

Annual Report 2016 - 2017

TalkLink Trust
Wahanga Tū Kōrero
Assistive Technology Services



Acknowledgements

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

A1 Wheelchair Services	Lou and Iris Fisher Charitable Trust
ACC	Mainland Foundation
Accessible	Massey University
ASB Bank	Microsoft
Assistive Technology Alliance New Zealand	Ministry of Education
Attitude Trust	Ministry of Health
Auckland Disability Law	Motor Neurone Disease New Zealand
Aurora College	New Zealand Disability Support Network
Bay Trust	New Zealand Lottery Grants Board
BlueSky Community Trust Ltd	New Zealand Relay
Boccia New Zealand	New Zealand Speech-Language Therapists' Association
CCS Disability Action	Otago Community Trust
Cerebral Palsy Society of NZ	Paragon Computers
Clendon Consulting Ltd	Portage Trust TTCF
Codeblue	Pub Charity (Inc.)
COGS	Rata Foundation
Desktop Technology Services Ltd	Reid Technologies
Earnest Davis Hyam	Rotorua Energy Charitable Trust
Eastern & Central Community Trust	Sharon Brandford
Enable New Zealand	Spark NZ
Foundation North	Strathlachlan Fund
Four Winds Foundation Ltd	Te Runaka ki Otautahi o Kai Tahu
Frimley Foundation	TextHelp
Givealittle - KiwiChat Donations	The Clyde Graham Charitable Trust
Grassroots Trust Ltd	The Community Trust of Southland
Glenn Stone Insurance Limited	The Southern Trust
HB Williams Turanga Trust	Trillian Trust
JN Williams Memorial Trust	Unitec Institute of Technology
JM Thompson Charitable Trust	University of Auckland
Idea Services	University of Canterbury
IHC Foundation	Waitakere Licensing Trust TTCF
Infinity Foundation	Whangarei South Rotary
Jane Farrall Consulting	Wilson Home Trust
Link-AT	Wiri Licensing Trust TTCF
Lion Foundation	Zabonne

A very special thank you to

- the Rotary Club of Whangarei South who have been helping produce wearable communication boards for the Northland community. They have produced over 100 boards and aim to produce 200!
- Leah Stewart for all her media support to help raise the profile of TalkLink clients – she is a real friend to TalkLink.
- Aurora College in Invercargill who continue to provide an office for our Invercargill team member to work from.

Together we can break down barriers and make Aotearoa New Zealand a more inclusive society.

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*Photo Credit
Front page – NZSTA
Contents page - Attitude*



Wahanga Tū Kōrero, TalkLink Trust – Embracing Innovation

In our last annual report we celebrated 25 years of providing Communication Assistive Technology services in Aotearoa New Zealand. It was a time to reflect on the past achievements and look to the future. Twelve months on we have been very busy planning for the future. Innovation is key: as technology advances and our knowledge increases, we need to embrace the opportunities that will result in great outcomes for our stakeholders; from the people who use Assistive Technology and the communities they participate in, to our government contractors and charitable organisations supporting us.

The team at TalkLink continue to lead innovation. Their commitment to working alongside people who access TalkLink services, result in great outcomes and new ways of not only delivering services, but enabling greater involvement and participation within society. We are committed to breaking down the barriers to participation.

Our ambassadors, people who have a lived knowledge of disability, lead the way in innovation.

The highlight in 2017 must be the recognition of TalkLink ambassador Geneva Hakaraia-Tino recipient of the Spirit of Attitude and Supreme Winner of the Attitude awards. What an achievement, and it doesn't stop there. Geneva was chosen by the New Zealand Speech-Language Therapists Association to be the face of the Giving Voice Aotearoa Campaign, a campaign to build awareness and to create a society that is communication accessible. Geneva will also graduate with a Communications degree from AUT at the end of 2017.

We were very proud to see some of our other TalkLink clients as finalists in the Attitude awards: Andrew McMillan a talented musician, who following a BMX accident which left him paralysed from the arms down, could no-longer play his saxophone. He discovered electronic music and improvisation as a new way to express himself creatively. Assistive Technology makes this easier for Andrew. Allyson Hamblett is a fantastic advocate for inclusion; both transgender and disabled people.

Some of the Auckland team were privileged to attend the gala Attitude Awards event, we were inspired and humbled by the achievements of all the finalists.



Innovation: What does it look like?

Innovation covers both technology and new and creative ways of delivering services. Here are a few examples from around the country:

Speech Synthesis

We don't all have to sound like Stephen Hawking!



CHRIS MCKEEN/STUFF

Peter McInnes will still be able to cheer on his grandson from the sidelines using his own voice - long after he can no longer speak. (Nicole Lawton/Stuff)

Peter is one of many people we have been assisting to Voice Bank their own voice by using ModelTalker. The ModelTalker System (www.modeltalker.org) is a speech synthesis software package developed by the Nemours Speech Research Laboratory. It is designed to benefit people who are losing or who have already lost their ability to speak. ModelTalker can be used to create a synthetic voice from voice banked phrases, using the person's own voice as the basis for the synthetic voice.

We do not want to stop there, as increasingly people expect, and rightly so, to have access to a voice that sounds "Kiwi". Presently people who need communication technology to help them speak, generally access English language speech synthesis that has been developed overseas, which means New Zealanders sound American, British and more recently Australian.

Two University of Canterbury speech-language therapy students are in the final stages of creating some "Kiwi" English voices using ModelTalker. We hope to start trialling these voices with some of our clients early next year.

