

**DEAF SERVICES LIMITED
ANNUAL GENERAL MEETING
10.30am**

Saturday 9 November 2019

Moorooka Community Hall, 40 Gainsborough Street, Moorooka, Qld 4105

DRAFT MINUTES OF MEETING

1. Welcome

Bronwyn Rout, Chair opened the meeting at 10:30am and welcomed all to the 116th Annual General Meeting. She acknowledged the traditional custodians of the land on which the meeting was being held, and paid respect to elders past, present and future.

The meeting was quorate.

2. Acknowledgment of Patron

The Chair acknowledged our Patron of Deaf Services Queensland His Excellency the Honourable Paul de Jersey AC.

3. Attendees, Apologies and Proxies

Members Present

Avril Butlers (Life Member)	Leonie Milton
Bobbie Jackson	Megan Bytheway
Brett Casey (CEO)	Michael Barber
Bronwyn Rout (Board Chair)	Pam Rowlnad
Carol O'Reilly	Patricia Oxenham
Charlene Grae	Petra Svab
Dennis Cunniffe	Ralph Collins (Board Member, Life Member)
Ena Flanagan	Reg Flanagan (Board Member)
Ian Elms	Robin Mack (Board Member)
Ian Harvey Ross	Robyn Hendrick
Ian Milton	Ruth Morris
Judy Buehow	Samuel Gibson
Len Bytheway (Board Member)	Sean Cowie

Observers Present

Adrian Hain	Kristian Olofsson
Alex Fisher	Leisa Maddochs
Amali Reid	Lynsay Merrick
Craig McDonald	Maree Brown
Isabella Olofsson	Matthew Ickewicz
Janelle Ravlich	Michael Sanabaji (Canadian visitor)
Janice Hain	Phillip Standcliffe
Joan Cowan	Rochelle Caron (Company Secretary)
Joyce Sellers	Sara-Jane Seery
Katherine North	

Apologies

Audrey Doonan (Member)	Kenneth Donnell (Life Member)
Daphne Hayden (Life Member)	Lynn Donnell (Member)
Diane Briffa (Member)	Melanie Ellis (Member)
Doug Evans (Board Member)	Noela Davis (Member)

John Enchelmaier (Life Member)	Patricia Phillips (Life Member)
Judy Raxworthy (Life Member)	Robert Story (Life Member)
Kathryn O'Brien (Board Member)	Stuart Lummis (Board Member)
Yvonne Loveday (Life Member)	

Nil proxies received.

Bronwyn Rout acknowledged former chair, Bobbie Blackson and life members present in the meeting. She introduced board members present along with CEO Brett Casey and newly appointed Company Secretary, Rochelle Caron.

4. Minutes of last meeting

Minutes from the 2018 AGM were provided to members.

Len Bytheway moved that the minutes be accepted as a true and accurate record.

Robin Mack seconded the motion.

All in favour. Motion carried.

5. Chair Report

Bronwyn Rout provided an overview of key achievements during the year. She noted the completion of her first year as board chair and the continued growth of the organisation she has been privileged to witness. She reported that the first year under the new branding and trading name has been successful. The continued growth of the organisation included the launch of Hear for Kids in North Queensland. Over 3000 people attended the launch at the Townsville Hear for Kids family fun day.

Members noted the three new Directors who joined the Board: Robin Mack, Len Bytheway and Stuart Lummis. The Board has established new priorities and key focus areas which include the Deaf Education Working Group focussed on the future of education for Deaf Australians and supporting the Deaf community through expanded grants and sponsorship programs. These programs include Elliot Miller's Heroes app, Kate Disher-Quill's Earshot and the Deaf Art Show. In the upcoming financial year, the launch of a new grant sponsorship and framework will facilitate the provision of \$250,000 in new partnership arrangements with individuals and organisations.

The Chair reported that Deaf Services performed strongly financially in FY2019. She noted it had been another consecutive year of growth recording a health surplus for purpose. All services performed above expectations and Deaf Services investment portfolio continues to expand.

Bronwyn Rout thanked her colleagues on the board for their time and effort over the past year. She congratulated the executive team and the Deaf Services team nationally for their commitment to the community and to the future of the organisation. She extended her thanks and acknowledgment to members of the Deaf community for their continued support.

The Chair welcomed Brett Casey to present on his CEO report.

6. CEO Report

Brett Casey, CEO thanked and acknowledged Bronwyn Rout for her work as board chair during the year. He extended his thanks to board members, Avril Butlers, Carol O'Reilly and former chair Bobbie Blackson for their support.

Brett Casey referred to the member materials included in the membership bags which contain the annual review. Members noted that the annual review booklet highlights the key achievements over the past 12 months and is now available online. The biggest achievement relate to grant funding received. Other major achievements include the change in branding to Deaf Services Limited, the development of a new Strategic Plan 2019-2024, AUSLAN hub roll out across Queensland,

commencement of Ageing well services into NSW in partnership with the Deaf Society and restructuring the organisation to enhance marketing and sales opportunities to link in with the brand strategy.

