



143rd
Annual Report
of
Deaf Children Australia

Governance

Deaf Children Australia is governed by an elected Board whose job it is to represent stakeholders in determining and demanding appropriate organisational performance.

To guide its work, the Board has established Results Policies, Governance Process Policies, Board/CEO Linkage Policies and CEO Limitations Policies. These policies are reviewed throughout the year based on an annual agenda that includes a planning retreat.

This annual report is structured to assist all our stakeholders to hold us accountable for performance against our Results Policies. We have also included our new Results Policies to which we will be working in the next year.

The Board has established three committees to assist in its governance responsibilities - namely Policy, CEO Performance Review, and Audit & Investment. Due to our strong policy focus throughout the year, the whole Board has taken on the function of the policy committee this year.

Directors contribute to Deaf Children Australia a wealth of knowledge and experience which is greatly appreciated. Their work is entirely voluntary. Directors profiles and meeting attendance records can be found in the financial report.



The kite featured in our brand represents freedom, vitality and limitless potential. The kite is also a symbol of our work. We strive to give individuals flight by helping them to realise their full potential.

Given the right support these children and young adults can fly.

Acknowledging those who help us fly kites

Deaf Children Australia rely on tax-deductible donations, bequests, corporate support, fundraising activities and Government grants to maintain our support services, advocacy, information and other programs. We acknowledge with gratitude this invaluable support.

President and CEO's Report

2004/2005 proved to be a year of many challenges and continued success towards our vision of a world where deafness is no barrier. This organisation is built around a core purpose of responding to the needs of children and young people who are deaf or hearing impaired and their families by providing information, advocacy, support services and educational resources.

In each of these service areas we have unique expertise which has enabled us to create and capitalise on opportunities towards achievement of our vision. Detail of this work is contained in the following Report of Achievements and Challenges against our Key Results Policies.

Our national development has continued to challenge us both internally, as we develop the skills and capacities of our people and partnerships, and externally, as our positioning and directions challenge existing service systems and thinking.

The partnership with Queensland Deaf Society continues to grow with the provision of joint CEO, policy, business and fundraising activities. These activities are now co-ordinated via the jointly owned company Deaf Services Australia. During the year the partnership was strengthened with the employment of a National Fundraising Manager to assist both organisations to become more independent in terms of fundraising and financial resources. We are shortly to employ a Business Manager to assist in further improvements to the productivity and efficiency of operations.

In March we held a very successful national Employment Forum for specialist disability employment services with a focus on the needs and interests of deaf and hearing impaired people. This collaborative forum provided the opportunity to bring to the government's attention the serious policy barriers confronting deaf people in employment and as a result we have been successful with others in gaining recognition for a national pilot to address these matters. Deaf people should now be in a better position to take advantage of the continuing labour market reforms of the Commonwealth Government.

Our national Helpline has continued to provide individualised support and information to families and others throughout Australia. Our website recently reached the one million mark in pages viewed, proving its benefit as a major national resource. We have continued to focus on the opportunities and challenges of Newborn Hearing Screening Systems, sponsoring a major national tour of two representatives of the Hands and Voices organisation from the United States of America, and supporting parent involvement in system design and responsiveness.

Strengthening of our information and advocacy work remains a priority, especially in developing partnerships with existing parent networks and training programs. Leading up to the board retreat this year we held workshops in five states and then met in Melbourne with representatives in a joint planning meeting. We have heard and will support the need for a national parent "voice". A "Parent Council Charter" will be launched at our Annual General Meeting to enable us to work more effectively with State based parent representative groups.

In the area of access to education we continue to work collaboratively with education authorities and providers to improve the access and responsiveness of education services to the individual needs of children. Facilitating the participation of parents in setting the educational program of their children through direct support and training, have been priorities. Our work has also involved the support of several families who have taken legal action, with mixed success. While Australia's Disability Discrimination Legislation purports to offer a "fair go" to people with disabilities many deaf and hearing impaired children throughout Australia are inadequately supported in their education. Despite a number of inquiries, and the release

of National Education Standards, that have given confidence that the issues and concerns are understood, there remains a disconnect between policy and implementation. Too often there is a requirement to demonstrate failure before the system will make appropriate accommodations.