Te Reo Māori Speech Synthesis

*"Tukua taku wairua kia rere ki ngā taumata.
Hei ārahi i aku mahi me taku whai i te reo Māori"*

*"Let my spirit soar and attain new heights. Let it be my
guide in my search to achieve my pursuit of Te Reo Māori"*

Geneva Hakaraia-Tino has inspired us to embark on a project to create a synthetic voice for Te Reo Māori. This will allow text created in Te Reo Māori to accurately speak Te Reo Māori words and sentences. Currently available voices do an extremely poor job of converting written Te Reo into intelligible speech. In order to achieve this we will need to embark on a major fundraising campaign and



Photo Credit: Attitude

partner with linguistic experts in Te Reo Māori. We hope to also broaden the scope of the work undertaken by the University of Canterbury students and create further New Zealand English voices. To do this we will need to obtain around \$1 million in funding. A BIG project for 2018!

Visual Strategies:

Providing access to Low Technology visual communication supports is an important part of our work, as these supports regardless of whether or not High Technology communication systems are used, are necessary to insure people can communicate wherever and whenever they want.

SmileDial Christchurch:

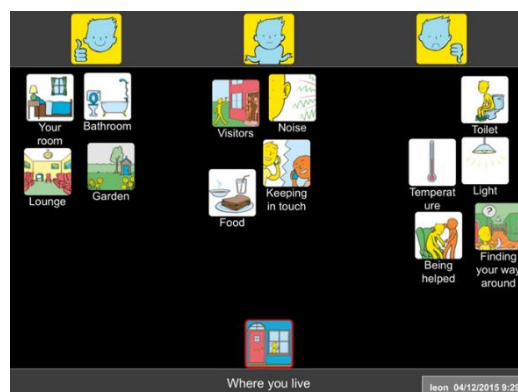
The [SmileDial Sensory Garden](#) in Christchurch is one of a kind and in the past year the TalkLink team based in Christchurch have enjoyed working with SmileDial to create interactive communication boards for the garden. These communication boards are strategically placed throughout the garden. As people walk through the garden they can use the communication boards with pictures of words to point to and communicate while they walk, look and play. We enjoyed this collaboration with SmileDial and look forward to the future possibilities of replicating the communication boards in playgrounds across the country.



Talking Mats

This year three of the TalkLink team travelled to Australia to undertake the Talking Mats accredited trainers two day training course, thanks to a generous grant from the IHC Foundation. This is a gift that we hope to utilise to empower various organisations in New Zealand to give their clients a voice and a say in their own lives.

Talking Mats is founded on the assumption that *everyone* has a right to self-determination, regardless of their environment, age, ability or diagnosis. As a result of the course we learnt that Talking Mats can be used in a variety of ways that empower, respect and support people including the ability to:



- make decisions about their future (i.e. advanced care planning, transitioning from high school, deciding where to live);
- increase their quality of life and independence by determining their interests/hobbies;
- help people establish goals for rehabilitation;
- support everyday conversation and connection between disabled people and their loved ones.
- help support teams determine why a person may be unhappy or displaying disruptive behaviour in certain settings
- Plus many other reasons!!

It was very inspiring to spend the two days with a dozen other experienced health professionals, whom all had powerful vision and purpose for utilising Talking Mats in their own fields, organisations and towns.

Following completion of the two day course, our 'Big Audacious Goal' is that all agencies in New Zealand working with people with complex communication needs, will recognise and competently use Talking Mats as an informed decision making tool for every individual. We believe the way to start this movement is for at least one person from each organisation and region to attend one of our foundation training courses. In addition we can hold exclusive training courses for an organisation, and those trainers can then upskill their co-workers in how to use Talking Mats.

Training and Support:

In the 2016-17 financial year, a total of 86 events designed to build awareness and provide training and support were held throughout New Zealand. Here is a recent example:-

Training Course: Gisborne

Members of the TalkLink team recently held a training day at Riverdale School in Gisborne. It was very inspiring for our team, and from the feedback received it was for the school as well. With a roll where 95% identify as Māori, this will be one school where developing Te Reo resources and a Te Reo Māori voice will be crucial.

Feedback from the Team Leader at Riverdale:

You empowered Team Riverdale to how wonderful communication can be, and is going to be for our children with Special Needs here at Riverdale School. For us, you targeted key points/learning that will enable us more, to better meet our children's needs not only in their communication journey but in their day to day learning journey. You have equipped both Teachers/Teacher Aides with some exciting, relevant and 'real' teaching/learning aides and ideas.

Nga mihi nui ki a korua.



Team Riverdale equipped with Core Vocabulary Communication Boards

KiwiChat Groups

In the 2016-17 financial year we held a total of 49 KiwiChat Group meetings in Northland (4), Auckland (13), Waikato(3), Bay of Plenty (3), Lakes (3), Palmerston North (1), Gisborne (1), Hawkes Bay (1), Wellington (1), Nelson (2), Christchurch (13), Central Otago (1) and Invercargill (2). The number attending the various group meetings ranged from 6 to 80.

This feedback from a teacher in Palmerston North summarises why KiwiChat Group meetings are important:

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 their 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.

KiwiChat Sibling Camp: Auckland

For the first time in 2017 a KiwiChat Sibling Camp was held in Auckland. The idea of a KiwiChat Sibling Camp was developed following our last KiwiChat Camp in 2016, which identified a need to support our client's siblings to develop their Augmentative and Alternative Communication (AAC) skills.



