I would like to thank all the Directors for their passion, commitment and support throughout the year in tackling the challenges and change and ensuring good governance. We are well placed with a diverse and talented mix of Directors who strive to make the very best strategic decisions for Vicdeaf. In particular I would like to thank our Treasurer, Garry Fowler for his tireless and skilled leadership during the sale of Albert Street.

Due to significant work pressures and other commitments, Dean Matthews and John Ferraro stepped down from the Board. While we are sad to see them go, we have new and talented editions in Wendy Miller and Peter Berg who have joined as directors. I would like to thank John and Dean for their astute skills and experience in assisting me with the Board during their tenures.

Our many achievements at the operational and service level are not made possible without a strong and focused management team and staff group. I would like to thank Christine Mathieson our CEO and our Senior Management Team for their hard work over the year. Thanks also to our staff and volunteers who help Vicdeaf achieve the many outcomes over the course of the year.

2014-2015 is already upon us and shaping up as another year of change and challenge. I look forward to meeting those challenges with the support of the Board and all those who make Vicdeaf successful as we enter our 131st year as Victoria's leading service provider for adults who are Deaf and hard of hearing.

Robert (Mac) Adam OAM

BUILD



Christine Mathieson
CEO

OUR ACHIEVEMENTS

This year we saw an enormous amount of activity, energy and achievement at Vicdeaf as we continued to work towards our vision of access and equity for Deaf and hard of hearing Victorians and the fulfillment of our 2010 – 2015 Strategic Plan.

There is much to be proud of as we continue to grow and develop into a viable, dynamic and relevant service provider for our clients in this rapidly changing environment. We have been proactive in commencing service redesign to see Vicdeaf through some of the most significant reforms to funding and services in the organisation's history with the full introduction of the National Disability Insurance Scheme in 2019.

Throughout the year as we embraced the changes and challenges in front of us, we continued to keep our clients at the centre of our work and decisions. Our dedicated and talented team had many successes that benefited clients and the community. These successes resulted in growth in business and income which was redirected back into our services and supports. Some examples of our achievements are as follows:

- > Sign Language Communications Victoria (SLC VIC) entered into a significant partnership with Victorian Interpreting & Translating Service (VITS) to service five key interpreting contracts for the Departments of Human Services, Health, Education and Early Childhood Development, Vicroads and Victoria Police.

CEO's Report

- > Thanks to the generous support of Victorian philanthropist Mr. C. H. (Roger) Brookes, Vicdeaf's Regional Resilience Program assisted people in Geelong and Ballarat with Independent Living Skills such as budgeting, understanding money, healthy food, cooking skills and learning to use technology to stay connected with their families and communities.
- > SensWide Employment partnered with CROWN to become one of five Disability Recruitment Associates. This partnership provides access to a wide variety of jobs within the vast gaming and hotel complex, and can provide job seekers who are Deaf with additional disabilities with a wider range of work options.
- > Hearservice continued to provide quality, independent advice to Victorians with hearing concerns. This year a new program was introduced allowing clients a range of 'try before you buy' options including a one month rental of tailored technology solutions.
- > Vicdeaf welcomed representatives from the World Federation of the Deaf Youth Section (WFDYS), who attended a number of Vicdeaf events and assisted in the formation of Deaf Youth Victoria – an important step in our engagement with young Deaf people.
- > In October 2013, Vicdeaf and members of John Lovett's family marked the 10 year anniversary of his passing. John was an instrumental figure in Vicdeaf, being the first Deaf President and later first Deaf Manager. John's work was acknowledged by Deaf Sports Australia, Deaf Victoria, Deaf Sports Recreation Victoria, the International Committee of Sports for the Deaf and the World Federation of the Deaf.

OUR PARTNERS AND SUPPORTERS

Additional to our government funding, our successes and the quality outcomes we achieve are only made possible by the generous and thoughtful giving from our small but loyal donor base.

We proudly continued to partner with numerous individuals and organisations recognising that working together broadens our scope and opportunity to create better outcomes for our clients.

OUR CHALLENGES FOR 2015 AND BEYOND

The past year has seen unprecedented changes in the community and disability sector with significant policy and funding changes and reforms at both State and Commonwealth levels. Individualised funding, self-directed supports and client choice and control are the foundational shifts that we must respond to in new and different ways.

The new strategic plan will be a vital part of shaping Vicdeaf's future directions and positioning us to be the preferred service provider for Victorians who are Deaf or hard of hearing.

