



2024 - 2025

43rd Annual Report



WELCOME

ON BEHALF OF THE BOARD AND STAFF, WE ARE PLEASED TO PRESENT THE 43RD ANNUAL REPORT FOR THE FINANCIAL YEAR 2024/2025. THIS REPORT SERVES TO REPRESENT SOME OF THE ORGANISATION'S ACTIVITIES AND ACHIEVEMENTS.



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ABOUT US

WHO ARE WE?

Since 1982, Deaf Victoria advocates on behalf of deaf and hard of hearing Victorians to increase access to services and to educate the wider community on how to work, play and study with deaf and hard of hearing people. Deaf Victoria also represents deaf and hard of hearing interests in both in state government and other advisory groups.

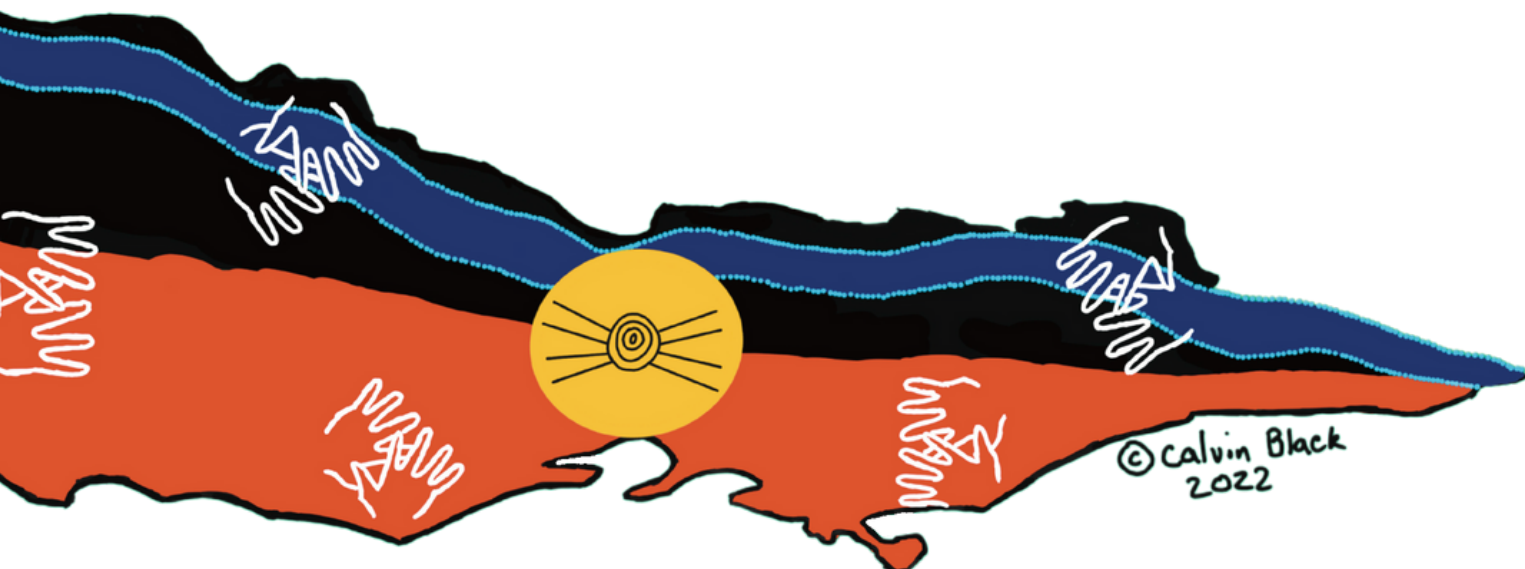
OUR PURPOSE

To advance the needs and aspirations of deaf and hard of hearing people, breaking down barriers and building foundations for a society that acknowledges and celebrates their contributions and capabilities

OUR VISION

That Deaf and hard of hearing people experience equality, opportunity and connection, and are valued for their unique contributions towards a diverse society.

