

# Deaf

Deaf  
CanDo

# CanDo

The Royal South Australian Deaf Society Inc

annual  
report  
2009/10

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**Who is Deaf CanDo?**  
 Deaf CanDo has been known by a variety of names in its long history. In 1891 The South Australian Deaf and Dumb Mission was established. Its name was then changed to the South Australian Adult Deaf and Dumb Society Inc and later The Royal South Australian Deaf Society Inc. In 2007 the Society adopted the brand Deaf CanDo affirming our CanDo attitude.

# Organisational Development

We place enormous importance on continued organisational development in order to increase our effectiveness and viability. In particular we have focussed on service excellence and the continued training and upskilling of our staff to ensure the service we provide is of the highest standard. Integrated reporting systems that service all of our businesses and services have also resulted in improved efficiencies and better reporting outcomes.

Internal realignment of teams within the organisation has ensured efficiencies are maximised and places CanDo Group in an excellent position to move forward in servicing the community and ensuring we can meet the primary objectives of our strategic plan. At the same time our commitment to reaccreditation of the Service Excellence Programme Quality System will assist system review and refinement into the future.

**Fishing for Good results**  
 The team has chosen to adopt the *FiSH! Philosophy* to facilitate our culture development and inspire positive action by everyone. *FiSH! Philosophy* is all about choices and awareness. It encourages a culture of openness, friendliness and mutual respect. It encourages us to consider the impact we would like to have on others, as well as what kind of person we want to be.

The four principals of the *FiSH! Philosophy* mean:  
**We Will Be There**  
 We encourage our team to take care of each other – no matter what is going on, and ensure you're there for that one person – 100% devoted to them at that moment.

**We Play**  
 A playful, fun environment leads to creativity – we want our workplace to be fun and inclusive.

**We Make Each Other's Day**  
 We are here to serve people, and we want to leave a positive impression on those who we meet every day.

**We Choose Our Attitude**  
 We make a conscious decision to make the most of our work day and enjoy the wonderful opportunities we have been given to help others.

In addition to inspiring positive action through the *FiSH! Philosophy*, the CanDo Group team is actively encouraged to take the opportunity to step up within the organisation, with a number of internal promotions providing career advancement. We are committed to supporting the continued growth and development of our teams to benefit the organisation in the short and long term.

## Deaf CanDo – The Royal South Australian Deaf Society Inc Board

- L - R Seated:**  
 Kym Jacob  
 Carolyn Palmer  
 Ben Hatchard  
 Kevin Jolly  
 Bob Cooper
- Standing:**  
 John Hoopman  
 Noel Clifford  
 Alan Sandon



# Our Achievements

Welcome to our report on Deaf CanDo's achievements in 2009-10 which, in a break from tradition, we have chosen to present jointly.

Across all areas of the Society it has been a year of exciting development. We have built on the good work of the previous year and established a foundation for future growth.

Services that enhance the life of the Deaf Community have continued to be our primary focus. Throughout the year, the Deaf CanDo team has provided excellent interpreting services. It has also helped meet social welfare needs of people in difficult circumstances through interpreting and facilitating understanding in health, regulatory and legal settings.

We have experienced growth in demand for interpreting services provided to organisations in which deaf people participate. This has included encouraging increases in demand from educational institutions, conference organisers and the like. Such additional demand creates further development opportunities for our skilled and dedicated interpreting team, which is met with our ongoing commitment to training and professional development. It is heartening to see a growing number of enthusiastic young people joining the interpreting team. It is also wonderful to see how long-term staff selflessly mentors that group. During the year, one of our interpreters, Barbara Elsdon celebrated her

25 year anniversary as a member of staff. Congratulations again, Barbara.