The sale of our property at 340 Albert Street, East Melbourne, provides us with an excellent opportunity to carefully consider our options for more tailored and community-friendly facilities into the future. We will work closely with stakeholders and the community as we embark on this exciting phase for Vicdeaf as we tailor our accommodation decisions to our strategic service delivery plans.

THANK YOU

I would like to acknowledge and thank the Board and Senior Management Team for your support, tireless input and advice throughout the year. Thanks also to our staff, stakeholders, volunteers, supporters and partners for your continued support of Vicdeaf. It is an honour to work with you – especially as we steer this iconic organisation through a period of major change – working together, building our future.

Christine Mathieson

Our Stakeholders

Vicdeaf's involvement in the Victorian Auslan Training Consortium (VATC) continues with Vicdeaf chairing the Stakeholder Steering Committee, consisting of representatives from various sectors including community representatives. We are also building on our responsibility to provide the community with information and facilitate community engagement opportunities.

The first 12 months of teaching at Northern Melbourne Institute of TAFE (NMIT) have been successful, with over 160 students enrolling to study Certificates II and III in Auslan (Australian Sign Language).

In March 2014, CEO Christine Mathieson and Senior Manager Brent Phillips represented Vicdeaf at the Parliamentary Inquiry into Social Inclusion of Victorians with a disability. Christine and Brent presented on social inclusion for Deaf and hard of hearing Victorians. Three areas were identified and presented as areas for focus – Information, Choice & Access, Involvement & Connection.

Vicdeaf has a renewed focus on building relationships with funders who share in our vision. We are very thankful to all people and organisations that have supported our work and would like to make special mention of:

- > Mr C.H. (Roger) Brookes, whose generous funding of Vicdeaf's Regional Resilience Program has allowed us to teach independent living skills, technology communications skills and provide other tailored support in the Geelong and Ballarat regions.
- > The R.E. Ross Trust, whose multi-year funding supports our valuable work in educating young people about hearing health. This grant has enabled us to develop a portable and interactive sound level indicator affectionately referred to as "Max", which provides individualised reports on listening habits.
- > Mr Randal Leung, whose generous support allows us to provide programs about hearing awareness.
- > The Mary MacKillop Foundation, whose kind funding of our portable audiological diagnostic equipment has meant that we can provide hearing services within the home for people who are housebound due to age, frailty or illness.
- > State Trustees Australia Foundation, whose generous funding has supported our work to provide employment readiness training to people with disabilities to enter the workplace.
- > The Flora and Frank Leith Charitable Fund, whose generous support has funded the creation of parenting videos around the unique experiences that Deaf parents have in their parenting roles.
- > Newsboys Foundation, whose generous support is funding our Transition program, providing information and training to Deaf school leavers who are moving on to further education and/or into the workplace
- > The B B & A Miller Fund, whose kind support will enable us to provide training in Auslan communications skills to Deaf migrants and refugees new to Australia.
- > The Helen Macpherson Smith Trust, whose unique support has enabled us to improve our knowledge, skills and capacity to seek external funding.
- > The RACV Community Foundation; Cadbury Fundraiser Community Grants and CMV Staff Charitable Foundation, whose funding of our Ignition/Changing Gears program has allowed us to assist Deaf people to obtain their learner drivers permit, with the assistance of Auslan interpreters to ensure proper access to the learning program.
- > ANZ Staff Foundation, which has generously funded much-needed learning equipment for training programs through SensWide Employment.
- > Pierce Armstrong Foundation, whose kind support has enabled a pilot program into the viability of offering After-hours Auslan Interpreting for emergency situations.
- > CBB Community Grants, which has generously funded the creation of valuable e-learning resources, focused on Occupational Health and Safety and Bullying and Harassment. These resources will be presented in Auslan with captioning.
- > Public Record Office Victoria, whose support is enabling us to digitalise our historical records.

SensWide Employment partnered with Disability Employment Australia's National Disability Employment Initiative project trialing a career development program for Deaf and hard of hearing workers.

EarTRAK, an independent body which assesses the quality of hearing service providers in Australia, has awarded hearservice with a five star service rating for the second year in succession.

Successful lobbying in Morwell has resulted in Village Cinema providing captiview captioning during selected screenings, which broadens the opportunity for Deaf people in the region to enjoy the cinema experience.