ACKNOWLEDGEMENTS



Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander people as the first peoples and Traditional Custodians of the land and waterways on which we live, work and play. We honour and pay our respects to Elders past and present. We recognise all Aboriginal and Torres Strait Islander peoples and their ongoing strength and resilience despite the past and present impacts of colonisation and dispossession. We acknowledge the important role that Aboriginal and Torres Strait Islander young people play as leaders in their communities and across Victoria.



Our Deaf Community

We acknowledge and respect the members of the Deaf Community in Australia, who preserve their rich heritage, culture and our language; Auslan (Australian Sign Language).

We also acknowledge our custodians of Auslan, promoting awareness, equality and access through our sign language. Through Auslan, we inspire future leaders in our deaf community to continue our legacy and heritage.



LGBTIQ+

Deaf Victoria also acknowledges and pays our respects to our community's lesbian, gay, bisexual, trans and gender diverse, intersex and queer pioneers in our deaf community.

OUR BOARD



Catherine Clark

President

Catherine, a Deaf community leader with 30+ years' experience, brings expertise in strategy, project management and advocacy to Deaf Victoria.



Jan Fletcher

Vice President

Based in Mildura, Jan has championed Deaf and HOH access in regional Victoria for 35+ years, founding the Mildura Deaf Community Group and leading inclusively.



Paul Bartlett

Treasurer

Paul, bilingual in English and Auslan, is an advocate and businessman with 25 years' leadership, directing Communication Extra, an NDIS provider.



Kim Kavanagh

Secretary

Kim brings broad experience in human services and sport, having worked with Deaf organisations. She joins Deaf Victoria to uphold integrity and inclusion.

Our Board plays a vital role in guiding and supporting our organisation.

They bring a wealth of experience, passion, and commitment to ensure we stay true to our mission and values. Their responsibilities include appointing, guiding, and supporting our General Manager, who oversees the day-to-day operations of the organisation. They also take the lead in developing and steering our Strategic Plan, ensuring that it reflects the needs and aspirations of the community we serve. Above all, our Board is here to provide insight, direction, and encouragement as we work together to achieve our goals, grow our impact, and create positive change for our community.

OUR STAFF



Philip Waters
General Manager

Philip Waters is our General Manager, responsible in carrying out our Strategic Plan, managing all staff, strengthening relationships with deaf and hearing stakeholders in Victoria. Philip is also responsible in leading our systemic advocacy work. We are proudly delivering a project for the Peer Support and Capacity Building (PSCB) grant for the NDIS.



Shruti Gokhale
Administration Officer



Brent Rogers
Peer Support Navigator



Dante Casanova
Peer Support Navigator



Khishkok Abdo
Peer Support Navigator



Gary Kerridge
Regional Outreach Officer - Ballarat



Mel Pritchard
Regional Outreach Officer - Geelong



Paula Thornton
Capacity Building Coordinator



Raquel Fasano
Resource & Learning Officer



PRESIDENT'S REPORT

"THIS YEAR HAS MARKED A PERIOD OF SIGNIFICANT GROWTH IN STAFF NUMBERS, CAPACITY, VISIBILITY, AND ORGANISATIONAL IMPACT."

**SCAN HERE FOR
AUSLAN VIDEO**



As I reflect on Deaf Victoria's incredible organisational journey and growth over the last seven years, I am delighted to present this year's President's Report. The last 12 months has seen Deaf Victoria transform from a small not-for-profit advocacy organisation into a reputable leader delivering real

outcomes for our community ensuring deaf people can effectively contribute and be included in a diverse society.

Earlier this year, Deaf Victoria came full circle returning to Ross House which is a welcoming hub of over 50 like-minded organisations championing advocacy and embracing inclusion, environmental and social justice issues. This central location means our staff can network, learn, share and promote community action. Additionally, it is a

safe environment for community members drop in for a chat, receive much needed advocacy support, or simply connect with our team.