Sign language communication is critical to the lives of deaf and hearing impaired people. Our Auslan course, Talking Hands, has continued to expand. "Auslan Camps" which Barry Priori has run for the last 19 years, is a novel approach to learning. At these camps students spend a weekend together 'speaking' only in sign language – what a challenge! Barry our Auslan Co-ordinator, with 20 years service to the Society, also delivers Auslan training to CanDo Group staff in his unique and entertaining fashion. He has significantly improved communication between deaf or hearing impaired staff and hearing staff across the Group. Thanks Barry.

Increased reliance on self-generated funds to continue to deliver services to the deaf and hearing impaired is an ongoing challenge. We are delighted at the outstanding results achieved by our fundraising team this year. CanDo Caper and The Amazing Race Around Adelaide, our two unique and very complex fund-raising events, were successful beyond expectations. They raised much needed funds. But they did more than that; they built the Deaf CanDo, CanDo Group and CanDo4Kids brands and connected us with an enthusiastic group of supporters who, each year, eagerly raise funds to ensure their entry. Our Collections Team has also had a good year. The Team increased

income raised; their work also advertises us across the State.

Our shared services arrangement with CanDo Group is another success. This arrangement gives the Deaf Society, (Deaf CanDo), access to sophisticated systems, structures and highly skilled staff which we could not otherwise afford. This also reduces costs, and it has significantly contributed to a welcome positive return for the year.

At the same time, our audiology service Hearing Loss Solutions, (CanDo Hearing), has continued to grow and be profitable. We have expanded services at South Terrace and Blackwood. We have also recently opened a clinic at Townsend House. Congratulations to the CanDo Hearing team on a great year.

In an extension of the CanDo Group arrangements, the Boards of the Deaf Society (Deaf CanDo) and Townsend House (CanDo4Kids) have agreed to a unified and integrated governance structure. By June 2011 we will have two organisations governed by a single Board. This Board will be supported by service-specific Advisory Committees. The hard work and loyalty of our Board Members throughout the year cannot be overstated and we are truly grateful for their support.

We also pay special thanks to our army of volunteers who support services, man pit-stops during The Amazing Race and CanDo Caper, shake tins at expos,

stuff many thousands of envelopes, and perform the hundreds of other important tasks that keep the Deaf CanDo machine operating. Thank you sincerely.

Our particular thanks, too, to Grant Goodall for his dedication and capable interim stewardship of the CanDo Group until Judy Curran took up the Chief Executive role in March. Judy's passion for a vibrant organisational culture is already evident.

The Board and Management Team are enthusiastically working together to build a stronger future for this highly respected organisation. We have a long and proud heritage of supporting people with sensory impairment. Much more importantly, however, we have a wonderful community of deaf and hearing impaired people. They are the people who matter most.

Since one in five Australians over the age of 15 have some degree of hearing impairment, our services will continue to grow and develop to meet the needs of changing individual and community expectations. We are future focused and look forward to an even brighter 2010-11.

**Kevin Jolly**  
Chair

**Judy Curran**  
Chief Executive



# Client Services

Every year the demand for Deaf CanDo services increases, especially from our ageing client population. Age related issues require prompt attention from staff to support clients who are alone and isolated without the help of a partner or extended family. Our staff do a wonderful job to address the practical needs of clients as well as their social and emotional needs.

For our younger Deaf CanDo clients, we focus on providing help with transitioning from child to adult services. Young deaf and hearing impaired clients benefit from the support and guidance, counselling and practical skills that assist them to live independently and engage in study and employment opportunities.

## Six 4 Six

We have experienced increased need for social, emotional and physical wellbeing support services this year. Our Community Services Staff developed programmes that would address these needs effectively and in a fun way.

Our **Six 4 Six** programme, in which six clients are selected to participate in the programme for six weeks, was developed with TAFE's Diploma of Fitness students to deliver a range of fitness, healthy eating and exercise activities. This combined social and practical skills development programmes to deliver outstanding outcomes for that group.

Through our commitment to learning and development, the TAFE students participated in language and culture education sessions with staff and were very keen to work on their Auslan skills during the programme. Healthy eating and exercise modules were developed for all participants.

