



31st Annual Report

2012/13

Deaf Victoria Inc

2012-13

30th Annual Report

For the financial year ended 30th June 2013

What We Do:

Deaf Victoria is a statewide government funded organization providing advocacy and information service to community

Advocacy

Deaf Victoria advocate on behalf of Deaf people to increase access to service, to represent and providing leadership to the State government and disability groups pertaining to Deaf people.

Information Services

We provide information to the wider community regarding Deaf people and their language. DeafDeaf World is one example of our information service.

Education

We provide community and organisations education programs. These programs aim to give a better understanding of Deaf and hard of hearing.

Community Events

Deaf Victoria organises several community events to enable Deaf people to have access to workshops/ training. National Week of Deaf People is a major community event.

Partnerships

We have established working partnerships with organisations to enable Deaf Victoria to successfully deliver range of activities.

Deaf Victoria & Deaf Australia

Deaf Australia is a national peak body representing Deaf Australians. Deaf Victoria is one of six state branches of Deaf Australia.

Your Support

Deaf Victoria Inc wishes to acknowledge the Department of Human Services and Office of Disability for continuing funding of this organisation.

We would also like to acknowledge the support of Vicdeaf for providing us with office space and immeasurable assistance in our work.

Deaf Victoria also relies on the support of the community to enable it to continue its programs and services. If you can help or would like more information, our contact details are listed on the side.

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Deaf Victoria

Vision and Mission Statement

Vision Statement

A Voice for Deaf Victorians

Mission Statement

Deaf Victoria Inc a non profit organisation led and managed by Deaf people through provision of advocacy and information services to strengthen community participation and quality of life for Deaf Victorians.

Key Results Areas

Advocacy

To provide advocacy to Deaf individuals and groups to produce systematic improvements in social justice and human rights

Information Dissemination

To provide members with information on a regular basis that assists them, to make informed choices and decisions, To provide service organisations of Deaf People and other generic services, information pertaining to the Deaf community

Leadership

To lead Deaf People to become independent and valued members of society. To provide leadership to the State Government and disability groups in matters pertaining to the Deaf Community

Membership

To value members of Deaf Victoria. To keep membership of Deaf Victoria at a viable level

Presidents Report - Simon Glass

Dear Members,

It is my pleasure to report to the 31st Annual General Meeting of Deaf Victoria Inc. It is a privilege and an honour to serve this great non-profit organisation as your president. What an interesting journey I have been on with each and every one of you during the 2012-2013 year.



Let me start with the acknowledgements to Melissa Lowrie, Manager, and Medina Sumovic, Administrative Officer/Deaf Deaf World Coordinator, at Deaf Victoria. We must not forget Natasha Ravlich for her time covering Medina's role while she went on Annual Leave for their solid work. Without their dedication, passion and commitment and many hours of work, Deaf Victoria's mission and vision to achieve outcomes would not be possible.

I am quite comfortable to report that Deaf Victoria remains focussed to making sure strategic priorities tied in with our four Key Result Areas (KRAs); Information Dissemination, Advocacy, Leadership and Membership-continue to address Deaf Victoria's mission and vision. Our first and primary priority is the needs of all Deaf Victorians.

Deaf Victoria's new 3-year (2013-2016) strategic plans are now being discussed at Board level, with challenges being to balance the KRAs priorities with the general Deaf community's needs.

The Deaf Victoria Board is pleased to report that Deaf Victoria's profile has increased significantly again especially with some external organisations. Melissa has been working robustly on some advocacy cases with key organisations, including health services, Victorian Equal Opportunity and Human Rights Commission and NDIS departments.

There were some departures within the Deaf Victoria Board during the year. I gratefully acknowledge and recognise all the Board members, for their contributions to the growth of advocacy and information provided to the Deaf community.

Departures: Ida Rogers, Joshua Levitzke-Gray, Paul Jacobs.

Ida joined the Deaf Victoria Board in 2010. I would like to pay tribute and thank her for her immense contribution and role as a Secretary to the organisation. Joshua joined in 2011 and contributed immensely in the Youth sub-committee. Paul joined in 2012 and we thank him for his contribution and sharing his knowledge, particularly in areas of research. We wish all of them the best in their career paths in the Deaf community.

Lastly, on behalf of Deaf Victoria Board, we applaud all Deaf Victoria's members for their support to a very active and lively organisation.

Respectfully Yours in Deaf community,

Simon Glass
President – Deaf Victoria Inc



Managers Report - Melissa Lowrie

The past twelve months has been a very busy time for Deaf Victoria.