This year has marked a period of significant growth in staff numbers, capacity, visibility, and organisational impact. We've expanded our programs, strengthened our governance, embarked on bold and strategic community advocacy, such as our Access to Cinema campaign. Our General Manager Philip Waters is a driving force behind this work. His dedication and that of his team is commendable particularly for the passion and commitment to our community who continue to inspire and support our organisational momentum. As President, it has been a pleasure to observe the increasing support our community and our allies provide to enable Deaf Victoria to maintain this momentum.

The highlight for the Board this year was receiving the 2-year Peer Supports and Capacity Building Grant from the National Disability Insurance Agency. This \$880,000 two-year project will enable Deaf Victoria to provide peer support, connection to services and community as a potential model for future foundational supports for deaf and hard of hearing people.

Another exciting milestone for us is that Deaf Victoria has gone regional! We now have staff in Melbourne, Geelong and Ballarat, something envisioned by our forefathers, including the late Mr John Lovett OAM. It is wonderful for us to finally be able to support deaf and hard of hearing people in regional

towns as they often are more disadvantaged than those in Melbourne. Congratulations

to Philip on achieving that vision. We are also delighted to have regional people on our Board to ensure we are adequately representing regional Victoria.

This year, I will be stepping down as President, as it is time to pass the baton onto someone who can lead the organisation into its next phase. I have truly enjoyed my time with Deaf Victoria. I have really enjoyed being part of a grass roots, authentic community organisation which strives to make lives better for deaf and hard of hearing Victorians.

As I depart, I thank the Board for their ongoing commitment and support over the years. Thank to Jan Fletcher, Kim Kavanagh, Paul Bartlett and more recently Andrew Young, and Wendy Devlin. I also thank representatives of our Audit and Risk Committee, led by our treasurer Paul Bartlett, this committee enables the Board to receive additional expertise and advice on organisational, governance and financial risks to enable the Board to make sound and important decisions. Thank you to Simon Andersson and Andrew Young. I look forward to seeing what Deaf Victoria can achieve through its next phase!

— Catherine Clark
President





TREASURER'S REPORT

**"FINANCIAL DISCIPLINE KEPT US NEAR BREAKEVEN,
ENSURING A SUSTAINABLE FUTURE."**

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On behalf of the Board, I present to the members my Treasurer's Report of Deaf Victoria's finances from 1 July 2024 to 30 June 2025, representing Financial Year 2024 (FY2024).

In FY2024 our total operating income was \$541,104. The majority of our operating income was from the

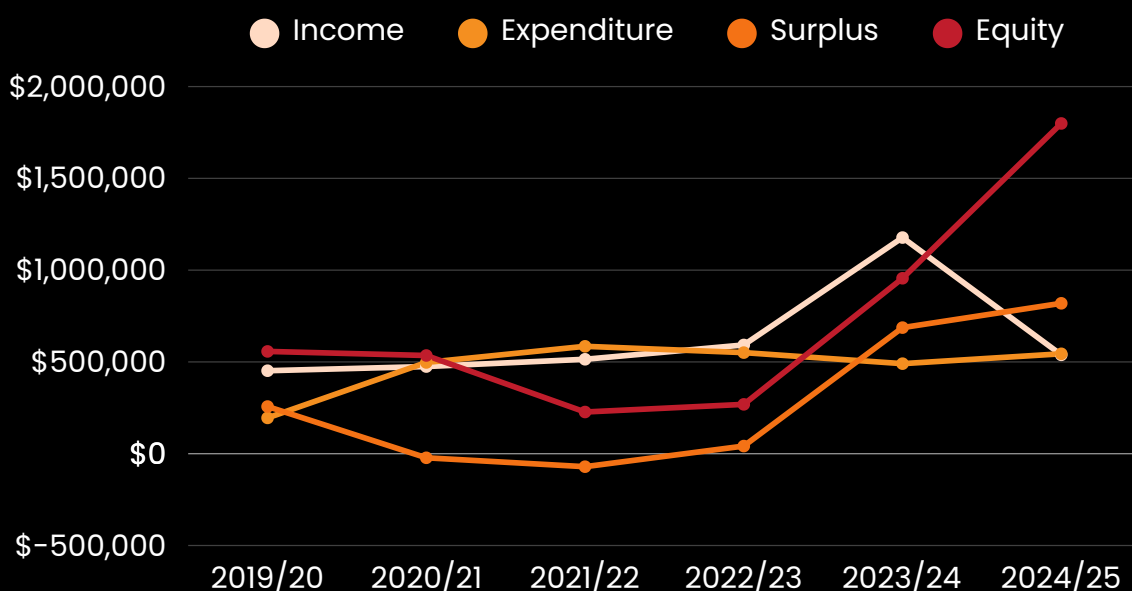
Department of Families, Fairness and Housing: (\$267,447) plus new funding from the NDIS for Peer Support & Capacity Building (\$74,554). We also received \$69,715 in franking credits in relation to our term investment.

