

TalkLink Trust  
Wahanga Tū Kōrero  
Assistive Technology Services



**Annual Report  
2017 - 2018**

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## Acknowledgements

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Boccia New Zealand	Otago Community Trust
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Digital Island	Rotorua Energy Charitable Trust
Dragon Community Trust Ltd	St Joan's Charitable Trust
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Mainland Foundation	Xtreme Productivity
Manurewa Lions Club	Zabonne

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

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*Mke Ninces, TalkLink Ambassador*

Thinking about the Annual Report, I have been trying to come up with a theme to summarise 2018. It was not easy and I found myself, yet again, on the horse called “Right Words,” a horse of perfection. For those of you who don’t know, I had the honour of addressing the entire International Society of Augmentative and Alternative Communication (ISAAC) conference delegation, when I presented the 2018 Outstanding Consumer Lecture. It is hard to believe that this time, last year, I was drafting my proposal! My lecture focused on assumptions, adventures and how changing our attitude can be like getting onto a horse. This is where “Right Words,” a horse of perfection comes from.



The more I thought about it, the more I realised that trying to find the right words may summarise 2018 perfectly. One of the most common questions I get is: ‘does public speaking make you nervous?’ While the act of public speaking doesn’t concern me, I always worry about how people will react to what I am saying. For example, I love speaking at the KiwiChat Camp, the TalkLink Trust runs every two years. However, I am really conscious about giving families false expectations, so this year I decided to change my speech up. Although I was worried about how people would react, I knew it was one of the best presentations I had prepared as it had been written from my heart. By being honest but fair, I feel I found the right words to connect with all of the families, regardless of what disability their child had.

Similarly, I was not nervous about delivering my outstanding consumer lecture, in terms of it being a big international conference. Honestly, I had more sleepless nights leading up to my Masters graduation, earlier in the year! However, I was quite nervous about how my presentation would go down with the audience.

In my presentation, I talked about how Thestrals are the horses that people ride, when there is a crisis and they have no choice but to be on that particular horse. Little did I know that I would need to ride a Thestral to deliver my presentation. As I had included some less pleasant memories in my presentation, there was a lot of emotion entrenched in it. Clear as day, I can remember rehearsing my presentation for my extended family and saying “I hope I don’t cry on stage!”

However, when I learnt that I wasn’t the only one struggling to find the right words this year, I knew that I had to keep myself together. The nursery rhyme tells us that after Humpty Dumpty had a great fall, “All the king’s horses and all the king’s men couldn’t put Humpty together again.” Openly talking about attitude and asking the audience to reflect on their own lives was extremely daunting, knowing that the TalkLink Team were grieving for people, including two members of our own staff. While I knew my horses couldn’t change the past or put people back together, I just hoped that people would use horses to get through future challenges.

Indeed, I know that my presentation helped my friends find the right words at a difficult time. Recently, I was quite sick and spent time in intensive care, where unsurprisingly three of my friends made comments along the lines of “get onto the good health horse.”

Even as I was drafting my presentation, I knew people would embrace and somewhat mock the horse metaphor. From the moment, I delivered my outstanding consumer lecture, people were asking where the unicorns were. The truth is that I am still yet to discover that magical part of my paddock. In saying this, while doing my Christmas shopping, I have seen so much unicorn themed stuff, I reckon that maybe 2019 will be the year that I find my unicorns. Even if there are no unicorns, I certainly hope that the TalkLink Team can have a year free of Thestrals. Also, I hope that we can all find the right words in 2019; After all, the TalkLink Trust is about communication and finding our voice is what we are here to achieve.

For a recording of the ISAAC lecture see <https://www.youtube.com/watch?v=psbtJNNFL7I&feature=youtu.be>



*Mke (centre) with her New Zealand whānau following her lecture at ISAAC*



## Tribute to Liz and Justin

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The past year has been a rollercoaster ride and finding the right words to convey both the highs and lows is, as Mke has said, not easy. We have tried to find the right words to express the huge sense of loss the TalkLink whānau has experienced with the passing of two team members within a very short period of time.

### **Elizabeth Dykstra (Messina)**

**26.09.1962 – 21.01.2018:**

**Colleague, Mentor, Boss, and Friend**

*Rosanna Tilyard, Team Leader, TalkLink Lower North Island*

*Ann Smaill, Chief Executive, TalkLink Trust*

*Molly Kallesen, Team Leader Speech-Language Therapy, Capital & Coast District Health Board*



Sadly, TalkLink lost one of our AAC pioneers at the beginning of 2018. Liz was a Manager and speech-language therapist (SLT) working for the TalkLink Trust since 2000. She was instrumental in establishing services in the Lower North Island and her commitment to the TalkLink team and clients was inspirational.

Liz's career as a speech-language therapist saw her work from a school clinic in Hastings as a new graduate, and then move to Hastings Memorial Hospital, where her interest in working with adults began. She also worked at Auckland City Hospital, for the Orewa Community Health team and from 2016 split her time between continuing her management role at the TalkLink Trust, and working at Wellington Hospital. This split provided the opportunity for Liz to undertake more direct therapy support to people with head and neck cancer, an area of particular interest.

Messages of condolence were overwhelming, and showed that to many therapists she was much more than the TalkLink Lower North Island manager. She was a mentor, a guide, and someone to look up to as an outstanding role-model. She was a friend, supportive under any circumstance.

Throughout her time at TalkLink, Liz has nurtured many therapists and helped to develop their skills in functional communication, empathy, seeing the bigger picture, and most importantly work-life balance. Liz made a job that was often challenging, fun and her team often had sore cheeks from laughing at her outrageous sense of humour. Liz was an ally that could always be relied upon. The magnitude of the widespread feeling of loss is truly a testament to how amazing she was, and how sorely she will be missed.

Wellington Hospital staff appreciated Liz's hard work and incredible dedication to her patients. She was extremely empathetic when working with individuals with cancer, even when undergoing treatment herself. Her hospital colleagues miss her constant smile and listening ear. Liz will be irreplaceable.

When telling one SLT her cancer was terminal, Liz said 'to have done a job where you can make a difference to one person's life in a positive way, in the end means a huge amount, it's all you can ask'.

We are lucky to have been amongst the hundreds of people that Liz made a difference to, and stand with the rest of you in our heartbreak that Liz has gone so soon.

*'What you leave behind is not what is engraved in stone monuments, but what is woven into the lives of others.'*  
- Pericles



## Justin Tate

09.07.1975 – 06.07.2018

*Glen Dixon, Regional Manager, Upper North Island  
Fern Maxwell, Senior Clinician, Upper North island  
Ann Smaill, Chief Executive, TalkLink Trust*

*I've learned that people will forget what you said,  
people will forget what you did,  
but people will never forget how you made them feel  
Maya Angelou*



The TalkLink whānau had the privilege of working with Justin for 13 years. His role was to provide technical support to both the TalkLink team and to clients, an essential and often demanding part of our work. Justin had the ideal mix of IT knowledge and people skills, having worked in the health and disability sectors prior to his job at TalkLink.