We have had to make some difficult changes to ensure the financial health of the organisation, Due to the Fair Work Australia Decision on the SACS award which both Deaf Victoria staff are employed under, the increase in the award wage rates, meant that we had to cut two staff days. As a result, I am now only working four days per week, and the Administrative Assistant, Medina Sumovic, only two days per week. This has had a big impact on the amount of work that Deaf Victoria can do in a limited timeframe. As a part of the Fair Work Australia decision, the increase in funding required for all SACS employees was to be funded both through the State and Federal Government. The State Government honored this commitment and in late September 2013, the federal government agreed to commit its share of funding. This is great news, however at the time of printing, we have yet to find out how much funding will be received by Deaf Victoria. Hopefully we will be fully staffed again, sooner rather than later!

The Department of Human Services has now asked all funded agencies to submit a standards assessment and Quality Improvement plan to ensure that all funded organisations are operating against the Department of Human Services Standards of:

- Empowerment
- Access and Engagement
- Wellbeing and
- Participation.

This required Deaf Victoria to undertake a huge review of its current policies and procedures and to assess and analyze the effectiveness of how we operate under these standards. It has been a very positive, however long, process of identifying areas of improvement and areas that we do well. The final report on this is due at the end of 2013, and is keeping us all very busy.

Deaf Victoria is also in the process of starting a new three year strategic plan, which will tie in with these standards and community feedback about the role Deaf Victoria can play in an ever-changing environment in the field of Disability Advocacy, particularly with the introduction of DisabilityCare Australia/ NDIS. In the coming year, we will be meeting with many different organisations, and with the community to work out what the best role for Deaf Victoria to play in the sector to ensure we remain relevant to you.



We have written a summary of all Deaf Victoria's Activities this year, so enjoy the read and thank you all for your support in the last 12 months.

With thanks- Melissa Lowrie

Deaf Victoria Activities

Public Hospitals

Deaf Victoria received a number of concerns from the community about the lack of interpreter provision in public hospitals, or inappropriate interpreter placements. Examples include

- Patients being asked “can’t your brother/sister interpret for you?” etc.
- Patients being made to make decisions for themselves or others without the assistance of interpreters (writing, adhoc communication)
- Deaf people who need to make decisions regarding a critically ill relative, however as the patient themselves are not deaf, they are told they cant have an interpreter
- Inappropriate interpreter booked for the wrong kind of job

Deaf Victoria started work on this originally in 2011. Our preliminary research found that the laws, guidelines and policies all exist to ensure that Deaf and hard of hearing people using the public hospital system. However we need to look at ways to make hospitals and health services use them more effectively, and to ensure that deaf people are aware of them

This year, we set up a partnership with ASLIA Vic to commence an online complaints form for interpreter bookings in hospitals to ensure that we collect all the data related to interpreter systems in hospitals. Clients who make complaints are to be encouraged to resolve the issues with the providers, with DV help if required. Results will be analyzed to find common patterns and to recommend system changes to ensure smooth running of interpreting bookings, for both providers and hospitals. Melissa Lowrie, Manager, was invited onto the Alfred Health Community Advisory committee to help with awareness and identify areas of improvement. Deaf Victoria also launched this project at the ASLIA Vic Best Practice PD event on 15th May 2013.

Victorian Equal Opportunities and Human Rights Commission will also partner on this project, with Deaf Victoria conducting one on one interviews and forums with the Deaf community, and the VEOHRC investigating the issue from the perspective of the health services and the Auslan interpreting agency. The data collection for this project is projected to conclude at the end of 2013, with a report to be released in the first half of 2014.

Complaints Process

In 2012, the amendments to the Disability Act meant that Deaf Victoria now has the responsibility to ensure we have an effective complaints system in place for all Deaf and hard of hearing Victorians to use to lodge complaints about services. Since the implementation of our complaints process, we have had only three formal complaints lodged. On April 22nd 2013, Mr Laurie Harkin, the Disability Services Commissioner, visited Deaf Victoria to talk about what areas of complaints we are dealing with and how we can work together better. They were very impressed with what Deaf Victoria offers and how we work and we have started doing more work together.

World Federation of the Deaf Youth Section (WFDYS)

Deaf Victoria is worked with Vicdeaf and Deaf Australia to support two members of the WFDYS to come to Melbourne for two days before the WFD Conference in Sydney to give a series of workshops to Melbourne’s Deaf and hard of hearing youth.

Accessible Public Transport:

Deaf Victoria made two submissions on accessible Public Transport: The Victorian Government Accessible Public Transport Action Plan, and the Australian Department for Infrastructure's Disability Standards for Accessible Public Transport.

