



THE DEAF SOCIETY OF NEW SOUTH WALES

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Inquiry into services provided or funded by the Department of Ageing, Disability and Home Care

27 September 2010

- **Who are we?**

Vision and Mission:

- **Vision** – Equity for deaf people.
- **Mission** – we work in partnership with the Deaf Community to enhance the quality of life of deaf people, strengthen the community and advocate for changes that will ensure fundamental rights and freedoms.

- **Who do we work with?**

The DSNSW is the leading provider of specialist services for deaf people and their families in NSW. The Society provides core services in the traditional areas of need, such as welfare and counselling, community development, information interpreting provision, advocacy, education and training and employment and workplace support.

The majority of people who access our services are deaf people, who use Auslan – Australian Sign Language. The smaller percentage of people who access our services are people who are hard of hearing – those who rely on their residual hearing and who use lipreading and speaking as their primary methods of communication.

- **Brief introduction of DSNSW's current services**

DSNSW services

Deaf Society of NSW provides a range of services for the Deaf and hard of hearing community. Services are also offered to non-deaf parents whose children are deaf or hard of hearing.

Consumer and Community Services – provides case management services, community services, independent living skills, attendant care program, walk-in service and limited advocacy support to deaf and hard of hearing consumers. This is one of the largest areas of service provided by the Deaf Society of NSW to the community.

Deaf Education Network – provides both accredited and unaccredited courses to deaf and hard of hearing students. There are also sign language courses available to students who are not deaf to enable them to communicate with members of the deaf community. Classes are available at head office in Parramatta and community educational centres around in NSW.

Sign Language Communications NSW – this is the state branch of a national interpreting service which provides Auslan interpreters to the general community. The NSW booking office is based in the Parramatta office, providing interpreters across NSW and ACT. This is a fee for service arrangement, however there are some exceptional circumstances where interpreters are provided without charge, and the cost is absorbed by the Deaf Society of NSW.

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Translation Service – this operates on a fee for service basis, and translates, films and edits written and spoken web content from English into Auslan, allowing members of the Deaf Community access to essential information. Examples of this may be seen on the following sites:

The Office of Industrial Relations

(http://www.industrialrelations.nsw.gov.au/in_another_language/Auslan.html)

NSW Health Care Complaints Commission

(<http://www.hccc.nsw.gov.au/Information/Audio-Visual-Information-in-sign-language/default.aspx>)

Department of Broadband Communications and the Digital Economy

(http://www.staysmartonline.gov.au/home/videos/stay_smart_online)

Employment Services – this is a federally funded employment service for people who are deaf or hard of hearing.

- **Brief introduction of Consumer and Community Services (CCS)**

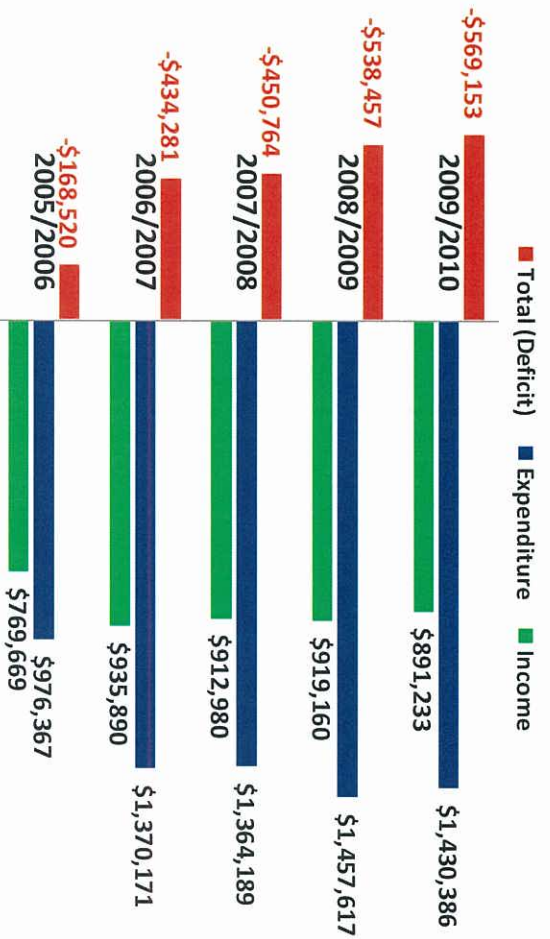
CCS works to ensure deaf people receive the same opportunities and have equal access to services and activities as do other members of the community. CCS also ensures services across NSW are available and accessible to Deaf Communities and individuals living in regional and remote areas.

The CCS team consists of the Manager, a Metro and a Regional Coordinator, three full time community workers, four part time community workers, and four part time regional workers.

- **CCS's Annual Financial Situation for last five years (Based on Annual Reports)**
Annual turnover of DSNWS for last five years

	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010
Income	\$769,669	\$935,890	\$912,980	\$919,160	\$891,233
Expenditure	\$976,367	\$1,370,171	\$1,364,189	\$1,457,617	\$1,430,386
Total (Deficit)	-\$168,520	-\$434,281	-\$450,764	-\$538,457	-\$569,153

Consumer and Community Services Financial Situation (2005 - 2010)



- **DSNSW**

1. That ADHC increase funding for deaf-specific services in regional areas. Both the quantity and the range of services need to be expanded to meet the explosion in demand arising from the rapid movement of deaf retirees to regional centres.
2. That the criteria for the Attendant Care Program to be expanded to cover deaf people with extra disabilities such as blindness. Current funding is inadequate to provide for the attendant care needs of this group.
3. That ADHC establish a deaf-specific HACC service to provide domestic assistance, social support, and personal care to deaf people using workers fluent in Auslan.
4. That ADHC make it a priority to provide Auslan translations of complaints procedures and the Disability Service Standards on the ADHC website and that these be promoted to deaf people. This is in line with accessibility requirements under Article 9 of the UNCRPD which Australia has ratified.