

TalkLink Trust

Wahanga Tū Kōrero

Assistive Technology Services

2019

**Annual
Report**



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| A1 Wheelchair Services | Ministry of Education |
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| Bay Trust | New Zealand Speech-Language Therapists' Association |
| BlueSky Community Trust Ltd | Otago Community Trust |
| CCS Disability Action | Paragon Computers |
| Cerebral Palsy Society of NZ | Portage & Waitakere Licensing Trust TTCF |
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Wahanga Tū Kōrero, TalkLink Trust – Reflecting on the Past Year

Mke Ninces, one of the TalkLink ambassadors wrote in the 2018 Annual Report: *“I hope that we can all find the right words in 2019; After all, the TalkLink Trust is about communication and finding our voice is what we are here to achieve.”* In this annual report, there are many examples of how people have overcome communication challenges and found their voice, both in Aotearoa, New Zealand and in a small way, we have had the opportunity to help our Pacific neighbour, Fiji.

The annual report is a snapshot of the work we have undertaken recently; it presents the positive outcomes we have achieved, as well as some of the challenges we, like many in the disability sector, are facing. TalkLink continues to embrace new technology and initiatives, strive to empower the people we work alongside and support those working in the ever-expanding area of communication assistive technology.

With this governments emphasis on “wellbeing” we hope that there will be more opportunities to advocate and support people to have a voice.

The TalkLink Trust Board

TalkLink has grown exponentially over the last 10 years and as a result, this year we have begun to rationalise our infrastructure and implement the Board led Sustainability Plan. This has involved an operational review, which has resulted in the amalgamation of the Lower North Island and South Island Regions into one region, with Barrie Woods taking on the role of Operations Manager Central/Southern Region and Glen Dixon continuing as Operations Manager, Northern Region. The regional boundaries have changed slightly to accommodate these changes and manage staff shortages in the Wellington office.

In order to better support the clinical teams we have also to date appointed three Clinical Leaders: congratulations to Pariya Behnami, Fern Maxwell and Paula Shennan. There is further work to complete the review, and it is anticipated that more changes will be made over the next 12 months.

From the Chair

Tēnā koutou katoa

My first full year in the role of TalkLink Chair has been an honour and a privilege. TalkLink is a very unique organisation that holds a special role and relationship with those who experience difficulty in expressing their needs and engaging as active members of our communities. It is challenging but rewarding work, and I am in awe of the staff who do this.

It would be easy to focus on the challenges in the sector and for TalkLink, however, despite these, TalkLink has again achieved some amazing results over the past financial year. As a Board, we have been honoured and humbled by the performance of the team. Our focus has been on providing strong support to Ann and the management team, and exercising good governance. Some of the areas we have been working on are:

- Continuing to explore avenues for growing our revenue through other sources. We had a working session with an entrepreneur/business mentor who challenged us to think outside traditional funding from government or grants and foundations. We will be looking to trial something in the new year – with businesses;

- Supporting innovation and the development of broader career pathways in TalkLink, by agreeing to the creation of the Clinical Leader positions. We hear that the recently-appointed staff in these roles are relishing the opportunity to take on additional responsibilities and ownership for specific areas; and
- Lifting our focus as a Board onto how we can ensure the health, safety and wellbeing of our staff. There are significant risks in the work that many of our staff do, working alone and in situations where there is often challenging behaviour. Over the next year, we will be doing a lot more to explore how we can be satisfied that there is enough support in place for them.

I want to acknowledge our staff for their professionalism and commitment. The need to work flexibly given the staff changes and challenges has been greatly appreciated, especially those who have provided support across the regions. In addition, their loyalty in staying with TalkLink when there are obvious financial and other benefits on offer from Government and others. As a Board, we appreciate all you have done for our clients and for your colleagues.

And finally, a great big vote of thanks to Ann Smaill, for another year of tireless dedication and commitment to TalkLink. You are to be acknowledged for making TalkLink endure as a successful, well-regarded organisation. We know this comes at a huge personal expense and we are deeply grateful for your work. Your ability to cover the full spectrum of work – from the front-line to providing the strategic leadership is to be admired. Thank you.

Ngā manaakitanga

Denise

From the Chief Executive

The 2018-19 Financial Year has been a challenging one for Wahanga Tū Kōrero. High demand for services, challenges with staffing, and ever-increasing waiting lists have been front of mind, and remain the pressure points within the TalkLink service. For non-urgent referrals the wait time can be 18 months to two years. We have been working hard to address these issues and I am grateful for the incredibly talented and flexible TalkLink team, who have gone the extra mile to ensure we continue to deliver high quality services.

We have had some major setbacks over the last 18 months, with the passing of three highly valued and experienced team members. This year we sadly lost Al Jackson, our Administration Manager/Tech Support person based in Wellington. Losing two team members has been particularly challenging for the Wellington based team, and along with significant recruitment issues has resulted in some disruption to services. However, the resilience of the team in Wellington, has meant we are now rebuilding services. Thanks in particular, to Pauline Green for her leadership in Wellington. With Rosanna Tilyard recently returned from parental leave and help from Christchurch based therapists, Georgia Holibar and Sukhveer Thandal, who have been assisting with assessments, we have managed to continue to operate in the greater Wellington and Manawatu regions. Therapist in the TalkLink Northern Region have also been extremely flexible, travelling to Taranaki and the Hawkes Bay, areas traditionally covered by our Wellington based team. Thank you to all these team members, it has meant more traveling for some and for others, taking on additional work closer to home.

Managing the technical and administration requirements in the Wellington office has also been challenging. The support provided by Margaret Cuttance with equipment management and technical support has been outstanding. I would also like to acknowledge the wider administration and technical support team members in both the Auckland and Christchurch offices, who have taken on extra work over recent times, thank you.

I am very grateful for the support of the Senior Management team, which, as a result of the operational review now includes Clinical Leaders. The Clinical Leaders are well placed to assist us with developing initiatives to address sustainability of services. In particular, developing processes to more effectively and efficiently manage

our waiting lists. One of the major initiatives is to increase the knowledge of professionals in the community to better support their clients, including supporting clinicians gain Communication Assistive Technology Level One credentialing. As a result, we have increased the number of courses we are running and are supervising more therapists. The Ministry of Health has also given us some one-off funding for the 2019-20 financial year to assist with our waiting lists.

New initiatives this year include working with Talking Trouble Aotearoa to run Talking Mats courses and developing opportunities to support assistive technology for curriculum access. The vision of the TalkLink Board to support strategic development means we will be further developing these initiatives and exploring new ones. I am extremely grateful for the governance support of Denise Cosgrove and the TalkLink Trust Board.

Ngā mihi nui

Ann

I have been working with Talklink for many years now in my role as an SLT in a special school. It is always a positive experience when a student is finally picked up off the waitlist and the assessment begins. It was especially positive recently when one of our older students, who is about to commence their final year at school was assessed and issued with an iPad with the TouchChat HD communication app.

This student has had a variety of communication tools over the years with varying degrees of success and it has been incredibly rewarding to see her with the new device and the success she is showing every day. The student's pride and increasing independence with her communication is amazing.

The assessment team were helpful and worked well with our experienced staff. They developed a positive rapport with the student's family and team. The assessment and application were completed and the device issued in a timely manner. Communication amongst the team was clear and helpful. I look forward to continuing working with the TalkLink team to deliver communication services to our very complex students.

