



Deaf Children  
Australia

# Strong Foundations

Our 156th Annual Review 2017-2018



**“Being on camp with other deaf kids makes me feel like I’m at home”**  
- Amaya

Amaya is already a talented athlete and wants to become a professional sportsperson.

Eight year old Amaya, who has a mild to severe bi-lateral hearing loss, recently told us about her dreams for the future:

“I would like to be a vet at wildlife hospitals and travel around the world saving animals. I would love to go to France and to Africa to help the giraffes, lions and cheetahs.”

Amaya also wants to be a professional sportsperson – maybe in the AFL Women’s League. She is already loving sports like Little Athletics and Auslan Auskick.

**“As a family, we have made a big commitment to follow the best path for Amaya – wherever that might take us.”**

Amaya’s family have gone to extraordinary lengths to find the right supports so Amaya can reach her potential. In the last five years, they have moved four times between four different states and territories to access the supports that they feel best address Amaya’s needs.

Now, they finally feel they have found the right combination of supports – primarily through Deaf Children Australia.

After moving to Victoria, they attended our free family camp last October. Amaya then told us, “Being on camp with other deaf kids makes me feel like I’m at home. I am deaf and I’m proud of it.”

Amaya’s parents Renee and Adam commented, “In the past, we felt like we really had to push hard for services and supports that worked well for Amaya but DCA has such a great range of services. Starting with the camp, we felt excited about all the possibilities - and Amaya felt totally validated for who she is.”

“Amaya’s hearing has deteriorated over the past twelve months but we are equipping her to be prepared for anything in the future.”

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## Chairman and CEO's Report

We have great pleasure in presenting this, our 156th Annual Review, for the year ending 30 June 2018. For Paul, this is his last report as Chair, as he retires after nine years on the Deaf Children Australia (DCA) Board.

During the course of the financial year, DCA experienced a number of unique and serious challenges yet managed to address these issues and continue to provide quality services to deaf and hard of hearing children and their families. DCA was also fortunate to have secured several streams of new funding that allow us to continue our important work. These outcomes were achieved in an economically demanding environment that will require the organisation to be prudent and strategic as it navigates its way into the future.

Whilst the National Disability Insurance Scheme (NDIS) continues to provide challenges for DCA and other organisations throughout the

disability sector, DCA was fortunate to receive a two year NDIS Information Linkages and Capacity Building National Readiness Grant.

This grant enables DCA to expand on our very popular Parent to Parent Mentoring Program and our Life Stories Program already in Queensland, by introducing these into Victoria. This grant will also allow us to provide more tailored information services, establish new youth networks and run two day workshops for indigenous deaf and hard of hearing children and their families in the Northern Territory.

The maintenance and upkeep of the bluestone building represents a significant historical legacy that carries with it an enormous financial responsibility for the Board and the CEO to manage over the next two to five years and beyond. In this context, it was unfortunate that DCA and

Expression Australia (formerly known as Vicdeaf) could not attract government funding for the construction of a Deaf Centre on our site. Moving on from this disappointing outcome, DCA will continue our active engagement with the broader Deaf community and continue to provide events on site for deaf and hard of hearing children and young people and their families, along with the Deaf Community.

DCA will continue to advocate for the delivery of quality education outcomes for all deaf and hard of hearing students irrespective of location, and will be demanding better access and support for all students.

Highlights over the past year have included DCA providing active support and assistance to the highly successful Deafhood team at the YMCA Victoria Youth Parliament where their Bill, 'Public Transport Accessibility', was successfully debated. We held more great family camps where deaf children and their families had the opportunity to come together to share their experiences, forge relationships and to discuss challenges and how best to overcome them.

Our employment services team Sign for Work was successful in securing a further five year contract in Victoria and Queensland to assist those who are deaf or hard of hearing, or face other challenges, to find meaningful, ongoing employment.

In commending this Annual Review to you, DCA would like to pay special thanks to our outgoing Chair Paul Richardson who has worked tirelessly for DCA. We thank Paul wholeheartedly for his commitment.

