

# TalkLink Trust

## Wahanga Tū Kōrero



# TUA O TE PAE

KO TŌKU REO, TŌKU OHOOHO.  
KO TŌKU REO, TŌKU MĀPIHI MAUREA  
NĀ TĀ TIMOTI KARETU

# Annual Report 2022

## Acknowledgements

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

A1 Wheelchair Services	Ministry of Education
ACC	Ministry of Health
Accessible	Ministry of Social Development
ANZ Staff Foundation	Motor Neurone Disease New Zealand
Aotearoa Gaming Trust	New Zealand Disability Support Network
ASB Bank	NZ Lottery COVID-19 Community Wellbeing Fund
Assistive Technology Alliance New Zealand	New Zealand Lottery Grants Board
Aurora College	New Zealand Relay
Bay Trust	New Zealand Speech-Language Therapists' Association
Canterbury Licensing Trust	Otago Community Trust
CCS Disability Action	Paragon Computers
Cerebral Palsy Society of NZ	Portage & Waitakere Licensing Trust TTCF
Clendon Consulting Ltd	Pub Charity (Inc.)
Codeblue	Rātā Foundation
Community Trust Mid and South Canterbury	Reid Technologies
Deirdre Cullity	Rotorua Energy Charitable Trust
Desktop Technology Services Ltd	St Joan's Charitable Trust
Digital Island	Stewart Family Charitable Trust
Dragon Community Trust Ltd	Te Hiku Media
Earnest Davis Hyam & The Ted Mollie Carr	Te Runaka ki Otautahi o Kai Tahu
Endowment Trust	Telesmart Limited
Eastern & Central Community Trust	TextHelp
Enable New Zealand	The Community Trust of Southland
Eva & Harold Wilson Charitable Trust	The Kingdom Foundation
Foundation North	The Mayan Veterans Association
Four Winds Foundation Ltd	The Royal Antediluvian Order of Buffaloes
Frimley Foundation	The Southern Trust
Glenn Stone Insurance Limited	The Wilson Home Trust
Grey Ghost Ltd.	The Voice Keeper
Guy Anson Waddel Charitable Trust	Thomas George Macarthy Trust
J M Thompson Trust	Unitec Institute of Technology
Idea Services	University of Auckland
Jane Farrall Consulting	University of Canterbury
Link-AT	Visionary HR Solutions
Lion Foundation	Waitaha School
Louisa & Patrick Emmett Murphy Foundation	Whaikaha - Ministry of Disabled People
Mainland Foundation	Wiri Licensing Trust TTCF
Maurice Paykel Charitable Trust	Zabonne
Massey University	
Microsoft	

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

Kotahi te kōhao o te ngira – Through the eye of the needle  
I kuhuna ai te miro ma – passes the white thread  
te miro pango me te miro whero – the black and the red

The 2021-22 Annual Report is Ann's last report as Chief Executive, a position she has held since 2007. She has led many positive developments over this time, and this last financial year has been no exception. Disruptions from the pandemic continued to affect service delivery, however the resilience of the TalkLink team and the people we work alongside meant we continued to achieve great outcomes, outcomes that will support people to have a voice and make decisions that are important to them.

Over the past year we have seen some significant changes within Aotearoa New Zealand that have highlighted the importance of disabled people making decisions.

The first has been the establishment of Whaikaha, the Ministry of Disabled People. Core to its purpose 'to transform the lives of many New Zealanders' is effective communication. Whaikaha aims to:

- Lead a true partnership between the disability community, Māori and Government, and
- Help transform the disability system in line with the Enabling Good Lives (EGL) approach.

TalkLink will have an important role to play in supporting the EGL approach, and we are working closely with Whaikaha to further develop our services in line with the EGL principles.

Next was the commencement of the Assisted Dying Service, a new health service that began on 7 November 2021 as part of the implementation of The End-of-Life Choice Act 2019. Some of our clients have chosen to use this service; having the communication tools to clearly communicate autonomous decisions must be an essential part of the safeguard measures.

Lastly the Abuse in Care Royal Commission of Inquiry; central to the success of this inquiry is communication. As stated on the Abuse in Care website: *We cannot make any findings, reach conclusions or make recommendations without hearing the voices of those who have the lived experience of state or faith-based care.* Several of the TalkLink whānau gave evidence using their AAC technology and we are humbled by their bravery to re-live their experiences.

This last year has also seen several significant internal changes for Wahanga Tū Kōrero, TalkLink Trust. The Northern Team, who have been based in offices at the old Unitec Campus, relocated in February 2022, and within a week of moving, the building we had called home for 30 years was no longer. We are very thankful to the team at accessible for giving us temporary accommodation at short notice. It gave us time to find a more permanent home, and in September 2022 the Northern Team moved into offices at 13 Coyle St, Sandringham.



**Left:** 1995, when the TalkLink building was extended. **Middle:** preparing to move. **Right:** shortly after relocating, the building was demolished.

We are very grateful for the opportunities we have had over the years at Unitec, and to Mātua Hare Paniora, Pae Ārahi at Unitec for his tautoko over this time. Mātua Hare has also provided guidance around our project to create a te reo Māori synthetic voice and gifted the ingoa (name) 'Tua o te Pae' to this Kaupapa. We also asked Mātua Hare to gift a name to Geneva Hakaraia-Tino as the Project Leader of Tua o te Pae: he has determined she should be known as 'Te Manukura' someone of esteem, importance and significance to the 'Tua o te Pae' roopu. This acknowledges Geneva's skills, commitment, humility and service to others in need. Manu is the bird that conveys the 'kura' - knowledge of tika, pono and aroha to those in need.



We are very fortunate to have two Māori speech-language therapists join the team this year, and as we strive to improve our services to tāngata whaikaha Māori, their input and support of the wider team will be invaluable. To reflect the importance of this Kaupapa, Mātua Hare also gifted to Mary Browne and Claire Crooks, the ingoa 'Pou Āwhina' which refers to all aspects of providing support, care, and advice.

This year there have been a number of changes within the Leadership Team. Barrie Woods, the Central/Southern Operations Manager, retired in April 2022 after almost 10 years managing the operations for the South Island and more recently the Central Region. Thank you, Barrie, for your calm and positive leadership over this time. Pariya Behnami, who previously worked at TalkLink as a Clinical Leader and speech-language therapist, has re-joined the team as the new Operations Manager Central/Southern, following Barrie's retirement.

Ann's retirement as Kaiwhakahaere Mātua (Chief Executive) was shared with the Board at the end of 2021 and a managed transition was put in place to ensure TalkLink could continue to draw on Ann's huge skills and experiences, while honouring her desire to phase out to retirement over the next couple of years. Ann is now working as a Senior Speech-Language Therapist and will continue to support the Tūāhinga o te Pae mahi. On behalf of the Board, we want to acknowledge Ann's significant contributions to TalkLink, and especially her dedication and passion for her work – and her unerring commitment to, and belief in, improving outcomes for those with communication needs. Ann is held in such deep regard by the sector and will no doubt continue to be sought out as an expert. We have marked Ann's transition at the Annual General Meeting and thanked her for all she has done.

**E haere atu ana he whakatipuranga E haere ana he whakatipuranga**  
One generation goes and another generation arrives

As a result of this change for Ann, the Board undertook a rigorous recruitment process to appoint a new Chief Executive. We are pleased to announce that Wayne Ferguson, previously CEO of Key Assets New Zealand, joined TalkLink on 3 October 2022.