We had so much fun! Not only were clients encouraged to improve their level of fitness but staff also took an active role. The competition was fierce as individuals and teams raced around the Deaf CanDo Hall.

Healthy eating and cooking classes were great fun and provided opportunities to prepare and try new healthy and interesting cuisines.

A game of poker for fun, Brain Buster Quiz and a challenging jigsaw were just some of the activities included in the programme.

All participants achieved their agreed goals and have eagerly lined up for the next programme.

The pilot **Six 4 Six** programme was such a success, resources to expand are currently being investigated.

[click > read more Client Services >](#)



# Client Services

## Auslan Camp

### Camp Auslan...

Over a weekend in May, the annual **Auslan Camp** was held at Nunyara Conference Centre in Belair. Participants are encouraged to use only Auslan to communicate for the whole time and enables them to refine their language skills. As well as conducting Auslan classes for all skill levels, campers work with deaf and hearing users of Auslan, share the cross-cultural experience and develop new insights into the Auslan language.

This year children attended classes that were especially designed to meet their learning needs.

### Drop in

The **Drop In Centre** on South Terrace continues to be a popular means of accessing support and assistance for the Deaf Community. The advantage of this service is users do not need to make an appointment. Case workers are assigned where necessary and continues to provide regular support as required.

### It's a Jungle Out There

A visit to the Adelaide Zoo seems like a simple outing for most people and for Deaf CanDo's clients, it can be an even more rewarding and exciting experience. Interpreters assisted clients and staff to learn more about zoo residents. There was particular interest in the beautiful flamingo and, of course, everyone was excited to see the pandas. It was a fabulous day that included a hearty lunch and everyone was exhausted but happy!



# Communication Services

Deaf CanDo continues to provide interpreting services for deaf South Australians despite limited government funding and increasing demand.

This creates an environment in which deaf South Australians are able to exercise independence and take control of their lives when dealing with health, financial legal, and general services.

Deaf CanDo interpreters work with many commercial and community organisations enabling deaf South Australians to participate in conferences, meetings and community events.

## Desire to Study

Imagine you are deaf and you want to study at University but you are unable to access the information provided at lectures or tutorials because of your deafness. After sustained lobbying, the Universities and the TAFE sectors are now employing Auslan interpreters to provide access to curriculum areas and we are delighted that a number of students have now gained their undergraduate or postgraduate degrees and TAFE qualifications, thanks to Deaf CanDo interpreters.

## Tactile Signing

People who are both deaf and blind are at a special disadvantage. It is extremely difficult to interact with the community. Deaf CanDo employs a number of **Deafblind Relay Interpreters** who are highly skilled in the area of tactile signing. The relay interpretation service means deaf and blind people can participate in everyday activities we all take for granted.

## Seniors 25 Years Young!

In March this year, the **Senior Citizens Group** celebrated 25 years of operation. The group still has three original members and each talk enthusiastically about the group's beginnings. We imagine there are many stories these founding members have from 25 years of meeting!

## 35 Years of Praise

Religion plays a very important role in the lives of many people and the **Adelaide Deaf Community Church (ADCC)** provides a service that fulfils this spiritual need.

The **ADCC** continues to run full Auslan services with a vision on a big screen. It is interdenominational and welcomes deaf from all churches where interpreters are not available.

This year, **ADCC** celebrated its 35th year with a mass attended by special guest, His Excellency Rear Admiral Kevin Scarce AC CSC RANR, Governor of South Australia, Patron of The Royal South Australian Deaf Society Inc.

## Interpreting 24/7

In South Australia, Deaf CanDo is the primary provider of a highly specialised 24-hour interpreting service. During the year the staff provided 10,038 hours of interpreting.

Deaf people experience great difficulty accessing services or information provided by mainstream organisations. When organisations engage Auslan interpreting services it allows the parties to communicate with each other, and for the deaf person to make important and informed decisions.

