



# TalkLink

Wahanga Tū Kōrero

Assistive Technology Services

## Annual Report 2015 - 2016



**Celebrating Twenty Five Years**

## Acknowledgements

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*A very special thank you to all the following organisations, services and suppliers for their support:*

|   |   |
|---|---|
| A1 Wheelchair Services                    | Massey University                                   |
| ACC                                       | Microsoft   |
| Accessable                                | Ministry of Education                               |
| ASB Bank                                  | Ministry of Health                                  |
| Assistive Technology Alliance New Zealand | Motor Neurone Disease Association                   |
| Auckland Disability Law                   | New Zealand Disability Support Network              |
| Aurora College                            | New Zealand Lotteries Grants Board                  |
| Bay Trust                                 | New Zealand Relay                                   |
| BlueSky Community Trust Ltd               | New Zealand Speech-Language Therapists' Association |
| Boccia New Zealand                        | Otago Community Trust                               |
| CCS Disability Action                     | Paragon Computers                                   |
| Cerebral Palsy Society of NZ              | Portage Trust TTCF                                  |
| Clendon Consulting Ltd                    | Pub Charity (Inc.) (Wellington)                     |
| Codeblue                                  | Reid Technologies                                   |
| COGS                                      | Sentinel Watches                                    |
| Connect NZ                                | Sharon Brandford                                    |
| Desktop Technology Services Ltd           | Spark NZ  |
| Earnest Davis Hyam                        | Springhill Charitable Trust                         |
| Eastern & Central Community Trust         | Te Runaka ki Otautahi o Kai Tahu                    |
| Enable New Zealand                        | TextHelp  |
| Foundation North                          | The Canterbury Community Trust                      |
| Four Winds Foundation Ltd                 | The Community Trust of Southland                    |
| Freestyle Event Photography               | The Southern Trust                                  |
| Givealittle - KiwiChat Donations          | Trillian Trust                                      |
| Grassroots Trust Ltd                      | Unitec Institute of Technology                      |
| Glenn Stone Insurance Limited             | University of Auckland                              |
| Idea Services                             | University of Canterbury                            |
| Jane Farrall Consulting                   | Waitakere Licensing Trust TTCF                      |
| J M Thompson Charitable Trust             | Whangarei South Rotary                              |
| J N Williams Memorial Trust               | Wilson Home Trust                                   |
| Link-AT                                   | Workbridge  |
| Lion Foundation                           | Zabonne   |

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## Wahanga Tū Kōrero, TalkLink Trust - Celebrating 25 years

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E hara taku toa, I te toa takitahi ēngari he toa taku tini.  
My strength is not from myself alone, but from the strength of the group.  
*Draft New Zealand Disability Strategy, 2016 – 2026*

These were the opening words of the Grace Gane Memorial Award lecture. The lecture was presented at the 2016 New Zealand Speech-language Therapists' Association Conference *Enhancing Lives through Partnership*. TalkLink's General Manager, Ann Smaill, along with two TalkLink Ambassadors, Lusi Faiva and Geneva Tino, presented the lecture. It was an opportunity to showcase the work of the TalkLink Trust and to discuss future possibilities.

Being chosen to present the Grace Gane lecture at the conference in recognition that TalkLink 'enhances lives through partnership' was an honour. Working in partnership is something that the TalkLink team strive to do every day. It is also inherent in our Māori name, Wahanga Tū Kōrero, which reflects our purpose of working with people to ensure their thoughts and ideas can be effectively conveyed using different forms of communication.

The timing of the award was fitting, as it is 25 years since the signing of the TalkLink Trust deed. Looking back, the foresight of the people involved in establishing the TalkLink Trust was extraordinary. From the outset, the vision was for governance which included board members with a lived experience of disability, as well as consultation with the people who use TalkLink services.

There is no doubt that Assistive Technology and Augmentative and Alternative Communication (AAC) services have developed significantly over the past 25 years as a result of evidence-based practice, improved technology—both low and high-tech—and better access to services, all within a context of partnership.

To appreciate where we have come from, we need to acknowledge TalkLink's history.