Wayne has over 30 years' experience in the not-for-profit sector, leading service development for vulnerable children and their families. He brings a strong sense of social justice and a commitment to creating inclusive and accessible environments where people are valued in order to thrive and achieve their goals. He has extensive experience setting up and developing high quality support and community services that are responsive to local needs.

Wayne was welcomed with a Mihi Whakatau at the new Coyle St premises. The manuhiri were led by kaumatua Wiremu Turner, who shared the whakatauāki set out at the start of this CEO and Chair report with Ann: *This is likened to the doorway/entry of Wahanga Tū Kōrero. The needle is three-fold and represents senior and team management filtering to every individual staff who contribute to the welfare and well-being of colleagues, themselves and all those in their care.*

We are grateful for the excellent governance of the TalkLink trustees, who have continued to provide advice and support over a difficult year. In particular we wish to acknowledge Margaret Ellett who has been a TalkLink Trust Board member since 2011 and is stepping down at the AGM. Margaret's calm and reasoned voice will be missed. Thank you, Margaret.

Finally, to the TalkLink team, without your dedication and the commitment to the work of the TalkLink Trust, we would not have the great outcomes reported in this Annual Report. Thank you for the work you do 'to enable all people with communication impairments to interact and participate to their full potential.'

Ma te Atua koe e manaaki  
Go well

Denise Cosgrove  
Chair, TalkLink Trust

Ann Smaill  
Chief Executive, TalkLink Trust



**Wayne's Mihi Whakatau:**

**Top:** Mātua Hare addresses the manuhiri

**Bottom:** Denise Cosgrove (right), TalkLink Trust Board Chair with Wayne Ferguson and Ann Smaill

# Tua o te Pae

## Project update:



“Ko tōku reo, tōku ohohoho.  
Ko tōku reo, tōku māpihi maurea”  
My language is my awakening.  
My language is the window to my soul  
Nā Tā Timoti Karetu

Tēnā koutou katoa,  
E rere ana ngā mihi maioha ki a koutou. Warm greetings to you all.

Ko te tuatahi, e mihi ana ki a koe Mātua Hare i tō tautoko. Ōtira, nō mātou te waimarie mō te ingoa a Tua o te Pae ka hoatu koe ki a tātou kaupapa.

Tua o te Pae is the ingoa (name) which was gifted by kaitautoko, Mātua Hare Paniora. The English translation is “*Beyond the horizon*”; that which is something new and exciting ready to be launched.

### He kaupapa matua o Tua o te Pae - *The purpose*

The pronunciation of Te Reo Māori on high technology AAC devices is of poor quality because there is no synthetic Te Reo voice available and AAC technology is primarily built to follow English constructs. As a result, Māori AAC users are left without their reo and having no access to their reo. Consequently, they face exclusion from Te Ao Māori and Māori medium education. Tua o Te Pae is dedicated to supporting tāngata whaikaha Māori who cannot kōrero-ā-waha (speak verbally) through the creation of a synthetic Te Reo voice that is compatible with AAC devices.

In December 2021, we welcomed Mary (Mere) Browne onto our rūpū as Lead Māori Speech-Language Therapist. This has meant we have been able to move forward and progress our mahi.

This year, Tua o te Pae presented at the New Zealand Speech-Language Therapists’ Association (NZSTA) Symposium in Ōtautahi and received the He Tohu Kaupapa award which recognises mahi happening in the speech language therapy profession with a focus on Te Ao Māori and Te Reo me ōnā tikanga.



From left Mary, Ann and Geneva at the NZSTA Symposium

### Poipoia te kākano kia puāwai – *Nurture the seed and it will blossom*

Through consultation with tāngata whaikaha Māori me ō rātou whānau (Māori disabled and their families), ngā rūpū (organisations) and kanawatanga (government) we are establishing a solid network base for Tua o te Pae.

Involvement from tāngata whaikaha Māori me ō rātou whānau is crucial in the Tua o te Pae kaupapa. Therefore, we have formed a whānau group to advise the Tua o te Pae team from a whānau perspective especially during the development of the synthetic voice. In addition, we intend to include stories about individuals and highlight what it would mean to them to kōrero i Te Reo (speak in Te Reo). We currently have eight whānau in this group which includes tāngata whaikaha Māori who are at different stages of their AAC journey.

Through connecting with different organisations, we also realise the importance of having professional and expert advice available to guide Tua o te Pae. The establishment of the kaupapa rōpū has resulted in 32 individuals joining and they have offered their expertise to assist us. Working in collaboration with different organisations is a fundamental aspect that will help our kaupapa to blossom. Through kōrero with organisations, this has created opportunities to connect with other relevant organisations and individuals.

Whare Wānanga (Universities) have also expressed an interest in supporting Tua o te Pae. The University of Canterbury has suggested that their students can support through clinical placements with Wāhanga Tū Kōrero as well as through consultation with Tua o te Pae about potentially relevant research projects.

Nō mātou te waimarie mō te tautoko katoa ka hoatu ki tēnei kaupapa – We are very grateful for all the support given to this kaupapa.

### The Voice Keeper and Te Hiku Media

Since 2020, Tua o te Pae have been consulting with The Voice Keeper, an Israel-based company who specialize in synthetic voice technology for AAC. They can meet the urgent need for a Te Reo synthetic voice. Voice Keeper wants to respect the indigenous culture and do not want any ownership over the voice once developed. Once created, the voice will be free for all who wish to have Te Reo on their device. The only barrier, however, is that the process will cost around \$800K NZD.

We are aware of the technological developments happening here in Aotearoa around Te Reo speech synthesis. Therefore, we have had ongoing discussions with Te Hiku Media who have developed synthetic Te Reo voices. However, as AAC devices use specialised technology these Te Reo voices are currently incompatible with this technology.

Following wide consultation and the establishment of Whānau and Kaupapa Rōpū to guide the Kaupapa, Te Hiku Media and The Voice Keeper have agreed to work together on the development of the Te Reo voice for Tua o te Pae. This will mean a lot of the work can be done locally and with the involvement of a Māori tech company (Te Hiku Media). This is also an important point to note for potential Aotearoa based funders. The Tua o te Pae team will be working alongside both companies, having oversight of the development of the voice and consulting with our advisory rōpū along the way.

### Ahakoā ngā piki me ngā heke, me haere tonu

*- Albeit the triumphs and setbacks, we keep moving forward.*

It is fair to say that funding has been our biggest barrier. However, Tua o te Pae is having ongoing discussions with different organisations and sectors to find the pūtea (funding) for this project. Due to the significant amount of pūtea that is required for the development of the voice, we are planning to take a multiple funding stream approach as a solution.

Several organisations have expressed their interest in financially supporting Tua o te Pae. Funding applications are currently being completed. We believe that as momentum continues to grow, and organisations provide some funding, this may encourage other organisations to make a financial contribution.

Through the kaupapa, we have become aware that there is limited data available regarding AAC users and in particular Māori AAC users. Data is important to highlight the need for a Te Reo synthetic voice. Tua o te Pae has therefore created a survey to try and capture some of this information.

**Creating awareness is also a focus for Tua o Te Pae.**

- Givealittle page: <https://givealittle.co.nz/cause/tua-o-te-pae-the-te-reo-voice-project>
- Facebook Page @TuaotePae
- Stuff article: <https://www.stuff.co.nz/pou-tiaki/129688452/learning-a-language-you-love-when-you-are-nonspeaking>.