Metropolitan Melbourne Planning

The Victorian Government released a Metropolitan Planning Strategy for the city of Melbourne and from this, a discussion paper was released called "Melbourne, lets talk about the future". The paper covers everything that Melbourne has to offer- the economy, housing, communities, welfare, transport and infrastructure over the next 40 years. Deaf Victoria provided feedback into this paper on behalf of the Deaf and Hard of hearing community.

DisabilityCare Australia

Deaf Victoria has done a number of different things to support the launch of DisabilityCare Australia in the Barwon region for the Deaf and hard of hearing community.

- We submitted a paper on the draft rules, with the assistance of Deaf Australia and Deafness Forum. This paper can be found on the website.
- Deaf Victoria held a forum with 15 Deaf and hard of hearing people on Monday 18th March at Vicdeaf. It was very well received, as Deaf Australia had made Auslan translations of the draft Rules and it was a fantastic result.
- Deaf Victoria held a forum on 9th April in Geelong to talk about DisabilityCare and share what we already know. This was very well attended with about 30 deaf people there.
- Deaf Victoria, attended and presented at a forum organized by Deaf Children Australia, MPower, Able Australia and Deaf Access Victoria on 21st May 2013 to share more information and gather more feedback on the DisabilityCare Australia scheme.
- Deaf Victoria and Deaf Australia held two forums in Bendigo and Ballarat on 11th and 12th June 2013 to share information about what we currently know about DisabilityCare Australia.

The Project and SMS Emergency Services

Deaf Victoria was involved in the production of the TV segment of The Project which was aired on channel ten on 7th February 2013. The segment was about the need for an SMS version of 000, where Deaf and hard of hearing people can be contact ambulance, fire brigade or police via SMS. Senator Stephen Conroy, the Minister for Communications made a commitment on that show to deliver an SMS emergency service by July 2013.

Auslan Interpreters on Screen in Emergency Announcements

Deaf Victoria wrote to Minister Peter Ryan, Minister of Police and Emergency Services to consider putting Auslan Interpreters on screen, as a matter of procedure, when there is an emergency in the state of Victoria. This request was not successful, however this is something that Deaf Victoria will continue to advocate for.

Auslan Training-

In May 2012, Kangan Institute announced that it would no longer be funding the Auslan courses due to the TAFE funding cuts. This spurred an outrage from the Deaf community and current students as without this Auslan course there would be no feeder course into the Auslan interpreting diploma at RMIT. Led by Deaf Victoria, AIIFV and the Kangan Institute students, the community rallied and held a silent protest march on 30th May 2012 from Federation Square to Parliament House to ask the Victorian Government to reinstate Auslan Courses. Deaf Victoria met with Minister Peter Hall and as a result of the protest and meeting, the Higher Education and Skills Group agreed to tender a sum of \$5.2 million over three years to set up a new Auslan training program. The Higher Education and Skills Group asked Deaf Victoria to be a part of the Assessment Panel for the tender. The successful tenderer- the Victorian Auslan Training Consortium (VATC)- was announced in May 2013 and commenced its training in July 2013. Deaf Victoria remains on the steering committee of the VATC to oversee the process for the next three years.



Deaf Market

We held Deaf Market on Saturday 23rd March at Hays Paddock Leason Ave Kew- a very successful day. 90% of our stall holders responded to our request for feedback, all were happy with the venue, and the way things went and we are likely to aim to hold the market at the same venue the week before Easter each year.

Deaf Deaf World

We held a total of 3 Deaf Deaf World Workshops this year, a drop from last year. Last years huge number of workshops was due to Deaf Deaf World being 100% reimbursed by Employment Assistance Fund for the first time.

Action on Cinema Access

Deaf Victoria attended the Action on Cinema Access's (AOCA) organised nationwide protest on 16th February 2013. Deaf Victoria is a supporter of Action on Cinema Access as they are a vibrant, proactive community group of volunteers who are making lots of noise and changes. The help we have provided includes support and promotion, and Auslan translation of their surveys.

Deaf Australia has established a Captioning Working Group in Victoria., and the members are: Deaf Victoria, Deaf Australia, AOCA, ACCAN, Arts Access Victoria, Media Access Australia, and Deaf and hard of hearing community members. This working group focuses on captioning of all media, and meets four times per year.

Department of Human Services Standards Self Assessment and Quality Improvement Plan

Deaf Victoria has spent a large part of this year updating all policies and procedures in the office to enable Deaf Victoria to be compliant and accountable to the DHS quality standards. As a part of our reporting requirements, we are told to do a self assessment report and quality improvement plan. This document is due for submission in December 2013 and is well on its way.