Ann Smaill at the NZSTA Conference

## The History

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|      |  |
|------|--|
| 1991 | CCS discontinued the CHAT service<br>Focus survey conducted and TalkLink Trust established   |
| 1992 | TalkLink begins work in Auckland, based at Unitec  |
| 1993 | TalkLink officially opened by Governor General Dame Catherine Tizard   |
| 1996 | Services expand to include Northland   |
| 1999 | Technical Aids Trust (Wellington) approaches TalkLink for assistance   |
| 2000 | The Wellington TalkLink office opens   |
| 2001 | The New Zealand Disability Strategy is launched  |
| 2003 | ATANZ is established   |
| 2005 | AbleTech (Hamilton) approaches TalkLink for assistance<br>TalkLink operates throughout the North Island  |
| 2007 | Management structure changes in anticipation of expanding services to the South Island   |
| 2008 | Services commence in the South Island  |
| 2009 | ACC and MOH contract TalkLink Trust to provide services throughout New Zealand   |
| 2010 | MOH includes funding for training and support in the TalkLink contract<br>The Communication Assistive Technology process is implemented by MOH<br>Funding Manager appointed to assist with fundraising |
| 2011 | The inaugural KiwiChat Camp is held  |
| 2013 | TalkLink develops support options through the TalkLink website and Facebook  |
| 2015 | To assist with training and support, additional teachers are employed  |
| 2016 | TalkLink celebrates 25 years since the signing of the Trust Deed   |

In 1991, CCS Disability Action (as it is known today), discontinued its CHAT service due to funding constraints. The CHAT service had been operating in Auckland to provide communication assistive technology assessments for people with complex communication needs.

Some of the staff members of the CHAT team agreed that losing the CHAT service would be a great loss for disabled people in the Auckland region. Under the leadership of Dr. Jill Calveley, it was decided to establish a new service: The TalkLink Trust. The preliminary work to establish the new service was conducted by Jill Calveley, Marie Hood, and Claire Oakley-Brown. They pursued funding for the service, and were awarded a contract by the then Auckland Health Board to conduct a pilot project for one year. Following the pilot, TalkLink was awarded an ongoing contract to provide their services.



Dr. Jill Calveley at the TalkLink opening, 1993



Charlie Berryman Dean of the Faculty of Maori Education Unitec, Jim Palmer, Margaret Thomson and Andrew Codling, 1993



Scott Dumble, Margaret Thomson and Stuart Burnett with Dame Catherine Tizard, 1993

In 1991, the Focus survey was conducted to identify the services that were deemed essential within the disability sector in the Auckland region and how these services would be provided. One outcome from the survey was in support of the idea of a technology assessment service based in an educational, rather than a health, setting. This prompted the TalkLink team to approach Auckland tertiary institutes with a request for space in which it could operate this service. Unitec was prompt with their generous offer of a house at 5 Farm Road, which is now the road from Entrance 3 into the Unitec campus. The original TalkLink house was on the South side of the road, but was relocated across the road to its current site in 1995, when additions to the building were erected.

On January 13, 1992, TalkLink opened for its first day of business. Referrals had already been received, and work began immediately in formulating the *client service process*. On that day, TalkLink was staffed by Marie Hood, Manager; Claire Oakley-Brown, Co-ordinator; Gaynor Philips, Secretary; and Jim Palmer, Occupational Therapist. The staff also had generous support from a handful of volunteers. Within a few months Ann Smail, Speech-Language Therapist, was seconded from Special Education Services for one day per week to help with the communication assessments. Shortly afterwards, Ann was employed by TalkLink on a full-time basis.

In 1995, Anne Cooney took over from Marie Hood as the manager, a position she held until 2000. One of her first jobs was to manage the relocation and building extensions.

In 1999, the Technical Aids Trust, a Wellington-based assistive technology provider, approached the TalkLink Trust for assistance. The Technical Aids Trust was unable to continue to provide services to their clients. As a result, TalkLink Wellington was established in 2000, following the securing of a contract with the Ministry of Health (MOH) to provide services to the Hawkes Bay, Wanganui, Mid-Central, Wairarapa, Hutt, and Capital & Coast District Health Boards. As in Auckland, ACC also contracted services to TalkLink in Wellington. Jim Palmer and Elizabeth Messina relocated to Wellington to set up the Wellington office, and Jim Higgins who had been part of the Technical Aids Trust Board joined the TalkLink Trust Board.