Vicdeaf assumed auspice responsibilities for the Auslan Interpreting Industry Forum of Victoria (AIIFV) in January 2014, with joint financial support from the Disability Services Commissioner, Echo Interpreting and the Victorian Deaf Education Institute. In partnership with Deaf Victoria, AIIFV is working on creating an independent, simple, accessible website providing information on a broad range of topics and referring to other organisations, programs and initiatives within the interpreting and Deaf sectors.

A three year partnership with the University of Melbourne has come to a close this year. Students completing their Doctor of Physiotherapy worked closely with Vicdeaf staff to create resources for physiotherapists to be able to work confidently with Deaf patients, and further resources for Deaf patients on what to expect from a physiotherapy appointment.

Students from Central Queensland University worked with Vicdeaf to develop Auslan video resources on emerging communication technology, in particular Skype and FaceTime. These videos were made available in February 2014 and are accessible from the Vicdeaf website. These resources were made possible through funding from the Grosvenor Foundation.

Vicdeaf is committed to public advocacy of Deaf rights and access, and is represented on the following committees and networks:

- > Australian Communications Exchange (ACE) Disability Network
- > Public Transport Advisory Committee
- > Victorian Electoral Commission Access Advisory Committee
- > Telecommunications Industry Ombudsman Disability Action Plan
- > Melbourne for All People Strategy 2014-17

“We have had an outstanding experience with Vicdeaf and our students have learnt a great deal as a result.... We cannot thank you enough for your contribution to the learning of our students.”

Louisa Remedios, Associate Professor,
University of Melbourne.



Philanthropist C.H. (Roger) Brookes (left) with CEO Christine Mathieson (right)

PARTNER

Our Services

Vicdeaf is active in the National Disability Insurance Scheme (NDIS) Barwon Trial Site. Four Departments are working together to provide integrated services to meet client needs, while learning and adapting to future requirements under the NDIS framework.

Sign Language Communications Victoria (SLC VIC) now offers a live captioning service, strengthening our ability to provide communication solutions for Deaf and hard of hearing people.

SLC VIC is trialing an emergency interpreting service in situations that occur after business hours, mainly in police and hospital settings. This important one year trial has been made possible with funding from the Pierce Armstrong Foundation.

A new borrowing scheme was developed in partnership with the Department of Human Services to allow Deaf parents access to baby monitoring equipment at a reduced cost. The Baby Cry Alarm Borrowing Scheme was made available in December 2013. So far, this scheme has helped six new families.

As part of our commitment to ensuring our supporters are engaged with Vicdeaf's work, the first Supporter Tea and Tour was held in August 2013. Guests enjoyed a presentation from CEO Christine Mathieson, and had the opportunity to have open discussions with members of staff about our programs. The event was a great success with plans to hold similar events in years to come.

In partnership with the Fire Services Commission, Vicdeaf provided weekly interpreted news briefings by the Fire Services Commissioner and provided interpreting at emergency news broadcasts during the hotter summer months. Access to bushfire updates in Auslan was vital for Deaf people living in fire affected areas.

SensWide Employment has partnered with CROWN to become one of five Disability Recruitment Associates. This partnership provides access to a wide variety of jobs within the vast gaming and hotel complex, and can provide job seekers who are Deaf with additional disabilities with a wider range of work options.

SensWide Employment's job readiness program WorkWise and LifeWise grew to deliver computer, writing, and resume building programs to 54 job seekers. With thanks to the support of the State Trustees Australia Foundation and the ANZ Staff Foundation, a number of interactive electronic teaching devices, including iPads have been purchased as learning aids.

The English @ SensWide Employment program continued during 2013-2014, with 12 new jobseekers completing the program.

The Auslan for Deaf Migrants program provides the opportunity for Deaf people coming to Australia to learn Auslan and English. Awareness and respect for cultural and language diversity are at the core of the program as participants come from Bhutan, Thailand, Vietnam, Ethiopia, Chile, Serbia, China, Nigeria, Iran, Iraq, and Afghanistan. Targeted resources have been developed to match the unique needs of participants. Vicdeaf is proud to have delivered this important program to 30 people during 2013-2014.

Our Ignition/Changing Gears program, a five day learner driver education program, has grown in popularity. Vicdeaf partnered with Mission Australia to deliver this program to Deaf and hard of hearing participants with funding support from RACV Community Foundation, Cadbury Fundraiser Community Grants and the CMV Staff Charitable Foundation.

“Vicdeaf is a wonderful environment to work in, its employees are dedicated and it's nice to see passionate people working hard. The unique skills and efforts of the staff and interpreters enable individualised support to participants appropriate to their level of literacy and numeracy.”