We would like to recognise the exemplary work of our diligent Board members and Leadership team, all the staff and the many volunteers who are committed to achieving our goals. On behalf of our beneficiaries, we express our gratitude to our many donors, corporate and philanthropic supporters and government funders. Your support makes an enormous difference, enabling us to provide valuable opportunities for children and young people who are deaf or hard of hearing, along with their families.



Roz Keenan  
CEO



Paul Richardson  
Chair



Max and Madison building a bush hut with their parents Matthew and Mary.

# Early Days

It is important that families are supported from the earliest stages of their child's diagnosis to be effective and informed decision makers on behalf of their child.

After learning their child is deaf or hard of hearing, families usually have many questions. Deaf Children Australia can help through our free services – Parent to Parent Program, Life Stories Program and POD (Parents of Deaf and Hard of Hearing) Groups. They can also access our National Helpline and Information Services.

## Parent to Parent Program

The Parent to Parent Program has been a Queensland based statewide program which works alongside Queensland Health's Healthy Hearing Program and Queensland Hearing Loss Family Support Service, Early Intervention Programs and schools. After a diagnosis, support and unbiased information is provided from the perspective of a fellow parent who has travelled a similar path and can relate via their own experiences.

Positive feedback from this service has included: "I just wanted to say thank you so much for everything! Our meeting with you was so valuable and we really got so much out of it. What you do is very special and makes mothers like me feel less alone and overwhelmed so THANK YOU!" - Di

## Life Stories Program

DCA's Life Stories Program offers families the opportunity to meet adults who are deaf or hard of hearing. These positive role models share their life experiences and help families feel more confident about what the future may hold for their child.

## Expansion of Programs

With new funding from the Victorian Department of Health and Human Services in 2017/18, DCA has now been able to replicate these highly successful and well-regarded programs previously only available in Queensland. Thanks to the National Disability Insurance Scheme (NDIS) Information Linkages and Capacity Building National Readiness Grant, we will be able to extend these programs in Victoria for two years through our Need to Be Heard Project. We are currently pursuing other opportunities to replicate these programs in other states.

Our Support Parents in Queensland and Victoria are available to meet with other families over the phone or through home visits, at Early Intervention Centre playgroups, family POD group picnics and other activities, or in their community. In Queensland, our trained Support Parents can also meet one on one during hospital visits and at Childhood Hearing Clinics. Life Stories mentors can arrange meetings in person or via Skype.

## POD Groups

POD (Parents of Deaf and Hard of Hearing Children) Groups are active, supportive and welcoming networks of families who have a child or children who are deaf or hard of hearing. All children are welcome regardless of communication methods or hearing devices and equipment they use.

With several new government funding sources, we have the opportunity to expand our POD network. DCA is inviting interested people who would like to start up a POD group in your area in Queensland, Victoria or the Northern Territory to contact us. DCA can promote activities and provide insurance and other support. There are currently five POD groups in Queensland and three in Victoria.

## National Helpline

In 2017-18, DCA's long established Helpline has provided 436 families and other professionals with the information, referrals or the listening ear that they needed, when they needed it. Common enquiries have included the NDIS, the kinds of supports DCA can provide under the NDIS, opportunities for professional development, and where to find deaf friendly services.

DCA provides Deaf Awareness Training and development for professionals, with over 543 people participating in training in Victoria this year. The Community Development team also provided information stalls at expos and community events.



**106 families accessed DCA's Parent to Parent and Life Stories Programs in Queensland over the past year.**

# Bright Futures

Ninety five per cent of deaf and hard of hearing children are born to hearing families, who often have no experience of deafness or hearing loss.

DCA supports children, young people and their families to overcome challenges by providing information, advocacy, mentoring and individual skills development.

## Intensive Family and Youth Support

Some families have greater disadvantage and challenges than others. A child or young person in the family with a hearing loss can increase these challenges. Up to this point, DCA has been supported by the Victorian Government to help these families address their complex needs, with a view to ensuring optimal outcomes for the deaf or hard of hearing child or young person. Our Family Support Workers support children, young people and their families in Victoria to identify goals and access resources to address their needs. They also provide information and referrals to other support services.