Two thousand and one, the year that TalkLink turned 10, saw the launch of the New Zealand Disability Strategy, which provided TalkLink with a framework to further develop services. The TalkLink Trust Chair at the time, Russell Vickery, said in his annual report:

Communication impairments, whether they are spoken, written or learning can severely limit a person's ability to participate in society. Assistive Communication Technology solutions can give people with communication impairments the tools to participate more fully in all aspects of life including education, employment and daily living. TalkLink in partnership with disabled people and their community has the responsibility to help determine appropriate communication tools. The challenge for TalkLink is not only to continue to include stakeholders in decision-making but to maximise their involvement.

In 2003, the Assistive Technology Alliance of New Zealand (ATANZ) was formed. The Alliance aims to promote Assistive Technology by ensuring quality Assistive Technology service provision through the establishment and monitoring of best practice Assistive Technology standards. TalkLink team members were involved in the establishment of ATANZ and continue to take a governance role to this day.

TalkLink began operations in the Midlands area in 2005, filling the gap left by the closedown of AbleTech. Russell Vickery commented:

This has been a significant move for the Trust and a very successful one. The Trust operation now covers the whole of the North Island and is now the largest organisation in the country working in the assistive communication sector.

TalkLink management structure changed in anticipation of expanding services to the South Island in 2007. A Head Office was established, with Ann Smaill as General Manager, Ankica Middeldorp as Finance Manager, and Justin Tate as Technical Support. Glen Dixon was appointed Manager of the Upper North Island (Auckland) Regional Office and Elizabeth Messina continued in her role as Manager of the Lower North Island (Wellington) Regional Office. Work in the South Island commenced in 2008, with Devon Millar taking on the role of South Island Manager. With Devon's move to work from Nelson in 2013, Barrie Woods was appointed South Island Manager.



The TalkLink Trust Team – October 2014

Since 2009, TalkLink has further developed and consolidated services throughout New Zealand, and holds national contracts with both the MOH and ACC. The vision of Sue Primrose and colleagues in the Ministry of Health saw the inclusion of training and support within the contract. The importance of ongoing training and support in the use of AAC tools and strategies has been recognised and acknowledged as essential if people are going to gain communicative competence. It is one reason why we have been so proactive in using competent AAC users as mentors and ambassadors. It has also allowed us to be creative in the way we support people, for example with the development of KiwiChat Camps and KiwiChat Groups and providing support through the TalkLink website and Facebook page.

The establishment of the MOH Credentialed Assessor scheme in 2010 provided a catalyst to increase the skills of community-based therapists in the area of Communication Assistive Technology, demystifying this area of practice and providing an opportunity to further develop capacity. AAC is not just the prerogative of specialists services; rather, it is one of partnership and a shared understanding of how augmentative communication tools and strategies can enhance the lives of people with complex communication needs.

### **The Trustees**

The TalkLink Trust is fortunate that there has, and continues to be, a group of dedicated people who freely give of their time and expertise to help with the governance and strategic direction of the Trust. We acknowledge the following people, who, over the past 25 years, have been part of the TalkLink whānau as Trustees:

### **Chairs**

|                |                 |
|----------------|-----------------|
| 1991 - 1992    | Jill Calveley   |
| 1993 - 1994    | Andrew Codling  |
| 1995 - 2000    | Penny Jorgensen |
| 2001 - 2004    | Russell Vickery |
| 2005 - 2006    | Jim Higgins     |
| 2007 - present | Sam Fairhall    |

### **Trustees**

|                  |                      |                 |
|------------------|----------------------|-----------------|
| Margaret Thomson | Elizabeth Mitchelson | Miriama Scott   |
| Bill Fowler      | Philip Patston       | Vicki Terrell   |
| Ray Murray       | Carl Ross            | Gil Simpson     |
| Kate Richardson  | Joanna Curzon        | Christine Fenby |
| Elizabeth Palmer | Helen Mintrom        | Margaret Ellett |
| Bernie Bookman   | Carol Corlett        | Mark Gosche     |
| Laraine Hand     | Shelly Hannifan      | John Green      |
| Julia Maskill    | Colin Dale           | Jonny Wilkinson |

It is also important to acknowledge Wahanga Tū Kōrero Kaumatua, Matua Hare Paniora, Pae Arahi at Unitec, who has supported us throughout the journey to establish services throughout Aotearoa New Zealand.