He cared deeply for the clients we work with, always remaining calm in often tricky situations. He was so very patient, spending hours supporting by phone and via remote access to our client's technology; the furthest away client was in Bluff. We often joked that Justin just needed to look at a computer and it would be fixed! He would charm, calm, flirt a little, and mostly find a solution. He would not patronise the tech needy. His manner was loved, respected and always sincere.

It was the caring and nurturing skills that put Justin apart. Justin had the amazing knack of knowing how his colleagues were managing, and the wonderful supportive team we have at TalkLink is in no small part due to Justin's influence. Tributes from ex-TalkLink colleagues from around the world, highlight how much he meant to so many people.

Justin was also brave; often in pain and physically unwell he always had time for others. Sometimes he shared parts of this, other times just the surface. What was amazing is that he always had time for others, even when on reflection our needs were far less. Justin's suicide sent shock waves through all of us, and as we find different ways to express our grief, we will always remember this much loved team member. The Auckland office in particular, but also TalkLink as a whole, will never be the same without him. We are so sorry to see you go and we will be forever grateful for how you made us feel.



## The TalkLink Trust Board

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At the 2017 AGM the TalkLink Trust Chair, Sam Fairhall retired from the Board after many years of service to TalkLink. John Green, replaced Sam as an interim Chair for most of 2018, and Denise Cosgrove has now stepped into the position of TalkLink Chair.

We also welcomed Cathy Comber to the Board at the end of 2017. Cathy has a strong Business Management background, as well as contributing to many community-based initiatives.

Long-standing Board member Rev. Vicki Terrell retired from the Board in 2017. Vicki was one of the founding TalkLink clients and helped establish TalkLink services in Wellington. Vicki's lived experience of disability, as well as her substantial knowledge of the disability sector will be missed. We wish Vicki well in her future endeavours, as she continues to tirelessly advocate for an inclusive society.

### From the Chair

Over the past year the TalkLink Trust Board has continued developing strategies to help equip TalkLink to meet the significant challenges facing the organisation, like many other organisations in the disability and health sectors. This has included developing a Future Sustainability Plan, which focuses on empowering senior TalkLink team members to develop innovative ways of managing the ever-increasing demands on the TalkLink service. TalkLink is very fortunate to have a highly skilled and dedicated team, who are well equipped to develop services and take advantage of innovation.

Raising the TalkLink profile has been a goal, and to this end TalkLink Board and team members have met with a number of government Ministers including the Hon. Carmel Sepuloni, Minister of Social Development and Disability Issues, who visited our Auckland office, as well as the Hon Ruth Dyson, MP for Port Hills and the Hon Poto Williams, MP for Christchurch East, who visited the Christchurch team. We promoted their visit on Facebook and received this response from Minister Williams: *Thank you so much for letting us share in the fabulous work you do and for introducing us to Melissa. I'm super impressed!*



*Minister Sepuloni with Geneva Hakaraia-Tino, Board members Denise Cosgrove and Jonny Wilkinson and CEO Ann Smaill*



*Ministers Dyson and Williams with members of the South Island TalkLink team and client Melissa Fox*



TalkLink has also responded to a number of Requests for Proposals and has made submissions in 2017-2018, including registering interest in the Health Workforce New Zealand Development Fund, and completing submissions to the Disability and Learning Support Action Plan and the Super-senior strategy.

We have been grateful for the support received from the Government, who has allowed us to remain on the Unitec site while the plans for the Kiwi Build initiative are further developed. This means that we can delay moving the Auckland office, and gives us more time to look at sustainable office options moving forward.

We thank all our supporters and sponsors, and especially the TalkLink team, who work so dedicatedly and tirelessly to support our clients. We are proud of them and their work. A special thanks to our two ambassadors, Mke Ninces and Geneva Hakaraia-Tino, who have made such a huge impact both nationally and internationally this year. Every word counts when you rely on AAC, and they are masters of saying the rights words!

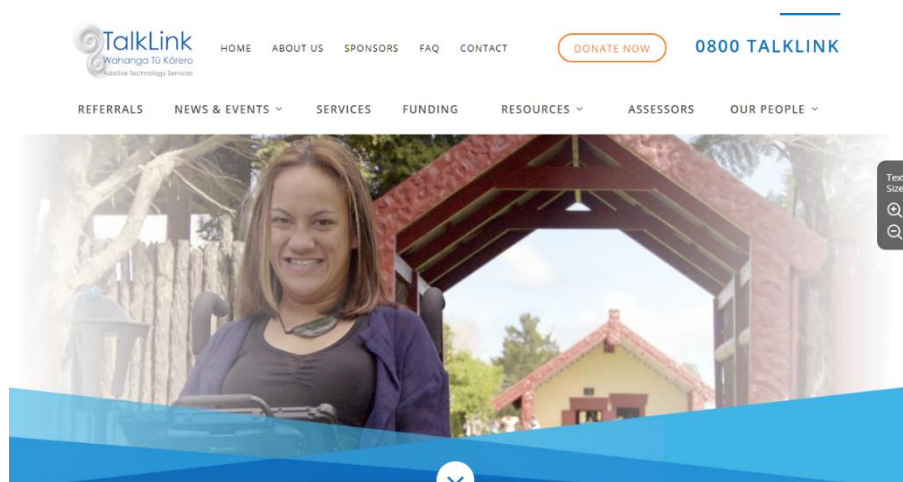
And finally, we would like to personally acknowledge Ann Smaill. She is an outstanding performer who is innovative and always willing to change and grow. She has worked hard to navigate the complexities and challenges over the year, and always has a mind-set for opportunity, Thank you Ann.

Ngā mihi nui

John Green and Denise Cosgrove

## From the Chief Executive

The challenging past year has been made less so due to the hard work of the TalkLink team. I am grateful for the support of the Management team, Glen Dixon, Barrie Woods and Ankica Middeldorp, who have had to take on a number of extra responsibilities this past year. This year we have appointed Wellington based, Rosanna Tilyard and Pauline Green as Team Leaders. They have worked tireless to ensure the Lower North Island team and clients are well supported, which has not been easy with the passing of Liz Messina. Thank you to, to Paula Shennan who has taken on a lead role in equipment management, and has project lead the redevelopment of the TalkLink website: [www.talklink.org.nz](http://www.talklink.org.nz). The website and Social Media are important tools and our very efficient Social Media team have been working hard to promote the work we do, including sharing useful ideas and strategies.



I am excited to have Fern Maxwell, Polly Khushal, and Pariya Behnami take on a project role to focus on the Board-lead Sustainability Plan.

There have been a number of staff changes over the past year with overseas travel, new work opportunities and parental leave being the main reason for people leaving.

The highlight of 2018 was the ISAAC Conference, as already mentioned by Mke Ninces. Fourteen team members attended the conference on the Gold Coast. The International Society for Augmentative and Alternative Communication (ISAAC) Conference is the flagship event for AAC practitioners and consumers internationally. It is the first time an ISAAC conference has been held in the Southern Hemisphere. Approximately 60 New Zealanders took advantage of the opportunity. This included four people with lived knowledge of disability, all of whom are TalkLink clients and all of whom presented.