Rob Regester, Mission Australia.

RESPOND



Deaf Leadership Workshop 2014 participants



Members of the Victorian Auslan Training Consortium (VATC)
Stakeholder Steering Committee



Auslan for Deaf Migrants participants

NUMBER OF
STUDENTS WHO
COMPLETED OUR
SIGN LANGUAGE
COMMUNITY
CLASSES IN

2013-2014
535

SLC VIC DELIVERED

22,326

HOURS OF
INTERPRETING
AND
COMMUNICATION
SERVICES IN
2013-2014



Sue Neill interpreting the Learner Drivers test for a client



hearservice employee Steve McKean with a festival goer at Soundwave Festival 2014



World Federation of the Deaf Youth Section (WFDYS) Board Members Ana and Jannicke with young Deaf and hard of hearing Victorians

Hearservice have been active in the community promoting hearing health and awareness. The team has been present at a number of events including:

- > Blokes Day Out (Australian Street Rod Federation), where staff promoted hearing health and performed hearing screenings
- > Soundwave Festival, where staff promoted hearing health and distributed free ear plugs which were greatly accepted by hundreds of festival goers
- > Apprentices Expo at Victoria University TAFE, where staff promoted the importance of hearing protection for young people entering trades.

Vicdeaf hosted the 2013 Christmas Rally at the Old Cheese Factory in Berwick. This event provides a great opportunity for the Deaf community to come together at the end of the year. This year over 600 people attended, making it one of our largest in recent times.

Vicdeaf was thankful to have the opportunity to work with the World Federation of the Deaf Youth Section (WFDYS), whose visit to Melbourne in October 2013 coincided with a number of Vicdeaf events. Two representatives from the WFDYS attended and facilitated a number of events with Vicdeaf including the Deaf Professionals Network Victoria Business Breakfast, a workshop for Deaf students at Victorian Deaf Education Institute (VDEI), and a workshop to facilitate the formation of a Deaf youth association in Victoria. These events attracted over 150 people, and resulted in the formation of Deaf Youth Victoria.

SLC VIC achieved a fill rate of 98% on all bookings made throughout the 2013-2014 financial year.

SLC VIC entered into a partnership with Victorian Interpreting and Translating Service (VITS) to service five Victorian Government interpreting contracts – with the Department of Human Services, Department of Health, Department of Education and Early Childhood Development, Vicroads and Victoria Police.

A major project for Sign Language Video Productions was Sarah's Story, produced for the Financial Ombudsman Service. The Auslan resource premiered at Vicdeaf with over 50 people and community groups in attendance. Since its launch in October 2013, it has had over 1,400 views.

Vicdeaf hosted a Deaf Leadership Workshop in September 2013 with 10 participants. This intensive workshop aimed to develop leadership skills and strategies that can be used in the workplace.

OUR CASE MANAGEMENT TEAM WORKED WITH OVER

350

CLIENTS ACROSS VICTORIA IN 2013-2014

"I thoroughly enjoyed the Deaf Leadership Workshop... It was very engaging, informative and inspiring. It gave me a lot of self-reflection and how I want to be as a leader in the community."

Deaf Leadership Workshop attendee.

Our People

Vicdeaf would like to congratulate our employees who have been recognised for their work in the Deaf community over 2013-2014:

- > David Peters, who was awarded 2013 Deaf Australian of the Year by Deaf Australia. David was recognised for his work to promote a better understanding of the Deaf community
- > Mija Gwyn, who was awarded 2013 Deaf Youth of the Year by Deaf Victoria for her work in coordinating the World Federation of the Deaf Youth Section's visit to Melbourne
- > Mark Quinn, who was awarded 2013 Professional Interpreter of the Year and 2013 Victorian Interpreter of the Year by Australian Sign Language Interpreters Association (ASLIA) Victoria and Deaf Victoria.

Staff at SensWide Employment had the opportunity to complete many skills building courses, including a Certificate IV in Career Development, suicide prevention training, mobility training, HIV awareness and understanding mental illness.

A number of important internal policies and procedures have been updated and developed, including Prevention of Bullying, Harassment and Discrimination, Resolving Staff Complaints and Concerns, and a new Code of Conduct.

Staff at hearservice attended several professional conferences, including the Hearing and Cognition Conference in Sydney, and the World Congress of Audiology in Brisbane, where hearservice staff member Jason Ridgway presented on client motivation.