Members noted that the name change and branding has enabled more services to be delivered. Members further noted that the Strategic Plan had significant stakeholder input to inform the content. The strategic plan ensure key result areas are met and Deaf Services grow and remain strong into the future.

Brett Casey provided a report against the Strategic Plan 2015-2019 and the four strategic pillars – Sector Leadership, Service Directions, Organisational Capabilities and Financial Sustainability. He highlighted the key successes under each pillar.

Sector Leadership

- Hear for Kids expanded into North Queensland
- Deafness Awareness training were delivered to 395 Local Area Coordinators and NDIA staff members
- \$144,000 in sponsorships and grants funded by the Deaf Lottery
- The first introductory sign language book was created by Deaf Indigenous people with the support of Deaf Services

Service Directions

- Hear for Kids: 211 NDIS participants and 79 children received support through 'Hear for Kids in School'
- CommUNITY provided 1,472 1:1 information and referral services, and addressed over 7,000 enquiries
- 550 students received accredited AUSLAN training
- Over 1,000 beginner AUSLAN students took part in community classes
- 110 Lifestyle Support Services clients received NDIS support
- 20,187 hours of interpreting jobs serviced
- 61 Deaf seniors received support through Ageing Well

Organisational Capabilities

- The Voice Project (Staff Survey) results showed
 - 6% above industry averages for staff passion
 - 15% above industry averages for staff view of the organisation as progressive
- 5% growth in workforce to meet growing service needs and support internal business infrastructure
- 93 Auslan translations were developed (249 videos)
- Automated NDIS clearing systems implemented
- HR, Payroll and Finance systems centralised

Financial Sustainability

- 7.83% surplus for the financial year
- 24.85% of income from Government grants
- 75.71% of other income
- 17.9% increase in equity
- 27.61% of service funds attributable to the Deaf Lottery
- 7.11% growth in the Deaf Lottery's loyal supporter base.
- Reviewed investment strategy

Brett Casey referred to the Financial Report included in member bags which Ralph Collins, Chair of the Audit and Investment Committee will present on next. Brett handed the meeting back to the Chair.

The Chair welcomed Ralph Collins to present on the Financial Report.

7. Presentation of Financial Report

Richard Collins provided an overview to the Financial Report. He noted that Deaf Services had a strong financial year enabling service delivery to continue. Income exceeded expenses by over \$2.5 million. The board is continuing to focus on financial sustainability which involve monitoring expenses and income. Operating grants have decreased and are expected to continue to decrease. However, this will be off-set by the service income coming through the NDIS. Management have worked hard at ensuring that as one stream of income reduces the other is increased. In addition, the increase in fundraising activities through Deaf Lottery has ensured that the surplus has continued to remain strong.

Members noted the financial management highlights for the financial year. Members further noted that the financial statements of Deaf Services are independently audited by experts. A thorough review process is in place to ensure the accuracy of the numbers represented in the financial statements. The Auditors were pleased with financial reports of Deaf Services.

Ralph Collins concluded his presentation and handed the meeting back to the Chair.

The Chair welcomed questions and comments from members on the Financial Report and the CEO Report. There were no questions.

Members accepted the Financial Report.

8. Appointment of Auditors

The Chair advised that the Board recommends the reappointment of UHY Haines Norton for the 2019/2020 financial year. **Ralph Collins moved** that UHY Haines Norton be reappointed as the auditors for Deaf Services in FY2020. **Bronwyn Rout seconded** the motion.

All in favour. Motion carried.

9. Board Election

The Chair welcomed Rochelle Caron, Company Secretary to inform members of the election process. Rochelle Caron noted there is only one director due to step down this year. Sally Strobridge re-nominated and was the only nomination received. As there are more vacancies than eligible nominations received the constitution allows the Chair to be declare them approved as long as there are no member objections to their election. This has been discussed with and approved by the Chair. Prior to seeking endorsement from members, Rochelle Caron provided a brief background on Sally.

Rochelle Caron sought support to move the motion that Sally Strobridge be nominated as a member of the Deaf Services board. Members voted confirming and supporting the nomination process.

Pam Rowland moved the motion that Sally Strobridge is re-elected onto the Board. **Samuel Gibson** seconded.

Unanimous. All in favour. Motion carried.

10. Special Vote of Thanks

The Chair thanked Carly Bennett and Mikey Webb for interpreting, Bradley Reporting for captioning the meeting and staff members who organised the AGM.

11. Meeting Close

The meeting closed at 11:30pm with an invitation to all present to stay for light refreshments following the panel discussion.

Signed as a true and accurate record of the meeting

Chair

Date