The presentations included:

Gabrielle Hogg, AAC and dating workshop

Autistic Advocacy Network NZ – our campaign for access to AAC

Mke Ninces and Jessamy Bell (TL SLT),

KiwiChat Sibling Camp: A Camp Experience for the Siblings of Children with Complex Communication Needs

KiwiChat Camp: Experiences and Perceptions of Children with Complex Communication Needs and their Family/Whanau

Geneva Hakaraia-Tino and Ann Smaill (TL SLT)

Te Reo Māori and AAC: we have the right

Batin and Sonja Carpenter

Communication AACess across the divide of international adoption and disability; a mother and daughter's reflection

In addition Sarah Houlahan completed a post-graduate study whilst working for TalkLink, and presented on: Supporting Effective use of AAC with Young Adults with Autism Spectrum Disorder in Community Settings

The highlight of the conference was our very own Mke Ninces, who was selected to present the Outstanding Consumer Lecture, which she titled 'Assumptions, Attitudes and Adventures'. This award attracted entrants from around the world, and her lecture was inspirational.

Some formal feedback from one of the team, Rosanna Tilyard:

*It was inspiring to be amongst like-minded professionals and to learn about AAC practice and implementation across the world, along with current research and best practice. Although I did learn many tweaks and additions to the clinical practice of the Lower North Island, I was also very proud to confirm through lectures and discussion with other professionals, that TalkLink service delivery is not only based thoroughly in evidence based practice, but is a model that rivals many of the leading countries in our field (Australia, USA, Canada).*

*It was particularly inspiring to see TalkLink clients on an international stage, winning awards!*

Finally. I would like to thank Mark Dewar, who is retiring after working at TalkLink since December 1999. Mark joined the Upper North Island team as a new graduate occupational therapist and has spent his occupational therapy career at TalkLink, building an innovative reputation in all-things assistive tech. Mark is the epitome of Kiwi ingenuity, even if he is Australian, being relied on to design, fix, mount equipment onto even the trickiest wheelchairs, and construct just about anything. He is the star attraction at KiwiChat Camps and the children love his antics. We wish him well in the next phase of his journey, and hope he will make cameo appearances at future KiwiChat Camps.



Ngā mihi nui,

Ann Smaill

## Building Awareness

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*Geneva Hakaraia-Tino, TalkLink Ambassador*

Tena koutou,

I would like to begin my review of 2018 by paying tribute to Justin. He was definitely one of a kind whose presence is greatly missed by the TalkLink team and the many clients he had helped over the years. Moe mai ra Justin.

2017 was a year of success, celebrations, congratulations and commiserations. 2018 did not fare much better until the latter part of the year after months of enduring personal issues.

The one thing that kept me focused was the Te Reo project. I was somewhat optimistic along with a bit of trepidation about what 2018 had in store.

Having the opportunity to attend the ISAAC conference this year allowed me to meet and connect with like-minded people. On the first day of the conference, Ann and I presented on the importance of having communication devices capable of speaking in Te Reo Māori. This opened up an avenue for us to connect with people from other countries who share the same desire, to provide AAC users an opportunity to converse in their own language. This gives me hope that another dimension of diversity can be added to the AAC community. With an open mind and a significant amount of inquisitiveness, I was eager to fill my kete with knowledge. I attended sessions that I believed would give food for thought and ideas not only for the project but how New Zealand could be better equipped to be a communication accessible society.

It was such a privilege to attend an international conference as part of TalkLink, a dynamic and positive team. I would like to take this opportunity to congratulate Mke on receiving the outstanding lecture award and her excellent presentation. How you used the analogy of horses to portray the diversity of emotions one experiences was flawless. So many people would benefit from listening to your presentation.

Another highlight for the Te Reo project was having the opportunity to have a discussion with the Minister of Social Development and Disability Issues. Carmel Sepuloni. A number of matters were raised with the minister around raising awareness and encouraging government to be bold with supporting communication access. We discussed what we aim to do with the Te Reo Project and the challenges we have faced thus far. She made an interesting comment about how no-one had discussed better access for people with disabilities to be able to fully participate in the Māori world. Personally, I think this could be a good point to highlight when approaching organisations and other agencies for support.

In consideration of our discussion, it has since been indicated that a meeting is being planned for Carmel and other ministers to have a discussion to address how they could support organisations like TalkLink to continue to assist people with complex communication needs. It will be interesting to hear what the outcome of this will be.

Throughout this year, we have had ongoing discussions with Canterbury University and speech-language therapists about the development of a core-vocabulary board in Te Reo Māori. It is clear that there is a need for this project to happen, especially with the revitalisation of Te Reo being so prominent. Although there have been roadblocks this year, there has been a significant amount of interest expressed in the project and this keeps us optimistic for the New Year.

Putting on my New Zealand Speech-Language Therapists Association (NZSTA) hat, I would also like to talk about NZSTA's Giving Voice Aotearoa campaign. The awareness raising initiative aims to highlight the experiences of those living with communication or swallowing difficulties and the important





work speech-language therapists do. Earlier this year, we created a Facebook page for the campaign with a real consumer focus, enabling us to connect more with individuals by providing them an outlet to share their experiences. In September, NZSTA held the 2018 professional symposium in Dunedin. This provided an opportunity for professionals to come together as one, and share what they are currently doing in our community. This incorporated well with the following week being our “Week of Action”, which proved to be successful. We used social media as leverage to showcase the critical difference speech-language therapists make in individuals’ lives. Each day during the week of action covered a particular theme, ranging from Speech-Language Therapy with children to how speech-language therapists support those individuals in the justice system and how the profession support AAC users. This concept increased the profile of the Giving Voice Aotearoa campaign through various organisations sharing our social media content. Heading into 2019, we hope to continue building relationships with organisations for people with disabilities such as Access Alliance and People First New Zealand. We are also in the process of forming a consumer focus group that aims to bring together the voices of those affected by communication difficulties. Ultimately, what we want is to ensure that any legislation around accessibility covers communication.

I am excited to see what 2019 holds for these two important projects. For me, I am always positive about situations and believe we will get there eventually.

I hope everyone has a wonderful and safe festive season.

Ngā mihi nui,

Geneva Hakaraia-Tino



## Working Smart

During the last 12 months we worked with over 3000 individuals, including new clients and clients who require on-going support. This is against a backdrop of increased referrals, as illustrated in Table One. An increase in Ministry of Health referrals does not equate to any variation in Ministry of Health funding received. As a result the waiting list has increased. For non-urgent referrals the wait time can be up to 18 months to two years. We are also seeing an increase in urgent referrals; these are people with progressive conditions such as Motor Neurone Disease, and this in turn affects the wait time for non-urgent referrals.

<b>Totals by DHB area</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Northland	51	61	78	111	85
Waitemata	101	98	11	166	161
Auckland	114	133	125	124	156
Counties Manukau	93	67	102	125	120
Waikato	67	84	54	94	88
Bay of Plenty	65	63	55	76	93
Lakes	42	40	44	44	35
Tairāwhiti	14	17	15	21	12
Taranaki	23	34	24	32	41
Wanganui	12	12	13	12	12
Hawkes Bay	33	30	33	36	36
Mid Central	46	48	29	54	60
Capital and Coast	89	79	84	69	79
Hutt Valley	49	47	55	50	63
Wairarapa	8	8	13	17	20
Nelson/Marlborough	44	39	40	34	46
West Coast	6	6	9	7	20
Canterbury	142	166	152	199	199
South Canterbury	12	9	6	8	12
Southern	89	76	100	93	106
<b>Total Referrals</b>	<b>1100</b>	<b>1117</b>	<b>1192</b>	<b>1372</b>	<b>1444</b>

**Table One:**  
**Referrals by DHB Area**  
**(July 2014 – June 2018)**

Increased awareness, and continued developments in the area of communication assistive technology means that we are likely to experience even more referrals, as well as needing to provide even more support. We are also aware that the increased demand on the Ministry of Health Equipment and Modification Services is unsustainable. As a consequence we must innovatively about how we offer our services and continue to look for alternative funding. Following are some of the strategies we are using currently.