Auslan Interpreting Industry Forum Victoria (AIIFV):

The Auslan Interpreting Industry Forum Victoria (AIIFV) was a very important industry forum focusing on the issues in the Auslan Interpreting Industry and the action that the sector needs to take to tackle them. Deaf Victoria was an instrumental part of this forum, particularly in relation to the Auslan Training campaign. The forum produced two reports, "Why Auslan Interpreting Matters" and an action plan for the report. The reports were vital in the success of the Auslan Training Campaign. Due to the lack of ongoing funding, the AIIFV as it currently stood was disbanded, however Vicdeaf has since taken up the administration of AIIFV so it will continue in a different form.

Disability Stakeholders Reference Group with Department of Education and Early Childhood Development (DEECD)

Deaf Victoria has been an active part of the Disability Stakeholders Reference group with the Department of Education and Early Childhood Development (DEECD). The DEECD is reforming its Disability and Inclusion Policies in schools for students with disabilities, including those who are Deaf and hard of hearing. Deaf Victoria has tabled these issues for discussion:

- The current conveyance allowance of \$2000 for students is not enough for transport, and doesn't allow the students a choice of which school they attend ie: A school with a predominantly oral deaf facility is closer to where the student lives, but they learn best with sign language. Many parents have to give up work to shuttle them back and forth from school, putting many families in hardship.
- There is a lack of qualified Teacher of the Deaf and many cannot use Auslan competently. There is also a lack of qualified Auslan interpreters working in schools.
- There is a lack of interpreting support in schools- a lot of students need to negotiate with each other about which subjects to study together in order to access the little interpreting support that they have. There is also a lack of interpreting support for Deaf parents of hearing or deaf children in parent teacher interviews or other school functions.
- Current teachers need more training on Deaf and hard of hearing student needs.
- Live captioning access at schools
- Deaf teachers should not be subjected to unjustified restrictions (ie: not able to teach without another teacher assisting)

Victorian College of the Deaf Visit

Deaf Victoria visited a group of year 11 students to talk about Deaf Victoria, what we do and talk about the importance of complaints. We observed a real need to teach high school students about the importance of standing up for their rights in education, workplaces and the community and this will form a part of our future planning.



Tradeblock Café App, National Gallery of Victoria (Monets Garden) and Werribee Zoo OpenMi tours.

Australian Communication Exchange launched the OpenMi tour of Monets Garden exhibition and Werribee Zoo and invited Deaf Victoria along to trial and promote it. We also had the pleasure of attending the launch of the Tradeblock Café App for Deaf and hard of hearing café staff.

Strategic plan- work in progress

The Deaf Victoria board is working on a new strategic plan, with the assistance of a facilitator to fine tune Deaf Victoria's direction in the face of changes to the Disability Sector. The key systemic advocacy focuses will be DisabilityCare Australia, Access to Education and Access to Interpreting.

Human rights approach to disability advocacy workshop- 27th June

To ensure that Deaf Victoria continues delivering an up to date and fully informed advocacy service to clients, the Manager/Advocacy Worker attends a number of training workshops with the Victorian Equal Opportunity and Human Rights Commission. This workshop on the Human Rights approach to Disability Advocacy was extremely valuable. It was a workshop on how to use the Disability Discrimination Act, the Equal Opportunity Act and the UN Convention of the Rights of Persons with a Disability in a practical ways in advocacy.

Working with the Community**Deaf Australia meeting 25th May 2013**

Deaf Victoria met with Deaf Australia on Saturday 25th May 2013 to discuss issues relating to both organisations work.

ASLIA Vic AVID Awards night 22nd June

Deaf Victoria attended the AVID Awards held by ASLIA Vic, who we often partner with in many different projects. It was an important event recognizing the wonderful work of Victorias Auslan interpreters. We were proud to congratulate our Vice President, Stephanie Linder, for winning Deaf Interpreter of the Year.

Ballarat Starlight Ball

Deaf Victoria attended the Ballarat Deaf Social Clubs "Starlight Ball" and congratulates them on a fantastic event, which was well attended by around 150 members of the Deaf community.

Vicdeaf

Vicdeaf and Deaf Victoria enjoy a close working relationship with issues relating to the Deaf and Hard of Hearing community and are exploring ways to streamline their activities as to not duplicate each other and ensure that the supportive relationship is maximized. This work will continue into the New Year.

Matthew Veale Social Room

Deaf Victoria is a proud supporter of the Matthew Veale Social Room in Hays Paddock in Kew East. Melbourne Deaf Cricket Club and Melbourne Deaf Football Club have set up the room in conjunction with their tenancy with the City of Boroondara council and are using it to set up a Deaf community gathering center. Deaf Victoria attended the Matthew Veale Social Room Launch on Saturday 12th October and contributed to its foundation.