The funding and services agreements with the Department of Education and Training (Vic), the Department of Human Services (Vic) and the Commonwealth Government have been maintained. We do have concerns in regards to our agreement with the Education Department where efforts have, thus far, failed to achieve a review our agreement and also to receive timelier funding. For the past two years we have been required to carry these services for almost 12 months prior to receipt of our grants. We look forward to a more timely agreement being achieved for the 2006 calendar year.

During the year, the Board approved the concept for the development of an income generating facility on the rear of the land on St Kilda Road. It is hoped that such a development will substantially reduce the costs of maintaining and operating our large historic site and will also contribute towards the costs of restoration of the outside of the Bluestone Building. Such a development will require a review of the lease agreement with the Department of Education in regards to the Victorian College for the Deaf. Many attempts at central, regional and local levels to engage in dialogue with the Department and the College have been made however we have so far been unsuccessful in achieving a joint agenda for this necessary dialogue.

The "Gissing Street Project" has finally received planning approval to proceed. Two large houses will now be built in Blackburn South to facilitate access for country parents to the new Aurora program. Meanwhile we have been renting four nearby houses, and motels, to accommodate families. It is hoped that the Gissing Street building sponsors will be able to complete construction in the first six months of 2006.

At our 2004 Annual General Meeting four long standing Board Members retired, in line with our new constitutional requirements. We would like to thank Robyn Womersley, Mac Adam, Doug Bartley and Andrew Perry for their outstanding service to the organisation. All these members were made Life Governors at a special function in December 2004. Andrew Perry agreed to be co-opted to the Board for a further year to assist the new Board in its transition. New Board members welcomed during the year include Martin Eyking, Katie Holmes, Gary Kerridge and Sue Izard. In June 2005 Trisha Dench resigned, due to work and other commitments, and we extend our thanks for her contributions to the Board. The Board has resolved that future recruitment priorities would be to enable the Board to more adequately reflect the national perspectives of the organisation.

We continue to operate in a dynamic environment where change is a constant and the challenges are many and would like to particularly thank all our employees, volunteers, donors and supporters who continue to work tirelessly. As a team, we remain committed to pursue the challenges to enable us to be more responsive and effective as a community organisation.

Sue Izard
President

Damian Lacey
Chief Executive Officer

Results Policies 2005 - 2006

Deaf Services Australia

Vision:

Deafness is no barrier

Values:

Localness, merit, openness, equity, disciplined thought, courage, stewardship

Purpose:

Our purpose is to improve the ability of Deaf Children Australia and Queensland Deaf Society to respond to the needs of deaf and hearing impaired people in the following areas:

Result Areas:

1. The Organisations
 - 1.1. are well led
 - 1.2. are financially secure
 - 1.3. grow, both in knowledge and capacity
 - 1.4. have the right people with the right support and enough resources
2. In the Deaf Service Sector, we
 - 2.1. share knowledge and experience to create positive change
 - 2.2. work together so deaf and hearing impaired people are living richer lives with more opportunities in education, employment and lifestyle
 - 2.3. do our job better than we have before
 - 2.4. respect and value the history and culture of the deaf community
3. The Community
 - 3.1. affirms deaf people as valued members

Deaf Children Australia

Vision:

Deafness is no barrier

Values:

Freedom from bias, affirmation, openness, trust, innovation, determination, holistic

Purpose:

We respond to the needs of children and young people and their families: providing information, advocacy, support services and educational resources.

Result Areas:

1. Children and young people
 - 1.1 experience increased self esteem
 - 1.2 experience decreased isolation
 - 1.3 experience better educational outcomes
 - 1.4 Priority areas include youth, children at risk, children with disabilities
2. Families

- 2.1 are confident and knowledgeable
- 2.2 have access to opportunities for support and networking
- 2.3 have access to learning opportunities
- 2.4 Priority areas include new parents, isolated families and families at risk

3. The community

- 3.1 provides increased opportunities for participation
- 3.2 gives parents a national voice, supported by state based parent “councils”
- 3.3 responds to the needs and aspirations of families
- 3.4 understands deafness
- 3.5 Priority areas include Newborn Hearing Systems and Education Policy