### Waitlist Supports

The TalkLink team are passionate about sharing our knowledge so that teams supporting people with complex communication needs feel confident to introduce augmentative communication strategies without the need to wait for specialist services. Potentially this means that even though there is a wait for our service, the wait time is spent productively. Support initiatives include supporting health and education therapists gain credentialing in Communication Assistive Technology, Level One and providing on-going supervision. We also run regular courses on a range of topics for teams supporting our clients. In the 2017-18 financial year, a total of 56 events designed to build awareness and provide training and support were held throughout New Zealand.

Polly Thomas, one of the TalkLink teachers has been running a project in the Lower North Island to help manage the waiting list. She explains how this has helped, and 2019 will see this initiative further developed around New Zealand.

#### Lower North Island Course 2017 and 2018



As an initiative to upskill client teams and offer support while on our waitlist we have been running a one day course offered to all preschool and school aged clients on the LNI waitlist. This practical workshop covers strategies teams can utilise as soon as they have completed the workshop. Workshop participants are also given access to resources to help implement the strategies.

Over the last two years a total of 509 people attended the courses in a range of venues throughout the lower north island. In 2017 courses were run in Wellington (2), Wairarapa, Whanganui, Hawkes Bay, Palmerston North and Gisborne, with 202 people attended these courses. In 2018 courses were run in Wellington (2), Gisborne, Wairarapa, Palmerston North, Hawkes Bay and New Plymouth, with 307 people attended these courses.

When a referral was received, the screening process identified potential participants and the opportunity to attend the course was discussed with all team members. If teams expressed interest their names were added to a spreadsheet and an invitation sent when the course details were confirmed. Professionals were charged \$75 to attend and whānau members were not charged. A mixture of speech-language therapists, teachers and teacher aides attended.

Anecdotal evidence from the LNI clinicians shows that many teams have successfully implemented a number of the strategies, and these strategies are in place when the client is picked up for their initial assessment appointment. Our clinicians are also seeing more referrals that mention the use of low tech, which would indicate that there has been some generalisation and adoption of the strategies beyond the clients initially targeted. With low tech strategies in place clients can move to high tech trials sooner and less time is needed to complete the assessment.

This initiative has proven very successful and will continue in 2019.



## Local Supports

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As well as the three regional TalkLink offices in Auckland, Wellington and Christchurch we have experienced staff located in Whangarei, Nelson and Invercargill. In 2018 two more experienced team members, Chris O'Hara and Jessamy Bell have relocated from Auckland, and are now established in the Bay of Plenty (BOP). They report:

We setup the TalkLink office in Tauranga in October 2018. Since moving down to the BOP we have found that it is easier to be more responsive to client needs such as being able to pop out quickly and support our clients and teams.

We have been able to spend time visiting and networking with a range of services, with initial feedback indicating that teams are more able to collaborate due to being based in the area.

There has also been a marked decrease in travel and overnights stays required to manage the workload, and we are also able to be more flexible with the appointments we offer ensuring that the maximum number of people can be involved in our assessments / training.

Jessamy has started an AAC Special Interest Group for BOP / Lakes / Tairāwhiti regions and initial feedback has been that this is very useful and has opened up communication channels between agencies and across regions.

Our aim for 2019 is to continue to increase responsiveness of our service as well as upskilling and supporting external teams.

## KiwiChat Groups

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As part of TalkLink's commitment to on-going support for people, particularly school students with complex communication needs, we invite clients to our KiwiChat Groups and also to KiwiChat Camp.

During the 2017/ 2018 financial year, we held 38 KiwiChat Groups in Northland (4), Auckland (13), Waikato (2), Bay of Plenty (3), Lakes (2), Palmerston North (2), Wellington (1), Christchurch (7), Central Otago (1) and Southland (3). The number attending the various group meetings ranged from 7 (Auckland) to 41 (Northland). Facebook feedback from attending the group sessions is always positive:

*Thank you for organising and running the KiwiChat day here in Palmerston North. Both my students who joined the Kiwichat day enjoyed it very much and they were engaged in the activities. It has been a great opportunity for them to use there communication devices with other students and adults they are not normally in contact with. Both students were sharing their experiences from the KiwiChat Day with the rest of their class later.*

*The sessions are organised really well and the activities provide great opportunities for communication.*

*We look forward to the next session.*



## KiwiChat Camp 2018

The TalkLink Trust's 5<sup>th</sup> KiwiChat camp was held at Totara Springs near Matamata from the 25<sup>th</sup> to 29<sup>th</sup> April 2018. It was a fun packed event that saw 21 children from as far away as Central Otago attend with their families. As well as the 21 children using augmentative and alternative communication (AAC) tools there were 18 siblings, and on the busiest day, a total of 130 people participated.

The theme this year was "The Jungle", complete with Gordon the Gorilla and Trapper Tom who were videoed getting up to all sorts of mischief. Feedback from the children and their families was overwhelming positive. Everyone agreed that the Camp was fun and they enjoyed the Camp activities, which included fun therapy sessions, and the many adventurous activities organised by our hosts at Totara Springs, such as swimming, the bouncy pillow, rock climbing, archery, flying kiwi, foam slide, and go-carting to name a few.



Dean Sutherland from the University of Canterbury, again facilitated a parent's workshop, which included looking at the "Bright Spots" and recognising that parents are the real experts. The parents then heard the real-life journeys from our KiwiChat Camp mentors, Mke and Nathan. A literacy session focusing on how to support literacy at home was a highlight for many parents. Literacy support is an important aspect of becoming a competent AAC user, and parents reported the session to be very beneficial in increasing their knowledge.