In addition to our operating income, we have been very fortunate to be the recipient of a bequest from the Harold Muir estate. We received \$825,000 in FY2024 in addition to \$690,000 we received in FY2023.

FINANCIAL SNAPSHOT



KEY FINANCIAL FIGURES



We can expect a further smaller amount in the current FY2025.

Our operating expenditure for FY2024 was \$545,255, meaning that we had a very small operating deficit of \$4,125. If we include the income from the bequest, our total surplus was \$820,849.

I would like to note the good work that Philip Waters (our General Manager) has done to keep the operating deficit to near breakeven. This continues to take financial discipline and ensures that we are sustainable and well positioned for the future.

We have an Audit and Risk Committee (ARC) to review our finances

and decisions, and inform the Board of our position as time goes on. The work that it has done this year has been to:

- Monitor the FY2024 results as they developed
- Work on the FY2025 budget
- Plan how to use the Harold Muir bequest to contribute to the ability of Deaf Victoria to do more for the Deaf community in the future.

— Paul Bartlett
Treasurer



MANAGER'S REPORT

**"THE 2024-2025 PERIOD IS ALL ABOUT GROWTH!
WE HAVE FINALLY TURNED OUR FINANCES AROUND."**

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AUSLAN VIDEO**



The 2024-2025 period is all about growth! 2021-2022 period was very tough for us, but we have finally turned our finances around and now have more income and a large bequest fund to help us start thinking about the future, rather than only the present! We recruited 7 new staff as part of the NDIA

Peer Support and Capacity Building grant, meaning we now have NINE staff, which is the highest number of staff in Deaf Victoria's history. Our Facebook and Instagram followers have gone up by 10% to now over 7,000 people. Our e-Newsletter is now very popular with over 2,000 subscribers.

Below are some of the more important achievements:

New website: With our website designer Vicky Lee with designs from Nikhil Bora,

we released our new website. It focuses more on being a resource for you, with events and organisations/community groups now included. We will continue working on other parts of the website. We have over 130 people and organisations in our Community Directory across 19 categories! Check it out if you ever need a deaf friendly service.

Open captioning at cinemas: We are still working hard to fight for your rights to access movies at HOYTS. We have just agreed on a timeline to a hearing, which will take place on or after 9 January 2026. We have started collecting witness statements to submit to VCAT.

Deaf education at primary and secondary schools: We are building a positive relationship with the Department of Education and have co-hosted two Deaf Education Roundtables. The first was to confirm the main themes of how the Department can improve deaf education. The second Roundtable was a focus on the new Disability Inclusion Profile, and how it needs to be adapted to suit the needs of deaf and hard of hearing children.

Deafblind Victoria: I worked one day a week within Deafblind Victoria for several months to support development of their policies. I learnt so much what their challenges are and what their needs are. Ntannis Davi and his team are doing such an incredible job in supporting the extremely diverse needs of deafblind people.

The Model of Care: This model has been co-designed with stakeholders from the deaf and hard of hearing community, and with deaf and hard

of hearing and hearing mental health professionals. Together, a contemporary, flexible and fit for purpose model has been developed to enable mental health services and practitioners to deliver best practice, appropriately tailored therapeutic intervention and support for the Victorian deaf and hard of hearing community.