The Sibling Camp was a collaboration with Massey University and like our other KiwiChat events was an opportunity for speech-language and occupational therapy students to participate and gain valuable experience working with people who have complex communication needs. We think this event was a huge success and we would like to continue to hold Sibling Camps on non-KiwiChat Camp years. A fourth year Massey University student is in the process of a follow-up study to explore the experiences of the siblings, and this will provide useful information on outcomes.

The next KiwiChat five day residential Camp will be held in April 2018 and we are already well into organising this event, including embarking on a fundraising campaign to supplement the government funding we receive to hold these support initiatives.

2016 - 2017 Highlights

Congratulations to Helen Brunner, one of the TalkLink teachers, who has won a Marie Clay Literacy Trust Travel Award for 2018 from the New Zealand Literacy Association. This award gives \$5000 for airfares, registration fees and accommodation, and Helen will be attending Camp ALEC in the USA to complete the Level II Literacy course with Professors Karen Erickson and David Koppenhaver. This is the follow up to the Literacy Intensive that Helen attended in Australia in 2014, and includes both lecture and planning sessions with Karen and David, and hands-on practical application of that learning and planning in daily literacy sessions with the children/young adult campers, all of whom have significant disabilities and use AAC for communication.

This will be a unique opportunity for Helen, and we look forward to her returning to New Zealand with new ideas. Literacy is one of the key components of becoming a competent AAC communicator.

The TalkLink Trust: A Shining Light

Most of us do not have to think about the implications of suddenly being unable to communicate. We take the ability to talk to one another, to share information, make decisions, question, protest, comment and even argue, for granted. After all communication is a fundamental human right. It is one of the things that makes us uniquely human.

At TalkLink we do not take communication for granted, because every day we see people who find communication challenging. We also see the difference that communication tools and strategies can make to the individual and all the people they interact with on a daily basis. The team at the TalkLink Trust are passionate about communication.

So when we received a call from Motor Neurone Disease New Zealand to say that TalkLink had been chosen as the recipient of the David Oliver Beacon Award for 2017 we were thrilled and humbled.

This award was established to recognise publicly how much the MND community benefits from people and services who care and support them. The theme this year was "A Shining Light".

The values against which the award was assessed were:

1. A philosophy of advocacy for person and family/whānau care
2. Exceptional communication and collaboration
3. Advocacy
4. Cultural safety
5. Exemplary practice promoting independence and management
6. Compassion
7. Leadership
8. Evidence-based decision making in improving quality of life



Beth Watson, president of MND New Zealand said "We trust that TalkLink sees this as an affirmation indeed of the excellent, proactive and timely work that it does all over New Zealand for people with MND. Thank you so much for your work."

Fiona Hewerdine, MND New Zealand National Council member with Ann Smail, General Manager and Speech-Language Therapist from the TalkLink Trust, who accepted the David Oliver Beacon award on behalf of the TalkLink team.

Thank you Beth, it is gratifying to see the difference providing communication options to people can make, and for the team at TalkLink, some of the most rewarding, challenging and emotional work we do, is when we walk alongside people with MND. We are absolutely privileged to share their journey.

The David Oliver Beacon Award is a new award, presented annually to health practitioners. It is open to individuals, groups and services that provide a positive contribution, improvement or innovation in MND support or care.

Research Projects

It is exciting to see the continued interest in university research projects focusing on Communication Assistive Technology/AAC, such as the KiwiChat Sibling Camp study mentioned above.

One of the TalkLink speech-language therapists, Sarah Pitcher has recently completed a research project designed to answer two questions around the use of Augmentative and Alternative Communication (AAC) with young adults with communication challenges as a result of ASD (Autism Spectrum Disorder), an important and challenging area of our work.

Sarah shared some of the feedback she received from communication partners who were asked about what was most beneficial for learning to use AAC with young adults with ASD. All of the eight interviewees identified that frequent and ongoing supports were beneficial, as well as being able to get in touch with TalkLink to request further support when required.

Repeated technical support for devices was identified as essential e.g. being shown more than once how to add photos and new vocabulary on a communication app, written guides were also mentioned to be very helpful.

Here are some responses from when the participants were asked: "Overall from your observations has the communication system made a difference for X 's communication?"

"Because he is limited verbally with his communication, so any support will benefit him, but it is very easy to give up when it's not working. You need persistence and it may take a very long time. I'm looking at 10 years' time, but they will benefit." (Parent)

"I think so. I really think it's made a huge difference....communication seems to be a lot better since I've been working with her. That really stops any of the frustration or anxiety with the person I am supporting...sometimes I really struggled to understand what was happening for her and now I can just say 'hey why don't we get your device out?' She's more...she's being herself with a device. With a device she can have a lengthy conversation...that's made a huge difference for her and she's much more outgoing in the groups" (Support worker)

"Oh absolutely beneficial, absolutely...it used to take us quite a while to figure out why she was so agitated, since we have had the device we can pop it in front of her and ask her what's wrong, she will kind of almost snap out of it and she will find – angry, scared, anxious – and once she has been able to communicate that her agitation has already decreased before she presses the feeling because she knows she has a way to share that feeling" (Support worker)

The TalkLink Trust Board

We are very grateful for the guidance of the TalkLink Trust Board, many of whom have been on the Board for some time. At the last AGM both Sir Gil Simpson and Mark Gosche retired from the Board and we would like to thank them both for their commitment to the governance of the TalkLink Trust.