This year the TalkLink team made a few changes to the programme as a result of feedback from the last Camp. There was more emphasis on including siblings in structured activities: all the siblings had their own core communication boards, which they carried with them throughout the day. This saw a marked increase in communication exchanges and an increased understanding of how to communicate with their brother or sister. There was structured parent involvement in sessions this year, as well as one-on-one sessions arranged for parents to discuss their child's communication with therapists. Feedback on these changes was very positive, as was the general feedback:



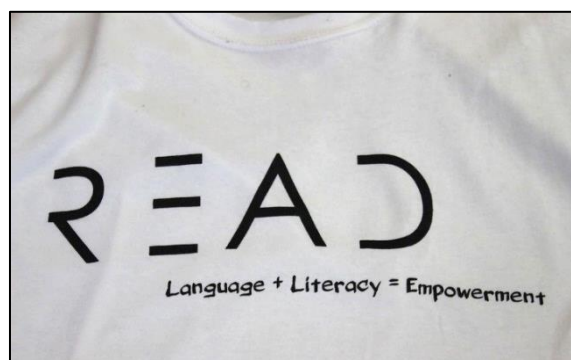


## General feedback:

- Amazing job by all of the people involved. Life changing. Very appreciative
- Surpassed my expectations
- The staff and volunteers have worked really hard to make the Camp fun, informative and a cool place to be. It has opened our eyes to the potential C has (not that we didn't already know it) and what an awesome modeller his brother is. Thank you for all the hard work.
- Well done TalkLink you are very special people
- I think the camp was well thought out, especially with the variety of needs to be covered
- I am so glad that I got the opportunity to come to camp. I have gained new insights and encouragement to go home and be more intentional in my use of PODD (Communication system)
- The camp was a wonderful opportunity for our family to mix with many other diverse families who share many challenges. The environment was kind, fun and supportive for all of us.
- Confidence and seeing how well the mentors are doing made our girl see what is possible in the future
- More willing to use his device and carry it with him everywhere. A big step up
- More technical skills, new idea for combining AAC and literacy
- [I felt] comfortable and not judged
- Post Camp email: I finally have a roadmap for J's literacy and have already been into school to discuss this. I found the whole experience pretty overwhelming (in a good way) and it's given me a whole new insight into J.







In August 2018, I was fortunate to be able to attend Camp ALEC in Grand Rapids, Michigan, USA. Camp ALEC is a summer camp for students with a variety of disabilities whose primary means of communication is augmentative and alternative communication (AAC). They attend this camp independently, supported and cared for by an amazing team of camp counsellors. For many campers this is the first time they have spent a substantial amount of time away from family, providing a supportive environment that encourages them to strengthen communication skills and develop autonomy.

The development of literacy skills in users of augmentative and alternative communication is vital to supporting them to become autonomous communicators, who are not reliant on only being able to use the words someone else decides they need to have access to. Camp ALEC aims to engage students in communication and literacy, but also to provide educators and speech-language therapists with a deeper understanding of comprehensive literacy instruction for complex children, including users of AAC. This year, in addition to 21 campers (aged from 7 to 21), 16 educators and speech-language therapists (known at camp as 'literacy counsellors') attended camp to undertake a Level 2 Literacy Academy under the tutelage of Dr Karen Erickson (Centre for Literacy and Disability Studies, University of North Carolina at Chapel Hill) and Dr David Koppenhaver (Appalachian State University). Each day literacy counsellors and campers worked together in small groups for up to four hours (split into two blocks) of literacy based activities, with a focus on engagement, fun, and communication. Literacy sessions at camp aimed to build a positive attitude, and intrinsic motivation towards reading and writing – helping to counter the sometimes negative associations that these students have developed to literacy work.

Outside of literacy sessions, campers participated in a variety of other camp activities. During these times the literacy counsellors were "in class" with Drs Erickson and Koppenhaver learning more about strategies, interventions and current research related to comprehensive literacy instruction for users of AAC, or working together to review and plan for upcoming sessions. At the end of the week campers went home with a report detailing the assessments, interventions and activities they had participated in, and a suggested plan for their ongoing literacy instruction to be shared with their educational teams.

As a teacher within the TalkLink organisation, I look forward to sharing my learning with my colleagues, and with the teams we support, to ensure that students using AAC in New Zealand benefit from current understandings, strategies, interventions and research in the area of comprehensive literacy instruction for complex children.

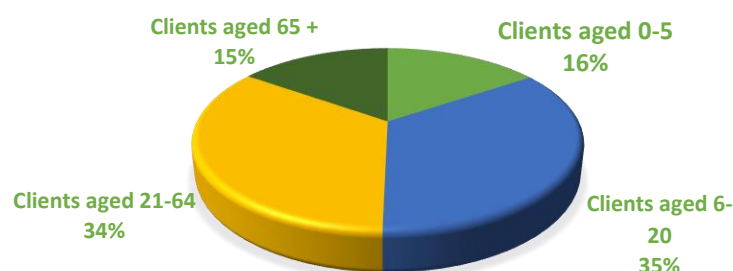
### Acknowledgements:

I need to acknowledge the support of the NZ Literacy Association and the Marie Clay Literacy Trust through their provision of the Marie Clay Literacy Trust Travel Award, which allowed me to attend this amazing professional development opportunity. Thanks also to TalkLink Trust, Aurora College, and Te Aho o Te Kura Pounamu (The Correspondence School) for their support of my attendance at Camp ALEC.

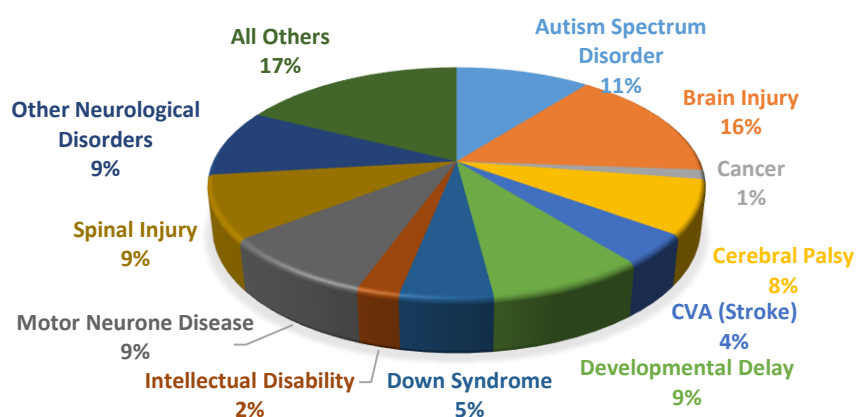
## Some Statistics

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

Referrals by Age (July 2017 - June 2018)



Referrals by Disability (July 2017 - June 2017)



\* *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 send a survey approximately 3 months after clients receive their equipment which includes questions about the assessment process and the equipment, and then another survey at approximately 12 months after equipment issue which asks about equipment use. During the 2017-2018 Financial year a total of 482 3 month surveys were sent out, with a return rate of 20%. A total of 445, 12 month surveys were sent out, with a return rate of 22%. The table below summaries some of the results.

Outcome Measure	Percentage
% people who continued to use the equipment or strategy after 12 months	94
% of people who were satisfied with the support they received to use the equipment or strategy	94
% of people who reported they were able to use the equipment or strategy	84
% of people who reported that use of the equipment or strategy allowed them to communicate better than before	81
% of key support people who reported that the equipment or strategy helped their communication with the person they support	85
% of people who reported that they felt heard or listened to by TalkLink	92

In summary, the results received show that the TalkLink team are viewed as knowledgeable and respectful; that the TalkLink clinicians listen to our clients, and the assessment, process, once initiated is timely.

## Me & Motor Neurone Disease

*Written by David Seymour, Whangarei*

David wrote this poem based on song lyrics as a way “to try and express the way I see and live life these days. It’s gone around the world!!”