We provide intensive support to a wide range of families. This includes families from indigenous and Culturally and Linguistically Diverse (CALD) backgrounds, assisting those who are experiencing a variety of challenges such as parenting a child with a hearing loss, school transition, and other factors that can impact family life. Complex circumstances may include migration issues, homelessness, family violence, illness, poor mental health and child protection.

This year, our team has provided 2,980 hours of intensive family support to 80 families and 1,556 hours youth support to 58 young people with complex challenges.

## Auslan Auskick

Children between 5 and 12 years of age who are deaf or hard of hearing in Melbourne and Darwin have had the opportunity to try Auslan Auskick to help them overcome communication barriers. After six years of the program being run in partnership with South Melbourne District Sports Club, DeafNT started running an Auslan Auskick program for the first time with the generous support of the City of Darwin. Supported by communication guides working with the coaches, players have full access to information in Auslan, enabling them to be their very best on the footy field.

## Bikes for Tykes

In the last 12 months, 32 deaf and hard of hearing children in Queensland have been lucky enough to be presented with brand new bikes and helmets thanks to DCA's partnership with Corporate Challenge Events. Corporate Challenge provides team building workshops for organisations via a number of programs. Bikes For Tykes is a program where corporate teams work through a series of activities with the overall goal to build a bike from scratch and put a smile on underprivileged children's faces. Families were invited along to a presentation where the children were given the bikes to take home. There were smiles all round!

## Auslan for Families

Practising Auslan together as a family with other families helps to strengthen learning. Children and adults come together for part of each class, and supervised recreation is provided for kids, during which time the children have the opportunity to practise their Auslan informally. 25 families participated in 710 hours of Auslan for Families classes this year.

## Family Camps

DCA held two fantastic weekend family camps in Victoria and two single day camps in Queensland. There were loads of fun activities, creating opportunities for the children to make new friends, and for the whole family to take some

time out. The kids loved the adrenaline activities like the climbing walls, rope courses and giant swings.

For parents and caregivers, the camps were a great way to connect with other families and share experiences. They had a chance to discuss early intervention services, schools and other supports – and everyone said they were coming away with new perspectives and important new connections.

“I was very excited that a couple of my friends from school were coming and I was looking forward to the giant swing, and the flying fox going out over the lake. I like meeting deaf people who are similar to me. It makes me feel great making fun new friends.” - Harley (11 years old)



**This year DCA  
has provided  
4,536 hours of  
intensive family  
and youth  
support.**

# Growing Independence

## Positive Mental Health

Established in 2016, DCA's Psychology Service has provided nearly 620 hours of counselling support and psychometric assessments for 40 children and young people, addressing a wide range of needs and concerns. Clients often request support from a mental health professional who understands deafness and its potential impact on children and young people's emotional, social and academic development.

At times, family members, parents or other important figures are invited to participate in sessions with the young person to help provide the opportunity for strengthening relationships, raising and resolving issues and improving communication.

We provided comprehensive learning assessments in response to requests from schools and parents. By building understanding of academic and intellectual strengths and challenges in the context of children's hearing loss, we can provide the understanding and awareness of how best to support their ongoing learning and development towards independence.

Moving to an NDIS future, these supports are now available if included in a person's NDIS plan, through a GP provided mental health plan or as fee for service.

## Recreation

DCA offers experiences for children, young people, their family and friends to come together for shared recreational opportunities in

metropolitan Melbourne and regional Victoria. The opportunities range from DCA initiatives to inclusive and deaf friendly activities provided by local governments, community groups or commercial recreation providers. The program provides support and advice to others on how to be inclusive of deaf and hard of hearing children and young people.

## Mittagundi Camp

The 2017 Mittagundi Camp took five deaf and hard of hearing young people on an amazing adventure in the Victorian High Country, where they switched off from technology and enjoyed a week of hiking, cross country skiing and making new friends. They joined a group of 14 other young people on the camp in July and challenged themselves by camping in the snow in the depths of winter. Thanks to Mittagundi Outdoor Education Centre for partnering with DCA to make this adventure possible.