However, I urge that this wonderful service is funded appropriately. Up to two years for a child to access assessment and a communication tool is inadequate.

Jo Bryne, speech-language therapist

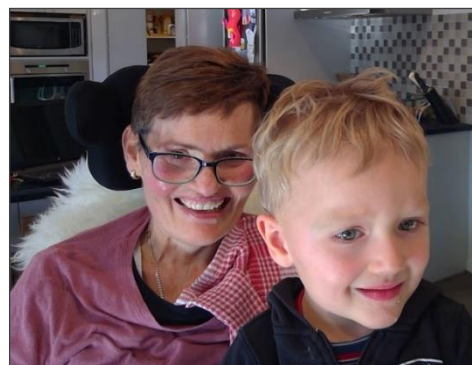
Building Awareness and Advocating for AAC

Sharing first-hand knowledge of Augmentative and Alternative Communication (AAC) is a powerful way to promote the benefits, advocate for new developments, and provide role-models for people just beginning their communication journey. Following are examples of some of the initiatives and wonderful people who have been advocating for AAC tools and services.

AAC and Motor Neurone Disease

Marianne Wild

Marianne wrote this article, using eyegaze technology, about a month before she passed away. Pictured here with her grandson, Marianne was an inspiration to so many, and for the TalkLink team members she worked with, she had a profound effect on showing us what a difference communication technology can make.



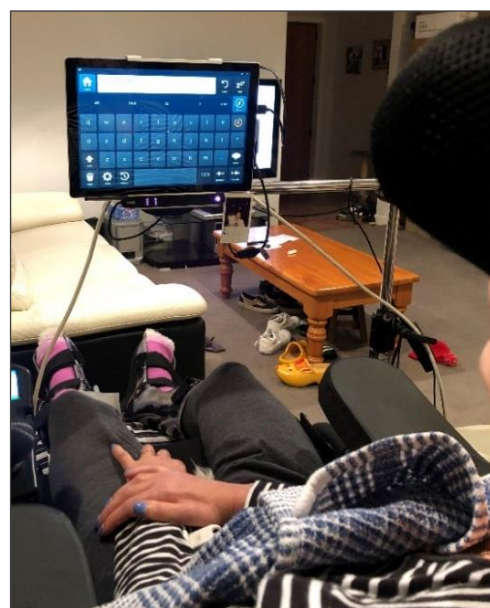
TalkLink TalkLink TalkLink TalkLink

Hello my name is Marianne Wild. I am 55 years old, and two years ago I was diagnosed with bulbar onset Motor Neurone Disease which affects your speech at first. My Speech Therapist introduced me to TalkLink. At the time I still had a voice but it was slurry like I was drunk. At that stage I had really no idea how quickly I would lose my speech completely, but the TalkLink speech-language therapist obviously did as she gave me an iPad with a program in it where it had pre-recorded sentences and I could also write my own sentences in it as well. I was so thrilled with the iPad as it just made my life so much easier.

The good thing is if I had a few people around I could press “please wait a minute”, so they knew I was wanting to engage in the conversation. I was able to press a quick pre-recorded sentence that said I might look disabled but my brain is still the same. After about six months or so, I got my own iPad with a speaker that I could Bluetooth to the iPad, thanks to the TalkLink therapist noticing that my husband was a bit hard of hearing.

About a year ago I noticed it was getting harder to press the letters. Obviously, the TalkLink therapist knew that this would happen as she gave me a stylus, which made my life so much easier again.

You never know how quickly your muscles go, but TalkLink knew what was going on, because I was finding it difficult to hold the stylus, so earlier this year I was introduced to the most wonderful piece of equipment through TalkLink, and instantly my life improved so much, and the piece of equipment was called eyegaze. TalkLink were very impressed by the way I quickly picked it up. The equipment sat on a table and my whole body posture changed, I was now holding my whole upper body up straight; without this new machine I would be slumped to the side and my head would be to the side or bent forward. Not only has TalkLink helped with my communication skills, but my body posture has improved, with not having to look down to type, and now I can look around as I type.



Just in the past couple of months I have been given a new eyegaze machine which has a stand so it is so much easier to move around, even if I am in bed I can communicate. Two weeks ago, I was admitted to hospital for five days and the staff were so impressed with how I talk with my eyes and how quickly I communicate with it. So if it was not for TalkLink organising this equipment for me, I don't think my life would be that great, as my

only means of communication would be from using my eyes. For myself TalkLink would be my most valuable asset I have in my life apart from my family and Carers of course.

The other important thing is that if I have issues with it, all I have to do is email TalkLink and remotely they fix it and keep my independence so I don't have to rely on able body people to set this up like the older version. TalkLink deserve an award for what they have done, not only for me but for everyone else that is struggling with communication. All I can say is put yourself in my position and you would then see how they make my life worth living.

Ke Te Waha o Te Reo project

Geneva Hakaraia-Tino, TalkLink Ambassador

Geneva has continued to led the initiative to develop a te reo Māori synthetic voice, so that people have access to te reo as a spoken language via a synthetic voice on speech generating communication devices and software programs. This year we have made some significant gains as Geneva reports:

Kia ora koutou,

“Ehara taku noa i toa takitahi. Engari, he toa takitini”
Success is not the work of one but the work of many.

This whakatauki came straight to mind when I started writing this review of 2019. 2019 shed light upon the Ke Te Waha o Te Reo project. With the support of many people, we have been lucky that opportunities present themselves and the benefits that will help our project.



Earlier this year, we were fortunate to have Callaghan Innovation contact TalkLink about the project expressing an interest in supporting TalkLink and providing technical expertise with applying for seed funding. In partnership with Callaghan Innovation and the University of Canterbury, an application was submitted to MedTech for the Core New Concept Development Funding. We were successful recipients based on key aspects of the Ke Te Waha o Te Reo project, which includes undertaking a feasibility and research study.

As consulting with iwi Māori is central to our project, forming a focus group was one of our strategies to meet this objective. The purpose of this group is to advise and provide guidance around cultural aspects that should be considered to inform the project. In August, we held a successful hui at Hoani Waititi Marae. The attendees were people who had expertise and knowledge around Te Reo and Tikanga. There were robust discussions particularly around Māori kawa (protocol), tikanga (customs) and tino rangatiratanga (Māori sovereignty) for the development of a Te Reo Māori speech synthetic voice. As well as providing clarity of further support required.

Reflecting on the year, 2019 had a positive impact on the Ke Te Waha o Te Reo project. Our collaboration with Callaghan Innovation and Canterbury University has helped us significantly. I would like to thank Dean Sutherland for establishing this relationship. I also would like to thank Ann for being a driving force behind this project and always remaining optimistic. Heading into 2020, I am sure that it will be another successful year as we will be moving onto the next stage of the project. I look forward to creating awareness around our mahi and making more connections.