Performance Against Results Policies 2004 - 2005

1. INFORMATION AND ADVOCACY: Services will be provided within Australia		
1.1) Families and young people have the knowledge and skills to successfully manage their own needs.		
OUTCOMES	INDICATORS	DIRECTIONS
a. Information provided is accessible, balanced and impartial.	<ul style="list-style-type: none"> - Workshops and information sessions were conducted in Brisbane, Sydney, Melbourne and Perth, offering information on international best practice in newborn hearing screening, advocacy and parent to parent support. - Website has received more than 50,000 visitors and 225 subscribers, and an evaluation conducted, resulting in all information sheets being uploaded and parts of the website re-written to better reflect the needs of families. - Workshops and training opportunities offered at family camps conducted in Victoria. - 927 calls to the national Helpline were received, with a steady increase over the months. "Friends of the Helpline" concept initiated to provide follow up support to families. - DVD "Beyond Ordinary", CD Rom "Making the Move" and "Are You Being Heard" a mainstream teachers' resource booklet produced and launched. - DCA is represented on the planning committee for a Victorian Deafness Expo in 2006. 	<ul style="list-style-type: none"> - Ensuring information provided is timely, relevant and balanced. - Ensuring Helpline is well known, particularly to those who have little contact with deafness.
b. Learning opportunities are offered to families and young people.	<ul style="list-style-type: none"> - Networking and advocacy sessions have been offered in Sydney, Brisbane, Melbourne, Adelaide and Perth - Youth Awards granted to 54 deaf and hearing impaired youth with a total \$23,161 allocated across the areas of personal development, deaf culture, leadership and education. - Auslan home tutoring program provided to 32 families in Victoria 	<ul style="list-style-type: none"> - Funding of \$64,000 from the David Gault Estate will enable an Auslan tutorial CD ROM to be produced in 2006.
c. Family networks are encouraged and supported.	<ul style="list-style-type: none"> - 21 parent groups supported across Victoria and nationally. - 180 individuals attended 5 interpreted theatre performances. - 706 individuals attended 28 separate recreation activities. 	<ul style="list-style-type: none"> - Working with interstate groups to offer further networking opportunities to families.

1.2) Deaf children and their families have access to an equitable and understandable system of education and support.		
OUTCOMES	INDICATORS	DIRECTIONS
a. Deaf Children Australia contributes to the development of consistent educational policy in each state.	<ul style="list-style-type: none"> - Expectations to work at a policy level within Victoria education were not realized due to Departmental restructuring. - A number of legal actions undertaken by families have been supported with mixed results. While recognizing the failure of the education system to adequately respond to the needs of deaf children, there is still an apparent requirement of failure before the system is held to account. - Deaf Children Australia is represented on a key Queensland Education Department Committee. - We have continued to work at a local and regional level to promote consistency of policy and practice in education. 	<ul style="list-style-type: none"> - Developing positive relationships with senior education department officials in each state
b. The role of Deaf Children Australia is clearly defined, and does not assume the responsibilities of others.	<ul style="list-style-type: none"> - Our role is to provide information and advocacy support to families. We are not direct providers of education services. - Advocacy workshops and Parent to Parent mentoring have been piloted in Victoria. 	<ul style="list-style-type: none"> - Workshop will be offered nationally.