Over the past year the Board has taken time to reflect on and develop a robust "Succession Plan", which provides a mechanism for the TalkLink Trust Board to successfully plan for continuing and further developing its standards of Governance. The Plan takes into account likely movements of Trustees, the competencies and skills required of new Trustees, and a process to recruit and develop both new Trustees and the Board as a whole.

As a result of the planning process the Board has recently recruited two new Board members, Denise Cosgrove and James Jordan.

Denise has broad experience as an accomplished senior executive with commercial and public sector experience in New Zealand and Australia. Her previous roles have included being Chief Executive at the Victorian Work Cover Authority in Australia, a general manager at the Accident Compensation Corporation and an assistant auditor general. Her current role is Chief Executive of Presbyterian Support North.

As well as contributing to various NGO organisations and actively supporting socially-minded entrepreneurs, Denise supports New Zealand's contemporary art and design sector, especially new and emerging talent.

James has a New Zealand Certificate of Commerce (NZCC) and Masters in Business Administration (MBA) from Auckland University

James is the Director at Northbridge Lifecare Trust an established retirement village, rest home and hospital facility in Northcote Auckland. James has been involved in the retirement industry for 19 years, working in both the public and private sectors and served two years on the Retirement Villages Association Executive.

James brings with him a comprehensive knowledge of the health and disability sector, property and asset management, service provision and practical implementation of technology systems that benefit quality of life and independence.

From the Chair:

It is with a great deal of gratitude that we acknowledge the incredible input from Sam Fairhall who has been the Chair of the TalkLink Trust Board for some time. Sam is retiring from the Board at the 2017 AGM. Thank you Sam and we wish you well in your future endeavours.

This year I retire from the TalkLink Chair, a truly rewarding period in my life. My thanks to the Trustees, past and present, who have contributed so much to the organisation during my tenure, both in terms of commitment and quality of input.

Tribute also to the high quality of input to the Board from the TalkLink team. Without this input governance of value is not possible.

TalkLink is highly successful in all that it does because it has a well-managed team dedicated completely to meeting the needs of the people and organisations that they serve. General Manager, Ann Smaill, has built an organisation that has a depth of knowledge, skill and management capability unparalleled in its field in New Zealand. Performance measurement is the key to many success stories. A major strength for TalkLink is that it can reliably report detailed data to the specific requirements of Board, contractors, clients and other stakeholders, who can consequently have confidence their respective interests are being met.

Testament to this confidence, both the Ministry of Health and ACC have awarded the organisation contracts for the provision of Assistive Technology services throughout New Zealand. These agreements can never be taken for granted, but while they exist they provide the underpinning financial input that enables the organisation to provide more service to more people.

As with all service contracts, but particularly those related to public services, cost effectiveness is vital. This is core to the goal of more service to more people; the public purse is limited in depth, for the foreseeable future there will always be more demand than can be fully met. TalkLink understands this dynamic and is committed to maintaining a ratio that serves clients to the best of our ability at the same time as meeting contractor needs and reducing their risk.

A learning is that we must continue to develop complementary, alternative funding. TalkLink desires to do more than suckle the public purse, we want to add more value, expand the range of services, and provide "more for more people".

Finally, heartfelt congratulations go to Geneva for her double win at the Attitude Awards night. This woman is outstanding and a testament to the family who raised her.

Tribute to Marie Hood

When we celebrated 25 years at our 2016 AGM, we invited some VIP guests including Marie Hood, the first Manager of TalkLink Trust, and Margaret Thomson one of the founding trustees (pictured cutting the cake). It gave us a chance to acknowledge their vision and to celebrate our achievements. Having Marie attend the celebration has even more significance now, as sadly Marie passed way in August 2017.



Margaret, along with Vicki Terrell, a current Trustee and one of TalkLink's first clients, and Lusi Faiva another long-standing client pay tribute to Marie.

Marie was a dynamo, a bundle of energy who cared deeply about empowering people with disabilities. From her pioneering work in computers at Crippled Children's Society (now CCS Disability Action) in the late 1970s until her retirement as the founding manager of TalkLink in 1996, Marie always advocated with and for disabled people. Marie had the ability to inspire a wide range of people to work with her to make projects happen, that were at the time considered to be outside the square. This is how TalkLink was born. Her vision was for disabled people to be an integral part of the organisation. We think she would have been very proud of Geneva's recent achievements.

Margaret's first memory of Marie was a trip to the movies in Queen Street, Marie was asked to push Margaret in her wheelchair. No instructions were given; Marie just pushed the wheelchair like a pram until they crossed Victoria Street and suddenly Margaret slid into the gutter. Margaret got the giggles as she looked up into Marie's horrified face. The others just shook their heads in disbelief at Mrs Hood's actions!!!! Margaret wasn't hurt but this was one occasion they often laughed about decades later. They saw the funny side of assuming "we know when we really don't know ... something I will treasure whenever I remember the legacy of the contributions of this beloved friend. R.I.P. Marie"

Lusi first met Marie Hood at a CCS school holiday camp. She was barely 12 at that time and with her nursing skills Marie comforted Lusi after an accident on the playground. Lusi next saw Marie when she started work experience at CCS on a school job scheme in 1982, and Marie introduced a technology workshop in computing, using an Apple IIe computer. This made a big impact on the participants and was the start of the realisation that technology could influence communication. Lusi recalls Marie's drive to give disabled people access to computers, she embarked on the first of many funding campaigns, began to run the computer department and then between 1987 and 1988 set up the CHAT program which eventually became the TalkLink Trust. "She was so highly proud and respected by the people she was associated with over the years. I will miss Marie dearly!"