*I wanna just keep walking, no more fast car driving. But I’m on the highway to hell, I don’t wanna miss a thing.  
There’s smoke on the water, fire in the sky, cruising down the highway. Will I ever see your face again?  
Working on the night moves. Sometimes I feel I’m just dancing in the dark. There’s something happening  
somewhere, I just don’t think I’ll get there.  
Don’t know how to say how I feel. Maybe just lie here and forget the world.  
I won’t put my hands up and surrender. There will be no white flag above my door.  
Should I stay or should I go? It’s this disease that’s killing me.  
Listen to the wind blow, watch the sunrise one more time.  
Don’t you forget about me, for today remember my smile, because one way or another we can be heroes just  
for one day.  
We could steal time and they could never ever tear us apart.  
I’m just a working class man. The time will come, it’s just not now. I’m not ready. We need to play that funky  
music till I die. Let’s take it to the limit one more time.  
With a rebel yell I cry more more more!! It will be like a blaze of glory knocking on heaven’s door.  
Why does this disease do this to me? I don’t know, I don’t know, How bizarre how bizarre!  
I won’t put my hands up and surrender. There will be no white flag above my door.  
As I walk through the valley of the shadow of death I take a look at my life and realise there’s nothing left.  
There is no better day than today. However it’s more than a feeling, I don’t dream it’s over. Only the good die  
young so take those old records off the shelf I’ll sit and listen to them by myself.  
How the hell did I wind up like this? It’s because they still haven’t found what they’re looking for, still no  
treatment no cure. My future in the system has been talked about and planned. It’s a walk on the wild side just  
drink yourself more bliss. Forget about the last one get yourself another.  
Even heroes have the right to dream. I just want another day in paradise.  
I won’t put my hands up and surrender. There will be no white flag above my door.  
If the sun comes up tomorrow let it be.  
You really got me now you got me so I can’t sleep at night yeah you really got me now.  
Look at my life all tatted and torn. Hold me now, stay with me. One day there will be an answer, lord let there  
be an answer. Right now I can’t get no satisfaction. I’m only human after all, I’m only human after all so why  
put this pain on me oh don’t bring me down.  
Each day is a gift not a given right. As I slip away into another place I dream of a world free of bloody MND!  
I’m a dreamer I dream away to pass the time of day.  
One thing I can tell you is I want to be free, free of bloody MND.  
I won’t put my hands up and surrender. There will be no white flag above my door.*





## FINANCIAL STATEMENTS

2017 – 2018

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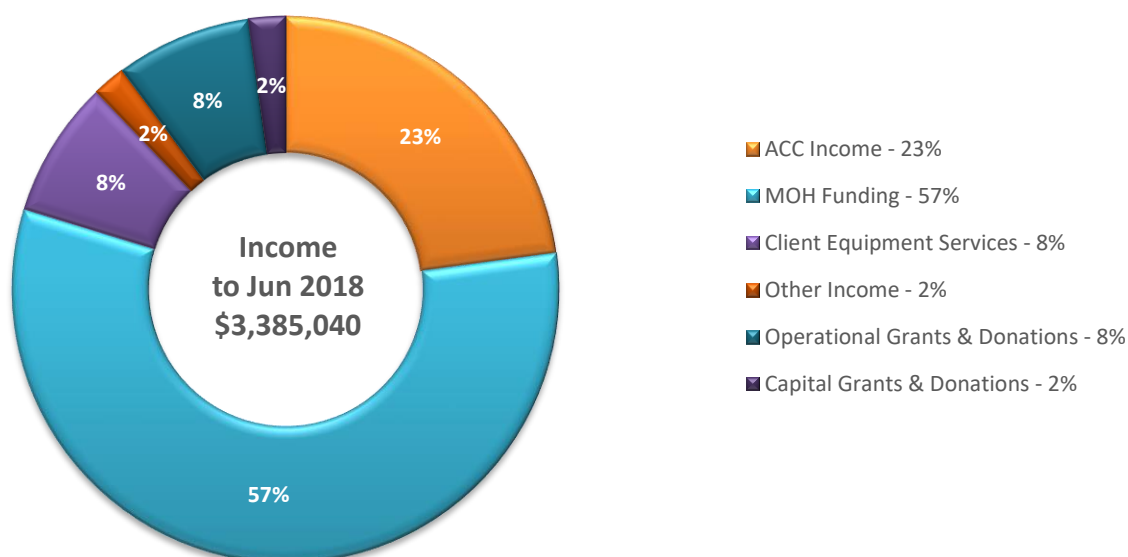
## Financial Report

The 2018 surplus before depreciation is \$49,445 compared with the 2017 surplus of \$161,208. This is attributable to a \$28,371 decrease in income (mainly donations, fundraising and ACC income), combined with an increase in expenses of \$140,134 (mainly client and equipment services, staff changes, running courses and KiwiChat programmes for clients and their support people).

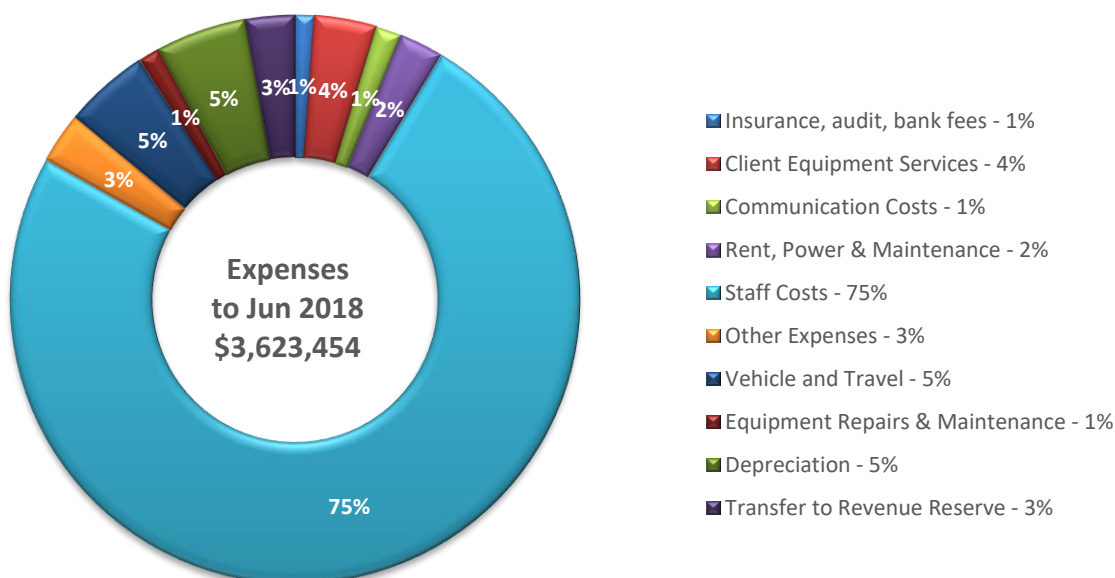
The consolidated result for the financial year to 30 June 2018 after depreciation is a deficit of (\$136,414). After the transfer of \$102,000 to Revenue Reserve, the total deficit for the year increases to (\$238,414). The Revenue Reserve is set up in order to build sufficient reserves to continue operating for a short period in the event that government contracts were not forthcoming.