## Auslan and Deaf Awareness Training

This year, there has been the opportunity to provide more Auslan support and training for children and young people, as well as Deaf Awareness Training for schools, services, businesses and community groups. We have also been able to make Deaf Awareness Training available nationally through video outreach, using video conferencing platforms. Video outreach has been supported to a great extent by Tom Dunn's amazing SUP4DCA fundraising campaign. For 113 days, Tom stand-up paddleboarded down Australia's longest continuous waterway to raise over \$80,000 for DCA. As the NDIS is rolled out across more areas -

and children and young people's NDIS plans increasingly contain Auslan tutoring - face to face and video outreach Auslan will become more readily available.

### **2018 Crossing Borders Camp**

The 2018 Crossing Borders Camp was the fifth camp organised in partnership between The Deaf Society and Deaf Children Australia. As the lead organisation this year, The Deaf Society hosted the camp at Borambola Sport and Recreation Centre in Wagga Wagga for 33 young Australians aged 14 to 17 years. The largest delegation was from Victoria with DCA supporting 17 young people to attend. The camp is fantastic in enabling deaf youth to have the opportunity to develop stronger networks across Australia.

### **Combined Secondary Schools Sports Carnival**

The 2017 Secondary Schools Sports Carnival brought together 119 students, their teachers

and aides from 20 school communities from across Victoria at the Melbourne Sports and Aquatic Centre, Tennis World and Albert Park Driving Golf Driving Range. Students had the choice to participate in two of eight sessions facilitated by Badminton Victoria, Table Tennis Victoria, Baseball Victoria, Netball Victoria, Melbourne United, Melbourne City and Touch Football Victoria.

It was fantastic that Melbourne City later invited Sam, a 17 year old deaf footballer, to participate in their Melbourne City Young Leaders Week. Sam told us, "I wanted to be more involved with Melbourne City and to have more experience around coaching, social inclusion and leadership. I also wanted to improve my connections within Melbourne City FC. I am currently in Year 11 at a sports school, SEDA, at Traralgon, completing my Certificate II in Sport and Recreation. My goal would be to work in the soccer industry in the future."



**160 participants  
enjoyed 3,011  
hours of recreation  
activities over  
the year.**

# Positive Identities

## Leadership Investment - Youth Parliament

In July 2017, DCA's first Youth Parliament Deafhood team participated in YMCA Victoria Youth Parliament Week at Parliament House. Youth Parliament is designed to give young Victorians between the ages of 16 – 25 a chance to be heard at the highest levels of State Government. Twenty teams develop a Bill, which they debate in Victorian Parliament over three days.

The team spent time debating their Bills, refuting others and gaining valuable experience and connections throughout the week. Their Bill, 'Public Transport Accessibility', was successfully debated and then taken to the Victorian Parliament and Minister for Transport for consideration.

DCA's second Deafhood team were preparing to table their Bill, 'Compulsory Captioning in Victorian Cinemas' on 2 July 2018. The team hopes to eliminate barriers that the deaf and hard of hearing community face when going to the cinema by making captioning compulsory.

Deafhood team member Kelly explained, "This bill is important to me because this is an unnecessary challenge imposed on the Deaf community. It's important for this issue to be seen and heard by hearing businesses and individuals so they can understand the struggles faced by the Deaf community. In my future, I hope to see more equality for deaf people."

DCA wishes to acknowledge the generous support of the Victorian Department of Health

and Human Services in providing funding towards the cost of interpreting and other communication access needs.

## DeafNT

By auspicing DeafNT, a division of DCA, we continue to support the Deaf/Hard of Hearing communities of the Northern Territory, as well as deaf and hard of hearing children, young people and their families. In the past year, DeafNT has continued to provide information, advocacy and support, as well as community Auslan classes and organisational Auslan classes. DeafNT also provided outreach support to students in their schools and acted as a community hub by providing regular community gatherings.