## Fa la la la la...

Deaf CanDo provided interpreters for the **Carols by Candlelight** in Elder Park for the first time in 2009. A large number of deaf people attended the evening and thoroughly enjoyed the experience. We look forward to the next Carols By Candlelight event.

## Auslan Around Australia

In August 2009, we launched Sign Language Communications (SLC), in collaboration with Australian Federation of Deaf Societies (AFDS). SLC is a national brand for Auslan/English interpreting service. This successful partnership shares information and training opportunities for interpreting staff, collaborates on programme development and provides National contracting opportunities.

## Talking Hands

Twenty year team veteran Barry Priori has continued to manage **Talking Hands** classes to hearing students. The classes teach hearing people who are losing or have lost their hearing, along with their families, to be able to communicate effectively with each other. It introduces students to Auslan and deaf culture.

Enrolments have remained strong throughout the year and is testament to the outstanding success and skills learned by participants.

The **Talking Hands** series is not only great fun but provides students with the confidence to go on to study Auslan in a formal manner through TAFE SA. Many of those students join our interpreting team and make a career of their new found skill.

interpret



# Income Development

## Events

Our wide range of events and activities give us the opportunity to engage with different partners, sponsors and audiences. Events are a creative vehicle for us to communicate our message, inform people about the services we run, and raise funds to support those services.

Our incredible band of volunteers is always happy to lend a hand, with their famous CanDo attitude and they help make sure that each event is a great success. We couldn't do it without them and they have become one of the favourite fixtures of each CanDo event!

### It's an Amazing Race!

The annual **Amazing Race Corporate Challenge** (now called CanDo Caper) was again the fundraising highlight of the year. This year, 25 teams from South Australian businesses had great fun as they competed to raise an amazing \$132,000. Teams battled and tested their skills in a series of pit stops and challenges over the two days of the event which this year was held in Victor Harbor. Everyone had a fabulous time and many immediately registered for 2010.

### Racing Around Adelaide

A local, shorter version, **The Amazing Race Around Adelaide**, again raised much needed funds for CanDo Group; this year almost \$20 000. The City of Adelaide was transformed as teams of two or families of four raced around finding clues, challenging themselves and solving problems in a bid to finish with the highest points! **The Amazing Race Around Adelaide** is an amazingly successful and fun event.

### Challenging Travel

The **CanDo Charity Challenge** offers an exciting dimension to travel – it pushes boundaries giving participants an incredible adventure whilst raising funds for the CanDo Group. Participants complete a physical challenge while seeing the world from a different perspective. Challengers have the opportunity to make new friends, get fit and discover more about themselves and the world.

Over December and January Mark Horner took the Charity Challenge to Africa working in an orphanage. Mark taught children in the Devine Children's Home in Uganda, which provides shelter and education for over 60 AIDS orphans. Mark raised \$6,500 on this, his third charity challenge. Mark is currently fundraising for his fourth Charity Challenge to trek Maccu Picchu in South America next July.

[click > read more](#)  
[Income Development >](#)



# amazing

# ring, ring...

## Income Development

### Other Activities to Raise Funds and Awareness

#### Ring Ring...

The CanDo Group's **Call Centre** was again busy throughout the year with hardly a moment's rest selling thousands of tickets for the four CanDo Group Lotteries.

With worries of the global financial crisis, fundraising was challenging for many charities. Our fabulous team has maintained its commitment and dedication and delivered a great result. And what a treat it is to see the smiles on the faces of our winners as they get the keys of their new Toyota, holiday tickets or the many other prizes!

#### On Parade

Every February, Adelaide comes out to party at the Adelaide Fringe and the **Opening Parade** has become a pivotal event. Thousands of people line the streets each year to see the colour and spectacle of the Parade. This year, more than 30 CanDo Group volunteers took part, guiding Zorb Balls the length of the Parade, promoting the Group. It was a great sight.