Ngā mihi nui,

Geneva

Advocating for AAC

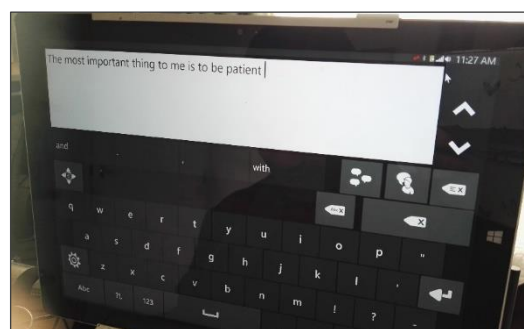
Lacie Glen Vile (3rd year SLT student at Massey University) and Jessamy Bell (TalkLink SLT)

Nathan Thompson is a 20-year-old young man who has high aspirations to support others just like him. To communicate, Nathan uses an eye gaze device with text to speech to type. He uses this to write emails, complete NCEA school work and like any other young adult, he is often scrolling through Facebook and Instagram. He first got this communication device four years ago and after taking a few months to learn it, he now uses it throughout the day for all forms of face to face and online communication. Nathan is about to get a new eye gaze system as his current device is old and giving issues. Before using this device, Nathan trialled multiple communication systems including head switches and paper based low tech methods.



When he leaves school, Nathan wishes to be an advocate for individuals like himself. Nathan shared that “I have been blessed to help people like me. Just seeing the kids' smiles. You can't put a price tag on that. I used to say that I don't care about becoming ‘rich’ or being famous - I just want to have a proper voice like most people. That was my biggest insecurity, because I thought man, if I could talk and walk - I could help so many people in need. That was bringing me down all the time. And people spoke too fast for me to respond in that short amount of time. I was like hold on, while I'm writing a response, or I'm trying to type really fast to get my point across. These were the main factors that played a huge role in me being frustrated, not necessarily with people, but with myself. Most of my frustration was directed at myself for not being able to speak; however, I've learnt how to combat all of that and I just focus on the positives and not on the negatives, because I believe that I have a purpose on this earth, and I believe my purpose is to help the parents of those kids that I've mentioned in the beginning of this, to have faith, because it's a process to get where you want your kids to be. Take it from me who has been there, done that. I was and am so lucky to have all the support from all my friends and family. I just hope I can pay you guys back, one day! I've been so fortunate to my eye gaze! Because without my eye gaze - I wouldn't have been able to share my story and help people by telling my story. The eye gaze allows me to do just that!”.

Nathan understands that he has the right to be heard and has a purpose to ensure others are heard too. He emphasises two important tips for those who communicate with individuals using alternative communication. First, “the most important thing is to be patient” by giving an individual time to construct their message and don't talk over them or guess what they are trying to say before they have finished speaking. Second, as a communication partner it is important to “read a person's body language” when something needs to be actioned immediately and they don't have their device accessible.



Nathan can be contacted for support/advice via Facebook at “Marvey Thompson”.

TalkLink Support in Fiji

Jessamy Bell and Amanda Robertson

At the end of 2017, Shelley Kennedy (Occupational Therapist working at Frank Hilton Organisation in Suva, Fiji) contacted TalkLink in order to investigate whether TalkLink could provide support, resources or advice for the students she was working with. During 2018, a number of Skype sessions, emails and in person visits were had with Shelley when she visited Auckland and a plan for two therapists to visit Fiji was arranged. Funding came through towards the end of 2018 and the trip was booked!

Frank Hilton Organisation operates across two sites (Hilton Special School and another site which hosts the Hilton Early Intervention Centre, Hilton Hostel and Outpatient Clinic) and provides a number of services to the wider community, including Speech Therapy, Physiotherapy, Occupational Therapy, Audiology, Social Work and a range of other supports.

Jessamy (Speech-language Therapist) and Amanda (Occupational Therapist) visited Fiji for 5 days in February 2019. During their time in Fiji Jessamy and Amanda completed assessments with 13 people (students, young adults and teachers) as well as 7 training sessions covering a range of topics including what makes a good communication partner, using coreboards, visual timetables and alternative pencils for writing.

It is impossible to summarize the whole trip in a few sentences, but we would like to share two highlights.

Jessamy's highlight: Amanda and I provided training to some of the speech therapy assistants, teachers, teacher aides and outpatient staff each afternoon from Monday to Thursday. On Thursday afternoon, we ran a very practical session where we simulated a Play Group session and had everyone take on the role of a child, staff member or parent to practice the skills we taught them over the previous three days. During the session we observed and then had them "pause!" so we could provide some coaching around how to implement extra ideas. Then we would say "Play!" and observe them putting those ideas into action. This was a highlight for me as I saw everyone enthusiastically modelling on the core boards, showing that activities were finished on the visual time table and making communication fun! There was a lot of laughter despite the 40°+ temperatures in the training room and it being late in the day when people were feeling tired. The feedback from these sessions was positive; with teachers requesting their own core boards for their classrooms and for individual students. They reported that watching videos of real students in New Zealand using core boards and other visuals helped them to see how they could practically implement this into their classrooms.

Amanda's highlight: One of the students who was assessed during the visit was a 15 year old girl with Spastic Quadriplegia Cerebral Palsy. She was experiencing difficulty with writing and as a consequence was unable to complete her school work as she was unable to handwrite due to her physical abilities. For this young lady to write she was required to stabilise her arms between her body and the table where she would hold her pencil in a palmer grip on her left hand and hook her right index finger around



the pencil in order to move it. Her writing was hardly legible and was incredibly fatiguing. She would experience pain in her hands from attempting to write this way and would often rip the paper from pressing so hard. She was highly motivated to write but became visibly distressed when asked to write with a pencil. When she finished writing she let out a huge sigh and slumped back into her chair. During the assessment, a number of solutions were tried, including using a paper-based alphabet board and a scribe, using a touch screen, a keyboard - all of these options proved to be almost as fatiguing as handwriting. It was suggested that she attempt to use her big toe to type on a touch screen, which she was initially hesitant to do so. She reluctantly removed her shoe and sock and the iPad was positioned in front of her foot. She immediately began to type sentences using her big toe. The control she displayed was incredible and after she had finished typing she had such a look of relief (and happiness) on her face. This was just one of the incredible highlights of an amazing trip. When presented with all the options, the young lady stated that she found using her foot the easiest – which surprised all of the adults present! While fundraising for an iPad is taking place (cost \$3000 Fijian dollars each= \$1900 NZD), a low tech, paper based alphabet board was introduced in her classroom to assist in the meantime.

Throughout this week, and during the last year of partnership, a lot has been accomplished. Despite this, there is still a huge need for on-going therapy services particularly around AAC and assistive technology. One of the main things we reflected on after the trip is that, even with the large cultural differences in Fiji, we are all the same despite where we live in the world – we all want to communicate, text our friends and family, chat about school work and be able to read and write. It is exciting to see the potential for technology to benefit a large number of people to communicate and access education!

TalkLink were able to kindly donate two iPad 2s to FHO however there are a number of students who could benefit from using technology to support their face to face communication as well as accessing the curriculum. If you would like to make a donation to assist with this please go to: <https://www.frankhilton.org.fj/can-you-help/Financial-Donations>

We would like to thank TalkLink Trust and Frank Hilton Organisation for their financial support and especially Shelley, whose enthusiasm made this trip happen. We would also like to thank Terri Walker (Speech Pathologist from Australia) and other therapists who have worked with staff at the Frank Hilton Organisation for years before us and have provided the platform which we were able to add to on this trip.



Client Services

During the last 12 months, we have worked with almost 3000 individuals, including new clients and clients who require on-going support. Referrals for communication assistive technology assessments have continued to increase as illustrated in Figure 1. We see people from all over New Zealand, with Table 1 illustrating the geographic spread of our work. Some of the clients we see live in remote locations, and we continue to look at ways to provide better and more cost effective support in these locations. For example, with remote device control options, to trouble shoot and provide additional training.