## Ngā mahi i te wā nei – *Work happening*

In July this year, Tua o te Pae submitted a Statement of Claim to the Waitangi Tribunal and the Record of Inquiry. The purpose being to shine a spotlight on this inequality for Māori AAC users and to hopefully prompt policy change at a government level. This claim is under Geneva's name on behalf of tāngata whaikaha Māori with communication needs and has been recognised by the Record of Inquiry.

Across the motu, Speech-Language Therapists, AAC users, Kaiako, Kaitakawaenga and whānau have been involved in creating AAC resources in Te Reo Māori. Thanks to these individuals we now have a kete of low tech AAC resources available including various core vocabulary boards as well as a bilingual PODD book that was made possible through the mahi of Kerry Heslop (Māori SLT – Ferndale Specialist School) and Karuna Thurlow (Kāi Tahu Educator and Translator).

Communication boards are beginning to pop up around the motu, some of which have been translated into reo ā-iwi. Kristina Pinto's project to erect core boards in English and Te Reo at playgrounds around Te Tairāwhiti, has been picked up in other regions, like the board pictured, which can be found in Whangārei. Tūa o te Pae is keen to work alongside other rohe (regions) across Aotearoa to develop more communication boards.



Nāu te rourou, nāku te rourou, ka ora ai te iwi  
– *With your basket and my basket, the people will prosper*

We often are asked; how can I help? The main way you can support is by helping to gain awareness for the need of AAC in te reo. This may be through having kōrero with whānau, friends and clients, following us on Facebook, sharing Tua o te Pae posts and initiatives and directing people to join our whānau and kaupapa rūpū.

- He wero tēnei: [Coreboards | Kupu Atua in Tairawhiti \(nzrecreation.org.nz\)](https://www.nzrecreation.org.nz)

We will keep fighting for this moemomea to become a reality – this fight is for te reo, for Māori and for tangata whaikaha. We hear from our Whānau rūpū simple requests such as “I want my son to be able to say his own name correctly” or “I want my daughter to be able to share her pēpeha”. Through comments like this, we are reminded just how important having access to Te Reo is for tangata whaikaha Māori and how it is their human right to speak in their native language.

Ka whawhai tonu tātou mō ake ake. Kol tēnei whawhai mō ngā tangata whaikaha Māori me ō rātou whānau. Ngā mannaakitanga,

Geneva Hakaraia-Tino, Mary Browne and Ann Smaill.





# Tua o Te Pae Timeline



2017

- Geneva begins her Te Reo journey
- TalkLink identifies the need for a Te Reo synthetic voice for AAC devices
- The Te Reo Voice Project is formed



2018

- Project gains momentum
- Team presents at the The International Society for Augmentative and Alternative Communication (ISAAC) Conference in Gold Coast, Australia



2019

- Developed the feasibility study of Tua o Te Pae in collaboration with Callaghan Innovation
- This was made possible through MedTech CoRE New Concept Development funding.



2020

- Team continues to reach out to different organisations to seek support
- Connects with The Voice Keeper who are an Israel-based company and specialize in synthetic voice technology for AAC



2021

- Networking continues
- Consultation with Māori organisations/Funders
- Mere Browne joins team



2022

- Matua Hare Paniora gifted the ingoa / name 'Tua o te Pae'
- Whanau and kaupapa ropu formed
- Tua o te Pae goes live on Facebook
- Givealittle Page launched
- Establishing relationships with organisations, experts etc



## Client Services

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During the 2021-2022 financial year, we have worked with 4279 individuals (4230 the previous year) including new clients and return clients who require on-going support. Clients receive funding through either Whaikaha or ACC and require assistive technology for a diverse range of needs.

Some of our return clients are seen at regular intervals throughout their life, as their needs and technology requirements change. Having access to the right assistive technology when required, is essential. Looking back, some of our clients who had their first assessment at TalkLink in the 1990s, have gone on to achieve great things. Congratulations to The Reverend Victoria Terrell MNZM, who was honoured in the 2022 Queen's Birthday Honours List for services to the disability community. Amongst Vicki's many community services was a stint on the TalkLink Trust Board.

For tamariki just starting their communication journey it is very important that they have a supportive communication environment to develop their communication. The focus is not only on the assistive technology tools, but also supporting skill development of the person using the equipment, and importantly the community around them. One of the first steps is making sure that communication tools are always available. Haika's mum shared some photos of Haika having access to his communication system in a range of places; the family and school staff take his communication device everywhere: in the car, at the zoo, and with his extended whānau. Haika is on the way to being a great communicator.



Rett Syndrome is a neurological disorder that affects the way the brain develops. We know that controlling movements is really difficult, due to Apraxia (a neurological disorder characterized by loss of the ability to execute or carry out skilled movements and gestures, despite having the desire and the physical ability to perform them). We also know that looking (eye gaze) to make selections, rather than pointing is easier for people with Rett syndrome. Zoe's early diagnosis meant that we could start trying options with Zoe before she started school. She now has an eye gaze communication device. Zoe loves to move around and needs easy access to her eye gaze communication device around the home. A rolling floor mounting system helps her use it in different location in her home. Her mum commented recently: "Zoe is really improving with her communication lately. Lots of bits of conversation with eye gaze in context that makes sense. She has it in the car and is able to join in the conversation with her brother and sister by adding one or two words in context. She has also pointed out a bus when she saw one. When I told her I was taking a picture of her using her computer in the car to send to TalkLink she said, 'good idea'."

Zoe is transitioning to school and her team at her local primary school has been introduced to a range of options to help Zoe communicate. This is important because an eye gaze device is difficult to use in some situations, like out in the playground. Zoe is ready for school!



A diagnosis of Motor Neurone Disease usually means significant changes in the ability to communicate. This can isolate people and reduce the control they have in their every-day life. TalkLink support people use technology to continue to participate. Recently a client had instant communication success during an equipment trial of a communication device which he controls using head movement via a 'headmouse'. He was able to tell his family that he wanted to buy a house and was then able to participate in an auction for a house he wanted to buy. The auction was not successful, but he was able to negotiate a price with the real estate agent/vendors and they came to an agreed price. A difficult task at the best of times! He would not have been able to do this without the use of the GridPad communication device.

For people with significant physical challenges, including spinal injuries and neurological conditions such as Multiple Sclerosis, it often means that the person is reliant on others for many daily care functions such as toileting, mobility and household management. For many of our clients in this situation they spend significant time in bed and often are alone for periods of time. As one person reported: "the 12 hours I spend in bed at night without assistance can be very hard." Assistive technology can make this time easier. "I can now use a voice assistant to turn on lights, play the radio, tell me the temperature, keep a shopping list, read, and sort my calendar, tell me jokes and play ocean sounds to soothe me to sleep. This is just the start. I can get reminders and the carers can check that all is done before they leave me alone, as Google reads the checklists. It helps build my relationships with the carers with translation and playing radio stations in their first languages. I am finding new fun options every week. It's like having a helpful flatmate (without having to chase them for rent!)."

Accessing the Assisted Dying Service is a choice some of our clients with terminal illnesses are choosing and communicating the choice effectively is critical. The TalkLink team have heard from several family members about the difference accessing communication assistive technology has made during this very difficult time. Some feedback from TalkLink therapists:

- it was nice to see that the GP acknowledged that her communication through the communication technology was all her.
- The client spoke to her daughter who is overseas via Messenger, the night before she died. It highlights the importance of the non-face-to-face communication work we do.
- A family member reported that there was a gathering of family and friends held shortly before he passed. He spent the whole time on the computer, telling stories. "Most people left in tears... We are forever grateful for all your help with maintaining lines of communication - TalkLink Trust does a tremendous job. Thank you SO much!"