This year eighty percent of our income came from contracts with government entities, namely the Ministry of Health (57%) and ACC (23%). 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 2018



The nature of TalkLink's work means that 75% 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 2018

Date of Trust Deed	16 October 1991
IRD Number	57-965-797
Charities Commission Number	CC23025
Place of Business	Upper North Island Entry 3, Carrington Road Pt Chevalier, Auckland 1025  Lower North Island Level 3, 187 Willis St Wellington 6011  South Island Unit 6 / 31 Stevens Street Waltham Christchurch 8011
Board of Trustees	Cathy COMBER Denise COSGROVE Margaret ELLETT John GREEN (Chair) Tuini Glenda HAKARAIA-TINO Jim HIGGINS James JORDAN Vicki TERRELL 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 2018

	2018	2017
<b>Revenue from non-exchange transactions</b>	\$	\$
Capital Grants & Donations	73,946	78,427
Operational Grants & Donations	270,826	341,000
	<u>344,772</u>	<u>419,427</u>
<b>Revenue from exchange transactions</b>		
ACC Income	774,042	829,637
Client Equipment Services	274,601	148,083
Interest Received	3,014	2,483
Ministry of Health Funding	1,925,215	1,908,823
Other Income	63,395	48,216
	<u>3,040,268</u>	<u>2,937,242</u>
<b>TOTAL REVENUE</b>	<u>3,385,040</u>	<u>3,356,669</u>
<b>Expenses</b>		
Administration	36,200	33,504
Audit Fees	4,502	4,374
Client Equipment Services	127,471	62,172
Communication Costs	52,910	58,582
Equipment Repairs	44,295	54,624
Loss on Disposal of Assets	3,745	2,886
Other Expenses	100,330	64,961
Property Costs	90,231	93,458
Salaries and Wages	2,663,490	2,618,163
Staff Development	37,993	45,983
Vehicle and Travel	174,430	156,755
	<u>3,335,595</u>	<u>3,195,462</u>
<b>Surplus/(Deficit) before Depreciation</b>	<u>49,445</u>	<u>161,208</u>
Depreciation	185,859	225,770
<b>Surplus/(Deficit) after Depreciation</b>	<u>(136,414)</u>	<u>(64,562)</u>
Transfer to Revenue Reserve	102,000	102,000
<b>Total Surplus / (Deficit)</b>	<u>(238,414)</u>	<u>(166,562)</u>

## STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

For the Year Ended 30 June 2018

	2018	2017
	\$	\$
Equity as at start of year	741,430	907,992
Revenue Reserve	204,000	102,000
Net Surplus/(Deficit) for the year	<u>(238,414)</u>	<u>(166,562)</u>
<b>Equity as at end of year</b>	<u><u>707,016</u></u>	<u><u>843,430</u></u>

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2018

	2018	2017
	\$	\$
<b>Current Assets</b>		
Cash and cash equivalents	263,220	171,200
Receivables & Prepayments	512,412	607,464
Other Current Assets	0	1,377
<b>Total Current Assets</b>	<u>775,632</u>	<u>780,041</u>
<b>Deduct Current Liabilities</b>		
Payables & Accruals	173,305	168,483
Grants received in advance	0	0
Employee Entitlements	<u>215,816</u>	<u>206,976</u>
<b>Total Current Liabilities</b>	<u>389,120</u>	<u>375,460</u>
<b>Working Capital Surplus</b>	<u>386,512</u>	<u>404,581</u>
<b>Add Non-Current Assets</b>		
Property and Equipment	320,504	438,849
<b>Total Non-Current Assets</b>	<u>320,504</u>	<u>438,849</u>
<b>Total Net Assets</b>	<u><u>707,016</u></u>	<u><u>843,430</u></u>
<b>Represented by</b>		
<b>Accumulated Trust Funds</b>	<u><u>707,016</u></u>	<u><u>843,430</u></u>

For and on behalf of the TalkLink Trust Board



Chairperson: John Green

Date: 27/11/2018



Chief Executive: Ann Smaill

Date: 27/11/2018

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



**CASH FLOW STATEMENT**  
**For the Year Ended 30 June 2018**

	2018 \$	2017 \$
<b>Cash flows from Operating Activities</b>		
ACC Income	913,259	739,036
Grants & Donations	344,604	400,232
Interest Received	3,014	2,483
Ministry of Health Funding	1,882,880	1,948,823
Other Income	333,827	181,557
Goods and Services Tax (net)	11,812	21,834
Payments to Employees	(2,650,433)	(2,592,050)
Payments to Suppliers	(686,155)	(606,661)
<b>Net cash flows from the Operating Activities</b>	<b>152,809</b>	<b>95,256</b>
<b>Cash flows from Investing and Financing Activities</b>		
Sale of plant and equipment	0	0
Purchase of plant and equipment	(60,788)	(128,931)
Proceeds from borrowings	0	0
Repayment of borrowings	0	0
<b>Net cash flows from Investing and Financing Activities</b>	<b>(60,788)</b>	<b>(128,931)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>92,021</b>	<b>(33,675)</b>
Cash and cash equivalents at beginning of the year	171,200	204,875
<b>Cash and cash equivalents at end of the year</b>	<b>263,220</b>	<b>171,200</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 2018**

**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 2018. 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 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 2018

Cash and Cash Equivalents	2018	2017
	\$	\$
Cash on hand	440	440
Current accounts	262,780	170,760
Short Term Deposit	0	0
	<b>263,220</b>	<b>171,200</b>

Reconciliation of Net Operating Surplus with Operating Cash Flow	2018	2017
	\$	\$
Surplus/ (deficit)	(238,414)	(166,562)
<b>Add / (deduct) Non-cash movements</b>		
Depreciation and Amortisation	185,859	225,770
Transfer to Revenue Reserve	102,000	102,000
Non-cash donations	(6,726)	4,688
<b>Add / (deduct) movements in working capital items</b>		
Inventories	1,377	0
Trade and other receivables	95,051	(91,426)
Conditional grant liability	0	(30,000)
Trade and other payables	4,821	28,965
Employee benefits	8,839	21,822
<b>Net cash flows from operating activities</b>	<b>152,809</b>	<b>95,256</b>