Figure 1:
Referral trends over the
past six financial years

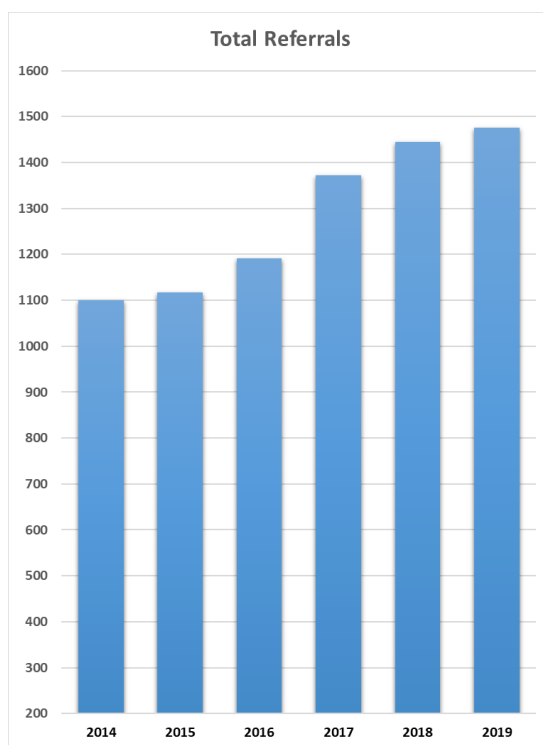


Table 1: Referral trends
over the past six
financial years
by DHB regions

| Totals by DHB area | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Northland | 51 | 61 | 78 | 111 | 85 | 82 |
| Waitemata | 101 | 98 | 161 | 166 | 161 | 168 |
| Auckland | 114 | 133 | 125 | 124 | 156 | 128 |
| Counties Manukau | 93 | 67 | 102 | 125 | 120 | 143 |
| Waikato | 67 | 84 | 54 | 94 | 88 | 91 |
| Bay of Plenty | 65 | 63 | 55 | 76 | 93 | 96 |
| Lakes | 42 | 40 | 44 | 44 | 35 | 37 |
| Tairāwhiti | 14 | 17 | 15 | 21 | 12 | 12 |
| Taranaki | 23 | 34 | 24 | 32 | 41 | 46 |
| Wanganui | 12 | 12 | 13 | 12 | 12 | 21 |
| Hawkes Bay | 33 | 30 | 33 | 36 | 36 | 44 |
| Mid Central | 46 | 48 | 29 | 54 | 60 | 48 |
| Capital and Coast | 89 | 79 | 84 | 69 | 79 | 77 |
| Hutt Valley | 49 | 47 | 55 | 50 | 63 | 57 |
| Wairarapa | 8 | 8 | 13 | 17 | 20 | 21 |
| Nelson/Marlborough | 44 | 39 | 40 | 34 | 46 | 46 |
| West Coast | 6 | 6 | 9 | 7 | 20 | 4 |
| Canterbury | 142 | 166 | 152 | 199 | 199 | 229 |
| South Canterbury | 12 | 9 | 6 | 8 | 12 | 9 |
| Southern | 89 | 76 | 100 | 93 | 106 | 117 |
| Total Referrals | 1100 | 1117 | 1192 | 1372 | 1444 | 1476 |

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

Figure 2 is an analysis of the referrals by age. There has been a 2% increase in referrals for the 65+ age group from the previous financial year.

Figure 3 is an analysis of disability type. This includes life-long disabilities, acquired disabilities, including progressive conditions, as well as injury related disabilities funded through our ACC contract.

Figure 2:

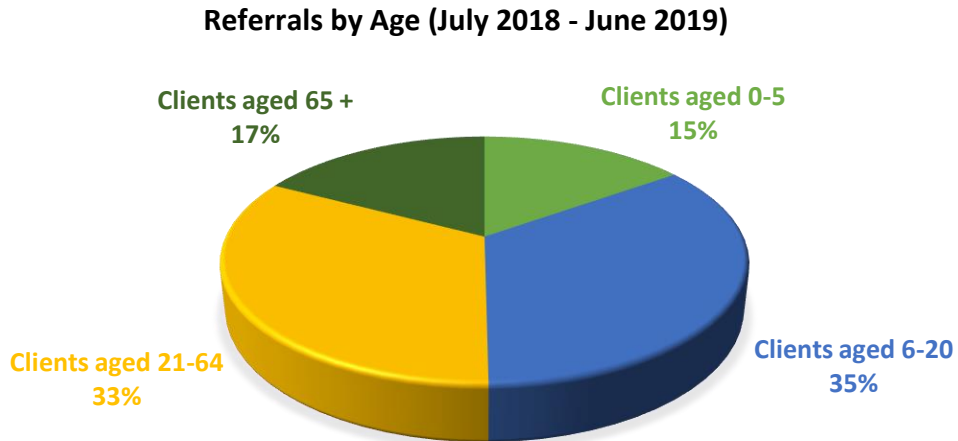
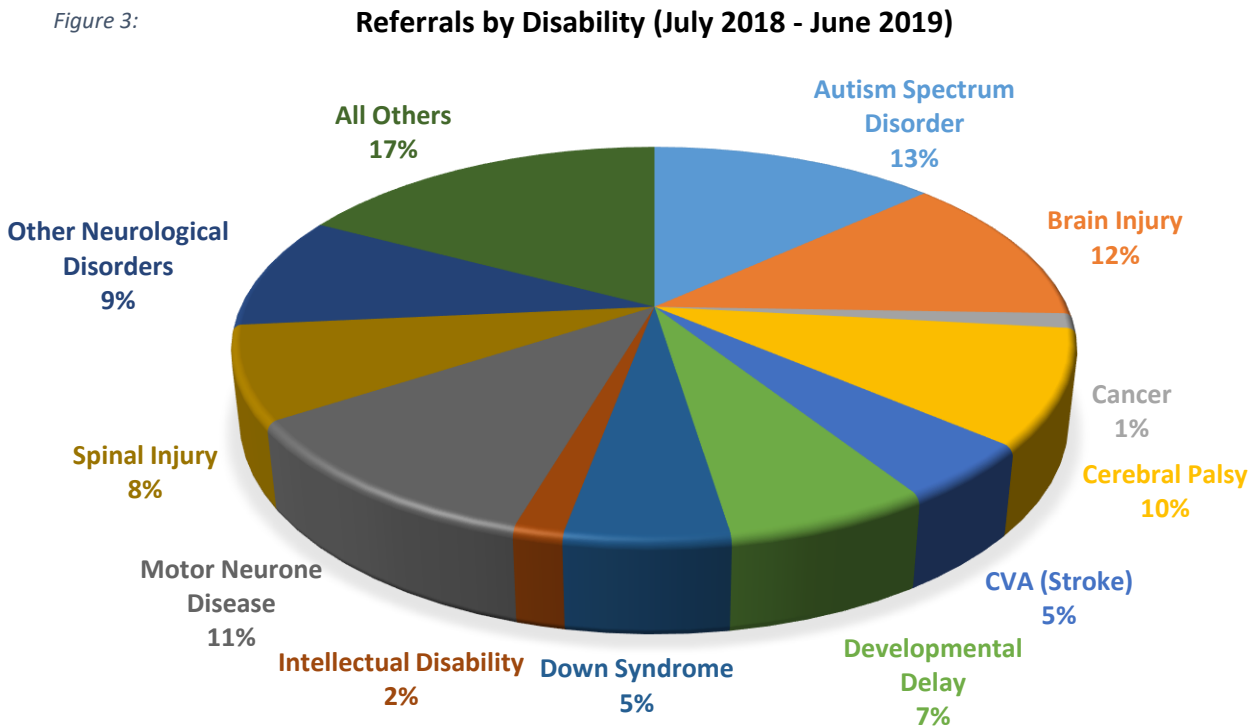


Figure 3:



* *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.