The challenges of the Northern Territory's geography and social and political contexts require that DeafNT works closely with other community groups, researchers and government stakeholders to collaborate. Through funding and other support from NT Health and NT Education, DeafNT continues to punch above its weight for its size providing four levels of Auslan classes on a school term basis to approximately 40 people including children, families, migrants from the immigration centre and young people completing their Churchill Fellowship requirements. DeafNT provided approximately 150 hours of advocacy and 240 hours of support to school students. We hosted 12 community gatherings and provided 1,000 hours of information, advice and referrals.

## Grants and Sponsorships

DCA approved a total of \$28,134 in sponsorships, grants, and in-kind donations and services. Grants included \$11,921 for respite, education and recreation grants for deaf Victorians and \$11,213 for Youth Grant recipients. Both these programs are supported by the Allen and Cecilia Tye Fund.

Maddison applied for a Youth Grant to do a week of work experience at the Cochlear Implant Clinic and Cochlear Care Centre in East Melbourne, observing speech pathology and audiology sessions as well as pre and post-cochlear implant surgery patients. She shared with us her experiences, and told us she intends to pursue a career in audiology to help others just like her in the future:

"I was born with a profound hearing loss in one ear and total hearing loss in the other. When I was 15 months old, I received my first Cochlear Implant and my second as part of the research program into bilateral hearing when I was three. I am now 15 years old in Year 9. My inspiration to do work experience at the Cochlear Implant Clinic is because I find the ear fascinating, and because of the audiologists and speech pathologist that have worked with me through the years to get me where I am today.

"I want to be able to do what these people did for me. I want to be able to make a difference for others with hearing difficulties, just like me. I do karate for a sport, I go to competitions and compete in the all persons section. In my spare time, I do my homework and care for baby animals that have nowhere to go. Then I find them a home when they are ready and fit."



**DeafNT provided approximately 150 hours of advocacy and 240 hours of support to school students.**

# Sign For Work

As DCA's Employment Services Division, Sign for Work has been a leading provider of Disability Employment Services (DES) since 1998, assisting thousands of participants with a disability, permanent injury or health condition into sustainable employment. Sign for Work has specialist deaf and hard of hearing contracts both in Victoria and Queensland, as well as DES contracts that service people with a range of disabilities in Victoria.

The team at Sign for Work helps participants address any barriers that make it difficult to find work. We provide tailored assistance and support with appropriate referrals and help set employment goals. We also develop skills through training and/or work experience, support participants with their job search, job applications and interview skills preparation, and link them up with supportive employers. Once we place job seekers into employment, Sign for Work provides Post Placement Support for at least 26 weeks and Ongoing Support should participants require it.

## Expanding Employment Services

2017/18 has been a critical year for the DES sector and Sign for Work. After successfully being awarded new five year DES Grant Agreements for all existing contracts and offered additional new business in the Gold Coast region, Sign for Work has been busy preparing for the new DES Grant Agreement with the Commonwealth Department of Social Services. These changes include increased competition, changes to the funding model, and mechanisms for increased choice and control for job seekers. The new funding model has been rebalanced and is focused more on

outcomes for our participants. The financial impact of this is unknown as it is largely untested, but the impact will emerge as the business progresses in the new financial year.

## Growing Capabilities

This year has also seen long awaited changes and improvements at our offices including refurbishment of St Kilda Rd and Collingwood, preparing to relocate the Stafford Queensland office to Toowong Tower and locating a site for the new Gold Coast office in Southport that is opening in July 2018.

With the new round of DES agreements, the Employment Services partnership between WA Deaf Society (WADS) and DCA wound up on 30 June 2018. WADS has chosen not to continue in the field of Employment Services.

Sign for Work has welcomed David Wilson as the new National Manager Employment Services, replacing Lisa Patience who retired at the end of March. David brings with him broad experience in DES both in the corporate and not-for-profit sectors and is committed to leading the Sign for Work team as it transitions into the new DES Grant Agreements and forward over the next five years.