Vicki first met Marie when she came to Crippled Children's Society in 1977 to have a vocational assessment in her last year of school. Some years later, Vicki was a "guinea pig" for Marie to see whether playing computer games could help people improve their hand-eye co-ordination. "I was wanting to learn to drive and was highly motivated to improve hand eye co-ordination. Needless to say it worked and 33 years later I am still driving". As well as being one of the first people to benefit from equipment through TalkLink, Marie gave Vicki the confidence to interview other people about their experience of TalkLink. "Marie believed in people even if we doubted ourselves. Marie's spirit of never giving up and going the extra mile in pursuit of people with disabilities being able to "speak up" for themselves is alive and well in TalkLink."

We will all be forever grateful for her vision, which can be summed up in TalkLink's purpose statement: *To enable all people with communication impairments to interact and participate to their full potential.* We continue to strive to Marie's high standards of an inclusive service that not only gives people the tools to break down barriers so we have a non-disabling society, but that we do this in a way that is client directed.



Marie Hood, centre, demonstrating the computers she obtained through a grant from the then ASB Trust at the official opening of TalkLink Trust in 1993

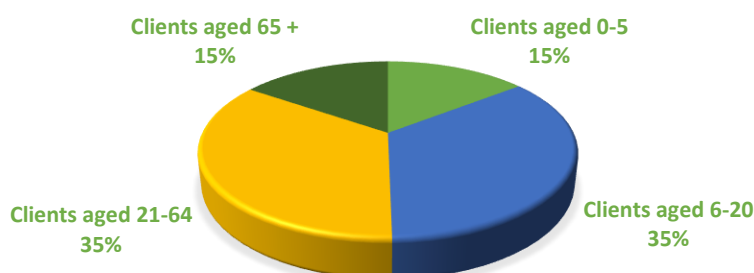
Some Statistics

Our new Ministry of Health contract has resulted in a shift to a Results Based Accountability model. As part of the new reporting requirements we have spent time and resources on developing surveys to measure outcomes. We have re-designed our client satisfaction and equipment feedback surveys and these are now available on-line. 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. The first of these surveys were sent out at the end of the 2016/17 Financial Year. A total of 159, 3 month surveys were sent out, with a return rate of 21%. A total of 94, 12 month surveys were sent out, with a return rate of 16%. This is a combined return rate of 19%. The table below summaries some of the results.

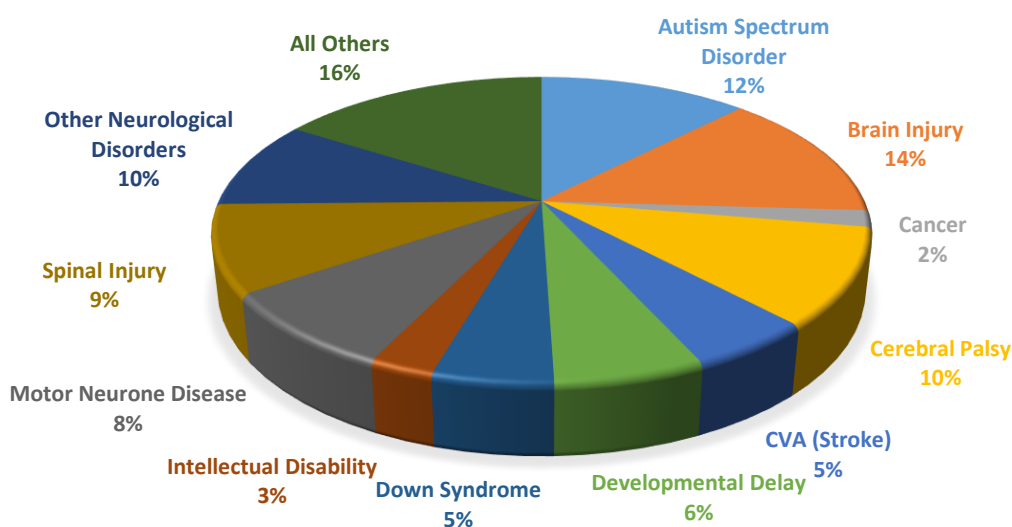
Outcome Measure	Percentage
% people who continued to use the equipment or strategy after 12 months	100
% of people who were satisfied with the support they received to use the equipment or strategy	96
% of people who reported they were able to use the equipment or strategy	98
% of people who reported that use of the equipment or strategy allowed them to communicate better than before	95
% of key support people who reported that the equipment or strategy helped their communication with the person they support	96
% of people who reported that they felt heard or listened to by TalkLink	97

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

Referrals by Age (July 2016 - June 2017)



Referrals by Disability (July 2016 - 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.

The TalkLink team travel throughout New Zealand to visit with clients and their teams. The referrals by DHB table shows new referrals trends over the past four years.