Know your Rights workshop for Deaf Truck Drivers

Deaf Victoria held a workshop for Deaf Truck Drivers, on Saturday 5th October at Matthew Veale Social Room, to inform them of their rights under the Equal Opportunities Act 2010, particularly in relation to the increased medical assessments that truck drivers are required to undertake- and the tightened hearing loss restrictions. This was well attended and well received by all.

DEAF VICTORIA INC.
ABN 62 495 643 645
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
INCOME		
Grants:		
Department of Human Services - Information & Advocacy	115,398	109,438
Sundry Grants - Office Equipment, Volunteers, etc.	826	3,181
Other Income:		
Consultancy	227	-
Deaf Deaf World (DDW) Workshops	2,250	15,165
Donations	209	-
Interest Received	2,119	2,674
Membership Fees	3,816	850
NWDP & Fundraising Events	684	1,253
Proceeds of Equipment, Books, Cards & T-Shirts	57	500
Total Income	<u>\$ 125,586</u>	<u>\$ 133,061</u>
LESS: EXPENDITURE		
Salaries	73,771	76,795
Casual Wages -Deaf Deaf World & Other	4,574	2,860
Superannuation	6,926	6,957
WorkCover	1,120	1,804
Staff Training & Welfare	324	786
Conferences	819	2,030
Uniforms	200	188
Rent	5,000	4,890
Telephone	27	229
Postage, Couriers & Freight	74	196
Stationery & Office Supplies	527	1,698
Photocopying & Printing	1,107	1,972
Publications & Subscriptions	302	195
Affiliation/Registration/Filing Fees	43	582
Computer Expenses	117	38
Internet Expenses	-	304
Website Expenses	572	489
Graphic Design (Name Change)	-	346
Photos, Marketing & Promotion	-	635
Interpreter Services	1,488	3,710
Security Check Fees	-	65
Bank & Merchant Fees	49	178
Bookkeeping Fees	970	5,058
Insurance	1,501	896
Travel & Accommodation	2,789	6,051
Parking	361	157
Deaf Deaf World/ Sign Language Classes Costs	-	529
Meetings/Board Retreat Expenses	2,625	1,297
NWDP & Fundraising Events	512	965
Sponsorship/ Donations	20	-
Depreciation Office Equipment	2,036	2,869
Minor Office Assets	554	274
Gifts	97	55
Sundry Expenses	-	409
Total Expenditure	<u>\$ 108,505</u>	<u>\$ 125,507</u>
Surplus (Loss) for the Year	<u>\$ 17,081</u>	<u>\$ 7,554</u>

DEAF VICTORIA INC.
ABN 62 495 643 645
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2013

	<u>2013</u>	<u>2012</u>
<u>Members' Funds:</u>		
Opening Balance 1 July	84,637	77,083
Add: Surplus for the year	17,081	7,554
Closing Balance 30 June	<u>\$ 101,718</u>	<u>\$ 84,637</u>

Represented By:

Assets

Cash at Bank	33,673	18,540
Term Deposit & Investment Account	68,924	66,644
Petty Cash	311	200
Memberships Receivable	-	2,086
Sundry Debtors	71	-
Office Equipment	\$ 24,363	\$ 24,363
Less: Provision for Depreciation	<u>(19,780)</u> 4,583	<u>(17,744)</u> 6,619
Total Assets	<u>\$ 107,562</u>	<u>\$ 94,089</u>

Less: Liabilities

Unearned Income (Memberships)	-	2,086
PAYG Withholding Payable	1,988	2,262
GST Payable	2,709	1,183
Superannuation Contributions Payable	1,147	285
Funds held on behalf of iAuslan	-	3,636
Total Liabilities	<u>\$ 5,844</u>	<u>\$ 9,452</u>
Net Assets	<u>\$ 101,718</u>	<u>\$ 84,637</u>

DEAF VICTORIA INC.
ABN 62 495 643 645


STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board of Deaf Victoria Inc:

The Accompanying Statement of Financial Performance and Statement of Financial Position have been drawn up so as to present fairly, and to the best of our knowledge, a true record of the results of Deaf Victoria Inc. for the year ended 30 June 2013 and of the position of Deaf Victoria Inc. as at 30 June 2013.

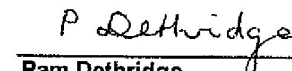
On behalf of the Board

Signed:-



Simon Glass
President

Signed:-



Pam Dethridge
Treasurer

Dated:- 11 September 2013