KiwiChat Groups

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

During the 2018-19 financial year, we held 52 KiwiChat Group meetings, up from 38 the previous year. The group meetings were held in Auckland (21), Northland (5), Waikato (2), Bay of Plenty (4), Lakes (2), Gisborne (2), Wellington (1), Dunedin (2), Christchurch (11), Central Otago (1) and Southland (1).

A new support group created at the end of 2017 called X Force, has continue to run in Auckland. The group targets teenagers and young adults not using, or reluctant to use their communication systems, often because they feel they are the only person with the need to use an augmentative communication system. Many of these students have some verbal communication, however mostly only intelligible to familiar communication partners or they rely on people who know them well to anticipate their needs. The brainchild of Fern Maxwell, Fern commented that this group: "is probably one of the proudest moments of my career". We are now seeing some of these teenagers volunteering to be mentors for TalkLink: the next generation of ambassadors in the making!

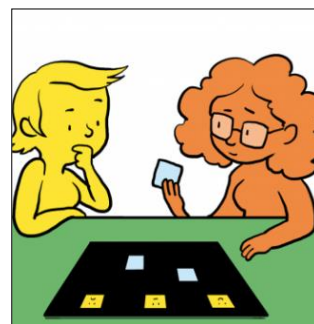


Training Courses

During the 2018-19 financial year we held a total of 92 training events (up from 60 in the previous year) covering a range of topics designed to support clients and their teams, professionals and other interested people. The courses covered a range of topics designed to promote a better understanding of the work we do and how to support the use of assistive tools and strategies.

We are aiming to increase the range of courses we run, this includes offering options in the area of assistive technology and curriculum access. Our team of teachers Polly Thomas, Jane Winter and Helen Brunner are working hard to develop these initiatives. To date we have run a pilot Tools Workshop in Taranaki with some positive results: the participants commented that the combination of theory and the opportunity to try the different tools and ask question was very beneficial. In addition, Jane Winter along with Kate Mentis one of our speech-language therapists, have been working with the Massey University Learning Support Network to provide a series of webinars to upskill teachers in the area of communication assistive technology. Again, this has been well received and we have been asked to do further webinars next year.

The importance of supported decision-making has been recognised in recent times, particularly within the disability sector, as we seek to enable people to have more choice and control over their lives. A powerful tool to support people make decisions that are important to them is a tool called Talking Mats®. It is a visual framework, which helps people think about issues and provides them with a way of expressing their views more easily. TalkLink now has four accredited Talking Mats trainers, with Magnus Hammarsal and Georgia Holibar recently completing the training course in Australia.



This year we joined with Talking Trouble Aotearoa NZ <https://talkingtroublenz.org/> to run Talking Mats courses throughout New Zealand. The emphasis on supported decision-making within disability services means tools like Talking Mats will be of increasing importance. We will be looking at ways to roll out further training in the area of supported decision-making.

Waitlist Supports

Pariya Behnami

The Communication Assistive Technology (CAT) Level 1 Credentialing courses have continue to gain momentum this year. Pariya reports on the course held with Ministry of Education (MOE) staff in Christchurch recently:

This year I had the pleasure of running my first group CAT 1 training with six therapists from MOE Canterbury region. Five of the participants were based in the Christchurch office and one travelled up from Timaru for the sessions. It was great to have such a wide geographical spread given that one of the Christchurch based participants covers North Canterbury.

I enjoyed building strong relationships with the therapists and seeing their professional development throughout the 12-month period we worked together. They have now all completed their assessments and are fully CAT 1 credentialed. Some are even now beginning to work on their next assessment and are identifying other students on their caseloads who could benefit from CAT 1 AAC assessments. From my perspective, I had underestimated the time involved in providing this level of support to a group. Whilst the initial training sessions and Tools Workshop were a manageable workload, the latter half of the process, which involved supporting therapists in reviewing their reports, and guiding them through the submission and ordering process, was far in excess of what I had anticipated.

Some of the participants provided feedback on their experience, including:

- that completing the training as part of a group helped build a good sense of internal support
- discussing the assessment framework as part of a group was helpful reflective practice for the rest of their caseload
- the Tools Workshop was helpful
- confidence levels improved as a result of having to be responsible for their own equipment trials
- beginning the training at the end of the year meant that therapists had adequate office-time to complete readings and modules before launching into their assessments and trials

Feedback on areas for improvement are:

- altering the timing of the sessions to better fit with where participants were up to in the process (although having them in quick succession was initially the request of the group – but a good learning for me for next time)
- Reducing the volume of work needed to submit an application

The clinical leaders along with the management team, have discussed ways in which we can streamline this process, and update support materials so that it is more sustainable for our service and simpler to progress through for the participants. We will be looking to implement these ideas in the coming year.

Client feedback

We send a survey approximately 3 months after clients receive their equipment, which includes questions about the assessment process and the equipment, and then another survey at approximately 12 months after equipment issue, which asks about equipment use. During the 2018-2019 Financial year a total of 347 3-month surveys were sent out, with a return rate of 20%. A total of 406, 12-month surveys were sent out, with a return rate of 22%. The table below summaries some of the results for the last two financial years.

| Outcome Measure | 2019 Percentage | 2018 Percentage |
|---|-----------------|-----------------|
| % people who continued to use the equipment or strategy after 12 months | 95 | 94 |
| % of people who were satisfied with the support they received to use the equipment or strategy | 88 | 94 |
| % of people who reported they were able to use the equipment or strategy | 89 | 84 |
| % of people who reported that use of the equipment or strategy allowed them to communicate better than before | 81 | 81 |
| % of key support people who reported that the equipment or strategy helped their communication with the person they support | 87 | 85 |
| % of people who reported that they felt heard or listened to by TalkLink | 99 | 92 |

These results show that we are meeting the on-going communications needs of our clients.



CAGS Group on a trip to Ambury Farm

Tribute to Al Jackson

Rosanna Tilyard and Claire Thornton



Al Jackson

25 April 1957-10 June 2019

**Administration Manager / Tech Support
TalkLink Trust, Lower North Island February 2007-June 2019**

Al worked for the TalkLink Trust from 2007-2019. Initially he was hired as Administration Manager but due to his large and varied skill set, this role morphed into a role that was unique. It included admin, accounts, tech support, car fleet management, office resource development, staff support and of course pranks, puns and jokes.

Al was extremely loyal and protective of the team. He was known for his distinctive “studio” voice and with his authoritative, eloquent and charming “phone manner” carried out the most difficult of calls. These included calls to deceased clients’ families to organize the return of equipment they had trialed or been issued with. He found the balance between being kind and understanding while putting forth TalkLink’s needs such that he could invariably gain the family’s eagerness to return the equipment hastily. His eloquence and quick wit was a frequent starter (and winner) of office puns and poetry battles.