Referrals by DHB Area (July 2014 – June 2017)

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



FINANCIAL STATEMENTS

2016 – 2017

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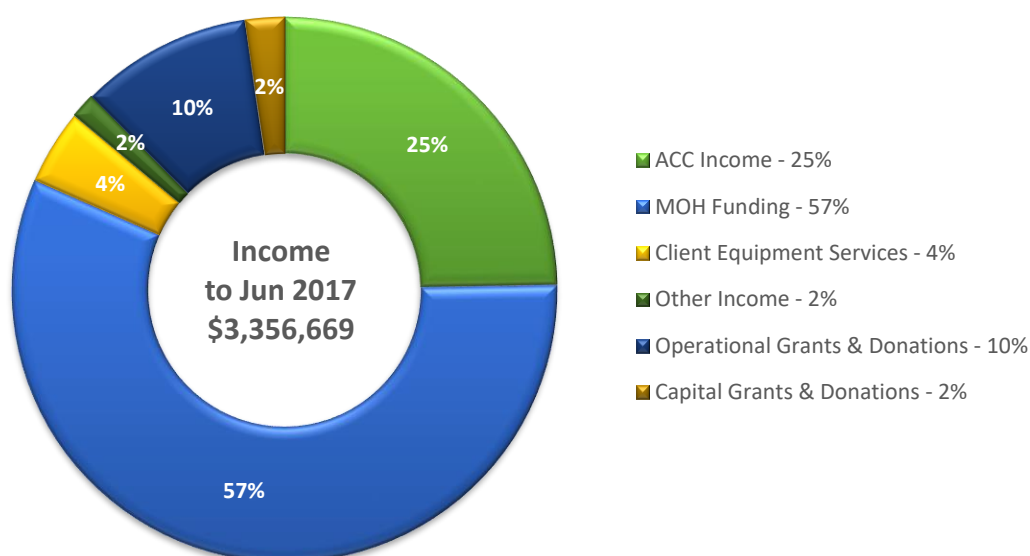
Financial Report

The 2017 operating surplus before depreciation is \$80,297.00. Depreciation for 2017 shows an increase over previous years, largely due to the 2016 injection by Microsoft of software valued at \$156,472.

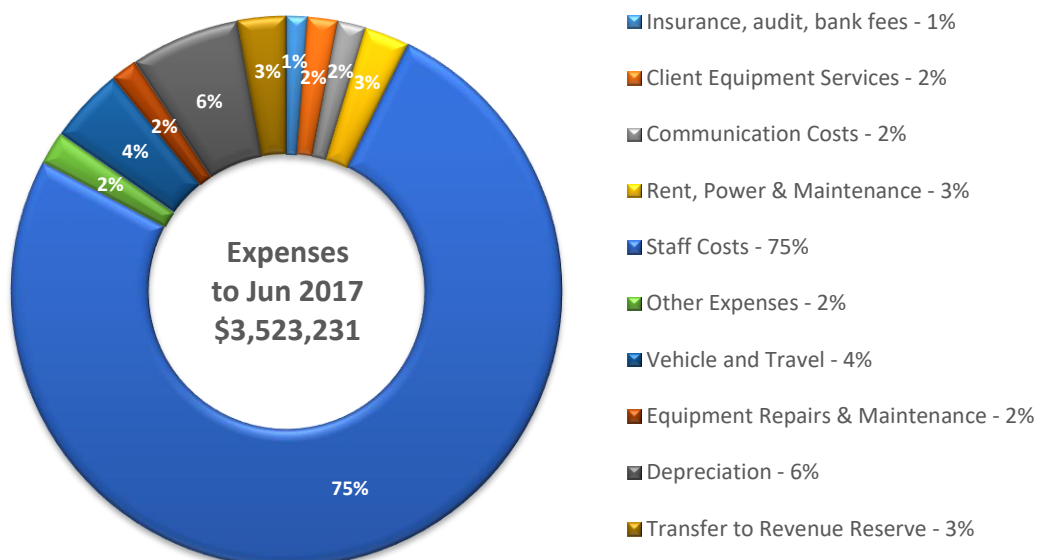
The consolidated result for the financial year to 30 June 2017 taking account of this level of depreciation and the impact of non-operating income is a deficit of (\$64,562). After the transfer of \$102,000 to Revenue Reserve, the total deficit for the year increases to (\$166,562). The TalkLink Board made a decision this year to create a Revenue Reserve 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-two percent of our income came from contracts with government entities, namely the Ministry of Health (57%) and ACC (25%). Both contracts have recently been renewed and form a solid base upon which to operate TalkLink. 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 2017



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.



DIRECTORY for the Year Ended 30 June 2017

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	Margaret ELLETT Sam FAIRHALL (Chair) Mark GOSCHE (resigned 24 November 2016 AGM) John GREEN Jim HIGGINS Tuini Glenda HAKARAIA-TINO Gil SIMPSON (resigned 24 November 2016 AGM) 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 2017

	2017	2016
	\$	\$
Income		
ACC Income	829,637	622,217
Ministry of Health Funding	1,908,823	1,908,863
Operational Grants & Donations	341,000	314,736
Client Equipment Services	148,083	146,931
Other Income	48,216	20,003
	<u>3,275,759</u>	<u>3,012,750</u>
Expenses		
Administration	37,795	37,209
Audit Fees	4,374	4,464
Client Equipment Services	62,172	88,026
Communication Costs	58,582	52,232
Equipment Repairs	54,624	50,090
Loss on Disposal of Assets	2,886	1,694
Other Expenses	64,961	80,684
Property Costs	93,458	89,273
Salaries and Wages	2,613,871	2,414,633
Staff Development	45,983	32,898
Vehicle and Travel	156,755	164,037
	<u>3,195,462</u>	<u>3,015,241</u>
Surplus/(Deficit) before Depreciation	<u>80,297</u>	<u>(2,490)</u>
Depreciation	225,770	184,610
Operating Surplus/(Deficit) after Depreciation	<u>(145,472)</u>	<u>(187,101)</u>
Non-Operating Income		
Capital Grants & Donations	78,427	241,024
Interest Received	2,483	5,376
Surplus / (Deficit)	<u>(64,562)</u>	<u>59,299</u>
Transfer to Revenue Reserve	102,000	0
Total Surplus / (Deficit)	<u>(166,562)</u>	<u>59,299</u>

STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

For the Year Ended 30 June 2017

	2017	2016
	\$	\$
Equity as at start of year	907,992	848,693
Revenue Reserve	102,000	0
Net Surplus/(Deficit) for the year	(166,562)	59,299
Equity as at end of year	<u>843,430</u>	<u>907,992</u>

STATEMENT OF FINANCIAL POSITION

As at 30 June 2017

	2017	2016
	\$	\$
Current Assets		
Cash and cash equivalents	171,200	204,875
Receivables & Prepayments	607,464	516,038
Other Current Assets	1,377	1,377
Total Current Assets	<u>780,041</u>	<u>722,290</u>
Deduct Current Liabilities		
Payables & Accruals	168,483	139,518
Grants received in advance	0	30,000
Employee Entitlements	206,976	185,155
Total Current Liabilities	<u>375,460</u>	<u>354,673</u>
Working Capital Surplus	404,581	367,617
Add Non-Current Assets		
Property and Equipment	438,849	540,375
Total Non-Current Assets	<u>438,849</u>	<u>540,375</u>
Total Net Assets	<u>843,430</u>	<u>907,992</u>
Represented by		
Accumulated Trust Funds	<u>843,430</u>	<u>907,992</u>

For and on behalf of the TalkLink Trust Board



Chairperson: Sam Fairhall

Date: 30/11/2017



General Manager: Ann Smail

Date: 30/11/2017

CASH FLOW STATEMENT
For the Year Ended 30 June 2017

	2017	2016
	\$	\$
Cash flows from Operating Activities		
ACC Income	739,036	779,212
Grants & Donations	400,232	376,272
Interest Received	2,483	5,376
Ministry of Health Funding	1,948,823	1,908,863
Other Income	181,557	157,058
Goods and Services Tax (net)	21,834	(4,290)
Payments to Employees	(2,592,050)	(2,408,864)
Payments to Suppliers	(606,661)	(565,786)
Net cash flows from the Operating Activities	95,256	247,840
Cash flows from Investing and Financing Activities		
Sale of plant and equipment	0	5,913
Purchase of plant and equipment	(128,931)	(143,576)
Proceeds from borrowings	0	0
Repayment of borrowings	0	0
Net cash flows from Investing and Financing Activities	(128,931)	(137,663)
Net increase/(decrease) in cash and cash equivalents	(33,675)	110,177
Cash and cash equivalents at beginning of the year	204,875	94,697
Cash and cash equivalents at end of the year	171,200	204,875

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 2017

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 2017. 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 2017

Cash and Cash Equivalents	2017	2016
	\$	\$
Cash on hand	440	440
Current accounts	170,760	204,435
Short Term Deposit	0	0
	<u>171,200</u>	<u>204,875</u>

Reconciliation of Net Operating Surplus with Operating Cash Flow	2017	2016
	\$	\$
Surplus/ (deficit)	(166,562)	59,299
Add / (deduct) Non-cash movements		
Depreciation and Amortisation	225,770	184,610
Transfer to Revenue Reserve	102,000	0
Non-cash donations	4,688	(2,222)
Non-cash donations equipment	0	(140,026)
Add / (deduct) movements in working capital items		
Inventories	0	283
Trade and other receivables	(91,426)	192,548
Conditional grant liability	(30,000)	(10,264)
Trade and other payables	28,965	(42,157)
Employee benefits	21,822	5,770
Net cash flows from operating activities	<u>95,256</u>	<u>247,840</u>

Receivables & Prepayments	2017	2016
	\$	\$
Ministry of Health contract	133,099	179,099
ACC Contract	349,446	244,539
Other Debtors	69,269	52,056
Subcontractor - WIP	29,369	16,977
Prepayments	26,281	23,367
	<u>607,464</u>	<u>516,038</u>