## Support Initiatives,

### To ensure great outcomes:

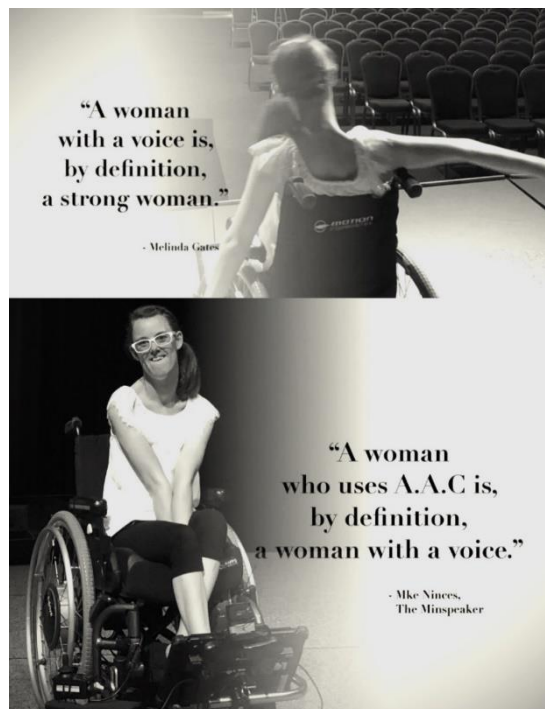
We know that a supportive communication environment helps ensure people who use AAC are given the opportunity to become competent communicators. In the fast-paced life we live, one of the most frustrating things when using ACC systems to communicate is when people do not take the time to listen. TalkLink Trust Board member and ambassador Maqymseah Ninces helps us understand the misconceptions and the steps we can take to promote supportive communication environments.

#### What are the main misconceptions?

People with complex communication needs have the same need as anybody else: to be heard when they speak and supported to be able to communicate using their chosen choice of communication.

At the same time, complex communication needs are complex and differ person to person. AAC users come from all sorts of backgrounds and have all sorts of disabilities. There is no one size fits all approach for AAC users. You need to get to know the person and their preferred styles of communication. Ask questions, be appropriate.

Most people engage in multiple types of communication every day - AAC users are the same. For example, I choose to use my Accent 1400 (high-tech communication device with voice output) for most conversations. However, there are times where my communication device is not appropriate to use. For example, in the shower, I rely on my caregivers to interpret my garbled speech, unclear body language and gestures.



#### What can other people do to support or help you succeed as an AAC user?

Understand that I am a human being. There are times when I don't communicate to the best of my abilities. I need prompting and I need honest feedback to help me to continue to learn and improve.

Be patient.

Understand that communicating can take a lot of time and energy. There are days when I don't have enough time or energy to communicate everything. I have to prioritise.

#### What do you want others to know about being an AAC user?

AAC helps me to communicate and to have a voice. However, I only truly have a voice if other people give me the opportunity and time to respond.

#### KiwiChat:

The team at TalkLink are passionate about advocating for and promoting inclusive communication environments. One of the ways we do this is through our KiwiChat initiatives, where our very creative team of therapists model use of AAC in fun activities, with the aim of increasing skill and knowledge. Since the first Covid lockdown these meetings have been virtual and while we anticipate holding some face-to-face meetings again moving forward, the virtual meetings will continue. Table One illustrates why virtual events should continue; since 2020/21 most meetings have been virtual, and we have seen a significant increase in the number of people attending. At a recent meeting we asked people to tell us where they were joining the meeting from, and as Figure one illustrates right across the motu, especially in Te Ika-a-Māui on this occasion.

#### Where are you from?



Figure 1 KiwiChat attendee locations



Another advantage of virtual meetings is that teams who are not able to join the live sessions are able to access recordings on our website <https://talklink.org.nz/virtual-kiwichat-groups>. We also know that teams who attended are revisiting the recordings of the sessions, which they report is extremely beneficial. This means we are reaching more than the number of people reported in Table 1.

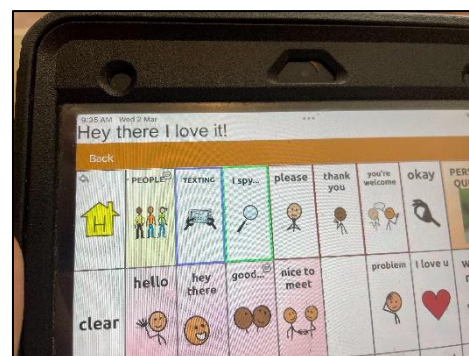
	2019/20	2020/21	2021/22
# of KiwiChat events	34	18	9
# of people attending KiwiChat events	791	328	483

Table 1:  
Number of KiwiChat events held over the last three financial years

### Client Voice:

#### Feedback from a KiwiChat Group meeting

- Our students really enjoyed KiwiChat and really appreciate the opportunity to be able to join. It gives them a sense of community seeing other young people use devices too and enjoy using it.
- We just love the KiwiChat sessions and really look forward to them. The students find the sessions very engaging and fun. It is also so nice for our students to see and know that others are using other ways of communicating. Thanks so much for all your hard work and for sharing the resources. Our students are definitely benefiting from this experience.



*A class at Blomfield School watching KiwiChat on the big screen. Support people are in attendance to provide additional modelling opportunities on their core vocabulary communication boards.*



### Building Knowledge and Capacity:

Training courses are another way we offer support. Over the 2020/21 year approximately 790 people have attended 53 courses. Many of these courses have been completed virtually, and like KiwiChat we anticipate moving to both virtual and face-to-face courses in 2023.

As well as courses for teams and family/whānau supporting people using assistive communication technology, we also work with therapists wishing to gain Communication Assistive Technology (CAT) Level One credentialing. This means that therapists working with pre-school and school age students, working in hospital and community settings as well as in private practice, can access equipment funding without having to wait for a TalkLink assessment. In the 2021/22 year 20 therapists were supported to gain CAT Level 1 credentialing and we expect that even more will complete the training in 2022/23. In this way we hope to increase capacity and reduce our substantial waiting list (Figure 2). It also helps us focus on the more complex (Level 2) assessments. The increased flexibility of therapists working in education to gain CAT Level One credentialing is encouraging and reflects the Whaikaha and EGL principles. Of the referrals received in 2021/22, 23% were classified as CAT support referrals, where most of the work is completed by community CAT credentialed therapists. We anticipate that this percentage will increase as we support the credentialing of more therapists.



## Demographics:

The TalkLink team work throughout Aotearoa New Zealand, alongside people of all ages, with a wide range of needs, as shown in the following analysis of the referrals received in 2021/22.

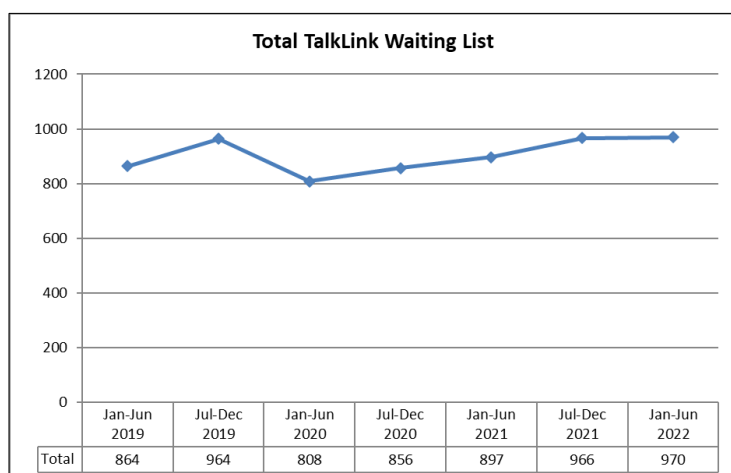


Figure 2 The waiting list remains stubbornly high. Many factors have contributed, particularly Covid and other illnesses affecting both the TalkLink team and our clients. The waiting list reduction in 2020 was directly related to Covid lockdowns, when we received correspondingly less referrals.