Therapists could always rely on Al when needing help out in the field; be it cars breaking down, checking up to make sure that therapists had safely left their appointments or of course helping with faulty equipment. He would also frequently ‘remote in’ to fix a client’s computer problem.

Al had become a highly skilled, self-taught technician, who could work-out any piece of technology. He was known in the office as “the Wafter”. Invariably he would just walk past a problematic piece of equipment and it was fixed! This generated much frustration in staff who had been struggling to fix it for some time.

At times therapists would return to their desks to find it had turned upside down or that a humorous photo-shopped image of them had appeared at their desk. There was no doubt this had been Al and he excelled as the office prankster. His photo-shop skills were famous throughout TalkLink and on occasion a hilarious image would be sent to another office in response to a serious email from Management. Al could and would always lighten the mood!

Al was an anchor, a unique but central part of the fibre of our office. He is irreplaceable and is sorely missed.

The TalkLink Team

www.talklink.org.nz
0800 825 554

As at 1 December 2019

TalkLink Trust Board

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

National Office

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

| | | |
|-------------------|--------------------|--------------|
| Ash ARROWSMITH | Ivana MIDDELDORP | Polly THOMAS |
| Helen BRUNNER | Danica MIHALJEVICH | Jane WINTER |
| Ankica MIDDELDORP | Ann SMAILL | |

Northern Region

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

| | | |
|------------------------------------|--------------------------------|------------------|
| Jessamy BELL | Lauren FORSTER | Alex MIDDELDORP |
| Kadison CASEY | Magnus HAMMARSAL | Tara MILLS |
| Gavin CASTLE | Samantha IVIL | Chris O'HARA |
| Glen DIXON | Polly KHUSHAL (parental leave) | Amanda ROBERTON |
| Christina DOUGHTY (parental leave) | Fern MAXWELL (parental leave) | Paula SHENNAN |
| Cheryl D'SILVA | Shauna McCABE | Amanda SLADE |
| Julie FLETCHER (parental leave) | Kate MENTIS | Bridget THOMPSON |

Central/Southern Region

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

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

| | | |
|-------------------|-----------------|------------------|
| Merryn ATKINS | Jackie HANCOCK | Anita MCDRURY |
| Amber BEAUMONT | Georgia HOLIBAR | Leigh MILLWARD |
| Pariya BEHNAMI | Ruth HUGHSON | Sukhveer THANDAL |
| Yousra CHALABI | Libby KING | Claire THORNTON |
| Kate CHARLESWORTH | Emilie LOGAN | Rosanna TILYARD |
| Wendy DICK | Janet LOW | Barrie WOODS |
| Pauline GREEN | Stacey MAYES | |



2018 - 2019

Financial Statements

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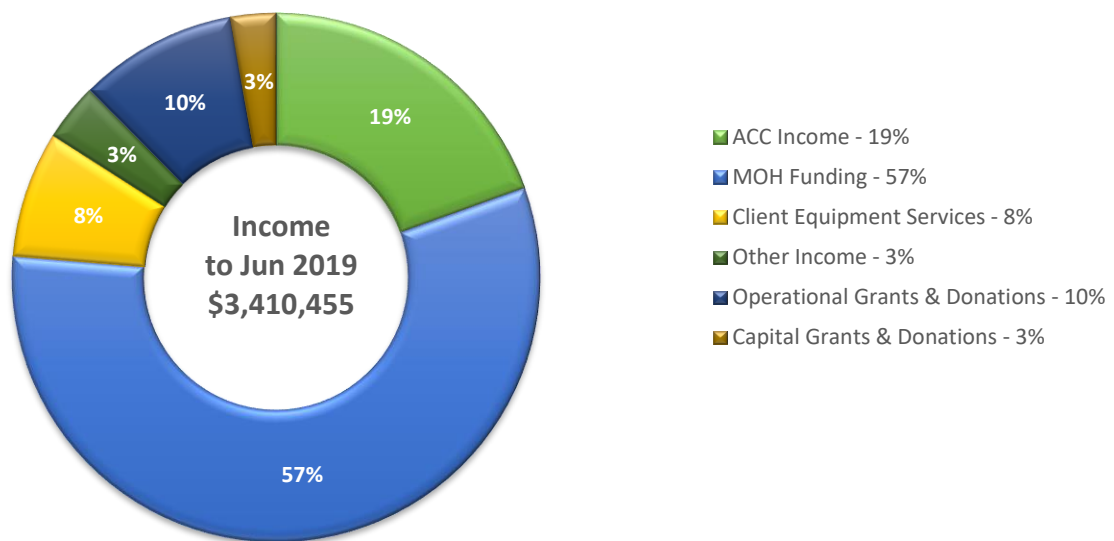
Financial Report

The 2019 surplus before depreciation is \$105,122 compared with the 2018 surplus of \$49,445. This is attributable to a \$25,415 increase in income (mainly donations and fundraising), combined with a decrease in expenses of \$30,262 (mainly client and equipment services, staff changes, running courses).

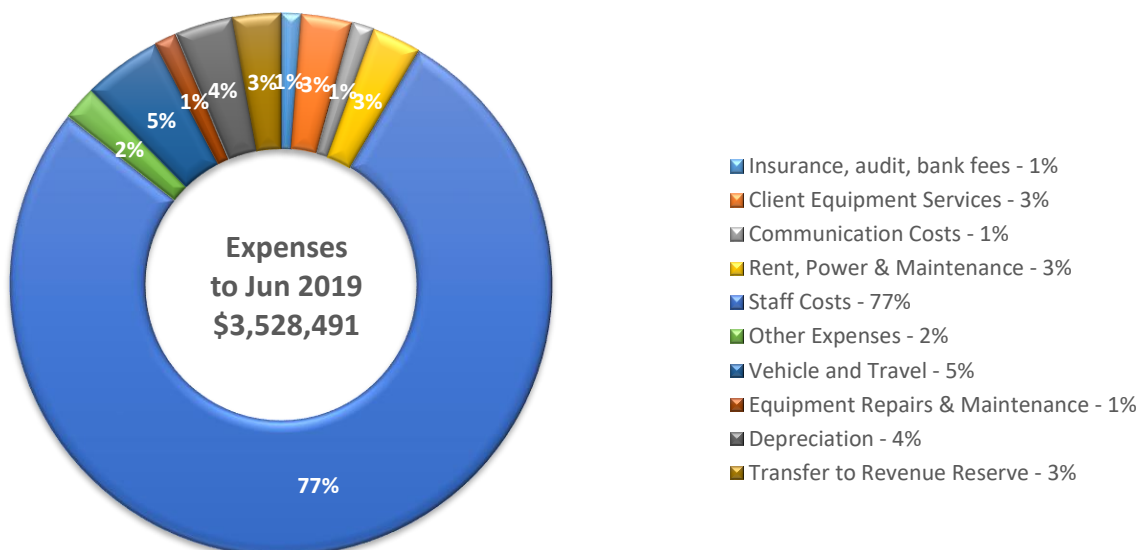
The consolidated result for the financial year to 30 June 2019 after depreciation is a deficit of (\$16,036). After the transfer of \$102,000 to Revenue Reserve, the total deficit for the year increased to (\$118,036). The Revenue Reserve is set up in order to build sufficient reserves to continue operating for a short period in the event that government contracts are not forthcoming.