#### Every Dollar Counts

**Shopping Centre and Hotel Collections** continue to be positively supported by the South Australian public.

The Collection Team is committed with some collectors now in their seventh year working with Deaf CanDo.

Our **Collections** programme would not be possible without the ongoing support and cooperation of Centre Managers from many of South Australia's major shopping centres.

Many hotels support us collecting from their patrons and we are continually grateful of that support.

#### Break a Leg

At 8.00pm on Friday 12 February 2010 the media, potential audiences, participants and other members of the arts community gathered at the Norwood Concert Hall for the beginning of The State Theatre Company's **24 Hour Show**, an event where participants are given 24 hours to prepare, produce and perform a stage show!

The show was finally announced – Chicago.

Auditioning, casting, costume production, set construction, lighting, sound and music design all had to be completed in just 24 hours. It was all hands on deck and creative organised chaos ensued!

Chicago was a huge success and great fun, raising more than \$10,000 for Deaf CanDo.

#### Extra! Extra!

At the CanDo Group we are passionate about providing exceptional services for people who have sensory impairments.

To increase funding for relatively little effort, this year we introduced a **newspaper recycling scheme**. For every tonne of newspaper recycled, the organisation received \$50.

It's a great incentive to bring in the papers from home, make a real difference as well as doing something worthwhile for the environment.

[click > read more](#)  
[Income Development >](#)



# Income Development

## Hearing Loss Solutions

### All The Better to Hear You With

#### Hearing Loss Solutions

(CanDo Hearing) is South Australia's only completely independent not-for-profit audiology clinic. It is an initiative of Deaf CanDo and net returns support Deaf CanDo services.

Over 400 new clients registered this year and our client base continues to grow.

This year we entered into a partnership with the Eastern Division of General Practice which lead to a year long contract assessing hearing at 15 nursing homes in Adelaide.

Our relationship with a large number of the nursing homes has continued well beyond the project.

Another service highlight this year was the Active Communication Education (ACE) classes which help people with hearing impairments to become more effective communicators in everyday life.

Demand for the ACE classes was high and feedback has been extremely positive with participants saying it has given them more confidence when approaching difficult listening situations.

# Thank You



### Supporters of Deaf CanDo

Adlab  
BankSA  
Bank SA Staff and Charity Foundation  
InBusiness  
AMP Foundation  
Perry O'Brien Financial Services  
CMV Foundation  
Fay Fuller Foundation

### The Amazing Races

Adelaide Comedy  
Adelaide Festival Centre  
Adelaide United Soccer Club  
Adventure Kayaking SA  
Banana Leaf Restaurant  
Bellis Fruit Bars  
Bickford's Australia  
Blackbe Sweets  
Concubine Restaurant  
Dennis Wines  
Explosive Pro Wrestling  
Fasta Pasta  
Hamilton Laboratories  
Joggers World  
Linda Domas Wines  
Meggles Farm Fresh Eggs  
Mercury Cinema

Mesa Lunga  
Montezumas  
Mountain Fresh  
Murray Goulburn  
Nando's South Australia  
Narnu Farm  
Pooraka Go-Karts  
Rock Solid Adventure  
Solar Eggs  
State Theatre Company  
Surfing South Australia  
Turkey Flat Wines

### The 24 Hour Show

Adelaide Theatre Guide  
Bakers Delight  
Balfours  
Corporate Express  
Fasta Pasta  
Hayley Horton  
Michelle Pearson  
Mosaic Audio Visual  
Peter Johns  
Will McRostie

# Financials

## Independent Auditor's Report



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 AUSTRALIA

### INDEPENDENT AUDITOR'S REPORT

To the members of

Royal South Australian Deaf Society Inc

We have audited the summary financial report of Royal South Australian Deaf Society Inc, which comprises the statement of financial position as at 30 June 2010 and the statement of comprehensive income in order to express an opinion on it to the members.