Sign for Work is excited and prepared to meet these new challenges with strong strategies in place for the new DES environment. We aim to retain our highly experienced staff, and to attract and recruit new staff with the skills and experience to help grow the capability of our

team, expanding our business over the next five years. As always, Sign for Work continues to focus on high quality service provision, meeting the individual needs of our participants and achieving meaningful and sustainable employment for participants.

**Sign For Work regularly receives positive feedback from participants:**

“Sign For Work is the most professional and humane employment agency I’ve been affiliated with. Everybody is treated very well, be they client or fellow employee, and most workplaces/ businesses could learn how to create a positive work environment by studying how these fine people conduct themselves.” - Alastair

“I joined Sign for Work so they can help me further my career at work. They helped me get some equipment to assist me at work and provided interpreters at several training courses.

“I am very happy with the help they provided me and they made my life easier. Thank you for your support!” - Michael



**This year,  
Sign for Work has  
helped 122 jobseekers  
into employment.**

**More than 70%  
have maintained  
employment six  
months later.**

# Our Organisation

## Need to Be Heard Project

DCA's current unbiased, accessible and evidence based National Information Services and Network Development activities are about to be extended. DCA was pleased to receive an NDIS Information, Linkages and Capacity Building National Readiness grant of \$598k for our Need to Be Heard Project. Pilot programs are about to be established in Victoria, Queensland and the Northern Territory which will allow us to offer services to different populations from metropolitan and regional locations, remote and indigenous communities. DCA will offer more digital information resources in English and Auslan, expand our Helpline and connect young people through online networks.

## Fundraising

We would again like to sincerely thank our small but loyal group of residential, business and philanthropic donors for your ongoing support. Your continued generosity and your connection to our mission allows us to pursue our shared goal of enabling children and young people who are deaf or hard of hearing to face life's challenges and reach their potential.

We are also eternally grateful to our supporters who leave the ultimate legacy that assists deaf and hard of hearing children through a gift in their Will. If you would like more information about leaving a gift in your Will, please contact us at [bequests@deafchildren.org.au](mailto:bequests@deafchildren.org.au) or visit our website.

We enjoyed another solid year with our fundraising, achieving many milestones despite the ever increasing competitive environment. We continued our focus on regular giving, annual appeals, Gifts in Wills, and the Philanthropic Trusts program to support new or unfunded programs. DCA has continued many close relationships with

other not-for-profits and philanthropists, and enjoyed further engagement with corporate organisations that share our vision. Smaller community based fundraising activities including car events such as the German Auto Show and the Small Ford Sunday were also very successful.

## Get Involved

To learn about how you can make a difference through becoming a DCA volunteer, donor, fundraiser or member, please visit our website or phone us. It could be as simple as holding a fundraising morning tea, a BBQ or participating in a public event. If you have an event or fundraising goal to support DCA, get in touch with us through Facebook, at [fundraising@deafchildren.org.au](mailto:fundraising@deafchildren.org.au) or by phone on (03) 9539 5300.

## Staff and Volunteers

Overall, staffing levels at DCA have remained almost the same, being 67 full/part-time staff and 26 on-call casual mentors/support staff across our offices in Melbourne, Brisbane and Darwin. After successfully securing ongoing Disability Employment Services contracts, there may be an increase in staffing levels in the Sign For Work division of DCA and across other programs in the coming year with the continued roll out of the NDIS.

The Volunteer Program has seen the continued support of a number of dedicated individuals, some of whom have now been offered on call casual work with DCA. Overall, volunteers contributed approximately 5,975 hours over the financial year. This in-kind contribution is valued at approximately \$230,000 - which greatly increases our organisation's capacity. DCA continued to support a number of Masters of Social Work students to undertake their placement and prepare for the workforce. We have been pleased to be able to take on two past Social Work students who showed what valuable assets they would be in the Family Support and Sign For Work teams.

# Our Board

DCA's online engagement is growing constantly and we now have over 7,120 social media followers.