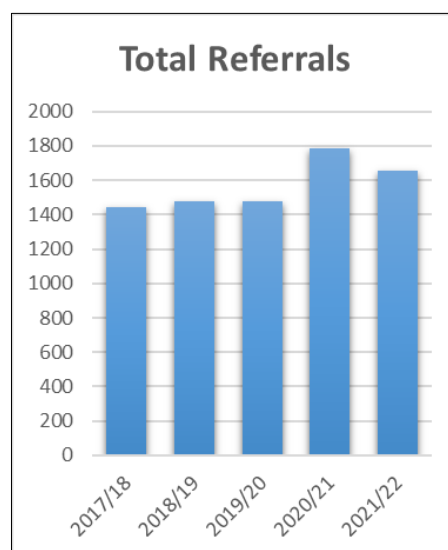


Figure 3 The sharp increase in referrals in 2020/21 occurred following lockdowns, and referrals have remained higher than previous years

Totals by DHB area	2017/18	2018/19	2019/20	2020/21	2021/22
Northland	85	82	90	79	82
Waitemata	161	168	184	208	166
Auckland	156	128	98	163	153
Counties Manukau	120	143	123	202	183
Waikato	88	91	109	144	147
Bay of Plenty	93	96	98	108	102
Lakes	35	37	36	37	32
Tairāwhiti	12	12	12	36	32
Taranaki	41	46	59	56	35
West Coast	20	4	10	9	7
Hawkes Bay	36	44	35	54	50
Mid Central	60	48	56	54	37
Capital and Coast	79	77	85	90	103
Hutt Valley	63	57	51	62	74
Wairarapa	20	21	8	23	25
Nelson/Marlborough	46	46	57	46	47
Whanganui	12	21	22	19	16
Canterbury	199	229	224	244	252
South Canterbury	12	9	8	13	10
Southern	106	117	110	138	101
<b>Total Referrals</b>	<b>1444</b>	<b>1476</b>	<b>1475</b>	<b>1785</b>	<b>1654</b>

Table 2: Referral trends by DBH region over the past five financial years

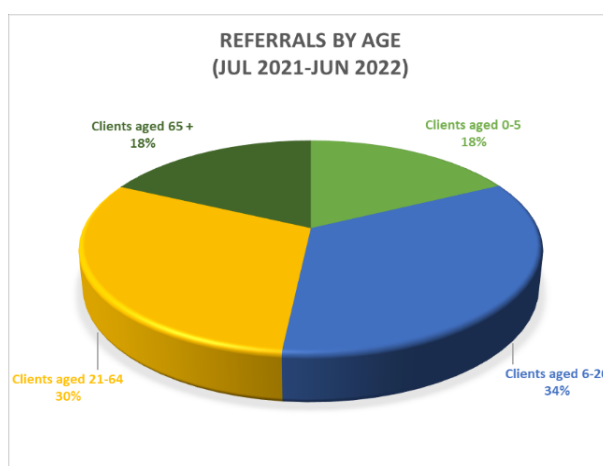


Figure 4

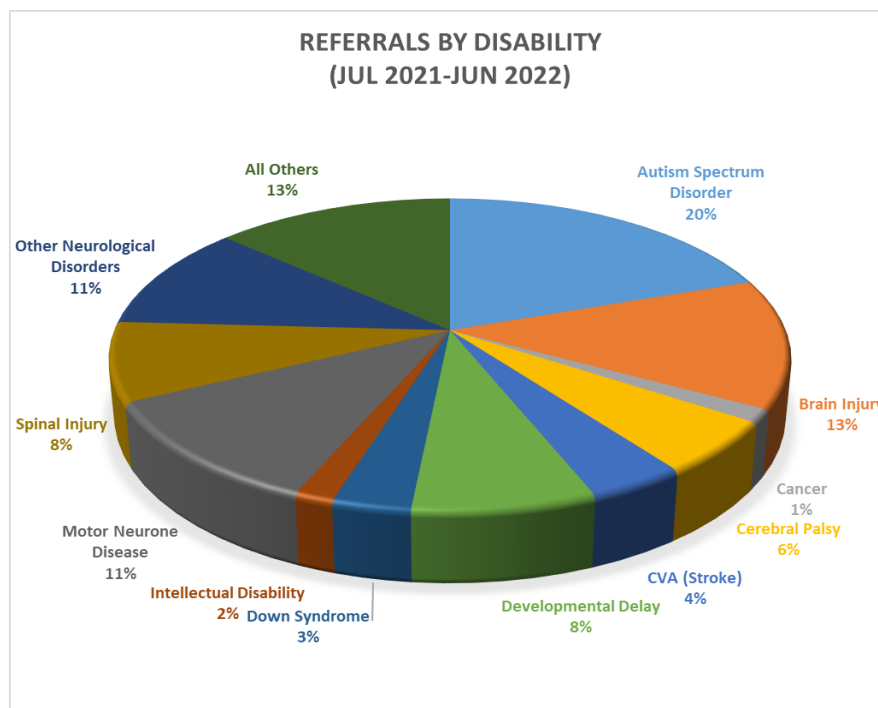


Figure 5

\* 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.

## 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 2021-2022 financial year a total of 470 3-month surveys were sent out, with a return rate of 13%. A total of 553, 12-month surveys were sent out, with a return rate of 16%. Table 3 summaries some of the results for the last two financial years.

Outcome Measure	2020/21 Percentage	2021/22 Percentage
% people who continued to use the equipment or strategy after 12 months	95	91
% of people who were satisfied with the support they received to use the equipment or strategy	92	93
% of people who reported they were able to use the equipment or strategy	91	85
% of people who reported that use of the equipment or strategy allowed them to communicate better than before	83	85
% of key support people who reported that the equipment or strategy helped their communication with the person they support	86	79
% of people who reported that they felt heard or listened to by TalkLink	96	98

Table 3

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.

## Thank you

---

We have had several TalkLink team members leave to pursue other opportunities over the past year, and all have made significant contributions to TalkLink, some over many years. Wendy Dick and Pauline Brown have worked as part of our Finance and Administration team in Central/Southern, Thank you for your contribution to the smooth running of the Trust.

Kenny Ardouin, has worked as both a speech-language therapist and in technical support, based in the Southern office. Having the technical skills as well as being an SLT has been invaluable. In addition, Kenny was instrumental in setting up our Wellbeing Group at the start of the pandemic, and this is continuing to be a very valuable initiative. We wish Kenny well as he studies for his PhD at Canterbury University.

Anita Fenton, one of the Southern occupational therapists left during the year to pursue a speciality as a hand therapist. We wish Anita well in this new endeavour and thank her for the contribution she made to our clients particularly ACC clients in Canterbury and Otago regions.