Email me with the subject line saying “free coffee” before 31 December 2025, and you can discuss deaf advocacy over free coffee. I want to thank ALL of you for always being there to support me, for accepting my requests for support or advice, for sharing your skills and expertise, and most of all, for your efforts in supporting the deaf and hard of hearing community. There are so many incredible people giving up their time and effort into making Victoria better for other people. I would like to thank everyone but this year, I would like to thank under-appreciated volunteers like Carole Wagner, Cheryl Rankine, Sally Pilbeam, Ron Chapman, Amanda Harris and Leisa King in Wodonga, Philip Tucker, Melissa Andersson, Carmel Phillips, Melanie Merhi to name a few. You make the world a better place, thank you!

To support the work of Deaf Victoria, please do not keep us to yourselves! Spread the word! Contact us! Follow us on social media and encourage others to do so!

— Philip Waters
General Manager



We were funded by the department of health to develop a Mental Health Model of Care for deaf and hard of hearing Victorians. Below is the model we developed with inputs by deaf and hard of hearing people, interpreters, mental health professionals.

Deaf and Hard of Hearing Mental Health Model of Care

Vision

To support the extensive needs of the deaf and hard of hearing community in Victoria while supporting their mental health needs with access to best practiced and inclusive mental health services.

Design principles

1. Deaf and hard of hearing people centred
2. Knowledge and research
3. Prevention and early intervention focus
4. Culturally safe
5. Inclusiveness and tailored accessibility
6. Collaborative partnerships
7. Sustainable services
8. Seamless integration of services

Service components

Community engagement	Prevention	Early intervention	Service support	Research and evaluation
Promoting mental health literacy, education, support and engagement within the deaf and hard of hearing community and community organisations through education and training workshops.	- Promoting mental health prevention to parents and guardians who have deaf and hard of hearing infants through tools and resources - MCH workforce education and training	Providing mental health early intervention education and training and workforce support in education environments for deaf and hard of hearing children and youth with emerging mental ill health.	- Providing secondary consultations for deaf and hard of hearing people accessing Victorian mental health service. - Educating, training and development of the workforce.	- Performing deaf-led research to inform appropriate care approaches and developing tailored assessment tools. - Capturing and tracking data for service evaluation

Enabling components

Partnerships

Workforce

Performance monitoring

Technology and infrastructure

AUDITOR'S STATEMENT

Each year, Deaf Victoria engages independent auditors to review our financial statements and ensure compliance with Australian Accounting Standards and national charity regulations.



Collins & Co Audit Pty Ltd

127 Paisley Street
Footscray VIC 3011
Australia

Phone (03) 9680 1000
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**DEAF VICTORIA INC
A.B.N. 62 495 643 645
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS**

Opinion

I have audited the accompanying financial report of Deaf Victoria Inc (the Association), which comprises the balance sheet as at 30 June 2025, and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by the members of the Board.

In my opinion, the financial report of the Association is in accordance with *the Australian Charities and Not for Profits Commission Act 2012* and *the Associations Incorporation Reform Act 2012*, including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2025 and of its performance for the year ended; and
- ii. complying with Australian Accounting Standards as per Note 1, *the Australian Charities and Not for Profits Commission Act 2012* and *the Associations Incorporation Reform Act 2012*.

Basis for Opinion

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

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter - Basis of Accounting and Restriction on Distribution

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Deaf Victoria Inc to meet the requirements of the *Australian Charities and Not for Profits Commission Act 2012* and *the Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.



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Auditor's Responsibilities for the Audit of the Financial Report

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

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

Auditor: Frederik Ryk Ludolf Eksteen

ASIC Registration Number: 421448

Address: Collins & Co Audit Pty Ltd, 127 Paisley Street, FOOTSCRAY VIC 3011

Signature:

Date: 30 September 2025

DEAF VICTORIA INC
ABN 62 495 643 645
STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2025