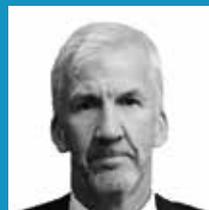
**Paul Richardson**  
Chairman

Joined in 2009. Member of the Investment Committee and the Property Committee.



**Dr Kerry Ferguson**  
Deputy Chair

Joined in 2014. Chair of the Strategic Development Committee.



**John Hall**  
Treasurer

Joined in 2015. Chair of the Audit, Finance and Risk Committee and the Investment Committee.



**David Buchanan**

Joined in 2015. Member of the Strategic Development Committee.



**Karen Cleave**

Joined in 2014. Member of the Audit, Finance and Risk Committee and the Property Committee.



**Roz Keenan**

Board Member from 2014 - 17. Member of the Strategic Development Committee.



**Chris Penman**

Joined 2014. Chair of the Governance Committee. Member of the Investment Committee.



**Adam Rich**

Joined 2015. Member of the Governance Committee and the Property Committee.



**Tamara Trinder-Scacco**

Joined 2015. Member of the Strategic Development Committee.



**Melisa Sloan**

Joined 2018. Member of the Audit, Finance and Risk Committee.



**Carol Webb**

Joined in 2018. Committee membership to be announced.

# Financial Report

## Financial Challenges and Opportunities

While DCA experienced a lower than expected operating result during the 2017/18 financial year, the organisation is in a unique position as it has a strong balance sheet. It has increased its overall equity and as at 30 June 2018, has \$30.154 million invested. DCA's investments corpus increased by \$1.629 million during the financial year. The audited accounts provide a summary of DCA's performance.

### Cost Pressures

Notwithstanding its strong underlying financial position, like most not for profits, DCA is experiencing significant operational challenges.

DCA has a number of legacy issues that need to be confronted and managed to enable it to meet its strategic objectives. The maintenance of the bluestone building represents a significant financial challenge, as does the implementation of the NDIS and related uncertainty around the future of recurrent Government funding.

DCA has experienced significant cost push pressures - these being salary increases resulting from national wage increases and lower than expected revenue. The compound effect of these issues contributed to DCA incurring an operating loss of \$828k.

On the plus side, the Commonwealth Department of Social Services has recognised the quality of service provided by Sign for Work, and awarded five-year Disability Employment Services contracts, including an additional site in the Gold Coast region which presents a significant opportunity for DCA.

## Operating Results

### Income

Income for the year was \$5.085 million. This represents a decline of \$425k when compared to the 2016/17 financial year. Some areas of the business had lower than expected incomes in an increasingly competitive environment.

DCA will need to continue to find ways to generate more income, and structure its business accordingly, to ensure that there is a positive legacy for the next generation of deaf and hard of hearing children.

### Expenses

Total expenses for the year were \$5.913 million which includes an increase of \$426k in employee costs over the previous year. Employee expenses amounted to \$3.868 million which in part can be attributed to a range of related matters made up of termination and redundancy payments, and salary increases associated with national wage increases and equal remuneration orders. Increases were also caused by reclassifications of some positions and a few new fee-for-service roles which service the growing demand as the NDIS rolls out.

The Board and management team will need to explore saving opportunities, the use of returns from the investment fund, and how best to contain costs into the next financial year given income projections.

### Balance Sheet

The independently audited accounts reflect the fact that DCA continues to be in a strong financial position. This is a significant advantage in the current uncertain operating environment when compared to other similar sized not for profits.

