

# TalkLink Trust

## Wahanga Tū Kōrero

Assistive Technology Services

# 2020

## Annual Report



Unite

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## Acknowledgements

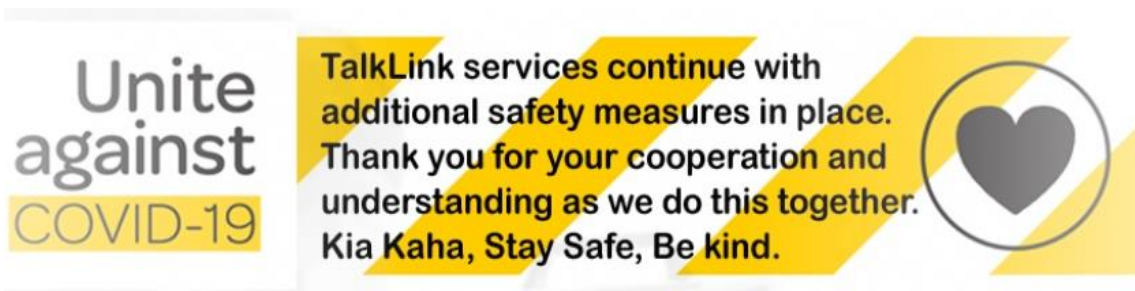
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*We greatly appreciate the support provided by the following organisations, services and suppliers:*

A1 Wheelchair Services  
ACC  
Accessible  
ASB Bank  
Assistive Technology Alliance New Zealand  
Aurora College  
Bay Trust  
BlueSky Community Trust Ltd  
CCS Disability Action  
Cerebral Palsy Society of NZ  
Clendon Consulting Ltd  
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Constellation Community Trust  
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Desktop Technology Services Ltd  
Digital Island  
Dragon Community Trust Ltd  
Earnest Davis Hyam  
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New Zealand Relay  
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Paragon Computers  
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Reid Technologies  
Rotorua Energy Charitable Trust  
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Stewart Motorsports  
Strathlachlan Fund  
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Telesmart Limited  
TextHelp  
TG Macarthy Fund  
The Clyde Graham Charitable Trust  
The Community Trust of Southland  
The Kingdom Foundation  
The Southern Trust  
The Wilson Home Trust  
Trillian Trust  
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University of Auckland  
University of Canterbury  
Wiri Licensing Trust TTCF  
Xtreme Productivity  
Zabonne

## Wahanga Tū Kōrero, TalkLink Trust – Reflecting on the Past Year



The 2019-20 financial year has been a year of two halves, and this is reflected in the outcomes outlined in the Annual report. TalkLink has worked hard to be “united” and continue to deliver services whilst ensuring people’s safety. Now more than ever we need to make sure the people who require access to assistive communication technology have a voice and are heard. The global pandemic has exposed the deep-rooted structural discrimination globally. The United Nations, International Day of Persons with Disabilities theme this year is: Building Back Better: Towards a More Disability-Inclusive, Accessible and Sustainable Post-COVID World.

By supporting people to communicate and finding innovative ways to continue to support the people who access our services, we aim to support the world-wide movement for a more inclusive and united society. This report will highlight some of the practices that we have modified this year and which will hopefully shape our practice into the future to make a difference.

As TalkLink ambassador Maqymseah Ninces (The Minspeaker) summed up recently:

*This year, I am incredibly grateful for the fact that I live in New Zealand. I am very aware that my country’s response has protected those of us living with disabilities and other medical conditions. I want to thank my fellow New Zealanders, who have made a lot of sacrifices to keep people like me safe.*

She also challenges us:

“As a child, it never once occurred to me that I should ask Santa Claus to make me “normal” or “not disabled.” As an adult, I am grateful for the fact that I understand that Santa Claus can’t bring us everything that we wish for.

December 3<sup>rd</sup> was International Day for Persons with Disabilities, a day to acknowledge and celebrate living with a disability. However, I have found it difficult to find celebratory words, given that this year, more than any other year, I have often wished that I was not disabled. When I was diagnosed with Cerebral Palsy, the prognosis was that I would most probably never walk or talk.

Walking would make my life easier but the reality is that between bum-shuffling, my wheelchair, Sailability boats and my loved ones, I can usually get anywhere that I want to go. I don’t need the ability to walk, to get further in life.

Being able to talk and give immediate responses would make my life easier. However, there are advantages of using a communication device. I have time to think through my responses and my voice will never quaver with emotion. I am able to use social media and storytelling to communicate with the world around me. I don’t need the ability to talk, to ensure that I have a voice.

Being able to use my hands would greatly increase my independence. It would make everyday tasks possible, and give me privacy and dignity. It would open up an entirely new world of job opportunities. However, if I was independent, I wouldn’t have the opportunity to work alongside some amazing individuals such as teacher aides and caregivers.

When I wish that I wasn't disabled, the truth is I am actually wishing for acceptance from the world and from myself. When I was at primary school, I was expected to participate in almost everything. I felt accepted by the majority of my peers. As an adult, I am supposed to be satisfied with working 5 hours a week, I am supposed to be satisfied living with my family forever, I am supposed to be satisfied with people having lower expectations for me.

As a disabled adult, I am simply not expected to participate in my community as a typical 27 year old, highly educated, female. Meanwhile, I still expect myself to live up to the same expectations placed upon my able-bodied peers. I know that I have the ability to achieve anything that I set my mind and heart to. It's just that I have to find the courage to keep putting myself out there, time after time, to find the people who will both accept me, just the way I am, and positively push me to achieve and become the person I am meant to be."



## The TalkLink Trust

### Strategic Direction:

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The TalkLink Trust Purpose is "to enable all people with communication impairments to interact and participate to their full potential." We continue to be guided by our Values, and as such have over the past two years been focusing on how we can improve our organisational structure to better support the work we do. The TalkLink Trust Board developed a Sustainability Plan, which included an operational review. This review has resulted in the implementation of a new operational structure, illustrated in Figure One. The restructure has enabled us to develop clearer lines of accountability, with better support for clinical staff, from a professional, technical, financial and administrative perspective. It will provide a robust structure to support the growing need for assistive communication technology services into the future.

#### Values

- We believe communication is a fundamental human right.
- Dignity and respect govern the way we work
- We will strive to continually improve.
- We will not give up.
- The Rangatiratanga of Tangata Whenua is recognised.
- We endeavour for client directed outcomes.

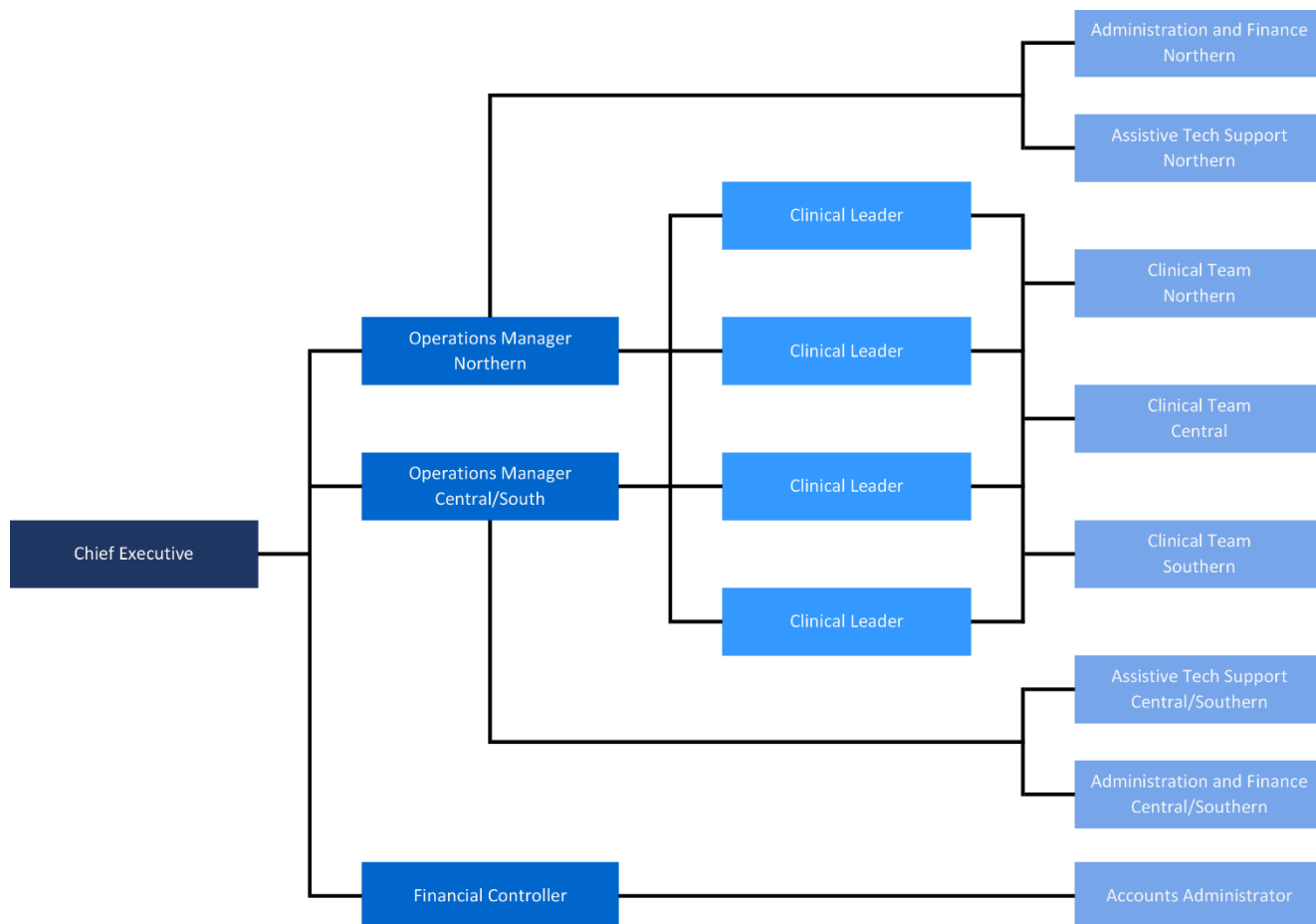


Figure One: The TalkLink Trust Operational Structure

## From the Chair

**Ehara taku toa I te toa takitahi engari he toa takitini**

**Our success is not ours alone, it is that of many**

Kia ora whānau o Wahanga Tū Kōrero

We started the year with ambitious goals to have more of an impact on the lives of people with communication impairments, including becoming stronger advocates for them – and nowhere more was the importance of this highlighted than when the world went into lockdown. The dramatic changes in how all of us lived and engaged brought to the fore the transformative importance of technology to communication and wellbeing.