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 received 1 Jul 2016 - 30 Jun 2017	Received to Jun 2017	B/F from 2016 year \$	Recognised in 2017 year \$
ATANZ	1,860	0	1,860
Bay Trust	15,000	0	15,000
BlueSky Community Trust Ltd	3,000	0	3,000
COGS Auckland City	1,500	0	1,500
COGS Coastal Otago/Waitaki	1,000	0	1,000
COGS Far North	3,500	0	3,500
COGS Hutt Valley	1,000	0	1,000
COGS Kirikiriroa / Hamilton City	1,000	0	1,000
COGS Manukau	1,500	0	1,500
COGS Papakura / Franklin	3,000	0	3,000
COGS Rotorua	2,500	0	2,500
COGS South Waikato	3,500	0	3,500
COGS Southland	2,000	0	2,000
COGS Tauranga / Moana	1,500	0	1,500
COGS Tongariro	3,500	0	3,500
COGS Waikato West	500	0	500
COGS Waitakere City	1,000	0	1,000
COGS Wellington	2,000	0	2,000
COGS Whanganui/Waimarino/Rangitikei	2,500	0	2,500
COGS Whangarei / Kaipara	2,000	0	2,000
Earnest Davis Hyam	20,000	0	20,000
Eastern & Central Community Trust	4,000	0	4,000
Foundation North	0	20,000	20,000
Four Winds Foundation (2 grants in 2017 year)	10,000	10,000	20,000
Frimley Foundation	20,000	0	20,000
HB Williams Turanga Trust / J N Williams Memorial Trust	30,000	0	30,000
IHC Foundation	9,000	0	9,000
Infinity Foundation	5,000	0	5,000
Lion Foundation	10,000	0	10,000
Lou and Iris Fisher Charitable Trust	7,500	0	7,500
Mainland Foundation	2,940	0	2,940
NZ Lottery Grants Board	45,000	0	45,000
Otago Community Trust (2 grants in 2017 year)	5,731	0	5,731
Other Donations	5,636	0	5,636
Portage Licensing Trust TTCF	5,000	0	5,000
Pub Charity (Inc.)	18,256	0	18,256
Rata Foundation (2 grants in 2017 year)	74,000	0	74,000
Rotorua Energy Charitable Trust	20,000	0	20,000
Spark Business	2,004	0	2,004
Strathlachlan Fund	1,000	0	1,000
The Clyde Graham Charitable Trust	3,000	0	3,000
The Community Trust of Southland (2 grants in 2017 year)	10,000	0	10,000
The Southern Trust	8,000	0	8,000
Waitakere Licensing Trust TTCF	10,000	0	10,000
Wiri Licensing Trust TTCF (2 grants in 2017 year)	10,000	0	10,000
	389,427	30,000	419,427

Employee Entitlements	2017	2016
	\$	\$
Provision for Holiday Pay	161,973	146,801
Salary and Wages Accrual	45,003	38,354
	206,976	185,155

Operating Lease Commitments: Lease commitments for TalkLink Lower North Island office in Wellington were renewed on 31 August 2015 for a further 2 years to 31 August 2017. The Lease for TalkLink Upper North Island office in Auckland was renewed on 18 December 2015 for a further 2 years to 18 December 2017 and with a final expiry date of 1 June 2018. The Lease for TalkLink South Island office in Christchurch commenced on 23 April 2015, and is for a term of 3 years ending on 22 April 2018.

Operating Lease Commitments	2017	2016
	\$	\$
Current	32,613	60,856
Non Current	0	26,613

Property and Equipment

	2017			2016		
	Cost	Accumulated Depreciation	Net Book Value	Cost	Accumulated Depreciation	Net Book Value
	\$	\$	\$	\$	\$	\$
Buildings	374,488	282,622	91,865	373,436	264,053	109,383
Motor Vehicle	202,191	90,819	111,372	170,591	66,366	104,225
Office Furniture*	116,233	96,665	19,569	112,623	84,719	27,904
IT Equipment**	611,256	460,200	151,056	563,207	417,065	146,142
Software	295,332	230,345	64,987	292,015	139,295	152,720
Total Fixed Assets	1,599,501	1,160,652	438,849	1,511,873	971,498	540,375

* 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 General Manager, Regional Managers and Finance Manager. The aggregate remuneration and the number of "full-time equivalents" (FTE) for the management personnel is presented below:

	2017	2016
	\$	\$
Total remuneration	419,236	447,329
Full-time equivalents (FTE)	4.37	4.90

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 2017

Opinion

We have audited the financial statements of the Talk Link Trust on pages 17 to 22, which comprises the statement of financial position as at 30 June 2017 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 17 to 22 present fairly, in all material respects, the financial position of the Talk Link Trust as at 30 June 2017 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 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

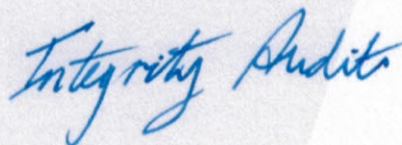
accordance with Public Benefit Entity NZ IPSAS Standards with the Reduced Disclosure Regime and for such internal control as the governance determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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,
East Tamaki, Auckland
30th November 2017

The Team

www.talklink.org.nz
0800 825 554

As at 1 November 2017

TalkLink Trust Board

Denise COSGROVE	John GREEN	James JORDAN
Margaret ELLETT	Tuini Glenda HAKARAIA-TINO	Vicki TERRELL
Sam FAIRHALL (Chair)	Jim HIGGINS	Jonny WILKINSON

National Office

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Phone: 09 815 3232

Ash ARROWSMITH	Danica MIHALJEVICH	Polly THOMAS
Helen BRUNNER	Ann SMAILL	Jane WENDELKEN (parental leave)
Ankica MIDDELDORP	Justin TATE	

Upper North Island

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

Lower North Island

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Kate CHARLESWORTH	Al JACKSON	Elizabeth MESSINA
Pauline GREEN	Janet LOW	Claire THORNTON
Ruth HUGHSON	Ruth O'DWYER	Rosanna TILYARD
Gabi ISELI		

South Island

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Kenny ARDOUIN	Merryn GILL	Devon MILLAR (on leave)
Amber BEAUMONT (parental leave)	Siobhan GRIMSHAW	Brenda MURPHY
Pariya BEHNAMI (parental leave)	Jackie HANCOCK	Sarah PITCHER
Margaret CUTTANCE	Stacey MAYES	Bridget SANDRI
Wendy DICK	Anita MCDRURY	Barrie WOODS