#### Board of Management's Responsibility for the Financial Report

The Board of Management are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies adopted by the association are appropriate to meet the financial reporting requirements of the constitution and needs of the members.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement. We have performed an independent audit of the full financial report of Royal South Australian Deaf Society Inc for the year ended 30 June 2010. Our audit report on the full financial report was subject to qualification for the reasons set out in the qualification paragraph below.

Our procedures in respect of the audit of the summary financial report included testing that the information in the summary financial report is consistent with the full financial report. These procedures have been undertaken to form an opinion whether, in all material respects, the summary financial report is presented fairly.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

#### Basis for Qualified Auditor's Opinion

As is common for organizations of this type, it is not practicable to maintain an effective system of internal control over donations, bequests and other fund raising activities until their initial entry in the accounting records. Accordingly, our audit in relation to donations, bequests and fund raising was limited to amounts recorded.

#### Qualified Auditor's Opinion

In our opinion, except for the effect of such adjustments, if any, as might have been determined to be necessary had the limitation discussed in the qualification paragraph not existed, the financial report presents fairly, in all material respects the financial position of Royal South Australian Deaf Society Inc as of 30 June 2010 and of its financial performance for the year then ended.

BDO (SA)

Shirley Schaefer  
 Partner

Dated this 8<sup>th</sup> day of November 2010

## Statement of Comprehensive Income

for the year ended 30 June 2010

	2010 \$	2009 \$
Sale of Goods	894,672	913,212
Cost of Goods Sold	(343,726)	(350,858)
	550,946	562,354
Other Revenue from Ordinary Activities	2,252,243	2,263,305
Administration expenses	(311,084)	(238,761)
Depreciation and amortisation expense	(76,950)	(102,080)
Employee Expenses	(1,689,179)	(1,580,115)
Interest	-	(4,064)
Lottery Prizes	(87,724)	(109,393)
Motor Vehicle Costs	(16,180)	(20,503)
Special Events	(17,019)	(63,976)
Loss on Market Value of Investment	(12,910)	-
Other Expenses from Ordinary Activities	(359,815)	(558,282)
<b>Profit for the year</b>	<b>232,328</b>	<b>148,485</b>
<b>Other Comprehensive Income</b>		
Increase in Fair Value of Land and Buildings	1,176,000	-
<b>Other Comprehensive Income for the Year</b>	<b>1,176,000</b>	<b>-</b>
<b>Total Comprehensive Income for the Year</b>	<b>1,408,328</b>	<b>148,485</b>

## Statement of Financial Position

as at 30 June 2010

	2010 \$	2009 \$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents	148,503	483,363
Trade and Other Receivables	239,876	262,008
Inventories	34,782	29,417
Financial Assets	409,487	-
<b>Total Current Assets</b>	<b>832,648</b>	<b>774,788</b>
<b>Non-Current assets</b>		
Financial Assets	213,026	49,500
Other Financial Receivables	97,465	97,465
Property, Plant and Equipment	3,165,261	2,030,148
<b>Total Non-Current Assets</b>	<b>3,475,752</b>	<b>2,177,113</b>
<b>Total Assets</b>	<b>4,308,400</b>	<b>2,951,901</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and Other Payables	256,151	332,501
Short Term Provisions	185,564	167,445
<b>Total Current Liabilities</b>	<b>441,715</b>	<b>499,946</b>
<b>Non-Current Liabilities</b>		
Long Term Provisions	40,124	33,722
<b>Total Non-Current Liabilities</b>	<b>40,124</b>	<b>33,722</b>
<b>Total Liabilities</b>	<b>481,839</b>	<b>533,668</b>
<b>Net Assets</b>	<b>3,826,561</b>	<b>2,418,233</b>
<b>EQUITY</b>		
Reserve	2,888,297	1,712,297
Retained Earnings	938,264	705,936
<b>Total Equity</b>	<b>3,826,561</b>	<b>2,418,233</b>

The above statements are extracted from the Annual Statutory Report and should be read in conjunction with it.

# Deaf CanDo

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