As a Board, we are very proud of the work the TalkLink team did over the lockdown(s) to continue providing essential services to our clients. The rapid pivot of the KiwiChat format to online is just one example of the teams' adaptability and unwavering focus on their clients. In addition, the virtual support and training for staff meant that we could be assured there was a continued focus on staff wellbeing.

Almost in spite of the pandemic, the team delivered on the majority of our performance objectives. We were pleased to see the investment in the new Clinical Leads that we had signed off on last year start to show gains in terms of our professional practice excellence and waiting list management. We also saw confidence in our funders to back TalkLink to deliver more services.

We undertook a 'refresh' of our Strategy, by looking at our work from the lens of our clients. As a result, we

confirmed our Purpose and Values, and reinforced our strategic goals of finding other ways to fund our work and have a broader reach. One of these areas is our work with the education sector and we see real potential to expand our services into schools – with teachers and children.

Our other areas of strategic focus remain around strengthening our people practices, including our approach to staff health & safety and wellbeing. I have been pleased to see the staff survey results and hear reports from our nominated Board member, Cathy Comber, that we now have more robust ways to support the wellbeing of the staff.

We continue to pursue our goal to have a Te Reo Voice, and I thank Geneva and Glenda Hakaraia-Tino for their perseverance and passion on this project. Their work with Callaghan Innovation and others is starting to show encouraging signs of wider interest and support.

We have much ahead of us as we strive to become ‘the leading organisation by 2022 in the provision of effective, enabling, client focused services for all people with communication impairments throughout Aotearoa New Zealand and the South Pacific’ – however I remain convinced that with the quality of our leadership and teams we will achieve this.

I want to thank the TalkLink team for their ongoing outstanding commitment to our clients. They should be very proud of their achievements – especially given the challenges over the past year. I particularly want to acknowledge Ann Smaill, our CEO, who continues to live and breathe the TalkLink Values and has demonstrated incredible resilience and selflessness over the last year. Your dedication and focus has been inspiring.

Hei ano Ngā mihi nui kia koutou Katoa

Denise Cosgrove  
Chair

## From the Chief Executive

Tēnā koutou

My focus over the last year has been to finalise the Organisational Review and implement the new TalkLink structure. With the added pressure of COVID-19 this has been challenging, but we have managed to keep to the plan thanks to the incredible support and commitment of the TalkLink team. Each and every staff member has gone the extra mile this year, whether this is with finding new and innovative ways of continuing to provide services to our clients, or with working through process mapping of administration tasks to assist with the administration restructure. I am proud and humbled to be part of such a hard-working and committed TalkLink team.



This year as part of the on-going restructure we appointed a fourth Clinical Leader. Chris O'Hara joins Pariya Behnami, Fern Maxwell, and Paula Shennan in supporting the clinical team. We had a number of changes over the past year, with six new clinicians, some of whom are new graduates joining the team. The input from the Clinical Leaders is proving extremely valuable with ensuring our team is well supported clinically.

The new Administration, Finance and Technical Support team is almost in place and with the redeployment of existing members and the appointment of some additional staff, we are now looking forward to more manageable workloads with better efficiencies moving forward.

A big thank you to Maxine Corbett HR Consultant, Visionary HR Solutions for guiding the restructure.



The Central office, based in Wellington, has undergone a rebuild this year and we are now excited to have a complete clinical, technical and administration team in place. I acknowledge the support the Central region has received over the past two years, with staff from other offices travelling to undertake assessments and with supporting technical needs. Thank you also to the acting team leaders Pauline Green and Rosanne Tilyard for their continued efforts during a difficult time.

The start of lockdown saw the launch of Microsoft Teams, as a way to stay better connected as an organisation. The timing could not have been better, with many staff feeling they are now more connected on a national basis than ever before. Lockdown was an opportunity for professional development and we now have a rich collection of recorded sessions for future use.

The health and safety of our team has been front of mind this year. A staff initiated Wellbeing Group is now in place, and includes a TalkLink Trust Board representative and the Chief Executive. The group utilises the Teams platform and has initiated a Wellbeing Noticeboard along with a regular newsletter. Teams has also been invaluable as a platform to ensure regular information regarding our Covid-19 response and safety initiatives was disseminated to all staff members.

I am very grateful for the continuing support of the Senior Managers, Glen Dixon, Barrie Woods and Ankica Middeldorp as well as the governance support of Denise Cosgrove and the TalkLink Trust Board. It has not been an easy year, but we have achieved a lot. As we move forward the challenge will be to continue to improve efficiencies, further reduce waiting lists, and find new ways to add value to the services we provide, in a way that reflects the TalkLink Trust Purpose.

Ngā mihi nui

Ann Smaill  
Chief Executive

## Thank you

*Barrie Woods, Central/Southern Operations Manager*

This year we have farewelled two long-standing team members from the Central/Southern region.

Claire Thornton, who worked as the administrator in the Wellington office finished at the end of October. Claire will be remembered for her hospitality along with her care and support of her Wellington-based colleagues. Over the eight years she worked for TalkLink, Claire contributed in many ways to the smooth running of the central region and Wellington office, including processing of referrals, managing couriers and being a friendly and helpful voice when people phoned the office.



Jackie Hancock finished with the Christchurch-based team in November, after nine years with TalkLink. In her role as a senior speech-language therapist, she worked with many clients supporting them to have a voice. Her passion for working with adults with acquired conditions, particularly those with Motor Neurone Disease, is acknowledged and her work was valued by many clients who experienced difficulty with communication in the last years and months of their lives.



Jackie is also an excellent teacher and was much appreciated as a mentor to many of our newer staff. She has moved on to continue her career in speech-language therapy in a self-employed capacity

We wish both Claire and Jackie well and thank them both for the contributions they have made to TalkLink.



## Client Services

During the 2019-2020 financial year, we have worked with over 3200 individuals, including new clients and clients who require on-going support. Despite the disruption to services in 2020 we have managed to work with slightly more clients, and referrals received are at the same level as last year (Figure 2).

The year of two halves is evident in the referral trends, with referrals dropping in the second half of the financial year. (Figure 3) Without the effect of COVID-19 we would have been on track to receive a record number of new referrals.

The significant waiting list is of continuing concern for the TalkLink team. With the drop in referrals there was a corresponding drop in the waiting list, as illustrated in figure 4. The waiting list will continue to be a focus moving forward. The Ministry of Health is aware of this issue and has provided a small amount of additional funding to target the waiting list for children. However to make a true difference we need to continue to improve efficiencies and find additional funding.

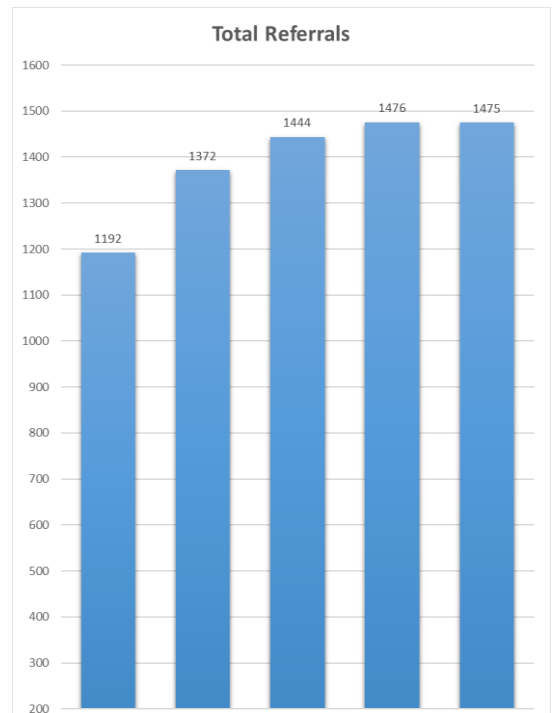


Figure 2: Referral trends over the past five financial years

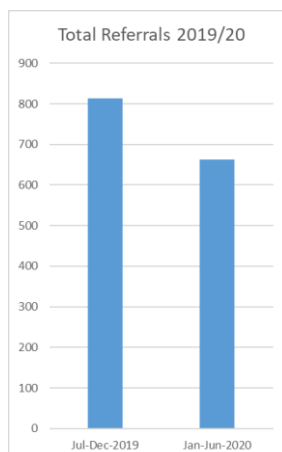


Figure 3: Referrals dropped in the second half of the year

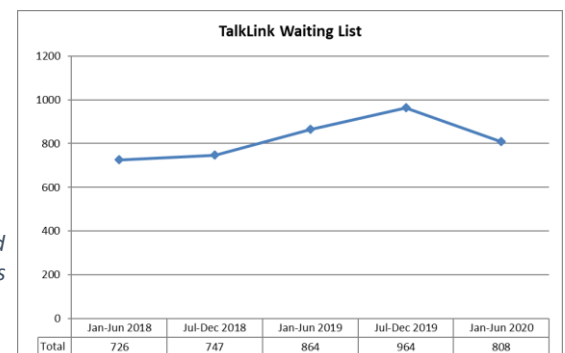


Figure 4: waiting list trend over the past 2.5 years

TalkLink works alongside a diverse group of people, both in age range and disability.