	2025 \$	2024 \$
INCOME		
Grant & Program Funding Income	371,001	458,502
Other Income	86,842	28,949
Investment income	83,261	-
TOTAL INCOME	541,104	487,451
EXPENDITURE		
Administrative Expenses	198,122	127,609
Depreciation Expenses	6,333	2,710
Employee Related Expenses	340,800	360,228
TOTAL EXPENDITURE	545,255	490,547
ORDINARY SURPLUS/(DEFICIT) FOR THE YEAR	(4,151)	(3,096)
Bequests Received	825,000	690,000
NET SURPLUS/(DEFICIT) FOR THE YEAR	820,849	686,904

DEAF VICTORIA INC
ABN 62 495 643 645
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2025

	2025 \$	2024 \$
NET SURPLUS/(DEFICIT) FOR THE YEAR	820,849	686,904
<u>Other Comprehensive Income for the Year</u>		
Unrealised gain/ (loss) on investment portfolio	24,664	-
NET SURPLUS/(DEFICIT) ATTRIBUTABLE TO THE ASSOCIATION	845,513	686,904

DEAF VICTORIA INC
ABN 62 495 643 645
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025

	Note	2025 \$	2024 \$
CURRENT ASSETS			
Cash and Cash Equivalents	2	1,101,455	982,683
Trade and Other Receivables	3	7,993	2,745
TOTAL CURRENT ASSETS		<u>1,109,448</u>	<u>985,428</u>
NON-CURRENT ASSETS			
Furniture and Equipment	4	1,035	2,886
Investment Portfolio		887,374	-
TOTAL NON-CURRENT ASSETS		<u>888,409</u>	<u>2,886</u>
TOTAL ASSETS		<u>1,997,857</u>	<u>988,314</u>
CURRENT LIABILITIES			
Trade and Other Payable	5	37,465	17,081
Income Received in Advance	6	143,644	-
Employment Entitlement Provisions	7	15,510	15,508
TOTAL CURRENT LIABILITIES		<u>196,619</u>	<u>32,589</u>
NON-CURRENT LIABILITIES			
Employment Entitlement Provisions	7	-	-
TOTAL NON-CURRENT LIABILITIES		<u>-</u>	<u>-</u>
TOTAL LIABILITIES		<u>196,619</u>	<u>32,589</u>
NET ASSETS		<u>1,801,238</u>	<u>955,725</u>
EQUITY			
Accumulated funds		1,776,574	955,725
Unrealised gain/ (loss) on investment portfolio		24,664	-
		<u>1,801,238</u>	<u>955,725</u>

The Statement of Financial Position is to be read in conjunction with the independent audit report and the notes to the financial statements.

DEAF VICTORIA INC
ABN 62 495 643 645
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2025

	Accumulated funds \$	Unrealised gain/ (loss) on investment portfolio \$	Total \$
Balance as at 1 July 2023	268,821	-	268,821
Surplus/(deficit) attributable to the Association	686,904	-	686,904
Unrealised gain/ (loss) on investment portfolio	-	-	-
Balance as at 30 June 2024	<u>955,725</u>	<u>-</u>	<u>955,725</u>
Surplus/(deficit) attributable to the Association	820,849		820,849
Unrealised gain/ (loss) on investment portfolio	-	24,664	-
Balance as at 30 June 2025	<u>1,776,574</u>	<u>24,664</u>	<u>1,776,574</u>

The Statement of Changes in Equity is to be read in conjunction with the independent audit report and the notes to the financial statements.

DEAF VICTORIA INC
ABN 62 495 643 645
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants		514,645	395,823
Receipts from bequests		825,000	690,000
Receipts from other sources		159,376	22,753
Payments to suppliers and employees		(518,536)	(499,282)
Interest received		5,479	6,240
Net cash generated from/(used in) operating activities	8 (a)	<u>985,964</u>	<u>615,534</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for property, plant and equipment		(9,065)	(2,390)
Payments for investment portfolio		(858,127)	-
Net cash (used in)/provided by investing activities		<u>(867,192)</u>	<u>(2,390)</u>
Net increase/(decrease) in cash held		118,772	613,144
Cash and cash equivalents at beginning of financial year		982,683	369,539
Cash and cash equivalents at end of financial year	8 (b)	<u><u>1,101,455</u></u>	<u><u>982,683</u></u>

The Statement of Cash Flows is to be read in conjunction with the independent audit report and the notes to the financial statements.