Staff member Karen Thistlethwaite shares her experience of working full time and studying part-time with the support of Vicdeaf:

"I had been pursuing this dream for some time and finally had found a training program to suit my needs. Vicdeaf provided me with the support needed to make this possible. Through study leave and mentoring support from my manager and the extended management team I was able to complete my Diploma of Management through the University of Ballarat. This training provided me with the knowledge and skills to better manage the day to day operations of the interpreting team that consists of over 150 interpreters (ranging from full time to freelance). I'm incredibly grateful to Vicdeaf for this opportunity and the ongoing support they provide."

Karen Thistlethwaite, Senior Coordinator, SLC VIC.



Jason Ridgway and Beth Daly at the Midsumma Carnival 2014

OUR 2013
**STAFF
 SATISFACTION
 SURVEY**
 PRODUCED A STAFF
 SATISFACTION
 RATING OF
88.8%

Our Resources

We evaluated the Vicdeaf offices in East Melbourne and gathered expert advice as well as holding a number of consultations with the Deaf community.

These consultations proved invaluable to the decision making process and we would like to thank those who expressed their opinions during this time. The sale of 340 Albert Street offers us the opportunity to find a location which greater suits the needs of our community and aligns clearly to our strategic plan.

The development and launch of the National Disability Insurance Scheme (NDIS) has provided Vicdeaf with an exciting and challenging opportunity to realign our services to provide greater support to participants. Client Services, SLC VIC and **hearservice** are active in the Barwon trial site for the NDIS, offering 13 support clusters and 146 support items. Since the launch, a number of Deaf or hard of hearing individuals have been approved for support packages.

Hearservice has opened two new clinics in Greensborough and Frankston and relocated their Lilydale clinic to a more accessible area.

Hearservice have been able to purchase further portable audiological testing equipment for use in home and site visits.

Vicdeaf continues to invest in equipment for Sign Language Video Productions to allow for greater quality productions. To bring this department up to industry standard, a new camera, sound recording equipment and lighting equipment have been purchased.

SensWide Employment shifted office locations in Preston to a more accessible area.

SensWide Employment improved the ability of all employment consultants to work from different offices by upgrading to portable technology. All staff upgraded to tablet laptops and smartphones that made portability between offices easier and more practical.

One of the exciting outcomes in 2013-2014 for Supported Accommodation was the purchase of a modified van with a ramp to enable wheelchair access for our residents. This is a fantastic long term commitment for the current and future residents of Supported Accommodation. One resident shares his thoughts on this new addition: "This is wonderful for me, I used to get so tired getting in and out of the bus and now it is much easier."

**VICDEAF
OFFICES
AT 340 ALBERT ST,
EAST MELBOURNE
SOLD**



A resident of Supported Accommodation who is excited to have a wheelchair accessible mode of transport

Our Communication

Deaf Awareness Training was delivered to 1,134 people across Victoria in 2013-2014.

A new Workplace Communication policy has been developed to improve internal and external communication. This policy focuses on the use of emerging technology to enhance communication. One positive outcome has been the increased use of live captioning at staff forums, meetings and external events, creating better inclusion and language choice for participants.

SensWide Employment employees have begun using FaceTime to communicate with jobseekers in place of TTY, text or email. This method of communication is clearer and more insightful.

Our bi-monthly newsletter, Communicate, has been made more accessible, with electronic versions and Auslan video versions of the newsletter now being produced to complement the printed version. The electronic version is also emailed out, greatly saving on costs, and the Auslan video is shown on our website and in the reception of our East Melbourne offices. The newsletter now reaches over 1,800 subscribers per edition.

Our Sign Language Community Classes have had a complete revamp of content and resources. The course is now more structured and interactive and has been well received by teachers and students. The classes aim to give students a solid introduction to Auslan and encourage pathways to further learning.

A new supporter newsletter, KeyNews, was developed during 2013-2014. This newsletter is produced twice a year and sent to over 500 supporters. Its aim is to engage readers and inform them of the many and varied programs that are made possible through generous donations and grants funding.

Vicdeaf stays connected with an increasing number of people over social media:

- > On Facebook, Vicdeaf and each of its successive pages have a total of 2,778 likes (this includes the SensWide Employment, SLC VIC and WorkingOUT Facebook pages)
- > Followers on Twitter have increased to 2,262 (an increase of over 300 followers from last year)
- > The Vicdeaf YouTube Channel is one of our most popular and fastest growing communication tools, with views totaling 23,779 in 2013-2014 (an increase of almost 10,000 views from the previous year).