Figure 5 is an analysis of the referrals by age. Of note is the percentage increase in referrals for clients 0-5; 15% in 2018/19 to 20% in 2019/20.

Figure 5: Referral by Age (July 2019 - June 2020)

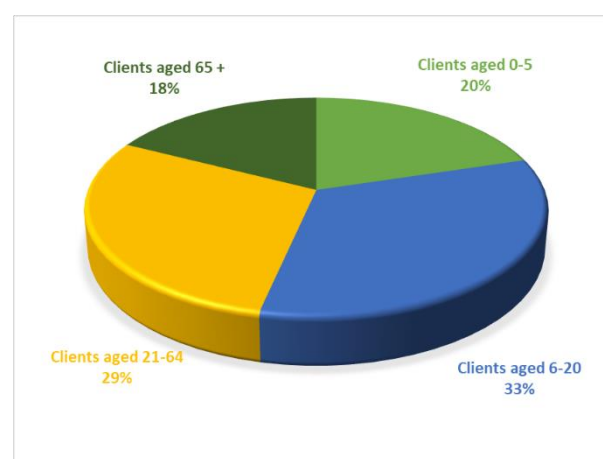
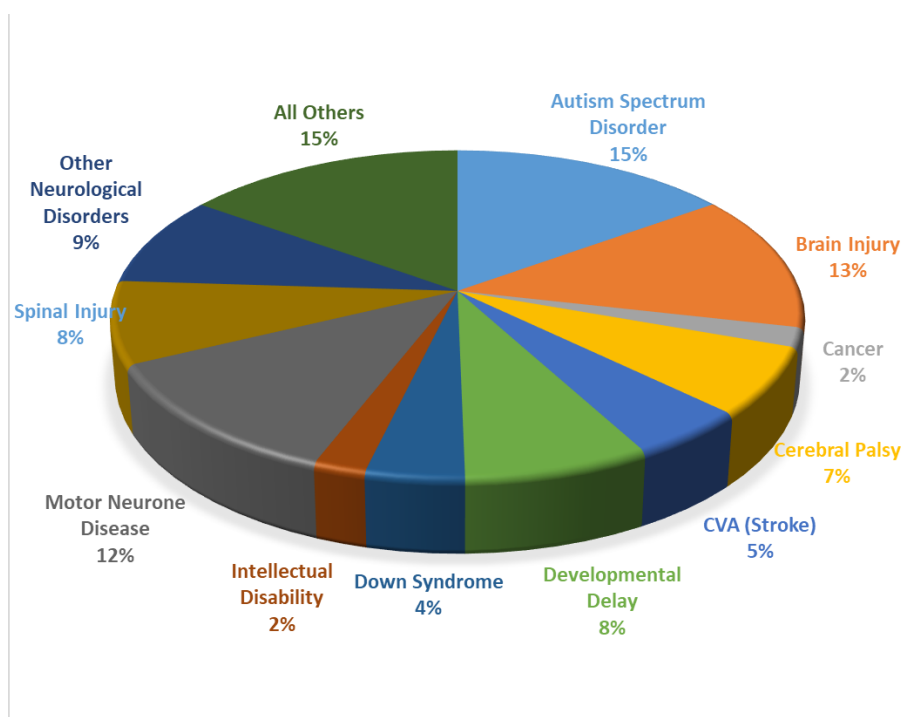


Figure 6 is an analysis of disability type. This includes life-long, acquired (including progressive conditions), as well as injury related disabilities funded through our ACC contract.

Figure 6: Referrals by Disability (July 2019 - June 2020)



\* Other Neurological Disorders category includes Multiple Sclerosis, Multiple Systems Atrophy, Muscular Dystrophy, Guillain-Barré Syndrome, Huntington's disease, Parkinson's disease, and Progressive Supranuclear Palsy.

\*\* Other category ranges from syndromes such as Rett Syndrome, Fragile X Syndrome, Cri-du-Chat Syndrome, Congenital Chromosomal Disorder, through to arthritis, amputation and fractures, to name a few.

We see people from all over New Zealand. Table 1 illustrates the geographic spread of our work.

Totals by DHB area	2015/16	2016/17	2017/18	2018/19	2019/20
Northland	78	111	85	82	90
Waitemata	161	166	161	168	184
Auckland	125	124	156	128	98
Counties Manukau	102	125	120	143	123
Waikato	54	94	88	91	109
Bay of Plenty	55	76	93	96	98
Lakes	44	44	35	37	36
Tairāwhiti	15	21	12	12	12
Taranaki	24	32	41	46	59
Wanganui	13	12	12	21	22
Hawkes Bay	33	36	36	44	35
Mid Central	29	54	60	48	56
Capital and Coast	84	69	79	77	85
Hutt Valley	55	50	63	57	51
Wairarapa	13	17	20	21	8
Nelson/Marlborough	40	34	46	46	57
West Coast	9	7	20	4	10
Canterbury	152	199	199	229	224
South Canterbury	6	8	12	9	8
Southern	100	93	106	117	110
Total Referrals	1192	1372	1444	1476	1475

Table 1: Referral trends by DBH region over the past five financial years

## Client feedback surveys

TalkLink sends a feedback survey approximately 3 months after clients receive their equipment, which includes questions about the assessment process and the equipment provided, and then another survey at approximately 12 months after equipment issue, which asks about equipment use. During the 2019-2020 Financial year a total of 453 3-month surveys were sent out, with a return rate of 19%. A total of 475, 12-month surveys were sent out, with a return rate of 19%. Table 2 summaries some of the results for the last two financial years.

Outcome Measure	2018/19 Percentage	2019/20 Percentage
% people who continued to use the equipment or strategy after 12 months	95	89
% of people who were satisfied with the support they received to use the equipment or strategy	88	84
% of people who reported they were able to use the equipment or strategy	89	90
% of people who reported that use of the equipment or strategy allowed them to communicate better than before	81	88
% of key support people who reported that the equipment or strategy helped their communication with the person they support	87	79
% of people who reported that they felt heard or listened to by TalkLink	99	97

Table 2

These results show that TalkLink is meeting the on-going communications needs of our clients. The narrative feedback we receive as part of this process helps us to understand the needs for our clients and improve services.

- TalkLink spoke from their experiences with other such persons with disabilities and offered varied options to help learning
- J listened carefully to my concerns regarding assistive tech and talked them through and suggested solutions to any prospective issues. I appreciated that very much.
- A's Tobii has been life-changing for us as a family and for her communication at school. We can't thank you enough.
- N is now able to make his own choices around activities, food and drink, etc. N is actively engaged with the device when he is using it here at [day programme].
- This worked well for some time then a deterioration in S's condition took the progress away again. We will still endeavour to pick up and use again once she is stronger.
- The waiting time to be seen was far too long and needs to be addressed. But when we finally were seen the service was great.
- H is using the iPad a lot more since lockdown. Having that one-on-one with me (mum) has helped the most.

# Assistive Communication Technology Innovation

## Ke Te Waha o Te Reo project

*Geneva Hakaraia-Tino, TalkLink Ambassador*

*Geneva has continued to lead the initiative to develop a te reo Māori synthetic voice, so that people have access to te reo as a spoken language via a synthetic voice on speech generating communication devices and software programs.*

Tēnā koutou kātoa,

E mihi ana ki a koutou. Ko te tumanako au kei te ora koutou i muri i tēnei tau o awangawanga me rangirua.

What a whirlwind 2020 has been. The start of a new decade was something no one ever expected or could prepare for. The uncertainty of life in 2020 due to COVID has meant that projects like Ke te Waha o Te Reo had to be put on hold. However, it is known that opportunities can arise at any time!



Just when we were ready to strategise what we need to do in 2021, we were informed about some mahi that has been happening in Ōtautahi, Christchurch. A team of speech-language therapists have started translating low tech AAC/PODD books into Te Reo Māori, consulting with iwi Māori from Ngai Tahu to ensure the local dialect is right. Alongside this, they have developed a Mihimihi (formal greeting) structure to support students to participate in Te Ao Māori. Earlier this year, they spent time training students and teachers to use the low tech AAC resources. The main challenge for the roopu has been around the translation of the resources but they felt like they needed to start somewhere. They are also working towards developing a bilingual pathway for teacher training. The next step they intend to take is to record Te Reo kupu (words) and kiwaha (phrases) into the existing TouchChat communication app.

It is evident that there is an increasing demand for Te Reo Māori to be implemented into low-tech and high-tech AAC methods. Organisations such as ATANZ and NZSTA have approached us as they are interested in collaborating and join forces to cater to the needs of Māori with speech impairments. We have since been in contact with providers of AAC devices overseas to see if they could support us. They have expressed an interest in being a 'broker' between us and connections they have with organisations on a global scale.

One of our priorities have always been the need to respect Māori kawa (protocols), tikanga (customs) and tino rangatiratanga (Māori sovereignty). Although there is a high-quality digitised lexicon of Māori available, there are potential challenges in terms of the ownership of Te Reo Māori. We acknowledge that the language is rightfully owned by tangata whenua of Aotearoa in which their mana needs to be upheld. This means ongoing consultation with iwi Māori and ensuring that this is a matter that remains at the forefront of discussions particularly with overseas companies.

There are times where we feel like we are going around in circles and getting nowhere. However, we always find a new burst of excitement/energy when we hear that more and more people are needing a means to communicate in Te Reo Māori via AAC. We wait in anticipation for what 2021 holds for our kaupapa especially as we collaborate with potential organisations both globally and nationally. I hope 2021 is a year of prosperity and wellness for us all.