We welcomed John Green and Jonny Wilkinson to the board at the beginning of 2015.

John practices as a barrister in Auckland. He has extensive experience working with confidential and sensitive information. During a wide-ranging role in local and international business development, he has worked successfully with people from different cultures and circumstances.

Jonny has a detailed knowledge and experience of the New Zealand health and disability sector. He is the CEO of Tiaho Trust in Whangarei and a board member of a number of Northland and national community-based organisations and charitable trusts.



## The Present: 2015 - 2016

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Having grown from a staff of four on day one, today TalkLink has 47 staff members. There has been a number of staff changes over the past year, with team members leaving to travel overseas, taking parental leave, or pursuing other opportunities. A big thank you to Adrian McPherson, Kate Mentis, Jessica Hunter-Wilson, Stacey Mayers, and Merryn Gill. During the year we welcomed Bridget Thompson, Julie Fletcher, Samantha Ivil, Rouan van Ryn, Ruth O'Dwyer, Amber Beaumont, and Brenda Murphy and welcomed back Rosanna Tilyard.

With a mixture of very experienced clinicians, new staff who bring new perspectives, as well as part-time and full-time team members, we have a strong, diverse group who have a wealth of knowledge to share. During the 2015/16 financial year, the dedicated TalkLink team has been extremely busy travelling throughout the country to work with clients and their teams. We continue to be challenged by an increasing number of referrals and long waiting lists; these result from more people understanding the importance of the work we do and the difference it makes to the people who access our service.

Yet this awareness is not universal. There are still many barriers faced by people with complex communication needs, and TalkLink has been concentrating on ways to raise awareness and break down communication barriers. There have been a number of opportunities to build awareness recently. We have joined the Conversation and made a submission to The New Zealand Disability Strategy review, as well as presenting at several events including the Auckland Disability Law *Supported Decision Making Hui*, the NZ Disability Support Network (NZDSN) Conference *Up for It: Embracing and Leading Change*, and the Australian Society for Intellectual Disability (ASID) Conference *No More Excuses: Looking Beyond "Because"*. Our General Manager Ann partnered with Sharon Brandford, a well-respected clinical psychologist who is also passionate about breaking down communication barriers, and together they challenged conference participants to provide the tools and strategies to empower communication. For too long, many disabled people, especially those with complex communication needs, have not been heard. How can we support these communication needs and break down the barriers to participation?



We are AAC Activists

What can we do to break down the barriers to communication?

TalkLink constantly strives to increase the extent and reach of the services it provides. As part of achieving this objective, we are presently working with Unitec's Metro Research Voucher Scheme to raise the profile of TalkLink and more widely broadcast the contribution the organisation makes to the community. A Business Model and Action Plan have been developed, with the overall goal of raising TalkLink's profile in order to obtain increased funding through government and other sources. The appointment of our Funding Manager in 2010 has helped considerably with raising funds from the charitable sector, but if we are to reduce waiting lists and build capacity we need to look at other possibilities as well.

The first objective has been to develop resources to assist our stakeholders in fully understanding the important work we do and to encourage those organisations and individuals with the capacity to donate, to offer additional funds for the furthering of TalkLink's work. The Metro Research Voucher Scheme has sponsored the production of a documentary, *The Voice*, directed by Leah Stewart and produced by Stephanie Osborn, two amazing students at AUT. The documentary features three clients: Margaret Thomson, a founding TalkLink trustee, Geneva Tino, a TalkLink Ambassador, and Pius Croker, a young student who attended this year's Kiwichat Camp and is just beginning his journey with TalkLink. We hope to use *The Voice* in fundraising events and to raise our profile.

Unitec are also assisting us in further developing some of the outcome measures we use with our government funders and looking at website development. Thanks to Ngaire Molyneux and the Unitec team for this opportunity. We look forward to continuing to work with Unitec in the future.