2. COMMUNITY AWARENESS: Focus to be national		
2.1) Our views, priorities and issues are heard and respected by the community.		
OUTCOMES	INDICATORS	DIRECTIONS
a. Deaf Children Australia actively promotes awareness of its work.	<ul style="list-style-type: none"> - Provision of 3 newsletters. - Provision of 4 Flying Kites e-magazines. - 26 community education presentations - \$20,000 grant received from Perpetual Trustees enabled the Helpline to be advertised 25 times in national and state-wide parenting newspaper and magazines. - Helpline magnets sent to all schools in Australia where deaf children are enrolled and family groups. - Helpline postcards sent to all Maternal and Child Health Centre in Australia. - 	<ul style="list-style-type: none"> - Continuing existing targeted promotions. - Conducting a media campaign on TV and radio to achieve wider exposure.
b. There is a balanced portrayal of deafness in the media.	<ul style="list-style-type: none"> - Our media monitoring service proved of limited value and has been discontinued. - Baby signing was the most popular media item covered. - 	- Employing a Journalist to directly leverage mainstream media exposure.
c. Grants and sponsorships are used strategically.	<ul style="list-style-type: none"> - \$45,000 was provided for new learning opportunities and financial assistance to disadvantaged families. - Deafness Project Funds for the next 3 years have been committed to a major study with Deakin and Griffith Universities into the impact of Cochlear Implantation 	- Re-branding the Youth Awards due to poor take up outside Victoria.
2.2) There is greater understanding in the wider community of the varying needs of deaf and hearing-impaired children and young people.		
a. Families report receiving balanced and sensitive advice from medical and other professionals.	<ul style="list-style-type: none"> - Newborn hearing screening policy development throughout Australia remains our key priority. - Assisted by a \$26,000 grant from the Brockhoff Foundation, we researched and promoted best practice for a parent centered approach to early identification and support including sponsorship of an internationally renowned expert, Dr Christie Yoshinago –Itano, who toured Qld, WA and Vic in August 2004, - In a follow up tour, “Hands & Voices”, from Colorado visited and presented to families, government departments and education staff about the importance of balanced information for families. 200 people attended presentations in WA, NSW, Qld and Victoria. - Deaf Children Australia is represented on key Victorian and Queensland working parties. 	<ul style="list-style-type: none"> - Gaining representation for ourselves and parents on all new born hearing screening state committees. - Creating an effective national parent support and mentoring program, with a focus on families with newly diagnosed children.
b. Young deaf people are affirmed as valued members of a diverse community.	<ul style="list-style-type: none"> - Through our Youth Award and Recreation programs we promote opportunities for a positive attitude amongst all deaf and hearing impaired people. 	- Promoting positive messages to the wider community through our planned media campaign
c. Government demonstrates a greater appreciation of the unique and varying needs of deaf children and young people.	<ul style="list-style-type: none"> - This year our focus has been around newborn hearing screening. - We have continued to develop constructive relationships with Education Department personnel and are respected for our firm advocacy for children and young people. - An emerging priority is the general well-being of young people and the importance of appropriate services and early intervention - Access to employment is a major life outcome for deaf children and young people. Through our job network service we have been able to work in partnership with Federal Government and the Australian Federation of Deaf Societies to gain greater recognition of the workplace modification requirements of deaf people. 	- Gaining recognition of our role as a key stakeholder representing families, particularly with regard to education and health policy in all states.

3. EDUCATION RESOURCES: <i>Services will be provided within Victoria</i>		
3.1) Quality options in the provision of education services, are provided in partnership with the Victorian Ministry of Education and/or independently.		
OUTCOMES	INDICATORS	DIRECTIONS
a. The Funding and Service Agreement between Deaf Children Australia and the Victorian Department of Education and Training is maintained.	<ul style="list-style-type: none"> - Funding and service agreement in place to provide advice to schools, school and communities .The agreement allows for a flexible range of school services including audiology (58 clients), psychology (41 clients), physiotherapy (36 clients), speech pathology (69 clients), occupational therapy (2 clients), counseling (9 clients) and Auslan (41 families). - Despite negotiating to provide policy advice re deaf education this was not realized due to restructure within Student Wellbeing Branch. - For the past two years we have had to provide the operating cash required for these services for more than 10months before the Funding & Service Agreements were finalized and payment received. 	<ul style="list-style-type: none"> - Finalizing early in the 2006 calendar year the Funding and Service agreements. - Strengthening policy input and independent advice.
b. The agreement between Deaf Children Australia and the Department of Education and Training for the support of the Victorian College for the Deaf (VCD), as a Victoria wide K-12 educational option, is maintained.	<ul style="list-style-type: none"> - Deaf Children Australia continues to provide the facilities of the Victorian College of the Deaf to the Department of Education at no charge. - To date, our investment in the College has been in excess of \$4 million. - Plans for the development of the rear of our site will require review of the agreement. 	<ul style="list-style-type: none"> - Participating in productive discussions at a local level to indicate a way forward.
3.2) Accommodation Support Services are provided for Victorian country students and families choosing to access Melbourne based programs.		
a. Accommodation for school days is provided in Deaf Children Australia group homes to students of the Victorian College of the Deaf at a cost not greater than the Isolated Children's Allowance.	<ul style="list-style-type: none"> - 5 students Victorian College of the Deaf received accommodation services throughout the year. - There has been an increase in demand for this service in the reporting period, and a further enrolment is scheduled for 2006. This will take the number of students in accommodation to 6, which is capacity. 	<ul style="list-style-type: none"> - Exploring future demand, especially from interstate applicants.