Ngā manaakitanga,

Geneva Hakaraia-Tino

## Supporting the Use of AAC; A Year of Two Halves:

Prior to the COVID-19 lockdown the TalkLink team was visiting clients all over the country. Driving and flying long distances is part of the work we do. For example Christchurch-based team members fly to Dunedin, Invercargill and Nelson and drive to the West Coast on a regular basis to complete communication assistive technology assessments. Auckland and Wellington based team members fly or drive to many locations in the central North Island and Northland, and even our more locally-based Tauranga, Whangarei and Invercargill team members cover many kilometres in the course of their work.

In addition, KiwiChat support group meetings were held around the country and our ambassadors were out supporting our clients as fabulous role-models.

*The two fantastic disco themed KiwiChat group meetings in Te Tai Tokerau*



*A' spent a lot of time last night just 'exploring' different words on her device and I have no doubt it was as a result of seeing someone else communicate so well with one, gave her a good bit of motivation.*

*And personally, as a parent still fairly early on in supporting the AAC journey, it was a real encouragement for me to see someone down the very experienced end of the scale and seeing the communication opportunities it will open up for 'A' in the future.*



*Thank you so much for coming in to talk to all of our Year 1 students, teacher aides, and teachers! The kids (and the adults) enjoyed meeting you, learning how you use your device, and about who you are as a person. The book you wrote is inspiring and educational. You capture so many important elements of communicating with someone who uses an AAC device and I know this is something I will use frequently in my classroom.*

That all changed with lockdown.... We learnt a great deal during this period, and as a result some of the innovations will continue to provide more flexibility in service delivery.

## TelePractice

With the TalkLink clinical team unable to physically visit our clients, we embraced TelePractice. This option does not work for all our clients, with some people saying during the lockdown period that they are just surviving and do not want any support at the moment. In other situations technology to support TelePractice is not available or there is poor broadband cover. However for some of our clients, the use of TelePractice has meant we have been able to complete assessments and/or training. An innovation that will continue where appropriate.



Some of the comments from TalkLink team members:

- I used Facebook Messenger to video call with the house-leader for two adult clients in residential services: one initial assessment and one ongoing trial. This has worked well and we have been able to continue the assessment process almost as per normal using video calling.
- We completed a very complex eye-gaze assessment for a client with Motor Neurone Disease via video calling and email, and have submitted the funding application; they were happy with the outcome.
- I used Whatsapp to video call with parents of a little girl who had an iPad with TouchChat communication software funded just before lockdown. We have completed the training at home, and I will just do a few training sessions at school to finish the process.
- A little boy who was very hard to engage in our face-to-face sessions earlier this year, loved the online TarHeel Game Play resources and with these he is now sitting and attending and has begun pointing to "more" on his core communication board - a first! He would only ever previously glance at his mum modelling very fleetingly, and never sustained his attention on anything for more than fleeting periods, so it is a huge step in his attention and understanding of how he can use language. The success of it is all due to mum's constant modelling and is an example of seeing a big shift in the child's success since we went into lockdown. Mum reports he has been so happy and engaged having more family time and they all get their instruments out and play music and have been able to connect in different and better ways compared to before.



## KiwiChat Groups

TalkLink has run KiwiChat groups and KiwiChat camps for some years now. This initiative was developed as a way to support people who are learning to use communication assistive technology tools and strategies. The aim is to create fun-filled sessions of learning and sharing, with the goal to support people who use these tools and strategies to become competent communicators.

Traditionally, KiwiChat Groups have been held around the country at regular intervals. With the lockdown making it impossible to run KiwiChat groups we decided, with some trepidation, to run a Virtual KiwiChat group.



**KIWICHAT GROUP**

**VIRTUAL  
KIWICHAT DAY**

Theme:  
Animals

10-10:45am

Thursday 30  
April 2020

via ZOOM  
link to be emailed  
when you RSVP





**TalkLink**  
Wahanga Tū Kōrero  
Assistive Technology Services

Please **RSVP** at

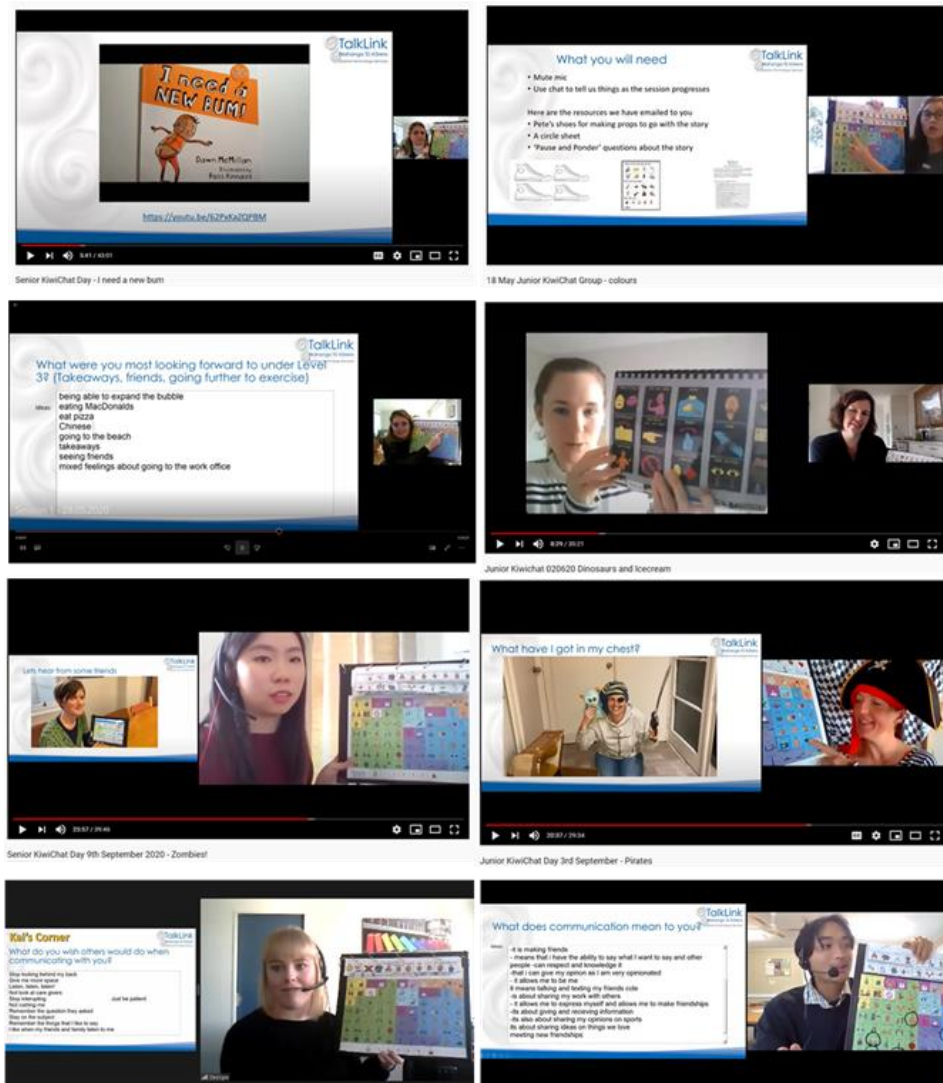
[https://talklink.org.nz/  
kiwichat-groups](https://talklink.org.nz/kiwichat-groups)

The first ever Virtual KiwiChat group was run on 30 April 2020 following minimal advertising through Facebook and by word-of-mouth. We had 58 participants from around the country attend, and with careful planning the outcome was a session that far exceeded our expectations. Families have embraced web-based meeting technology, making it easier to run the sessions, and the engagement and enthusiasm of the students participating in the session was remarkable.

Following are some comments from participants received shortly after the meeting concluded:



- That was so amazing. It was so well presented, clear and just blew me away. My brain is fizzing with ideas. You all worked so hard. Amazing how you added so much to the story. Just brilliant. Loved every minute.
- So good to see so many people. Thank you.
- Today's session was awesome, thank you. X seldom concentrates for that long! We would love to join in a session like this every week. Will use the story and follow up activities for the next few days.
- We have never met other children who use talking devices before. Really appreciate this.



These comments inspired the TalkLink team to run further sessions, and showed that we are reaching people who do not routinely come to KiwiChat group meetings. Being able to offer a recording of the session, posted on our website along with further resources so that families can revisit the activities, will enhance the support we are aiming to provide.

The X Squad, a communication group for teens and young adults also went virtual during lockdown. It now has an international flavour with three teens from the USA joining-in virtually. Feedback has been exceptionally positive with one parent sharing “it’s the most engaged he has been during virtual meetings”.

The Deputy Director General of Disabilities mentioned the virtual KiwiChat meetings in one of her weekly newsletter, as an example of a good news story during the Covid-19 response.

Statistics support a continuation of this initiative. During the first half of 2019/20 financial year we held 24 KiwiChat events. The second half of the year saw TalkLink hold eight virtual KiwiChat meetings and two face-to-face meetings. There were a total of 400 participants, which far exceeds the normal participant to event ratio achieved by having face-to-face meetings only.

	2018/19		2019/20	
# of KiwiChat events	25	27	24	10
# of people attending KiwiChat events	113	301	391	400

Table 3: Number of KiwiChat events held over the last two financial years

Figure 7 illustrates the wide geographic spread of the virtual KiwiChat attendees.