REAL STORIES, REAL IMPACT

**“ADVOCACY IS NOT JUST ABOUT SOLVING PROBLEMS, BUT ABOUT
EMPOWERING INDIVIDUALS AND DRIVING SYSTEMIC CHANGE.”**

**SCAN HERE FOR
AUSLAN VIDEO**



The 2024–25 financial year was one of growth, learning, and meaningful outcomes. I had the privilege of supporting people from diverse backgrounds, helping them build confidence, assert their rights, and achieve greater inclusion. Advocacy is not just about solving problems, but

about empowering individuals and driving systemic change. Through our work, we addressed discrimination and improved accessibility in key areas. Yet, persistent challenges remain in education, health, mental health services, and the NDIS, where recurring issues put our community at risk. Too often, staff in these sectors lack the disability awareness and training needed to provide respectful, inclusive care. These gaps underscore why

advocacy is essential, not only to address barriers but also to create lasting change. I am proud to share some of this year's successes, which highlight the importance of continued investment in advocacy for deaf and hard of hearing people.

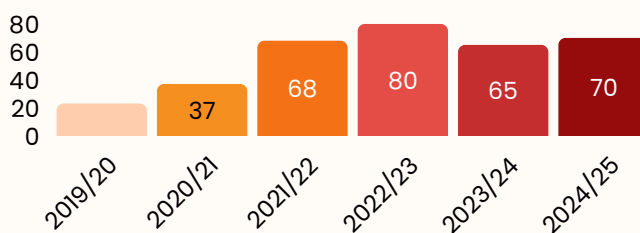
— Brent Rogers
Peer Support Navigator



Supporting a regional migrant's journey

We worked alongside a Deaf migrant living in a regional city who faced complex visa issues and inaccessible processes. Through persistent advocacy and ensuring all information was provided in accessible formats, we helped restart their application successfully. Today, they are progressing toward Australian citizenship, an outcome that reflects not just success, but the importance of inclusive systems and informed participation.

ADVOCACY CASES PER YEAR



We have progressively increased the number of deaf and hard of hearing people supported since 2019.

Contesting NDIS barriers

An elderly Deaf person came to us distressed by sudden funding cuts and confusing communications from the NDIS, including inaccessible voice calls. Through advocacy, we clarified their concerns, mediated with NDIS representatives, and reinstated essential supports in their plan. This prevented escalation to the ART process and demonstrated how early intervention and clear communication can protect rights and reduce stress.

Addressing workplace discrimination

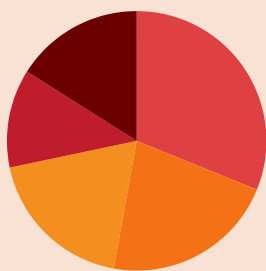
A hard of hearing regional school teacher experiencing workplace discrimination felt uncertain about their rights. With our guidance and resources, they became strong self-advocates, initiating conversations about inclusivity and accessibility in their school. While challenges remain, their efforts have led to positive changes and set a precedent for creating safer, more respectful environments for staff and students.

Improving healthcare accessibility

Two Deaf parents faced neglect during a critical hospital visit for their child, leaving them feeling excluded and unheard. We supported them in drafting a formal complaint and engaging with hospital leadership. This led to commitments for improved accessibility measures, including staff training and interpreter protocols. While systemic change takes time, this case shows how advocacy transforms frustration into constructive dialogue and lasting improvements.

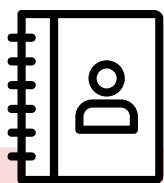
A YEAR IN NUMBERS

Measuring our impact signifies more than just counting. It helps capture the difference we've made in our community, with figure here representing the people, stories, and impact behind our work, in addition to the steadily rising level of engagement from our community over time.