<p>b. Accommodation services for families and their children attending preschool programs in Melbourne will be provided.</p>	<ul style="list-style-type: none"> - We have provided motel and rental accommodation to cater for the needs of 6 families attending Aurora School at a cost of approximately \$50,000. - Due to delays in obtaining planning permits, the Gissing Street project will now commence in early 2006. Two large houses will be built on our land at Blackburn. 	<ul style="list-style-type: none"> - Negotiating funding support for this program.
<p>c. Metropolitan accommodation for primary school aged children from rural Victoria is lacking and will be reviewed.</p>	<ul style="list-style-type: none"> - Demand for access to accommodation for primary aged students has declined, and with other priorities, no activity can be reported. 	<ul style="list-style-type: none"> - Completing a review of accommodation needs in light of an overall review of educational access for children across Vic.

4. FAMILY SUPPORT SERVICES: Service provision will be throughout Victoria and elsewhere as funding becomes available		
4.1) Support Services are provided within a service philosophy based on deafness as a life to be lived rather than a problem to be fixed.		
OUTCOMES	INDCIATORS	DIRECTIONS
a. Users experience positive outcomes and renewed confidence in their abilities.	<ul style="list-style-type: none"> - Annual review, and specific program feedback, is undertaken of user satisfaction with services including Family and Community work, Recreation, accommodation, Education Support and Independent Living Skills programs. - Evaluation conducted and recommendations implemented in regards to the Deaf Support Register, into how many clients with disabilities were Auslan users, and in regards to the support needs of deaf students studying VET in Schools and VCAL. 	<ul style="list-style-type: none"> - Continuing to refine mechanisms to elicit qualitative feedback from families to determine the impact of the service and inform program development. - Using this information for the purpose of continuous service improvement.
b. Users are empowered within and by service intervention.	<ul style="list-style-type: none"> - Nationally we met with over 100 parents to consider the empowerment of families and deaf children in key areas – such as the deaf child's education, community participation, and access to information. - Over 80 parents have participated in advocacy skills training workshops. 	<ul style="list-style-type: none"> - Realising the opportunities presented through community capacity building.
c. Role Models, peer support and networking opportunities are available.	<ul style="list-style-type: none"> - Mentoring research project undertaken and a committee formed to establish a pilot project in Brisbane. - DVD "Beyond Ordinary" which examines the lives of successful young deaf adults was produced and distributed nationally to families and service providers. - Processes were established with local councils to enable young deaf people to access "buddies" and families to have respite opportunities. - Following the successful parent consultation strategy undertaken by the Board this year, planning has commenced to hold youth forums and discussion in 2006, culminating in the Board Retreat. 	<ul style="list-style-type: none"> - Identifying and implementing targeted opportunities for parent education and networking. - Establishing a national mentoring program for young deaf people.
4.2) The needs of children and young people and their families are known and met through appropriate and effective programs.		
a. Staff resources are deployed by teams of highly skilled specialists and represent a diversity of professional and community perspectives.	<ul style="list-style-type: none"> - We draw on the expertise of a multi disciplinary team including parents, deaf people and other professionals. - Organizational arrangements have seen our Family and Community Work team focus on regional development, and the creation of a Recreation and Community information team. - The Education Support team continues to provide school based services. - Our Queensland focus has been on parent networks and training opportunities. 	<ul style="list-style-type: none"> - Integrating our service streams to better co-ordinate the achievement of our new Results Policies.
b. Families at risk, including those of high socio-economic need, non-English speaking background and from rural areas are identified and supported.	<ul style="list-style-type: none"> - Approx. 90% of our case work is focused on families at risk. - Typically 30% of our clients are rural families, 20% are from non English speaking backgrounds, and 30% are financially disadvantaged. 	<ul style="list-style-type: none"> - Reviewing best practice approaches to these families who are at greater risk of non-engagement.
c. Children and young	<ul style="list-style-type: none"> - Approximately 20% of clients have additional needs. 	<ul style="list-style-type: none"> - Responding to the respite