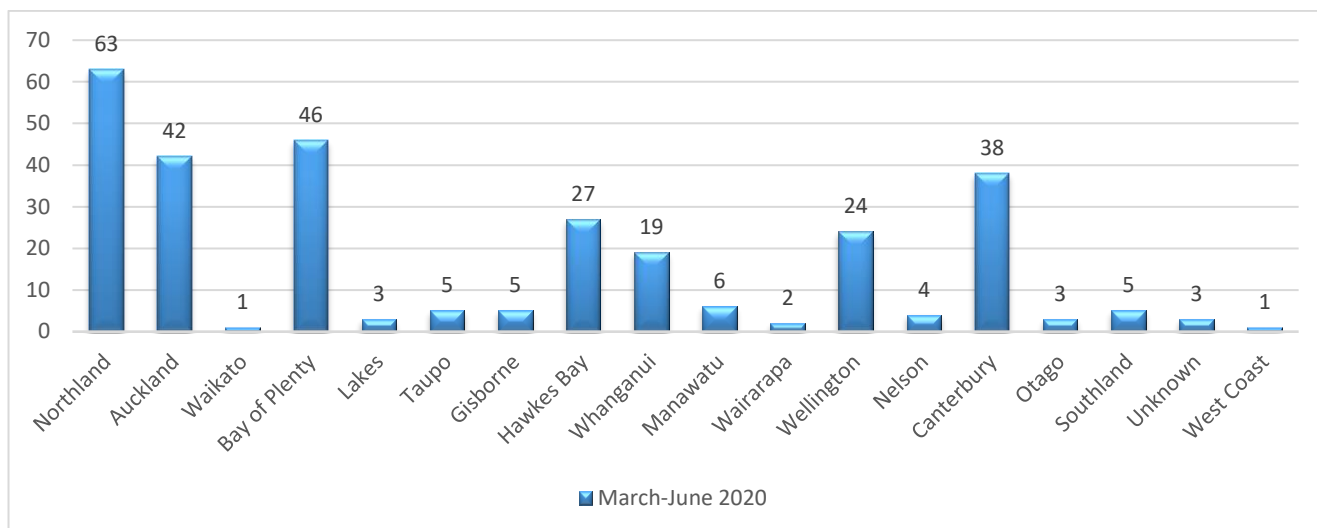
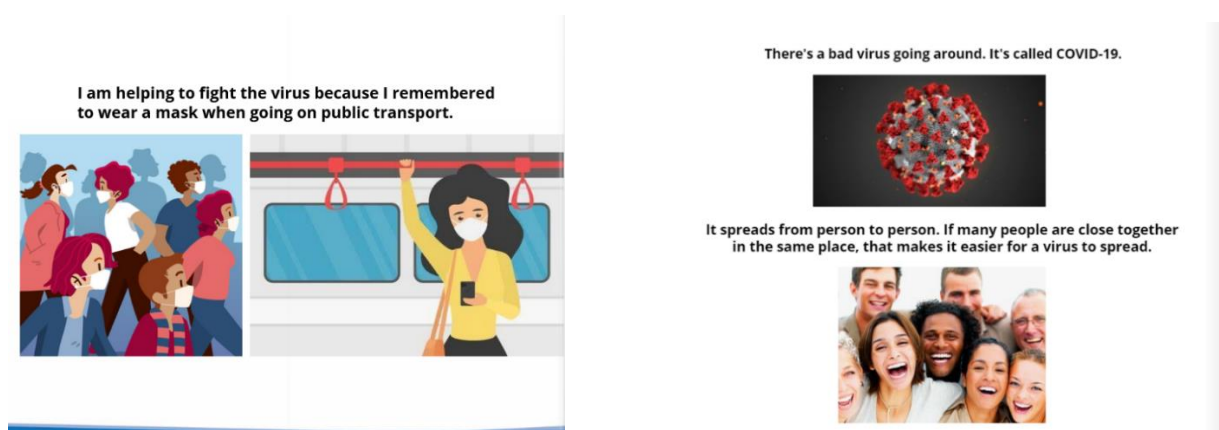


Figure 7: Number of Virtual KiwiChat Attendees by Region

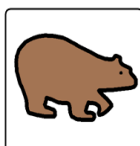
We have also surveyed participants regarding their preference for virtual and/or face-to-face KiwiChat groups moving forward. We anticipate that a combination of virtual and face-to-face groups will be the new pattern in the future.

## Resources for COVID-19



In response to COVID-19 TalkLink created a range of visual resources to help people understand COVID-19. These resources are available to download from our website <https://talklink.org.nz/resources>. They include both resources about COVID-19 such as Social Stories, as well as resources for families to use at home.

This is an example of a topical activity resource for people to use at home, which has been shared on our website and Facebook:



### USING CORE WORDS IN EVERYDAY ACTIVITIES

#### GOING ON A BEAR HUNT

*This favourite story has come to life in some neighbourhoods as families place teddies in their windows for others to find from the street. I wonder how many bears you can find when you go for a walk? To see the whole activity go to <https://talklink.org.nz/resources/core-word-activities>*

During the second half of 2019, we held 50 training events with approximately 650 people attending the various courses. A range of topics were covered, designed to support clients, whānau, support teams, and other interested people. Feedback from these courses remains extremely positive, particularly because the courses are very practical.

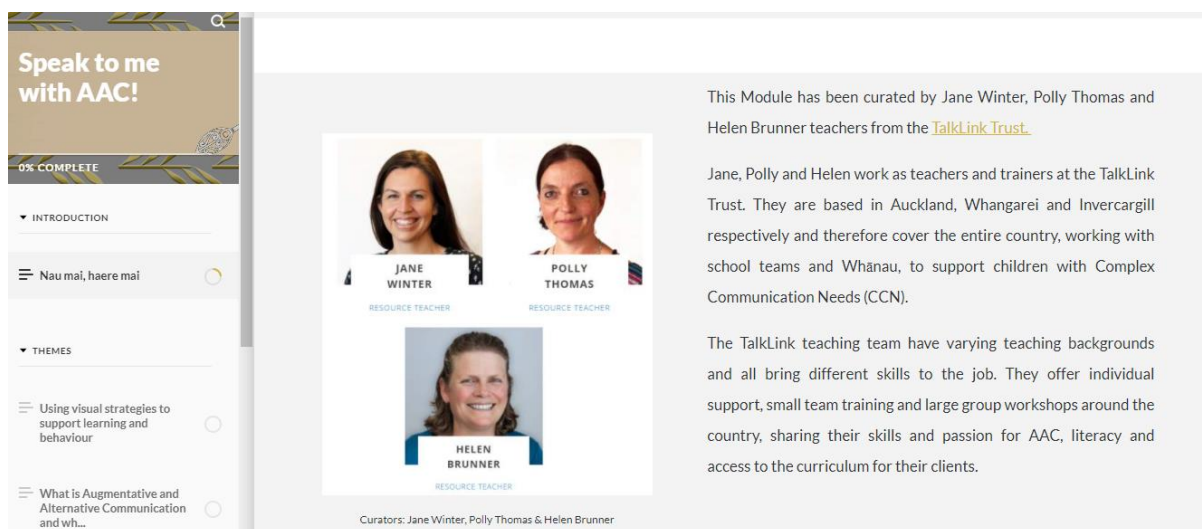
Covid-19 meant that we had to postpone or cancel a number of training courses in the first half of 2020. We rescheduled a number for later in the year. We managed to hold 25 events with approximately 335 people attending the various courses (about half the usual number of events and participants). Some of these, for example the University Speech-language Therapy courses, were held virtually during lockdown.

This year we are continuing to support opportunities within the education sector to provide skills and knowledge in the area of AAC and assistive technology. We see this as an important area that we can add value. Jane Winter one of the TalkLink teachers reports on one such opportunity:

TalkLink was approached by the Massey Specialist Teaching Team in September this year to ask if we were able to write and curate a module for their new Complex Education Needs Endorsement programme beginning in 2021. Jane, Polly and Helen (the TalkLink teaching team) took up the challenge and put together a 10 hour module, exploring visual strategies and AAC.

The module requires Massey post graduate students to read and engage in a range of articles, video links, resource links and learning tasks covering three main themes – Using Visual strategies to support learning and behaviour, What is AAC and who is it for? and Modelling the use of AAC. Jane, Polly and Helen were able to share their knowledge and experience as well as highlight the work Talklink is doing for children with Complex Communication Needs in New Zealand.

Jo Arnold (Lecturer-Massey University) guided the process and was amazing to work with. When the module was completed, she shared it with the wider Massey Specialist Teaching programme team as well as the Ministry of Education as an example of partnership excellence. The feedback has been fantastic so far and Jo is looking forward to using the module as part of her programme in semester 2, 2021.



**Speak to me with AAC!**

0% COMPLETE

▼ INTRODUCTION

☰ Nau mai, haere mai

▼ THEMES

☰ Using visual strategies to support learning and behaviour

☰ What is Augmentative and Alternative Communication and wh...

This Module has been curated by Jane Winter, Polly Thomas and Helen Brunner teachers from the [TalkLink Trust](#).

Jane, Polly and Helen work as teachers and trainers at the TalkLink Trust. They are based in Auckland, Whangarei and Invercargill respectively and therefore cover the entire country, working with school teams and Whānau, to support children with Complex Communication Needs (CCN).

The TalkLink teaching team have varying teaching backgrounds and all bring different skills to the job. They offer individual support, small team training and large group workshops around the country, sharing their skills and passion for AAC, literacy and access to the curriculum for their clients.

Curators: Jane Winter, Polly Thomas & Helen Brunner

## Supporting Community Therapists

---

Paula Shennan

Part of the services we offer at TalkLink is supporting community based therapists to obtain credentialing to complete assessments around AAC. We offer two support packages, one for a therapist to become Communication Assistive Technology Level One (CATL1) credentialed, and one to give support and ongoing supervision to those who are already CATL1 credentialed. With the changes afoot with COVID-19, we had to change the way that we delivered our CATL1 training courses.

In 2020, we have run both individual and group sessions, which included Ministry of Education, Specialist School and DHB based therapists. These sessions have moved to being on a virtual platform, which brings some benefits. Having a mixture of people from around the country in one group creates diversity, provides more flexibility with coarse timing, and is a cost saver with reduced travel. The virtual sessions have also meant that TalkLink staff who are new to facilitating courses, have been able to observe and see how they are run. We continue to hold the Tools Workshops in person to give the therapists the hands on experience of learning to use the equipment.

In 2020 we had 42 therapists work towards gaining CATL1 and 16 therapists sign up to complete ongoing supervision.