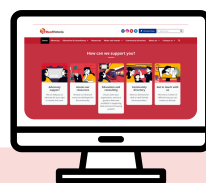


YOUR ENQUIRIES

- ADVOCACY, LAW & RIGHTS – **31%**
- EDUCATION & EMPLOYMENT – **22%**
- HEALTH & WELLBEING – **19%**
- COMMUNITY & EVENTS – **12%**
- GENERAL / OTHER – **16%**



131 DEAF-FREINDLY
BUSINESSES
ADDED TO OUR
COMMUNITY DIRECTORY



17,273
WEBSITE SESSIONS DURING THIS
ONE-YEAR PERIOD



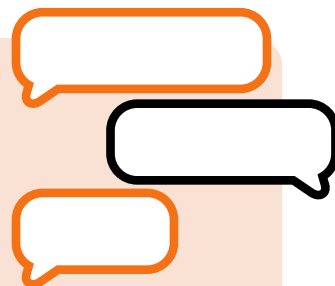
544 MORE FACEBOOK
FOLLOWERS
A 44% INCREASE IN NEW FOLLOWS
COMPARED TO LAST YEAR



190 MORE INSTAGRAM
FOLLOWERS
CONSISTENT GROWTH, MATCHING
LAST YEAR'S INCREASE

112 COMMUNITY MEMBERS SUBMITTED A
STATEMENT FOR OUR **OPEN CAPTIONING IN
CINEMAS CAMPAIGN**

8 DEAF OR HARD OF HEARING MENTAL HEALTH
PROFESSIONALS WERE CONSULTED FOR OUR
DEAF MENTAL HEALTH PROJECT



YOUR WORDS, OUR INSPIRATION

We deeply value the voices of our community.

Your feedback is at the heart of everything we do. It inspires us, shapes our work, and reminds us why we exist. Over the past year, we've received some thoughtful, heartfelt messages from members of our community. Here's a small collection of those kind words. Thank you for sharing your appreciation and support with us!

Hi Team <3

I wanted to let you know that last night, as I was driving home from work in the city, my partner asked if we wanted to go check out a movie on a whim. We were pleasantly surprised to find that there were 2 local cinemas showing Wolverine & Deadpool at a reasonable time 7pm on a Tuesday night with open captions. We enjoyed our session with a friend and enjoyed the great accessibility. The theatre was almost full. I know that this would not be possible without keeping the pressure on the cinema chains, so great work and keep it up! Hope we will see this become more prevalent in all theatres with more time.

Deaf community member

**Thank you Philip for your work.
So important.**

Principal, F-12 school in Victoria

Thank you for all of your work and advocacy in co-creating the space and agenda for today's round table. It was great to be part of the discussion and to see so many complex issues highlighted in the short time that we had and to have a range of voices present.

UoM Lecturer

**You are absolutely
AMAZING. Thank you
for helping me gain
my power.**

Deaf service user

And a massive thanks from me too! I'm just getting around to my thank you notes now and can't reiterate our thanks enough! The presentation was so well received and it was fantastic for our managers to see the whole process in action. Please convey our thanks to the interpreters who did a fantastic job – I was impressed at everyone's ability to convey nuance and jokes throughout. I'm also so pleased that we had enough time for a question and answer session from the participants – this made the whole session even more interactive and allowed for greater participation.

Victoria Legal Aid staff member

Thank you for presenting at our Manager Forum yesterday, I've had lots of feedback about how much people enjoyed the session. It is great for our Managers to be thinking about how to support deaf and hard of hearing clients and staff and to learn about your work.

Victoria Legal Aid staff member

Thank you for taking by up my complaint and advocating for me so strongly.

Deaf service user

Hi Philip

Just a quick message to thank you for your fantastic contribution to the panel discussion today.

Those completed the evaluation survey mentioned that the panel was a real highlight.

All the best for your project and it continues to evolve.

Consultant

"Thank you for standing firm for me with my complaint. I know Deaf Vic with their very small budget haven't forgot the individual and I greatly appreciate it.

Deaf service user



THANK YOU

We thank all of our incredible supporting sponsors, partners and donors.



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