OUR WEBSITE HAD
OVER

65,000

HITS IN
2013-2014

(a 5% increase from last year)

COMM



An example of live captioning in action



Guests socialising at the 2013 Supporter Tea and Tour

VICDEAF
RESPONDED TO
OVER
11,000
REQUESTS FOR
INFORMATION BY
**EMAIL
PHONE
AND TTY**

UNICATE

Our Supporters

As Vicdeaf celebrates 130 years, we pay special tribute to our supporters who share our vision of access and equity for Deaf and hard of hearing people.

Donations of all sizes and kinds ensure that we can continue our important work and all support is gratefully received.

We are especially grateful to our major donors and granting bodies who have funded high-impact programs, as well as to supporters who donate regularly to our work or who have chosen to leave a gift in their Wills to Vicdeaf.

Special thanks to some of our key supporters:

Bequests

- > Estate of Kevin Rossmore Taylor

Supporters

- > Mr & Mrs Adler
- > Ms Ayten Ahmet
- > Mr John Balmford
- > Mr Garry Bentley
- > Mrs Dorothy Birch
- > Mr & Mrs Bradford
- > Mr C.H. (Roger) Brookes
- > Mrs Jessica M Carvell
- > Ms Dora Chan
- > Mr Geoffrey Davey
- > Mr Zyga Elton
- > Mrs Patricia Gilfedder
- > Mrs Nicky Keurntjes
- > Mr David Lawrence
- > Mrs Iris A Leslie
- > Mr Randal Leung
- > Mr J W Lynton
- > Ms Beryl Neill
- > Mr R J Osborne
- > Mr John M Plunkett
- > Mr D Rodwell

Friends of Vicdeaf

- > Ms Hilary Fisher
- > Mrs Louise Gahleitner
- > Miss Emma Hunt
- > Mr & Mrs Shields

Corporate Support

- > Asian Beer Café
- > Australian Nursing Federation (Victoria)
- > dorsaVi
- > Philip Webb Real Estate
- > Ozito Industries Pty Ltd

Trusts & Foundations

- > ANZ Staff Foundation
- > B B & A Miller Fund
- > Cadbury Fundraiser Community Grants
- > CBB the not4profit people
- > CMV Staff Charitable Foundation
- > Ernest & Letitia Wears Memorial Trust
- > Estate of Charles K Edwards
- > Estate of Leslie Francis Gill
- > Flora & Frank Leith Charitable Fund
- > Francis Thomas & Jeannette Warren Trust Fund
- > Frank & Sybil Richardson Charitable Fund

- > Frederick B Shepherd Trust
- > Grace and Herbert Foulkes Charitable Trust
- > Grace Horton Charitable Trust
- > Helen Macpherson Smith Trust
- > Joe White Bequest
- > Marrich Charitable Foundation
- > N J Horton Charitable Fund
- > Newsboys Foundation
- > Public Record Office Victoria
- > RACV Community Foundation
- > Sir Wilfred Brookes Charitable Foundation
- > State Trustees Australia Foundation
- > The Barbara Luree Parker Foundation Ltd
- > The Mary MacKillop Foundation
- > The John Robertson Grigor & Mrs Eva McKenzie Bequest
- > The R E Ross Trust



Vicdeaf acknowledges the support of the Victorian Government.

THANKS

Treasurer's Report

For the year ended 30 June 2014

The year to June 2014 has been another strong year for Vicdeaf as it enters the final year of the 2010-2015 strategic plan. The year finished with a loss of \$141,873 before taking into account the profits on sales of investments of \$278,231. This resulted in an overall profit of \$136,358.

This result also takes into account the Board's decision to commit funds for staffing and operational expenses to developing Vicdeaf's strategy and capacity building activities in preparing for the National Disability Insurance Scheme and a changing government funding model.

A deficit budget of \$299,830 had been approved by the Board in 2013-2014 as we continue to invest in building our services to the community and at the same time, head towards a breakeven budget by 2015. Strong results in many areas have allowed us to finish the year well ahead of budget.

We note some very pleasing results, highlighted by:

- > Our disability employment service, SensWide Employment, has increased its level of service by 15% with new contracts in place from March 2013
- > Our interpreting service, SLC VIC, has increased its service levels by 16%
- > Our audiology business, hearservice, has maintained service levels and is running with a more efficient business model.
- > We continue to perform well with grant income which was 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 13.46% following on from a return of 20.51% the previous year.