Some feedback from the participants include:

- Completing the course virtually has meant that we have been able to complete this alongside peers in other regions and from different employers who bring different ideas.
- I have really enjoyed upskilling and learning the process. I am looking forward to being able to help my students with their communication.

The Assistive Technology Alliance of New Zealand (ATANZ) has supported the ongoing CATL1 credentialing process by purchasing a number of equipment items to allow trials to take place. This then ensures that TalkLink clients and therapists are able to trial the TalkLink owned equipment.

This support also helps the TalkLink team provide more effective and efficient services. As Bridget Thompson shared:

*I've been supporting the SLTs at Goldfields Special School in Paeroa this year. They have done such a fabulous job carrying out equipment trials etc. with teams throughout lockdown. One therapist is almost finished her CATL1 credentialing too. It has been a great way to work with this school and the teams there, as they are so flexible and adaptable. We have successfully completed trials and had equipment funded for four students there this year, as well as made equipment/mounting adjustments, applied for accessory items, managed repairs and completed further follow up training for existing clients. We will likely carry on supporting them remotely for the most part.*



Be kind

## TalkLink Trust Board

Denise COSGROVE (Chair)	Cathy COMBER	John GREEN
James JORDAN	Margaret ELLETT	Tuini Glenda HAKARAIA-TINO
Jim HIGGINS	Jonny WILKINSON	

## National Office

Postal Address: PO Box 44 053, Pt Chevalier, Auckland 1246  
Phone: 09 815 3232

Ash ARROWSMITH	Ann SMAILL	Jane WINTER
Helen BRUNNER	Polly THOMAS	Chathuran WEERAKOON
Ankica MIDDELDORP		

## Northern Region

Postal Address: PO Box 44 053, Pt Chevalier, Auckland 1246  
Physical Address: Building 51, Entry 3 Unitec, Carrington Rd, Mt Albert, Auckland 1025  
Phone: 09 815 3232 E-Mail: [auckland@talklink.org.nz](mailto:auckland@talklink.org.nz)

Jessamy BELL	Samantha IVIL	Chris O'HARA
Cameron CASEY	Polly KHUSHAL	Amanda ROBERTON
Kadison CASEY	Fern MAXWELL	Paula SHENNAN
Glen DIXON	Shauna McCABE	Wei-Kai SHYU
Christina DOUGHTY	Alex MIDDELDORP	Amanda SLADE
Cheryl D'SILVA	Ivana MIDDELDORP	Bridget THOMPSON
Lauren FORSTER	Danica MIHALJEVICH	Celine WONG
Magnus HAMMARSAL	Tara MILLS	

## Central/Southern Region

Postal Address: PO Box 24 070, Wellington 6142  
Physical Address: Level 3, 187 Willis St, Wellington 6011  
Phone: 04 381 4956 E-Mail: [wellington@talklink.org.nz](mailto:wellington@talklink.org.nz)

Postal Address: PO Box 10 204, Christchurch 8145  
Physical Address: Unit 6/31 Stevens St, Waltham, Christchurch 8011  
Phone: 03 374 9222 E-mail: [south@talklink.org.nz](mailto:south@talklink.org.nz)

Kenny ARDOUIN	Tania GARDNER	Stacey MAYES
Amber BEAUMONT	Pauline GREEN	Anita MCDRURY
Pariya BEHNAMI	Georgia HOLIBAR	Leigh MILLWARD
Pauline BROWN	Ruth HUGHSON	Michaela POWELL
Yousra CHALABI	Gary JARVIS	Jessica SCOTT
Jason CRAWFORD	Libby KING	Sukhveer THANDAL
Margaret CUTTANCE	Emilie LOGAN	Rosanna TILYARD
Wendy DICK	Janet LOW	Barrie WOODS





# **2019 - 2020**

## **Financial Statements**

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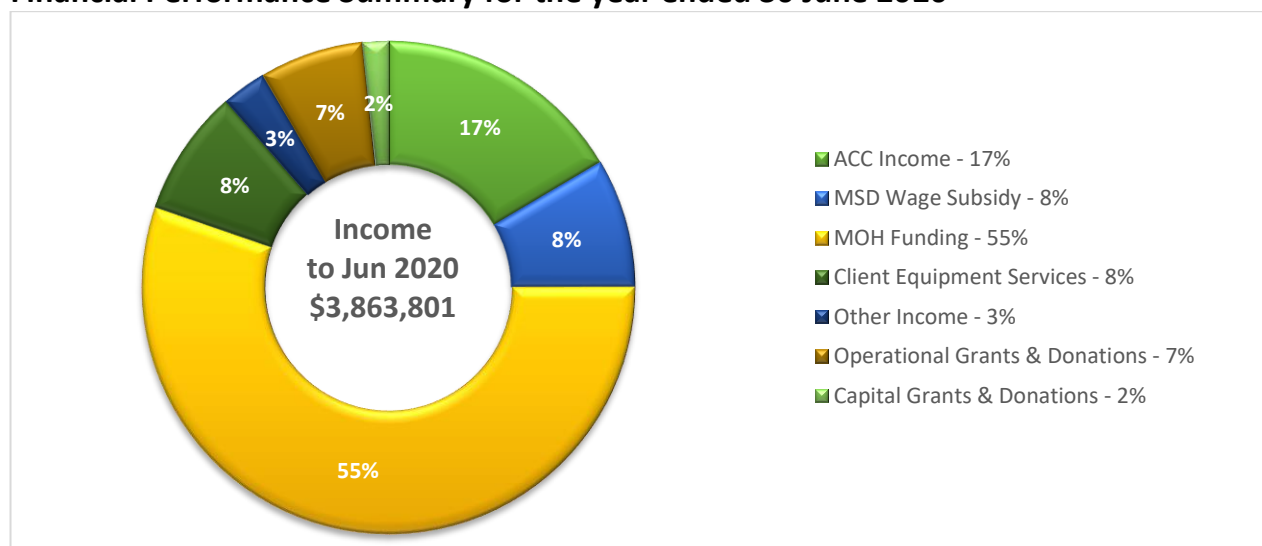
## Financial Report

The 2020 surplus before depreciation is \$304,903 compared with the 2019 surplus of \$105,122. This is attributable to a combination of factors associated with the Pandemic response. Decreased income from our major funders and fundraising has been offset by savings associated with staff costs largely due to the lockdown, along with the MSD Wage Subsidy. As a result we have been able to retain all staff during the difficult second half of the financial year.

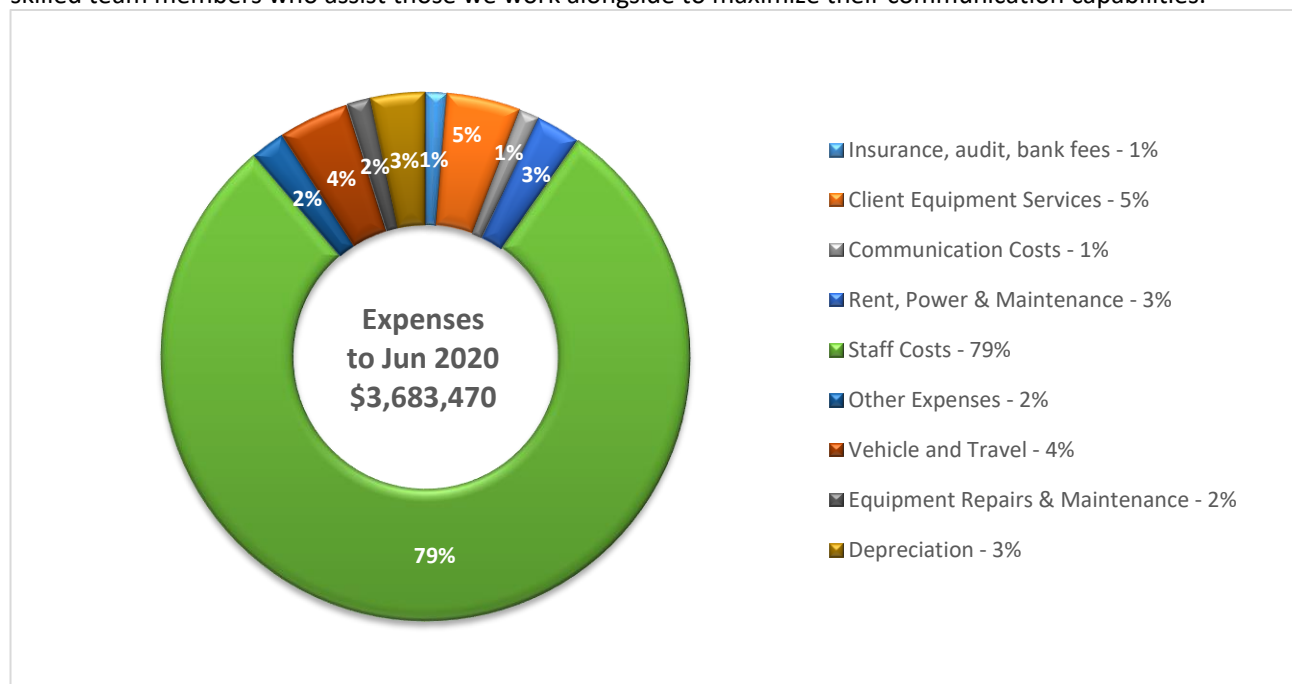
The consolidated result for the financial year to 30 June 2020 after depreciation is a surplus of \$180,332. This year the transfer to Revenue Reserves was of \$114,000, which forms part of the Total Accumulated Trust Funds. The Revenue Reserve is set up in order to build sufficient reserves to continue operating for a short period in the event that government contracts are not forthcoming.

This year seventy-six percent of our income came from contracts with government entities, namely the Ministry of Health (55%) and ACC (17%). The balance of our income is derived from donations and enables TalkLink to contribute above and beyond the specific work contracted by the Ministry of Health and ACC, for example in the provision of additional support initiatives.