Thank you to Polly Khushal and Samantha Ivil, two experienced SLTs from the Northern office. Both Sam and Polly have contributed greatly to the TalkLink Trust's work over many years, including helping with referral management, mentoring new staff as well as contributing to the development of supervision options for community therapists. Polly's new role as an SLT at the Child Development Team in South Auckland will see her continue to work with our team and use her extensive AAC knowledge. Congratulations to Samantha as she embarks on her journey as a new mum whilst juggling a new business.

Barrie Woods has had a long career in assistive technology beginning in the 1980s when he worked on the development of environmental control systems for people with spinal cord injuries. Having a back-ground in rehabilitation engineer added a new dimension to the skill mix when he joined TalkLink. As well as Barrie's Operations Management role for Central/Southern, his practical engineering skills were invaluable. Barrie's caring nature was appreciated by his team, and with Kenny was a strong advocate for setting up the Wellbeing Group. Barrie also made a significant contribution to developing our Quality Management System.

We wish Barrie well in his retirement and thank him for the many years of service to the disability sector.



Lastly, Fern Maxwell pays tribute to one of our longest serving team members, Magnus Hammarsal:

In the middle of 2022, the Northern team and TalkLink as a whole said a big "Hare Ra!" to one of our longest standing SLTs, Magnus Hammarsal. Magnus had become something of a TalkLink institution, with very few staff members serving for longer than him. Across the team Magnus was known as the calm and steady hand on, leading us through a range of turbulent times such as the loss of much-loved colleagues and of course the pandemic. As COVID started to descend upon Aotearoa and the world, Magnus' calm attitude provided reassurance. When asked "do you think we should be panicking" he simply responded, "I don't think we should ever panic, but I think we should be prepared". Magnus had a raft of strings to his bow – SLT, Mountaineer, Skier, diving instructor and not least, chief sandwich maker. It really was his skills as a clinician that set him apart from the rest. Magnus has a wonderful sense of fun within his work, never afraid to get "stuck in" and play the part where it was needed. A keen and eager KiwiChat Camp participant and the CAGs Auckland groups' favourite SLT.



Magnus also approached his work with compassion and empathy. Not only for his clients but his colleagues, new and old. His knowledge of techniques and equipment was second to none and his steady and constant knowledge has left a significant gap in the Northern team.

Whilst he would be the first to admit that administrative tasks were not his forte, there were a raft of TalkLink tasks that he threw himself into with great gusto. Magnus spent time in Nauru supporting the implementation of AAC across the island. He served on the Board of ATANZ (Assistive Technology Alliance of NZ), including a period as Chair, attended Talking Mats training and became an accredited trainer for TalkLink and Aotearoa. He presented at numerous conferences and ran many workshops. Magnus was loved and admired by colleagues not just within TalkLink but across the SLT and Assistive Tech worlds.

We wish him the very best in his new position and look forward to working alongside him in a different way as he moves to work at Sommerville Special School.



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Congratulations to Geneva Hakaraia-Tino who, as this Annual Report goes to press, has just been appointed to the position of Senior Communications Advisor  
Whaikaha - Ministry of Disabled People

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## TalkLink Trust Board

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

## Leadership Team

Wayne FERGUSON (Chief Executive)	Glen DIXON (Operations Manager Northern)
Pariya BEHNAMI (Operations Manager Central/Southern)	Ankica MIDDELDORP (Finance Controller)
Fern MAXWELL (Clinical Leader)	Anita MCDRURY (Clinical Leader)
Chris O'HARA (Clinical Leader)	Paula SHENNAN (Clinical Leader)
Ash ARROWSMITH (Fundraising Manager)	

## Northern Region

13 Coyle St, Sandringham, Auckland 1025  
PO Box 44 053, Pt Chevalier, Auckland 1246  
Phone: 09 815 3232

Jessamy BELL (Parental Leave)	Geneva HAKARAIA-TINO	Jennifer RIM
Jennie BURROWS	Shauna McCABE	Amanda ROBERTON
Claire CROOKS	Alex MIDDELDORP	Niki SHERRIFF
Christina DOUGHTY (Parental Leave)	Ivana MIDDELDORP	Wei-Kai SHYU
Cheryl D'SILVA	Danica MIHALJEVICH	Amanda SLADE
Michelle ERLAM	Tara MILLS	Polly THOMAS
Ellie FINN	Christina PATCHING	Bridget THOMPSON
Lauren FORSTER		

## Central/Southern Region

PO Box 24 070, Wellington 6142  
Level 3, 187 Willis St, Wellington 6011  
Phone: 04 381 4956

PO Box 10 204, Christchurch 8145  
Unit 15. 2 Barry Hogan Place, Riccarton, Christchurch 8041  
Phone: 03 374 9222

Louise AGUJITAS	Georgia HOLIBAR (Parental Leave)	Adele PETRIE
Amber BEAUMONT	Sarah HOULAHAN	Michaela POWELL
Mary BROWNE	Ruth HUGHSON	Chi SAUNDERS
Helen BRUNNER	Gary JARVIS	Ann SMAILL
Jason CRAWFORD	Ruth JOHNSTON (Parental Leave)	Emily TAYLOR
Margaret CUTTANCE	Libby KING	Rosanna TILYARD
Sarah DORAN	Emilie LOGAN	Amy-Lou TURNER
Anita FENTON	Janet LOW	Sukhveer WILSON
Tania GARDNER	Stacey MAYES	Jane WINTER
Pauline GREEN	Devon MILLER	Chathuran WEERAKOON
Hilary HAWKINS	Conor Mills	



# **2021 – 2022**

## **Financial Statements**

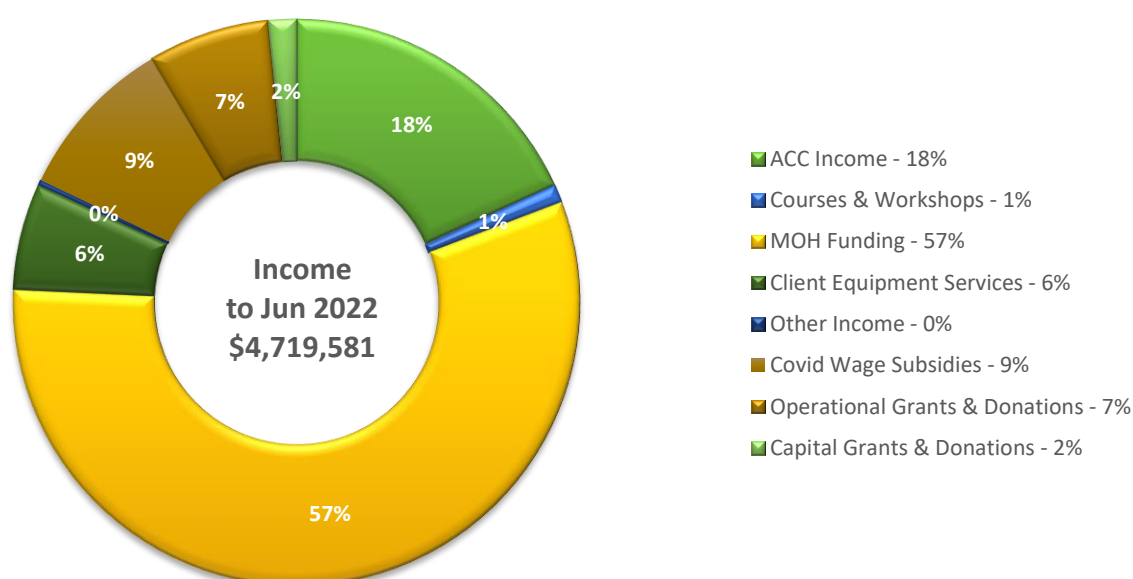
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## Financial Report