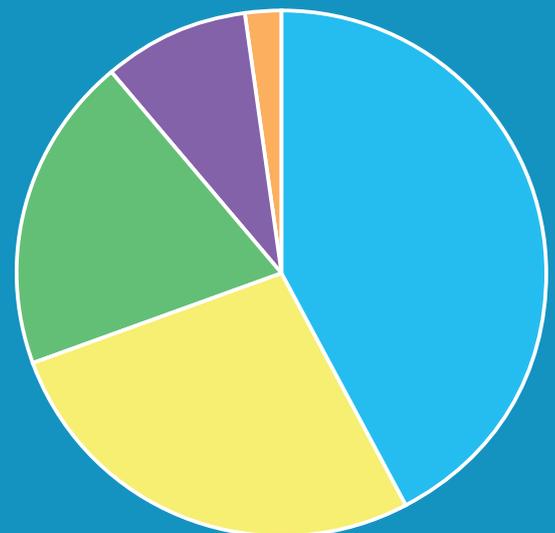
## Sources of Funds \$5,084,771

### Learnings

There are a number of uncertain areas associated with income generation:

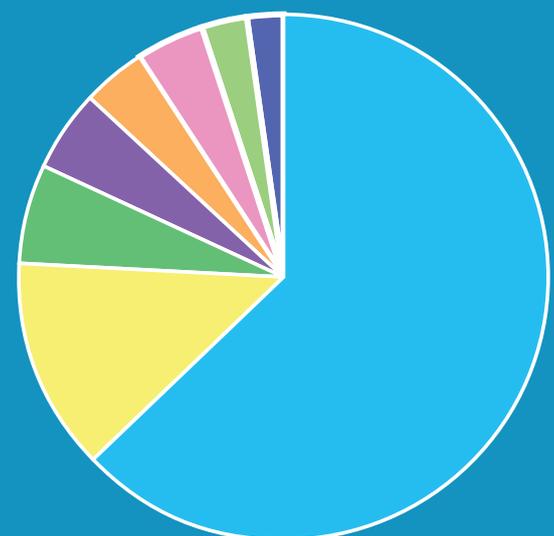
- The awarding of recurrent government grants
- The impact of the NDIS rollout coupled with the lack of NDIS funding for some of DCA's current and historic services
- The impacts of the new Sign For Work DES grant agreements commencing 1 July are yet to be determined
- The ongoing general uncertainty associated with generating income through fundraising

DCA will need to constantly consider how it can respond to our rapidly changing environment. The organisation as a whole will continue to work towards achieving a sustainable position that is responsive to community needs by supporting changes to service delivery - either through its own resources or through partnerships with other like-minded organisations. DCA remains committed to doing everything we can to empower deaf and hard of hearing children and young people to achieve their potential.



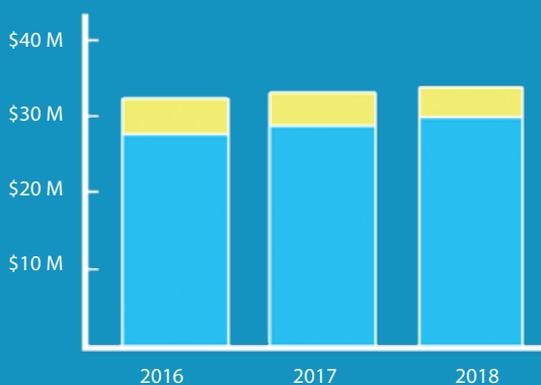
Fee Income	\$2,151,051
Operating and Other Grants	\$1,394,467
Investment Income	\$985,851
Donations, Contributions and Bequests	\$439,922
Other	\$113,481

## Application of Funds \$5,912,546



Employee Expenses	\$3,867,910
Consultants and Interpreters Fees	\$161,582
Client Support Services	\$292,984
Utilities Expenses	\$270,531
Depreciation and Amortisation Expenses	\$208,149
Investment Costs	\$172,916
Repairs and Maintenance	\$257,951
Other Expenses	\$680,525

## Total Equity 2016-18



	2016 Actual	2017 Actual	2018 Actual
Investments	27,846,759	28,689,094	30,154,479
Other Equity	4,429,481	4,187,913	3,523,975
Total Equity	32,276,240	32,877,007	33,678,454

Investments  
Other Equity



Deaf Children  
Australia

## Contact DCA

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[www.deafchildreinaustralia.org.au](http://www.deafchildreinaustralia.org.au)  
[www.facebook.com/DeafChildrenAustralia](https://www.facebook.com/DeafChildrenAustralia)

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## Our Supporters

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