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

Early in the year, the Board commissioned a review of its property options going forward and decided that new premises be sought which are more appropriate to meet the needs of our stakeholders in the medium term. It accordingly made a decision to place the East Melbourne property on the market with an option for Vicdeaf to continue to lease its current premises for between two and five years. After a rigorous tender process, the Board accepted an unconditional contract for the sale, which was signed on 1st July 2014 with settlement taking place on 1st September 2014.

I would like acknowledge members of the Finance and Audit Committee for their support over the year. These include the Chairman of the Board, Mac Adam and fellow directors John Ferraro, Wendy Miller, who commenced in August 2013 and Peter Berg who commenced in March 2014. I note that John Ferraro resigned from the Board in June 2014. We are very appreciative of John's contribution over his time on the committee.

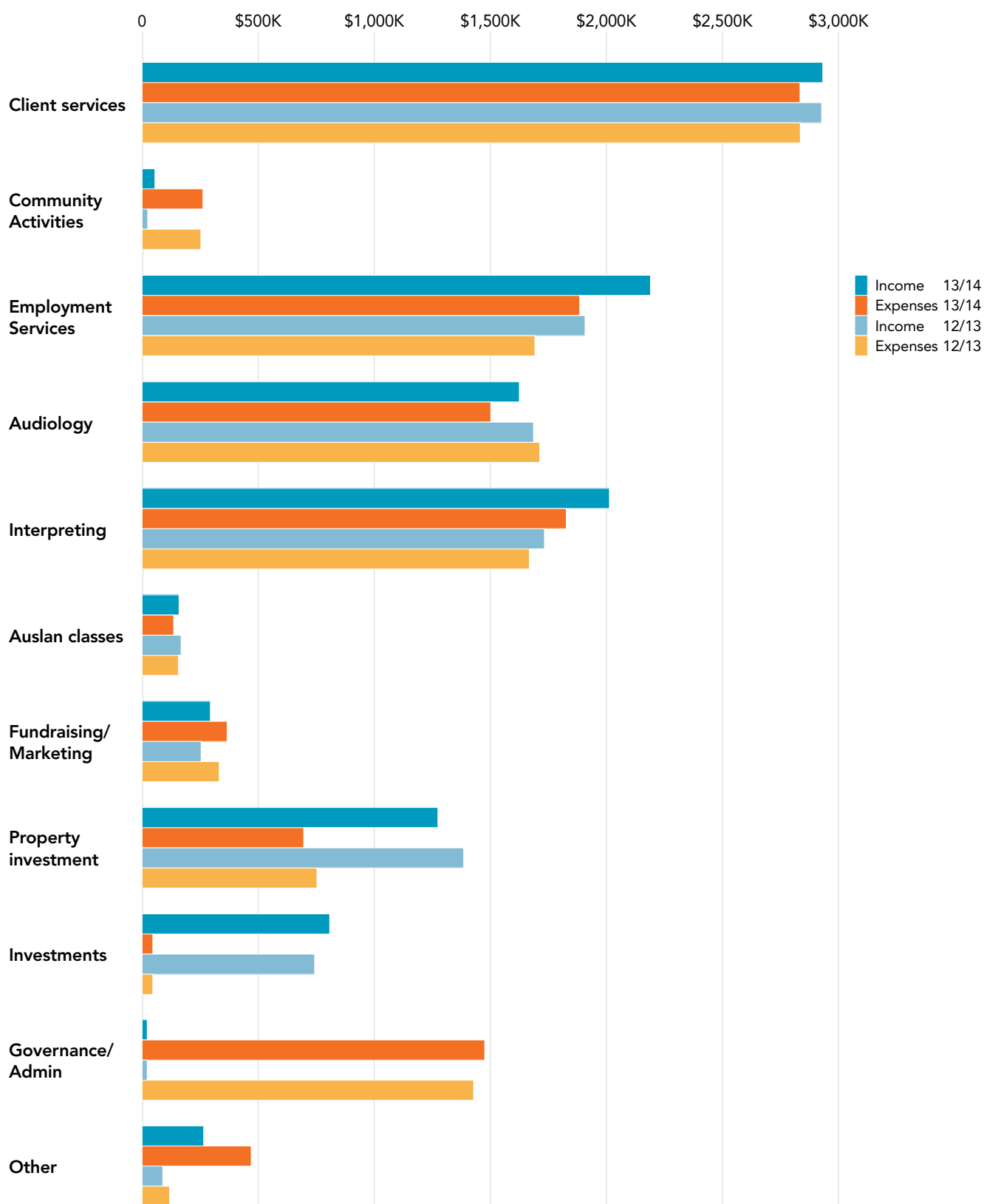
I would also like to thank Christine Mathieson and Gary Hunt for the high standard of the governance, accounting records and the reports we receive, which makes our task so much easier.