people with disabilities receive additional levels of support.	<ul style="list-style-type: none"> - A major submission in partnership with Scope to provide respite services was unsuccessful. - We have been successful at the local level in gaining respite services for individual families. 	needs of families is a key priority.
4.3) Service users are assured of consistency of service at an agreed level.		
a. The Funding and Service Agreement between Deaf Children Australia and the Victorian Department of Human Services is maintained.	<ul style="list-style-type: none"> - We have exceeded the Funding and Service agreement requirements to provide case management, information, recreation and independent living skills programs. - 97 families received case Management services. - 41 clients received independent living skills training. - 706 individuals attended 28 separate recreation activities 	<ul style="list-style-type: none"> - Strengthening our capacity to deliver services in regional areas. - "Well-being" of deaf young people from diagnosis to adulthood will be a priority.
b. Users are fully informed about the services available and all relevant changes in services and service levels.	<ul style="list-style-type: none"> - Our strategies include dissemination of print and electronic communications, face to face discussions between staff and families and regular internal briefings. - Providing information to families about services in a timely and effective manner, continues to be a priority. - 	<ul style="list-style-type: none"> - Being proactive in addressing the information needs of disengaged or disempowered families.
c. Users are assured of the highest standards of professional ethics applied by staff.	<ul style="list-style-type: none"> - Staff supervision and mentoring programs well established. - 3 staff with no formal qualification have been assisted to access Disability Certificate 4 training. - Agency training plan informed by a training needs analysis. Annual investment in skills development is in the order of \$60,000. 	<ul style="list-style-type: none"> - Continuing to invest in the retention and training of our staff.
d. Service access is based on an assessment to determine priority within available resources.	<ul style="list-style-type: none"> - The General Manager of Family and Community services is responsible for allocation of work, following initial assessment. - All requests for service were met within 14 days as per our service response standard. 	
e. Persons deemed ineligible for services are referred to the most appropriate service provider.	<ul style="list-style-type: none"> - Our services are promoted as being specifically available to deaf and hearing impaired children, young people and their families. Few referrals are received where we are not an appropriate provider. 	

5. SUSTAINABILITY AND HERITAGE: Focus to be national		
5.1) Partnerships are established and fostered amongst all parties interested in addressing issues associated with deafness.		
OUTCOMES	INDICATORS	DIRECTIONS
a. Deaf Children Australia will not present itself as a total solution provider, and will engage in and foster community partnerships with for-profit, not-for-profit and Government sectors to provide the best solution possible for the individual.	<ul style="list-style-type: none"> - We continue to partner in an empowering manner with individuals and networks of parents. - Four parent advocacy workshops were conducted in partnership with Aurora Early Intervention, addressing the needs of parents with young children. - "Facility in the East" Working Party established and active with our support. - A key service delivery strategy is the development of service provider partnerships around individual client needs. - Interagency partnerships include the Rural Worker Alliance, Hearing Awareness Week, Deafness Foundation, NMIT, Deafness Forum, Kangan Batman Institute of TAFE and VCOD. - Research project funded from the Australian Research Council to be undertaken by Deakin University with DCA as the industry partner. - Continued membership of ACROD, Deafness Forum, the Association of Children with Disability, the National Employment Services Association, Jobs Australia, Museums Australia and VCOSS. - Partnership with Renwick College in enabling NSW professionals and parents to participate in information workshops on newborn hearing screening. 	<ul style="list-style-type: none"> - Sustaining existing and developing new Australia-wide partnerships. - Ensuring the expectations of others of Deaf Children Australia's capabilities are met.
b. Deaf Children Australia will share information and learning with the network of providers.	<ul style="list-style-type: none"> - Providing information and support to professionals from other organisations is a key strategy across all operational levels. 	<ul style="list-style-type: none"> - Rolling out strategy equitably with a national focus. - Refining self sustaining models of support and partnerships.
c. Partnerships and alliances are explored and implemented where efficiencies can deliver improved service.	<ul style="list-style-type: none"> - We have built on the key partnership with the Queensland Deaf Society (QDS), including the development of joint fundraising and executive level services that will deliver major efficiencies. - Exploration of community partnerships continues with an emphasis on national service providers. - Research is actively undertaken in relation to providers of group parenting programs respite, and mentoring services. 	<ul style="list-style-type: none"> - Communicating the major QDS partnership to other national service providers and stakeholders as a major paradigm shift and opportunity for the sector.
5.2) Sufficient resources are available to meet our program objectives for quality services and initiatives for deaf children and young people, and their families.		
a. The JobNet Employment contract is a profit making enterprise.	<ul style="list-style-type: none"> - Since the commencement of ESC3 our employment service has completed 1001 vocational profiles and commenced 452 jobseekers into Intensive Support (IS) services by 02/09/2005. - As of 02/09/2005 the site was working with a total of 278 active jobseekers of which 164 were receiving IS services. It operates two services Disability and Generalist Job Network. - Our Disability Job Network Service is a 5 star provider of specialist disability job network services. In 	<ul style="list-style-type: none"> - Creating the mechanisms to leverage partnerships to provide policy leadership.