Receivables & Prepayments	2018	2017
	\$	\$
Ministry of Health contract	181,786	133,099
ACC Contract	165,607	349,446
Other Debtors	100,775	69,269
Subcontractor - WIP	4,181	29,369
Prepayments	60,063	26,281
	<b>512,412</b>	<b>607,464</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 2018 year	Recognised in 2017 year
	\$	\$
Alexendra Lions Club	1,000	
ATANZ	500	1,860
Bay Trust	15,000	15,000
BlueSky Community Trust Ltd	1,000	3,000
Cerebral Palsy Society NZ	5,000	
Clyde & Districts Lions Club	1,000	
COGS Auckland City	3,500	1,500
COGS Central Otago	1,000	
COGS Coastal Otago/Waitaki	2,500	1,000
COGS Far North	3,500	3,500
COGS Hauraki	1,000	
COGS Hutt Valley	1,000	1,000
COGS Kirikiriroa / Hamilton City	1,000	1,000
COGS Manukau	3,500	1,500
COGS Papakura / Franklin	2,000	3,000
COGS Rotorua	2,500	2,500
COGS South Waikato	2,500	3,500
COGS Southland	2,500	2,000
COGS Tauranga / Moana	2,000	1,500
COGS Tongariro	3,500	3,500
COGS Waikato West	700	500
COGS Waitakere City	1,000	1,000
COGS Wellington	4,000	2,000
COGS Whanganui/Waimarino/Rangitikei	2,500	2,500
COGS Whangarei / Kaipara	3,500	2,000
Deirdre Cullity	750	
Dragon Community Trust Ltd	2,000	
Eastern & Central Community Trust - Central	3,000	3,000
Eastern & Central Community Trust - Gisborne	1,000	1,000
Foundation North		20,000
Four Winds Foundation	30,000	20,000
Frimley Foundation	15,000	20,000
Glenn Stone Insurance Limited	1,000	
Guardian Trust - Earnest Davis Hyam		20,000
Hatea Lions Club	200	
HB Williams Turanga Trust	20,000	30,000
IHC Foundation		9,000
Infinity Foundation		5,000
JM Thompson Charitable Trust	25,000	
Lakeland Lions Club	1,000	
Lion Foundation	10,000	10,000
Lou and Iris Fisher Charitable Trust		7,500
Mainland Foundation	5,000	2,940
Manurewa Lions Club	1,000	
NZ Lottery Grants Board	50,000	45,000
Ohope Beach Lions Club	2,000	
Otago Community Trust	3,423	5,731



<b>Grants &amp; Donations Received</b>	<b>Recognised in 2018 year</b>	<b>Recognised in 2017 year</b>
Other Donations	8,553	5,636
Perpetual Guardian - Guy Anson Waddel Charitable Trust	5,000	
Perpetual Guardian - Strathlachlan Fund	7,000	1,000
Perpetual Guardian - The Clyde Graham Charitable Trust		3,000
Portage Licensing Trust	4,000	5,000
Pub Charity (Inc.)		18,256
Rata Foundation - Canterbury Region		46,000
Rata Foundation - Marlborough region		11,000
Rata Foundation - Nelson region		17,000
Rotary Club of Cromwell	1,000	
Rotary Club of St Johns	1,000	
Rotorua East Lions Club	500	
Rotorua Energy Charitable Trust	20,000	20,000
Spark Business	1,548	2,004
St Joan's Charitable Trust	5,000	
Taupo Pakeke Lions Club	500	
Te Puke KiwiCoast Lions Club	500	
The Community Trust of Southland		10,000
The Southern Trust	10,000	8,000
The Wilson Home Trust	5,000	
Trillian Trust	18,711	
Whakatane Lions Club	500	
Waitakere Licensing Trust	10,000	10,000
West End School	575	
Wiri Licensing Trust	7,812	10,000
	<b>344,772</b>	<b>419,427</b>

<b>Employee Entitlements</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Provision for Holiday Pay	167,017	161,973
Salary and Wages Accrual	48,799	45,003
	<b>215,816</b>	<b>206,976</b>

**Operating Lease Commitments:** The Lease for TalkLink Upper North Island office in Auckland expired 1 June 2018. The land that TalkLink occupies has been purchased by the Crown for the Kiwibuild programme. Crown Land Development from MBIE have assured TalkLink that any construction on the Unitec site will not start for some time and have given an extension of the lease term until June 2019. A new lease with the Crown is yet to be received.

Lease commitments for TalkLink Lower North Island office in Wellington were renewed for a further 3 years from 1 February 2018 to 31 January 2021.

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

<b>Operating Lease Commitments</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Current	62,096	32,613
Non-Current	103,099	0

## Property and Equipment

	2018			2017		
	Cost	Accumulated Depreciation	Net Book Value	Cost	Accumulated Depreciation	Net Book Value
	\$	\$	\$	\$	\$	\$
Buildings	374,488	301,018	73,469	374,488	282,622	91,865
Motor Vehicle	218,704	118,673	100,031	202,191	90,819	111,372
Office Furniture*	116,169	104,231	11,938	116,233	96,665	19,569
IT Equipment**	468,253	346,940	121,314	611,256	460,200	151,056
Software	283,596	269,845	13,751	295,332	230,345	64,987
<b>Total Fixed Assets</b>	<b>1,461,211</b>	<b>1,140,707</b>	<b>320,504</b>	<b>1,599,501</b>	<b>1,160,652</b>	<b>438,849</b>

\* Office equipment and furniture

\*\* Computers and assessment equipment

**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:

	2018	2017
	\$	\$
Total remuneration	409,759	419,236
Number of persons (FTE)	4.19	4.37

**Capital Commitments:** Capital Expenditure contracted at balance date but not provided for, totalled \$0.

**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 Talk Link Trust, for the year ended 30 June 2018

### Unqualified Opinion

We have audited the financial statements of the Talk Link Trust on pages 23 to 29, which comprises the statement of financial position as at 30 June 2018 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, and notes to the financial statements, including a summary of significant accounting policies. In our opinion, the financial statements on pages 23 to 29 present fairly, in all material respects, the financial position of the Talk Link Trust as at 30 June 2018 and its comprehensive revenue, expenses and its cash flows for the year ended, in accordance with Public Benefit Entity Standards Reduced Disclosure Regime.

### Basis for Unqualified 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 Talk Link Trust 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 Talk Link Trust.

### 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

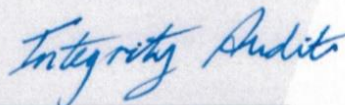
The governance is responsible for the preparation and fair presentation of the financial statements in accordance with Public Benefit Entity NZ IPSAS Standards with the Reduced Disclosure Regime and for such internal control as the governance determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial 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 financial 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/>



### Integrity Audit

Chartered Accountants  
East Tamaki, Auckland  
27 November 2018

## The Team

**www.talklink.org.nz**  
**0800 825 554**

As at 1 December 2018

### 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	Danica MIHALJEVICH	Polly THOMAS
Helen BRUNNER	Ann SMAILL	Jane WENDELKEN
Ankica MIDDELDORP		

### Upper North Island

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Jessamy BELL	Samantha IVIL	Chris O'HARA
Mark DEWAR	Polly KHUSHAL	Amanda ROBERTON
Glen DIXON	Emilie LOGAN	Zoe RONALD
Christina DOUGHTY	Fern MAXWELL	Paula SHENNAN
Cheryl D'SILVA	Kate MENTIS	Amanda SLADE
Julie FLETCHER	Alex MIDDELDORP	Bridget THOMPSON (parental leave)
Magnus HAMMARSAL	Shauna McCABE	

### Lower North Island

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Phone: 04 381 4956 E-Mail: [wellington@talklink.org.nz](mailto:wellington@talklink.org.nz)

Kate CHARLESWORTH	Al JACKSON	Ruth O'DWYER
Pauline GREEN	Janet LOW	Claire THORNTON
Ruth HUGHSON	Bryony JONES	Rosanna TILYARD (parental leave)
Gabi ISELI		

### South Island

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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)

Amber BEAUMONT	Merryn GILL (parental leave)	Libby KING
Pariya BEHNAMI	Jackie HANCOCK	Stacey MAYES
Margaret CUTTANCE	Davina HOGG	Anita MCDRURY
Wendy DICK	Georgia HOLIBAR	Lukas THIELMANN
Barrie WOODS		