Garry Fowler
Treasurer

ACHIEVE

Operating Results by Department

Results by area comparing 2012-2013 to 2013-2014



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 2014. A copy of the full audited Financial Statements and Audit Report for 2014 can be provided upon request.

Abridged Financial Performance for the year ended 30 June 2014

	Note	2014 \$	2013 \$
Revenue:			
Government Grants		5,442,679	5,030,064
Accommodation fees		50,433	45,235
Income from sale of goods and services		3,383,688	3,139,091
Property and Investment Income	1	584,753	1,196,287
Donations, bequests and fundraising		331,531	250,283
Other Income		12,391	9,467
Profits/(Loss) from sale of assets		4,764	2,901
Profits/(Loss) from sale of assets and investments		278,231	252,959
Total income from continuing activities		10,088,470	9,926,287
Expense:			
Community Support		(1,921,824)	(1,852,622)
Information		(357,530)	(474,191)
Interpreting		(1,755,031)	(1,584,411)
Auslan Training		(130,413)	(148,147)
Employment Services		(1,877,402)	(1,681,131)
Audiology & Rehabilitation		(1,716,094)	(1,862,945)
Fundraising & Marketing		(252,273)	(225,110)
Central Administration		(1,304,486)	(1,256,068)
Special Projects		(137,152)	(23,171)
Provision for Special Projects		(276,902)	(75,000)
Property	1	-	(753,216)
Investments		(45,723)	(45,960)
Total expenses from continuing activities		(9,774,830)	(9,981,972)
Profit/(Loss) from continuing operations		313,640	(55,685)
Loss from assets available for sale	1	(177,282)	-
Profit (Loss) for the year		136,358	(55,685)
Other Comprehensive Income			
Movement from restatement to fair value of investments		362,419	677,836
Total comprehensive income/(loss) for the year		498,777	622,151

Note 1 – Accounting standard AASB 5 requires income and expenditure from the sale of 340 Albert Street, East Melbourne to be accounted after "Profit/(Loss) from continuing operations". The loss from assets available for sale of \$177,282 does not reflect that half the property was used to accommodate Vicdeaf's operations and no income is reflected for this.

PROFIT
\$136,358
IN 2014

Abridged Financial Positional at 30 June 2014

	2014 \$	2013 \$
Current Assets		
Cash and cash equivalents	366,411	165,283
Receivables	599,412	598,008
Inventories	30,488	26,498
Available for sale financial assets	8,943,129	8,158,622
Available for sale property plant and equipment	7,154,868	-
Other financial assets held in trust	14,314	10,840
Other	105,145	54,440
Total Current Assets	17,213,767	9,013,691
Non-Current Assets		
Property, plant and equipment	782,571	8,280,517
Total Non-Current Assets	782,571	8,280,517
Total Assets	17,996,338	17,294,208
Current Liabilities		
Payables	619,126	510,318
Payables – trust	14,314	10,840
Provisions	1,259,897	1,146,775
Total Current Liabilities	1,893,337	1,667,933
Non-Current Liabilities		
Other long-term provisions	630,319	652,370
Total Non-Current Liabilities	630,319	652,370
Total Liabilities	2,523,656	2,320,303
Net Assets	15,472,682	14,973,905
Equity		
Fair Value Reserves	1,199,426	837,007
Development Reserve	200,000	200,000
Retained Earnings	14,073,256	13,936,898
Total Equity	15,472,682	14,973,905

Abridged Statement of Changes in Equity For the year ended 30 June 2014

	Reserves \$	Retained Earning \$	Total Equity \$
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	677,836	(55,685)	622,151
Transfer to Reserve	-	-	-
Balance as at 30 June 2013	1,037,007	13,936,898	14,973,905
Loss for the year	-	136,358	136,358
Changes in fair value of an available-for-sale financial asset, net of tax	362,419	-	362,419
Total comprehensive income for the year	362,419	136,358	498,777
Transfer to Reserve	-	-	-
Balance as at 30 June 2014	1,399,426	14,073,256	15,472,682

TOTAL EQUITY
\$15,472,682
 AS AT **30 JUNE 2014**

Contact us



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