### Financial Performance Summary for the year ended 30 June 2020



The nature of TalkLink's work means that 79% of our expenditure goes to human resources, that is, our highly skilled team members who assist those we work alongside to maximize their communication capabilities.



## TALKLINK TRUST

### DIRECTORY for the Year Ended 30 June 2020

Date of Trust Deed	16 October 1991
IRD Number	57-965-797
Charities Commission Number	CC23025
Place of Business	Auckland Entry 3, Carrington Road Pt Chevalier, Auckland 1025  Wellington Level 3, 187 Willis St Wellington 6011  Christchurch Unit 6 / 31 Stevens Street Waltham Christchurch 8011
Board of Trustees	Cathy COMBER Denise COSGROVE (Chair) Margaret ELLETT John GREEN Tuini Glenda HAKARAIA-TINO Jim HIGGINS James JORDAN Jonny WILKINSON
Beneficiaries	The Community
Auditor	Integrity Audit, East Tamaki
Bankers	ASB Bank St Lukes, Auckland
Legal Advisor	Margot J Nicholson Barrister & Solicitor Auckland

# Financial Statements

## STATEMENT OF COMPREHENSIVE REVENUE & EXPENSES For the Year Ended 30 June 2020

	2020	2019
<b>Revenue from non-exchange transactions</b>	\$	\$
Capital Grants & Donations	64,942	94,692
Operational Grants & Donations	263,641	330,227
	328,583	424,919
<b>Revenue from exchange transactions</b>		
ACC Income	637,121	665,288
Client Equipment Services	321,517	263,188
Interest Received	1,198	2,882
Ministry of Health Funding	2,136,896	1,936,896
MSD Wage Subsidy	327,473	0
Other Income	111,013	117,282
	3,535,218	2,985,536
<b>TOTAL REVENUE</b>	<b>3,863,801</b>	<b>3,410,455</b>
<b>Expenses</b>		
Administration	44,021	38,576
Audit Fees	4,116	4,194
Client Equipment Services	165,642	106,936
Communication Costs	45,914	46,576
Equipment Repairs	53,194	46,738
Loss on Disposal of Assets	(7,526)	2,031
Other Expenses	84,620	71,117
Property Costs	99,586	103,640
Salaries and Wages	2,869,458	2,663,550
Staff Development	41,604	57,482
Vehicle and Travel	158,271	164,493
	3,558,898	3,305,333
<b>Surplus/(Deficit) before Depreciation</b>	<b>304,903</b>	<b>105,122</b>
Depreciation	124,571	121,159
<b>Surplus/(Deficit) after Depreciation</b>	<b>180,332</b>	<b>(16,036)</b>

## STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

### For the Year Ended 30 June 2020

	2020	2019
	\$	\$
Equity as at start of year	690,980	707,016
Surplus/(Deficit) for year	180,332	(16,036)
<b>Equity as at end of year</b>	<b>871,311</b>	<b>690,980</b>

## STATEMENT OF FINANCIAL POSITION As at 30 June 2020

	2020	2019
	\$	\$
<b>Current Assets</b>		
Cash and cash equivalents	494,029	191,281
Receivables & Prepayments	545,601	558,863
Other Current Assets	0	0
<b>Total Current Assets</b>	<b>1,039,630</b>	<b>750,144</b>
<b>Deduct Current Liabilities</b>		
Payables & Accruals	170,241	171,448
Grants received in advance	0	0
Employee Entitlements	293,581	226,562
<b>Total Current Liabilities</b>	<b>463,822</b>	<b>398,010</b>
<b>Working Capital Surplus</b>	<b>575,808</b>	<b>352,134</b>
<b>Add Non-Current Assets</b>		
Property and Equipment	295,503	338,845
<b>Total Non-Current Assets</b>	<b>295,503</b>	<b>338,845</b>
<b>Total Net Assets</b>	<b>871,311</b>	<b>690,980</b>
<b>Represented by</b>		
<b>Accumulated Trust Funds</b>	<b>871,311</b>	<b>690,980</b>

For and on behalf of the TalkLink Trust Board



Chairperson: Denise Cosgrove  
Date: 7/12/2020



Chief Executive: Ann Smaill  
Date: 7/12/2020

The Statement of Accounting Policies and the accompanying notes form part of the financial statements.

## CASH FLOW STATEMENT

For the Year Ended 30 June 2020

	2020 \$	2019 \$
<b>Cash flows from Operating Activities</b>		
ACC Income	647,434	662,478
Grants & Donations	328,583	424,919
Interest Received	1,198	2,882
Ministry of Health Funding	2,136,896	1,936,896
Other Income	762,952	336,829
Goods and Services Tax (net)	28,608	(27,202)
Payments to Employees	(2,844,043)	(2,710,285)
Payments to Suppliers	(685,178)	(558,956)
<b>Net cash flows from the Operating Activities</b>	<b>376,450</b>	<b>67,562</b>
<b>Cash flows from Investing and Financing Activities</b>		
Sale of plant and equipment	7,530	6,826
Purchase of plant and equipment	(81,233)	(146,326)
Proceeds from borrowings	0	0
Repayment of borrowings	0	0
<b>Net cash flows from Investing and Financing Activities</b>	<b>(73,703)</b>	<b>(139,500)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>302,748</b>	<b>(71,939)</b>
Cash and cash equivalents at beginning of the year	191,281	263,220
<b>Cash and cash equivalents at end of the year</b>	<b>494,029</b>	<b>191,281</b>

The Statement of Accounting Policies and the accompanying notes form part of the financial statements.

### Statement of Accounting Policies for the year ended 30 June 2020

**Reporting Entity:** TalkLink is a Trust formed under a Trust Deed dated 16 October 1991. The financial statements and accompanying notes summarise the financial activities for the year ending 30 June 2020. The trust is a charitable organisation registered under the Charitable Trusts Act 1957, and the Charities Act 2005.

**Statement of Compliance:** The financial statements of TalkLink Trust have been prepared in accordance with Generally Accepted Accounting Practices. [NZ GAAP] They comply with the Public Benefit Entity NZ International Public Sector Accounting Standards [NZ IPSAS] as authorised by the External Reporting Board under the Financial Reporting Act 2013.

**Reduced Disclosure Requirements:** The trust is eligible to apply tier 2 reduced disclosure requirements given total expenditure is less than \$30 million, and it does not have public accountability. The entity has taken advantage of all available reduced disclosure requirements.

**Measurement Base:** The measurement and reporting of comprehensive income and financial position are on an historical basis. All figures are reported in New Zealand dollars.

**Specific Accounting Policies:** The following specific accounting policies, which materially affect the measurement of financial performance and financial position of the trust, have been applied:

**Government Contracts:** Contracts with the Ministry of Health are based on a 3 year term with a schedule of monthly payments, and invoice dates. The trust has recognised as income all rights to invoice under the contract schedule of payments.

**Grants and Donations Received [NON-EXCHANGE TRANSACTIONS]:** All grants are recorded as income as received unless there are unfulfilled conditions with a contractual right of return attached to the grant, in which case the amount relating to the unfulfilled conditions is recognised as a liability and released to income as the conditions are fulfilled. Donations are recognised as income on receipt. Donations in kind of goods and services are separately classified and recognised in income and expenses, based on a fair value should those goods and services be purchased at an arm's length. Volunteer time, if applicable, has been acknowledged in the notes to the accounts but not been given a financial value in these statements.

**Exchange Transactions:** Revenue from the ACC is recognised when the agreed services have been delivered and the amount of revenue can be reliably measured. At this stage, the benefits of the service and products has been delivered to the respective client.

**Operating Lease Payments:** These are leases where the lessor retains the risk and rewards of ownership of an asset. Payments made under operating leases are recognised in the Statement of Comprehensive Income on a straight line basis over the term of the lease.

**Cash & cash equivalents:** Cash and cash equivalents include cash on hand, bank balances, deposits held at call with banks, and short term investments which are subject to insignificant risks or changes in value.

**Receivables:** Receivables are stated at estimated realizable value after providing against debts where collection is doubtful. Bad debts are written off in the period during which they are identified.

**Investments:** Investments are held with registered trading banks and are classified as current assets if they have maturities of between three months and one year. Those with maturities greater than 12 months after the balance date are classified as non-current assets. Investments are included at cost. The trustees are not aware of any impairment provisions required for investments.

**Goods and Service Tax:** The Financial Statements have been prepared on a GST exclusive basis, with the exception of Accounts Receivable or Payable.

**Property and Equipment:** Non-current assets are recorded at cost, or in the case of donated assets, fair value at the date of receipt, less accumulated depreciation. Assets acquired with individual values under \$500 are not capitalised, they are recognised as an expense in the Statement of Comprehensive Income. The rates used are shown on the depreciation schedule forming part of the accounts.

No non-current assets are recognised as available for sale.

The trustees assess if any non-current asset is impaired and unable to generate an expected income return for its use. Impaired assets are separately classified, if appropriate, and an impairment value is taken to the Statement of Comprehensive Income.

**Depreciation:** Non-current assets are depreciated over their estimated useful lives on a straight line basis. Depreciation of all assets is reported in the Statement of Comprehensive Income. The estimated useful lives for each major class of assets are:

Buildings	20 Years
Building fit-out	7 - 10 Years
Office Equipment and Furniture	5 - 12 Years
Equipment - Computers and Assessment Equipment	3 - 12 Years
Software and Website	2 - 8 Years
Motor Vehicle	7 Years

**Employee Entitlements:** Provision for Holiday Pay reflects annual leave owing to staff at balance date and is measured at the amounts expected to be paid when the liabilities are settled.

The board has assessed employee sick leave entitlements and the occurrence of leave requests above any annual entitlement, for the inclusion of a material obligation. No material obligation is known to the board at the time of adopting these financial statements.

**Funds Held in Trust:** Funds are held in trust where they have been received by TalkLink for a specified purpose. Sufficient funds are held to enable the funds to be used for their intended purpose at any time.