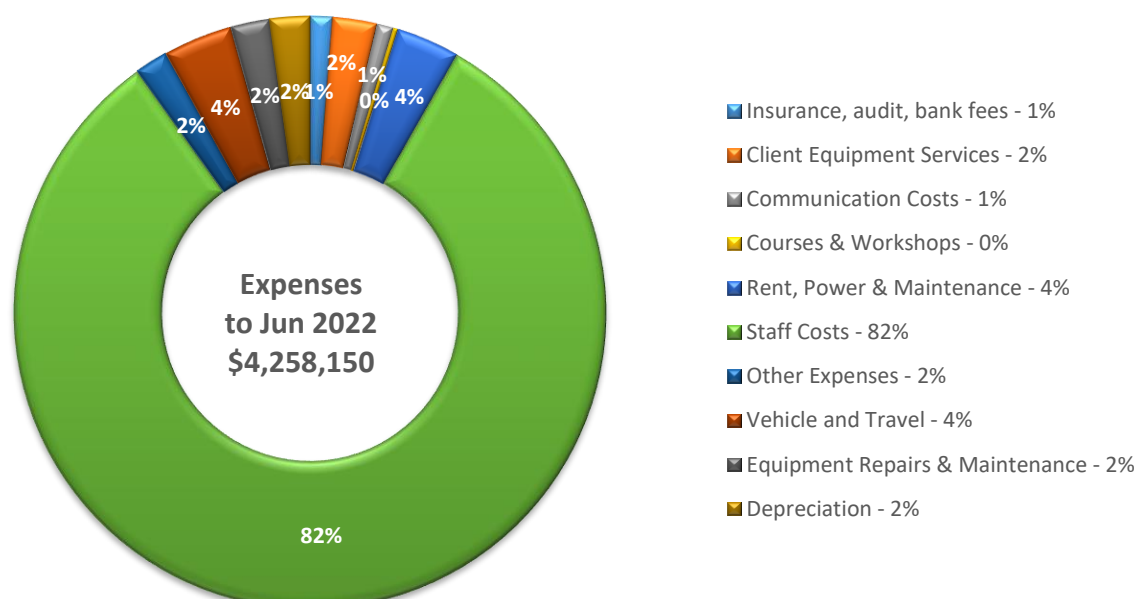
The 2022 surplus before depreciation is \$554,618 compared with the 2021 surplus of \$122,846. The consolidated result for the financial year to 30 June 2022 after depreciation is a surplus of \$461,432. This is attributed the MSD Wage Subsidy received in this financial year, supporting TalkLink to build capacity in response to pandemic disruptions and retain our highly skilled staff. We now have better workforce capacity to provide services in the 2022-23 financial year, with the Ministry of Health recognising increased service demands with an increase in our contract.

This year seventy-five percent of our income came from contracts with government entities, namely the Ministry of Health (57%) and ACC (18%). Client equipment services and Courses/Workshops made up 7% and the Covid Subsidies contributed 9% of our income. The balance (9%) 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 2022



The nature of TalkLink's work means that 82% 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 2022

Date of Trust Deed	16 October 1991
IRD Number	57-965-797
Charities Commission Number	CC23025
Place of Business	Auckland 13 Coyle Street Sandringham, Auckland 1025  Wellington Level 3, 187 Willis St Wellington 6011  Christchurch Unit 15, 2 Barry Hogan Pl Riccarton, Christchurch 8041
Board of Trustees	Cathy COMBER Denise COSGROVE (Chair) Margaret ELLETT John GREEN Tuini Glenda HAKARAIA-TINO James JORDAN Maqymseae NINCES Jonny WILKINSON
Beneficiaries	The Community
Auditor	Charity Integrity Audit Ltd 1275A East Coast Road, Kaiaua, 2473
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 2022

	2022	2021
	\$	\$
<b>Revenue from non-exchange transactions</b>		
Capital Grants & Donations	74,870	75,373
Operational Grants & Donations	328,578	323,051
	403,448	398,423
<b>Revenue from exchange transactions</b>		
ACC Income	859,249	977,839
Client Equipment Services	286,790	337,001
Interest Received	1,261	167
Ministry of Health Funding	2,666,387	2,252,823
MSD Wage Subsidy	439,791	0
Other Income	62,656	185,325
	4,316,133	3,753,155
<b>TOTAL REVENUE</b>	<b>4,719,581</b>	<b>4,151,579</b>
<b>Expenses</b>		
Administration	47,675	46,681
Audit Fees	4,794	3,779
Client Equipment Services	103,121	166,082
Communication Costs	37,477	40,476
Equipment Repairs	90,222	86,428
Loss on Disposal of Assets	21,264	0
Other Expenses	67,331	103,242
Property Costs	147,157	112,068
Salaries and Wages	3,445,078	3,217,927
Staff Development	40,123	39,250
Vehicle and Travel	160,721	212,799
	4,164,963	4,028,732
<b>Surplus/(Deficit) before Depreciation</b>	<b>554,618</b>	<b>122,846</b>
Depreciation	93,187	122,059
<b>Surplus/(Deficit) after Depreciation</b>	<b>461,432</b>	<b>787</b>

## STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

For the Year Ended 30 June 2022

	2022	2021
	\$	\$
Equity as at start of year	872,099	871,311
Surplus/(Deficit) for year	461,432	787
<b>Equity as at end of year</b>	<b>1,333,531</b>	<b>872,099</b>

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2022

	2022	2021
	\$	\$
<b>Current Assets</b>		
Cash and cash equivalents	847,571	359,697
Receivables & Prepayments	830,729	771,628
Other Current Assets	0	0
<b>Total Current Assets</b>	<b>1,678,300</b>	<b>1,131,325</b>
<b>Deduct Current Liabilities</b>		
Payables & Accruals	221,644	226,138
Grants received in advance	0	0
Employee Entitlements	344,108	295,534
<b>Total Current Liabilities</b>	<b>565,753</b>	<b>521,673</b>
<b>Working Capital Surplus</b>	<b>1,112,547</b>	<b>609,652</b>
<b>Add Non-Current Assets</b>		
Property and Equipment	220,983	262,447
<b>Total Non-Current Assets</b>	<b>220,983</b>	<b>262,447</b>
<b>Total Net Assets</b>	<b>1,333,531</b>	<b>872,099</b>
<b>Represented by</b>		
<b>Accumulated Trust Funds</b>	<b>1,333,531</b>	<b>872,099</b>