This year seventy-six percent of our income came from contracts with government entities, namely the Ministry of Health (57%) and ACC (19%). The balance of our income is derived from donations and enables TalkLink to contribute above and beyond the specific work contracted by the Ministry of Health and ACC, for example in the provision of additional support initiatives.

Financial Performance Summary for the year ended 30 June 2018



The nature of TalkLink’s work means that 77% 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 2019

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

Financial Statements

STATEMENT OF COMPREHENSIVE REVENUE & EXPENSES

For the Year Ended 30 June 2019

| | 2019 | 2018 |
|---|------------------|------------------|
| Revenue from non-exchange transactions | \$ | \$ |
| Capital Grants & Donations | 94,692 | 73,946 |
| Operational Grants & Donations | 330,227 | 270,826 |
| | <u>424,919</u> | <u>344,772</u> |
| Revenue from exchange transactions | | |
| ACC Income | 665,288 | 774,042 |
| Client Equipment Services | 263,188 | 274,601 |
| Interest Received | 2,882 | 3,014 |
| Ministry of Health Funding | 1,936,896 | 1,925,215 |
| Other Income | 117,282 | 63,395 |
| | <u>2,985,536</u> | <u>3,040,268</u> |
| TOTAL REVENUE | <u>3,410,455</u> | <u>3,385,040</u> |
| Expenses | | |
| Administration | 38,576 | 36,200 |
| Audit Fees | 4,194 | 4,502 |
| Client Equipment Services | 106,936 | 127,471 |
| Communication Costs | 46,576 | 52,910 |
| Equipment Repairs | 46,738 | 44,295 |
| Loss on Disposal of Assets | 2,031 | 3,745 |
| Other Expenses | 71,117 | 100,330 |
| Property Costs | 103,640 | 90,231 |
| Salaries and Wages | 2,663,550 | 2,663,490 |
| Staff Development | 57,482 | 37,993 |
| Vehicle and Travel | 164,493 | 174,430 |
| | <u>3,305,333</u> | <u>3,335,595</u> |
| Surplus/(Deficit) before Depreciation | <u>105,122</u> | <u>49,445</u> |
| Depreciation | 121,159 | 185,859 |
| Surplus/(Deficit) after Depreciation | <u>(16,036)</u> | <u>(136,414)</u> |
| Transfer to Revenue Reserve | 102,000 | 102,000 |
| Total Surplus / (Deficit) | <u>(118,036)</u> | <u>(238,414)</u> |

STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

For the Year Ended 30 June 2019

| | 2019 | 2018 |
|---------------------------------|----------------|----------------|
| | \$ | \$ |
| Equity as at start of year | 503,016 | 741,430 |
| Revenue Reserve | 306,000 | 204,000 |
| Surplus/(Deficit) for year | (118,036) | (238,414) |
| Equity as at end of year | <u>690,980</u> | <u>707,016</u> |

STATEMENT OF FINANCIAL POSITION

As at 30 June 2019

| | 2019 | 2018 |
|-----------------------------------|----------------|----------------|
| | \$ | \$ |
| Current Assets | | |
| Cash and cash equivalents | 191,281 | 263,220 |
| Receivables & Prepayments | 558,863 | 512,412 |
| Other Current Assets | 0 | 0 |
| Total Current Assets | <u>750,144</u> | <u>775,632</u> |
| Deduct Current Liabilities | | |
| Payables & Accruals | 171,448 | 173,305 |
| Grants received in advance | 0 | 0 |
| Employee Entitlements | 226,562 | 215,816 |
| Total Current Liabilities | <u>398,010</u> | <u>389,120</u> |
| Working Capital Surplus | 352,134 | 386,512 |
| Add Non-Current Assets | | |
| Property and Equipment | 338,845 | 320,504 |
| Total Non-Current Assets | <u>338,845</u> | <u>320,504</u> |
| Total Net Assets | <u>690,980</u> | <u>707,016</u> |
| Represented by | | |
| Accumulated Trust Funds | <u>690,980</u> | <u>707,016</u> |

For and on behalf of the TalkLink Trust Board



Chairperson: Denise Cosgrove

Date: 27/11/2019



Chief Executive: Ann Smail

Date: 27/11/2019

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

CASH FLOW STATEMENT

For the Year Ended 30 June 2019

| | 2019 | 2018 |
|---|------------------|-----------------|
| | \$ | \$ |
| Cash flows from Operating Activities | | |
| ACC Income | 662,478 | 913,259 |
| Grants & Donations | 424,919 | 344,604 |
| Interest Received | 2,882 | 3,014 |
| Ministry of Health Funding | 1,936,896 | 1,882,880 |
| Other Income | 336,829 | 333,827 |
| Goods and Services Tax (net) | (27,202) | 11,812 |
| Payments to Employees | (2,710,285) | (2,650,433) |
| Payments to Suppliers | (558,956) | (686,155) |
| Net cash flows from the Operating Activities | 67,562 | 152,809 |
| Cash flows from Investing and Financing Activities | | |
| Sale of plant and equipment | 6,826 | 0 |
| Purchase of plant and equipment | (146,326) | (60,788) |
| Proceeds from borrowings | 0 | 0 |
| Repayment of borrowings | 0 | 0 |
| Net cash flows from Investing and Financing Activities | (139,500) | (60,788) |
| Net increase/(decrease) in cash and cash equivalents | (71,939) | 92,021 |
| Cash and cash equivalents at beginning of the year | 263,220 | 171,200 |
| Cash and cash equivalents at end of the year | 191,281 | 263,220 |

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 2019

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 2019. 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 2019

| Cash and Cash Equivalents | 2019 | 2018 |
|----------------------------------|----------------|----------------|
| | \$ | \$ |
| Cash on hand | 440 | 440 |
| Current accounts | 190,841 | 262,780 |
| Short Term Deposit | 0 | 0 |
| | <u>191,281</u> | <u>263,220</u> |

| Reconciliation of Net Operating Surplus with Operating Cash Flow | 2019 | 2018 |
|---|---------------|----------------|
| | \$ | \$ |
| Surplus/ (deficit) | (118,036) | (238,414) |
| Add / (deduct) Non-cash movements | | |
| Depreciation and Amortisation | 121,159 | 185,859 |
| Transfer to Revenue Reserve | 102,000 | 102,000 |
| Non-cash donations | 0 | (6,726) |
| Non-cash donations equipment | 0 | 0 |
| Add / (deduct) movements in working capital items | | |
| Inventories | 0 | 1,377 |
| Trade and other receivables | (46,451) | 95,051 |
| Trade and other payables | (1,857) | 4,821 |
| Employee benefits | 10,747 | 8,839 |
| Net cash flows from operating activities | <u>67,562</u> | <u>152,809</u> |