**Prior year comparatives:** Where necessary, prior period comparative figures have been reclassified to reflect the current year's presentation.

**Changes in Accounting Policies:** The comparative year reporting is under NZ IFRS, and the figures have not been restated under NZ IPSAS. There have been no other material changes in accounting policies by the entity during the period covered by these financial statements. All other policies have been applied on a basis consistent with those used in previous years.

## Notes to the Financial Statements for the year ended 30 June 2020

<b>Cash and Cash Equivalents</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Cash on hand	440	440
Current accounts	493,589	190,841
Short Term Deposit	0	0
	<b>494,029</b>	<b>191,281</b>

<b>Reconciliation of Net Operating Surplus with Operating Cash Flow</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Surplus/ (deficit)	180,332	(16,036)
<b>Add / (deduct) Non-cash movements</b>		
Depreciation and Amortisation	117,045	121,159
Non-cash donations	0	0
Non-cash donations equipment	0	0
<b>Add / (deduct) movements in working capital items</b>		
Inventories	0	0
Trade and other receivables	13,262	(46,451)
Conditional grant liability	0	0
Trade and other payables	(1,207)	(1,857)
Employee benefits	67,019	10,747
<b>Net cash flows from operating activities</b>	<b>376,450</b>	<b>67,562</b>

<b>STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY</b>	<b>2020</b>	<b>2019</b>
<b>General Accumulated Funds</b>		
Opening Balance	384,980	503,016
Surplus / (deficit)	180,332	(16,036)
Transfers to Reserves	(114,000)	(102,000)
<b>Closing Balance</b>	<b>451,311</b>	<b>384,980</b>
<b>Revenue Reserves</b>		
Opening Balance	306,000	204,000
Transfers from General Funds	114,000	102,000
<b>Closing Balance</b>	<b>420,000</b>	<b>306,000</b>
<b>Total Accumulated Funds</b>	<b>871,311</b>	<b>690,980</b>



## Grants & Donations Received

The donations and grants are recorded as income in the year that they are received unless the funding received for an authorized purpose and unspent funds at the end of the financial year had a contractual right of return. In this case the donation or grant is carried over to the next financial year and recognised as income once the contractual requirements of the grant or donation are fulfilled.

Grants & Donations Received	Recognised in 2020 year \$	Recognised in 2019 year \$
ATANZ	500	0
Bay Trust	15,000	15,000
COGS Auckland City		1,500
COGS Coastal Otago/Waitaki		2,500
COGS Hutt Valley		3,500
COGS Manukau		2,000
COGS Papakura / Franklin		4,000
COGS Rotorua		1,500
COGS South Waikato		2,000
COGS Southland		2,000
COGS Tauranga / Moana		2,500
COGS Tongariro		3,500
COGS Waikato West		1,000
COGS Waitakere City		1,000
COGS Whanganui/Waimarino/Rangitikei		2,000
COGS Whangarei / Kaipara		3,000
Constellation Community Trust Ltd	7,000	7,000
David Innes	2,000	0
Deirdre Cullity	485	486
Dragon Community Trust Ltd	2,000	1,000
Eastern & Central Community Trust - Central	3,375	3,375
Eastern & Central Community Trust - Gisborne	1,125	1,125
Esme & Tom Tombleson Charitable Trust	3,500	0
Foundation North (Aug 2018)		25,000
Foundation North (Jun 2019)		25,000
Four Winds Foundation	10,000	15,000
Frimley Foundation		15,000
Glenn Stone Insurance Limited		2,000
Guardian Trust - Earnest Davis Hyam		10,000
JM Thompson Charitable Trust	26,000	0
Lion Foundation	15,000	20,000
Lou and Iris Fisher Charitable Trust		7,500
Louisa & Patrick Emmett Murphy Foundation	5,000	0
Ministry of Social Development	5,000	0
NZ Lottery Grants Board	70,000	90,000
Otago Community Trust	3,309	0
Other Donations	3,381	5,266
Perpetual Guardian - Earnest Davis Hyam & The Ted and Mollie Carr	10,000	0
Perpetual Guardian - Guy Anson Waddel Charitable Trust	5,000	0

<b>Grants &amp; Donations Received</b>	<b>Recognised in 2020 year \$</b>	<b>Recognised in 2019 year \$</b>
Perpetual Guardian - Stewart Family Charitable Trust	7,000	7,000
Portage & Waitakere Licensing Trust	8,000	9,000
Pub Charity (Inc.)	19,033	0
Rata Foundation - Canterbury Region	27,000	26,000
Rata Foundation - Marlborough region	9,000	8,000
Rata Foundation - Nelson region	9,000	8,000
Rotorua Energy Charitable Trust (Jul 2018)		20,000
Rotorua Energy Charitable Trust (Jun 2019)		19,928
St Joans Charitable Trust	5,000	5,000
Steadfast NZ Foundation	2,500	0
The Community Trust of Southland	10,000	10,000
The Southern Trust	10,000	10,000
Thomas George Macarthy Trust	15,000	0
Trillian Trust	10,505	9,581
Stewart Motorsport		17,658
Wiri Licensing Trust	8,870	0
	<b>328,583</b>	<b>424,919</b>

<b>Receivables &amp; Prepayments</b>	<b>2020 \$</b>	<b>2019 \$</b>
Ministry of Health contract	181,786	181,786
ACC Contract	152,485	162,797
Other Debtors	143,728	161,603
Subcontractor - WIP	33,277	21,939
Prepayments	34,325	30,738
	<b>545,601</b>	<b>558,863</b>

<b>Employee Entitlements</b>	<b>2020 \$</b>	<b>2019 \$</b>
Provision for Holiday Pay	215,272	179,940
Salary and Wages Accrual	78,309	46,622
	<b>293,581</b>	<b>226,562</b>

**Operating Lease Commitments:** The Lease for TalkLink's Auckland office is transferred to Crown Land Development from MBIE and at this time does not have an expiry date.

Lease commitments for TalkLink's Wellington office were renewed for a further 3 years from 1 February 2018 to 31 January 2021.

The Lease for TalkLink's Christchurch office was renewed on 23 April 2018 for a further term of 3 years ending on 22 April 2021.

<b>Operating Lease Commitments</b>	<b>2020 \$</b>	<b>2019 \$</b>
Current	42,003	61,096
Non Current	0	42,003

## Property and Equipment

	2020			2019		
	Cost	Accumulated Depreciation	Net Book Value	Cost	Accumulated Depreciation	Net Book Value
	\$	\$	\$	\$	\$	\$
Buildings	378,391	338,060	40,331	378,391	319,391	59,000
Motor Vehicle	240,059	130,947	109,112	234,817	140,123	94,694
Furniture & Fitting	46,016	41,282	4,733	44,762	39,576	5,186
Office Equipment	74,577	65,562	9,015	73,427	60,492	12,935
AT Equipment	315,911	222,954	92,957	290,767	171,507	119,260
IT Equipment	300,777	265,637	35,141	285,334	243,972	41,362
Intangibles	8,780	4,567	4,213	8,780	2,372	6,408
<b>Total Fixed Assets</b>	<b>1,364,512</b>	<b>1,069,009</b>	<b>295,503</b>	<b>1,316,279</b>	<b>977,433</b>	<b>338,845</b>

**Contingent Liabilities:** No contingent liabilities are known to exist at balance dated. (Last years: \$0)

**Related Party Transaction:** There have been no material related party transactions during the financial year for which these financial statements are prepared.

**Board of Trustees:** The board of trustees have not received any remuneration during the financial year.

**Key Management Personnel:** The key management personnel are the Chief Executive, Regional Managers and Finance Manager. The aggregate remuneration and the number of “full-time equivalents” (FTE) for the management personnel is presented below:

	2020	2019
	\$	\$
Total remuneration	420,487	414,685
Number of persons (FTE)	4.00	4.00

**Term Liabilities:** Nil

**Accounting For Events After Balance Date:** No significant events have occurred since balance date that would require a change to the Financial Statements.

**Taxation:** TalkLink Trust is a charitable organisation and is exempt from Income Tax.

## INDEPENDENT AUDITOR'S REPORT

To the Trustees of the TALKLINK TRUST, for the year ended 30 June 2020

### Opinion

We have audited the performance report of the TALKLINK TRUST which comprises the entity information and statement of financial position as at 30 June 2020 and the statements of comprehensive income, changes in equity and cash flows for the year ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion the performance statements present fairly, in all material respects, the financial position of the TALKLINK TRUST as at 30 June 2020 and its comprehensive revenue, expenses and its cash flows for the year ended, in accordance with Public Benefit Entity International Public Sector Accounting Standards [PBE NZ IPSAS] Reduced Disclosure Regime [RDR] tier 2 framework.

### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described below in the *Auditor's*

*Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Mission Without Borders (N. Z.) in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor, and assisting with the format of the report, we have no other relationship with, or interests in, the Mission Without Borders (N. Z.).

### Restriction on Responsibility

This report is made solely to the Trustees, as a body, in accordance with section 42F of the Charities Act 2005, and their deed of incorporation. Our audit work has been undertaken so that we might state to the Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees as a body, for our audit work, for this report, or for the opinions we

have formed.

### Governance Responsibility for the Financial Statements

The governance is responsible for the preparation and fair presentation of the performance statements in accordance with PBE NZ IPSAS framework with the RDR and for such internal control as the governance determines is necessary to enable the preparation of the performance statements that are free from material misstatement, whether due to fraud or error.

In preparing the performance statements, the governance is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the governance either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the performance statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. We are also required to apply the explanatory guide (EG) A1.

A further description of the auditor's responsibilities for the audit of the financial statements is located at the XRB's website at <http://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/>



Charity Integrity Audit Ltd, South Auckland  
Director : Peter Conaglen CA PP  
7<sup>th</sup> December 2020