	<p>the top 4% of the national percentile rank this site has achieved 5 stars in both ESC2 and ESC3 for its disability services.</p> <ul style="list-style-type: none"> - The site is currently the number one provider in the Melbourne Inner East ESA. - The site has a total interim placement rate of 25% - more than double the results of the area average. - The site has a total final outcome rate of 19%, twice that of the regional average. - The site has a 69% share of interim outcome payments for highly disadvantaged jobseekers, 2.5 times the area average. These figures have been achieved with a jobseeker group with much higher needs than most while also achieving a retention rate almost twice that of the regional average, which includes generalist agencies. 	
b. Opportunities to develop profitable businesses and new fundraising activities are explored.	<ul style="list-style-type: none"> - A decision was made to employ a senior executive in fundraising to develop our national marketing and fundraising strategy. - The partnership with the QLD Deaf Society has enabled us to successfully expand the Lottery into Victoria. 	- Diversifying our fundraising activities.
c. Regional Officers are appointed in all states as funding becomes available.	<ul style="list-style-type: none"> - While this remains a priority we will need to invest in our national fundraising strategy to attract funds. - Our national strategy has focused on strengthening the representation of parents at the local level and the formation of strong national voice for families. 	- Ensuring additional funds to establish other regional projects.
d. Standards of service provision are enhanced.	<ul style="list-style-type: none"> - Investment income is a key contributor to our ability to innovate and add quality to funded services. 	
e. Resources are available for innovative endeavours.	<ul style="list-style-type: none"> - Employment of dedicated role for Foundation and Grant submissions has been decided to better co-ordinate our service development and financing strategies. 	
5.3) As a major custodian of the heritage and history of Deaf Australians, we will continue to invest in the preservation of historic buildings and records.		
a. The property at 597 St Kilda Road Melbourne is developed in keeping with appropriate preservation standards, while not limiting its	<ul style="list-style-type: none"> - The Board commissioned a feasibility study for the development of the rear of the site to ensure long term sustainable growth and raise \$3 million for the preservation of the site. - Given the institutional zoning, Wesley College has been invited to consider the proposal. 	- Ensuring our capacity to meet the occupancy and maintenance costs of a large historic site without compromising our capacity to respond to service demand.

development for current and future use.		
b. "597" is acknowledged as an important international centre of deaf culture and receives widespread community support.	<ul style="list-style-type: none"> - Use of the site by a broad range of community groups including VCOD, AAD, ASLIA, Deaf TV and key education groups has increased substantially over the past 12 months. 	<ul style="list-style-type: none"> - Restoring the exterior of the building remains a key priority.
c. Historical and cultural information will be preserved and made available to the public.	<ul style="list-style-type: none"> - Grant from Melbourne City Council allowed project worker to be employed to develop an historical drama and present it to international visitors to the Deaflympics during Jan 2005. - Production begins for historical DVD with older deaf people telling of their experiences of schooling at VSDC. - All historical photos and documents scanned and recorded on a CD Rom. - Volunteer found to record historical data and documents on a data base. - Other resources, an historic clock and register were restored. 	<ul style="list-style-type: none"> - Making information accessible and of interest to both deaf and hearing communities. - Developing a virtual tour for display on our website.