| Receivables & Prepayments | 2019 | 2018 |
|--------------------------------------|----------------|----------------|
| | \$ | \$ |
| Ministry of Health contract | 181,786 | 181,786 |
| ACC Contract | 162,797 | 165,607 |
| Other Debtors | 161,603 | 100,775 |
| Subcontractor - WIP | 21,939 | 4,181 |
| Prepayments | 30,738 | 60,063 |
| | <u>558,863</u> | <u>512,412</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 & Donations Received | Recognised in 2019 year | Recognised in 2018 year |
|--|----------------------------|----------------------------|
| | \$ | \$ |
| Alexendra Lions Club | | 1,000 |
| ATANZ | | 500 |
| Bay Trust | 15,000 | 15,000 |
| BlueSky Community Trust Ltd | | 1,000 |
| Cerebral Palsy Society NZ | | 5,000 |
| Clyde & Districts Lions Club | | 1,000 |
| COGS Auckland City | 1,500 | 3,500 |
| COGS Central Otago | | 1,000 |
| COGS Coastal Otago/Waitaki | 2,500 | 2,500 |
| COGS Far North | | 3,500 |
| COGS Hauraki | | 1,000 |
| COGS Hutt Valley | 3,500 | 1,000 |
| COGS Kirikiriroa / Hamilton City | | 1,000 |
| COGS Manukau | 2,000 | 3,500 |
| COGS Papakura / Franklin | 4,000 | 2,000 |
| COGS Rotorua | 1,500 | 2,500 |
| COGS South Waikato | 2,000 | 2,500 |
| COGS Southland | 2,000 | 2,500 |
| COGS Tauranga / Moana | 2,500 | 2,000 |
| COGS Tongariro | 3,500 | 3,500 |
| COGS Waikato West | 1,000 | 700 |
| COGS Waitakere City | 1,000 | 1,000 |
| COGS Wellington | | 4,000 |
| COGS Whanganui/Waimarino/Rangitikei | 2,000 | 2,500 |
| COGS Whangarei / Kaipara | 3,000 | 3,500 |
| Constellation Community Trust Ltd | 7,000 | |
| Deirdre Cullity | 486 | 750 |
| Dragon Community Trust Ltd | 1,000 | 2,000 |
| Eastern & Central Community Trust - Central | 3,375 | 3,000 |
| Eastern & Central Community Trust - Gisborne | 1,125 | 1,000 |
| Foundation North (Aug 2018) | 25,000 | |
| Foundation North (Jun 2019) | 25,000 | |
| Four Winds Foundation | 15,000 | 30,000 |
| Frimley Foundation | 15,000 | 15,000 |
| Glenn Stone Insurance Limited | 2,000 | 1,000 |
| Guardian Trust - Earnest Davis Hyam | 10,000 | |
| Hatea Lions Club | | 200 |
| HB Williams Turanga Trust | | 20,000 |
| JM Thompson Charitable Trust | | 25,000 |
| Lakeland Lions Club | | 1,000 |
| Lion Foundation | 20,000 | 10,000 |
| Lou and Iris Fisher Charitable Trust | 7,500 | |
| Mainland Foundation | | 5,000 |
| Manurewa Lions Club | | 1,000 |
| NZ Lottery Grants Board | 90,000 | 50,000 |
| Ohope Beach Lions Club | | 2,000 |

| Grants & Donations Received | Recognised in 2019 year | Recognised in 2018 year |
|--|------------------------------------|------------------------------------|
| Otago Community Trust | | 3,423 |
| Other Donations | 5,266 | 8,553 |
| Perpetual Guardian - Guy Anson Waddel Charitable Trust | | 5,000 |
| Perpetual Guardian - Stewart Family Charitable Trust | 7,000 | |
| Perpetual Guardian - Strathlachlan Fund | | 7,000 |
| Portage & Waitakere Licensing Trust | 9,000 | 14,000 |
| Rata Foundation - Canterbury Region | 26,000 | |
| Rata Foundation - Marlborough region | 8,000 | |
| Rata Foundation - Nelson region | 8,000 | |
| Rotary Club of Cromwell | | 1,000 |
| Rotary Club of St Johns | | 1,000 |
| Rotorua East Lions Club | | 500 |
| Rotorua Energy Charitable Trust (Jul 2018) | 20,000 | 20,000 |
| Rotorua Energy Charitable Trust (Jun 2019) | 19,928 | |
| Spark Business | | 1,548 |
| St Joan's Charitable Trust | 5,000 | 5,000 |
| Taupo Pakeke Lions Club | | 500 |
| Te Puke KiwiCoast Lions Club | | 500 |
| The Community Trust of Southland | 10,000 | |
| The Southern Trust | 10,000 | 10,000 |
| The Wilson Home Trust | | 5,000 |
| Trillian Trust | 9,581 | 18,711 |
| West End School | | 575 |
| Whakatane Lions Club | | 500 |
| Stewart Motorsport | 17,658 | |
| Wiri Licensing Trust | | 7,812 |
| | 424,919 | 344,772 |

Employee Entitlements

| | 2019 | 2018 |
|---------------------------|----------------|----------------|
| | \$ | \$ |
| Provision for Holiday Pay | 179,940 | 167,017 |
| Salary and Wages Accrual | 46,622 | 48,799 |
| | 226,562 | 215,816 |

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

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

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

| Operating Lease Commitments | 2019 | 2018 |
|------------------------------------|-------------|-------------|
| | \$ | \$ |
| Current | 61,096 | 62,096 |
| Non Current | 42,003 | 103,099 |

Property and Equipment

| | 2019 | | | 2018 | | |
|---------------------------|------------------|--------------------------|----------------|------------------|--------------------------|----------------|
| | Cost | Accumulated Depreciation | Net Book Value | Cost | Accumulated Depreciation | Net Book Value |
| | \$ | \$ | \$ | \$ | \$ | \$ |
| Buildings | 378,391 | 319,391 | 59,000 | 374,488 | 301,018 | 73,469 |
| Motor Vehicle | 234,817 | 140,123 | 94,694 | 218,704 | 118,673 | 100,031 |
| Furniture & Fitting | 44,762 | 39,576 | 5,186 | 42,812 | 37,627 | 5,185 |
| Office Equipment | 73,427 | 60,492 | 12,935 | 102,885 | 95,462 | 7,423 |
| AT Equipment | 290,767 | 171,507 | 119,260 | 311,749 | 231,831 | 79,918 |
| IT Equipment | 285,334 | 243,972 | 41,362 | 401,793 | 355,913 | 45,880 |
| Intangibles | 8,780 | 2,372 | 6,408 | 8,780 | 183 | 8,597 |
| Total Fixed Assets | 1,316,279 | 977,433 | 338,845 | 1,461,211 | 1,140,707 | 320,504 |

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

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

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

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

| | 2019 | 2018 |
|-------------------------|---------|---------|
| | \$ | \$ |
| Total remuneration | 414,685 | 409,759 |
| Number of persons (FTE) | 4.00 | 4.19 |

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 2019

Unqualified Opinion

We have audited the financial statements of the TALK LINK TRUST on pages 23 to 29, which comprises the statement of financial position as at 30 June 2019 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, and notes to the financial statements, including a summary of significant accounting policies. In our opinion, the financial statements on pages 23 to 29 present fairly, in all material respects, the financial position of the TALK LINK TRUST as at 30 June 2019 and its comprehensive revenue, expenses and its cash flows for the year ended, in accordance with Public Benefit Entity Standards Reduced Disclosure Regime.

Basis for Unqualified Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described below in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the TALK LINK TRUST in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor, and assisting with the format of the report, we have no other relationship with, or interests in, the TALK LINK TRUST.

Restriction on Responsibility

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

Governance Responsibility for the Financial Statements

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

Integrity Audit
Chartered Accountants
East Tamaki, Auckland
28 November 2019