For and on behalf of the TalkLink Trust Board



Chairperson: Denise Cosgrove  
Date: 01/12/2022



Chief Executive: Ann Smail  
Date: 01/12/2022

Charity  
AUDIT

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

**CASH FLOW STATEMENT****For the Year Ended 30 June 2022**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
<b>Cash flows from Operating Activities</b>		
ACC Income	851,767	808,290
Grants & Donations	403,448	398,423
Interest Received	1,261	167
Ministry of Health Funding	2,622,739	2,139,504
Other Income	781,266	579,167
Goods and Services Tax (net)	(15,023)	38,452
Payments to Employees	(3,436,627)	(3,255,223)
Payments to Suppliers	(647,969)	(754,111)
<b>Net cash flows from the Operating Activities</b>	<b>560,862</b>	<b>(45,330)</b>
<b>Cash flows from Investing and Financing Activities</b>		
Sale of plant and equipment	0	0
Purchase of plant and equipment	(72,988)	(89,003)
Proceeds from borrowings	0	0
Repayment of borrowings	0	0
<b>Net cash flows from Investing and Financing Activities</b>	<b>(72,988)</b>	<b>(89,003)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>487,875</b>	<b>(134,332)</b>
Cash and cash equivalents at beginning of the year	359,697	494,029
<b>Cash and cash equivalents at end of the year</b>	<b>847,571</b>	<b>359,697</b>
<b>Reconciliation of Net Operating Surplus with Operating Cash Flow</b>	<b>2022</b>	<b>2021</b>
Reported Surplus/ (deficit)	461,432	787
<b>Add / (deduct) Non-cash movements</b>		
Depreciation and Amortisation	93,187	122,059
Non-cash donations	0	0
(Profit)/Loss on disposal of Assets	21,264	0
<b>Add / (deduct) movements in working capital items</b>		
Inventories	0	0
Trade and other receivables	(59,100)	(226,027)
Conditional grant liability	0	0
Trade and other payables	(4,494)	55,897
Employee benefits	48,574	1,953
<b>Net cash flows from operating activities</b>	<b>560,862</b>	<b>(45,330)</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 2022

**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 2022. 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 2022

### STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

	2022	2021
<b>General Accumulated Funds</b>		
Opening Balance	414,099	451,311
Surplus / (deficit)	461,432	787
Transfers to Reserves	0	(38,000)
<b>Closing Balance</b>	<b>875,531</b>	<b>414,099</b>
<b>Revenue Reserves</b>		
Opening Balance	458,000	420,000
Transfers from General Funds	0	38,000
<b>Closing Balance</b>	<b>458,000</b>	<b>458,000</b>
<b>Total Accumulated Funds</b>	<b>1,333,531</b>	<b>872,099</b>

### Cash and Cash Equivalents

	2022	2021
	\$	\$
Cash on hand	440	440
Current accounts	847,131	359,257
Short Term Deposit	0	0
	<b>847,571</b>	<b>359,697</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.

<b>Grants &amp; Donations Received</b>	<b>Recognised in 2022 year \$</b>	<b>Recognised in 2021 year \$</b>
ANZ Staff Foundation	25,000	0
Aotearoa Gaming Trust	10,000	0
Bay Trust	20,000	15,000
Canterbury Licensing Trust	7,500	0
Community Trust Mid and South Canterbury		19,500
Deirdre Cullity		750
Dragon Community Trust Ltd		2,000
Eastern & Central Community Trust	5,300	5,100
Foundation North	40,000	25,000
Four Winds Foundation	15,000	15,000
Frimley Foundation	10,000	10,000
Glenn Stone Insurance Limited	3,000	2,000
JM Thompson Charitable Trust	30,000	0
Lion Foundation	18,252	10,000
Louisa & Patrick Emmett Murphy Foundation	5,000	0
Mainland Foundation	5,302	4,794
Maurice Paykel Charitable Trust		5,000
NZ Lottery Grants Board	90,000	70,000
NZ Lottery COVID-19 Community Wellbeing Fund		30,000
Otago Community Trust	10,190	3,722
Other Donations	1,078	1,801
Perpetual Guardian - Earnest Davis Hyam & The Ted and Mollie Carr	10,000	0
Perpetual Guardian - Eva & Harold Wilson Charitable Trust		5,000
Perpetual Guardian - Guy Anson Waddel Charitable Trust		9,000
Perpetual Guardian - Stewart Family Charitable Trust	5,000	7,000
Perpetual Guardian - The Kingdom Foundation		7,000
Portage & Waitakere Licensing Trust	7,000	2,000
Pub Charity (Inc.)	20,826	21,696
Rata Foundation	45,000	45,000
Rotorua Energy Charitable Trust	15,000	20,000
St Joans Charitable Trust		5,000
The Community Trust of Southland		30,000
The Royal Antediluvian Order of Buffaloes		1,000
The Mayan Veterans Association		1,000
The Southern Trust		10,000
Thomas George Macarthy Trust	10,000	10,000
Wiri Licensing Trust		10,061
	<b>403,448</b>	<b>398,423</b>

<b>Cash and Cash Equivalents</b>	<b>2022</b>	<b>2021</b>
	\$	\$
Cash on hand	440	440
Current accounts	847,131	359,257
Short Term Deposit	0	0
	<b>847,571</b>	<b>359,697</b>

<b>Receivables &amp; Prepayments</b>	<b>2022</b>	<b>2021</b>
	\$	\$
Ministry of Health contract	251,457	295,105
ACC Contract	314,551	322,034
Other Debtors	211,232	103,125
Subcontractor - WIP	26,934	19,569
Prepayments	26,554	31,796
	<b>830,729</b>	<b>771,628</b>

<b>Employee Entitlements</b>	<b>2022</b>	<b>2021</b>
	\$	\$
Provision for Holiday Pay	220,114	200,692
Salary and Wages Accrual	123,994	94,843
	<b>344,108</b>	<b>295,534</b>

**Operating Lease Commitments:** When the lease with Crown Land Development from MBIE expired January 2022, the TalkLink's Auckland office relocated to a temporary location at 9 Airpark Drive, Māngere. A new lease was secured so the Auckland office relocated again to new premises in September 2022. The new Lease started from 16 September 2022 for a term of 2 years to 16 September 2024. There are two (2) rights of renewal of three (3) years.

Lease commitments for TalkLink's Wellington office were renewed for a further 3 years from 1 February 2021 to 31 January 2024. The TalkLink's Christchurch office lease is from 12 April 2021 for a term of 3 years to 12 April 2024. There are three (3) rights of renewal of three (3) years.

<b>Operating Lease Commitments</b>	<b>2022</b>	<b>2021</b>
	\$	\$
Current	129,082	84,396
Non Current	177,769	145,816



#### **Property and Equipment**

	<b>2022</b>			<b>2021</b>		
	<b>Cost</b>	<b>Accumulated Depreciation</b>	<b>Net Book Value</b>	<b>Cost</b>	<b>Accumulated Depreciation</b>	<b>Net Book Value</b>
	\$	\$	\$	\$	\$	\$
Buildings	9,022	8,591	430	378,391	356,593	21,798
Motor Vehicle	317,790	186,073	131,717	277,842	156,319	121,523
Furniture & Fitting	34,319	30,440	3,878	47,806	42,567	5,238
Office Equipment	31,421	27,756	3,665	74,577	70,070	4,507
AT Equipment	373,573	317,569	56,004	356,593	273,223	83,370
IT Equipment	320,712	295,423	25,289	309,526	285,540	23,986
Intangibles	8,780	8,780	0	8,780	6,756	2,024
<b>Total Fixed Assets</b>	<b>1,095,616</b>	<b>874,633</b>	<b>220,983</b>	<b>1,453,514</b>	<b>1,191,068</b>	<b>262,447</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, Operations Managers and Financial Controller. The aggregate remuneration and the number of “full-time equivalents” (FTE) for the management personnel is presented below:

	2022	2021
	\$	\$
Total remuneration	411,087	417,155
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 2022

### 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 2022 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 on pages 19 to 25 present fairly, in all material respects, the financial position of the TALKLINK TRUST as at 30 June 2022 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 our 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 TALKLINK 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, we have no other relationship with, or interests in, the TALKLINK 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 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.

The governance board is responsible for the other information being the financial summary & directory as pages 17 and 18.

Our audit opinion on the financial statements does not cover any assurance on the other information.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### 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.

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  
25<sup>th</sup> November 2022