## 2015 - 2016 Service Delivery Highlights

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### KiwiChat

The 3<sup>rd</sup> KiwiChat Camp was held in April 2016 and was a huge success. Participation was the focus throughout the five days of camp. The theme this year, Superheroes, proved to be fun and motivating! The TalkLink therapists were ably supported by Speech Language Therapy and Occupational Therapy students and volunteers. They were all innovative and imaginative in providing communication opportunities throughout the day. Modelling communication using very large core boards was a great success, as evidenced by an increase in communication exchanges.



Creating a communication opportunity at KiwiChat Camp



Making friends at KiwiChat Camp, Lucia and Stefan

We all had such fun: during therapy sessions, planning skits for the show, at meal times, and taking part in the many adventurous activities organised by our hosts at Totara Springs. Totara Springs is an amazing venue; some families commented that the camp had been the first opportunity they have had to participate in the outdoor activities on offer and that nobody stared!



Max and his dad at KiwiChat Camp

Dean Sutherland from The University of Canterbury met with parents and facilitated a discussion on parents' perspectives and experiences, which included looking at the 'bright spots' and recognising that parents are the real experts. Parents then heard about real-life journeys from our KiwiChat Camp Ambassadors: Gabby Hogg, Geneva Tino, Mackenzie Kench, and Nathan Thompson. Very inspiring!

## **KiwiChat Camp: Experiences of Children with Complex Communication Needs and their Family/Whānau**

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*Jessamy Amm, one of our Upper North Island Speech-Language Therapists, is currently completing a research project about KiwiChat Camp.*

I have really enjoyed doing a research project to explore *KiwiChat Camp: Experiences of Children with Complex Communication Needs and their Family/Whānau*. I undertook this through Massey University with the support of TalkLink. The final thesis is not yet complete but will be circulated once it is finished.

We know that children who use AAC require significant input in order to learn to use their communication systems independently and spontaneously, and there are many different methods of providing this teaching and support. There is very little research around how an intensive camp, like KiwiChat Camp, might benefit children who use AAC and their families. While completing a literature review on the use of camps as an alternative method of providing AAC intervention, it became apparent that there is no high quality research and there is a huge lack of research in general - only six published articles on this topic.

This was a four-part project:

1. Parents and caregivers were asked to complete surveys before and after the camp. In both surveys, they were asked about their confidence in supporting their child who uses an AAC system. In the post-camp survey, they were also asked to discuss their experiences at camp and whether they found it beneficial.
2. Three parents completed a follow-up interview by telephone, which focused on their experiences at camp in more detail.
3. The children who use AAC systems completed a modified survey on the final morning of camp. They were asked about their experience of camp, for example, what they learned and what they enjoyed.
4. School-aged siblings participated in a small group interview with similarly aged children. They were asked about their experiences having a sibling who uses AAC, their confidence in helping their sibling to use their AAC system, and their experiences at camp.

Some of the general observations we made during camp were:

- We massively underestimated how much learning the families had to go through during camp. Despite some families having attended many training sessions over the years, they still had a massive learning curve at camp, in particular with regard to learning that modelling needs to happen all day during all activities.
- There was a big shift in the attitude towards core boards and other low-tech systems after seeing the staff using wearable core boards for several days. One parent said that she didn't realise that she could still use low-tech even though her daughter now had a high-tech device.
- We kept on incidentally hearing families say, "it's so good to feel normal," or, "I love that we can all do this as a family." Being part of a community where everyone was accepted and where meltdowns were a non-issue created an environment where everyone was ready to learn and to discuss their challenges openly.
- The overwhelming response was that camp was amazing and everyone wanted more camps to be run each year to reach more families and for families to be able to re-attend.

One Mum wrote:

I have worked in Special Ed in the past and completed lots of workshops with TalkLink and all the workshops that they have recommend – ATANZ, Sally Clendon workshops, CAMP with Julie Tan who was the original SLT who inspired me to get serious about AAC for our son. I do regular sessions with Paula who is sooo helpful and Jane who has helped me get cracking with Boardmaker. All of this has been the most helpful help, that I have received and I have dealt with loads of professionals. So I assumed that I would not find anything new in terms of learning BUT I did! The entire experience was invaluable. The whole thing was so well thought out and significant in every aspect.

## Feedback from siblings:

I interviewed the siblings in two age groups. The thing that struck me the most was, when asked about whether they had received training in order to support their siblings to use AAC, they all said no. A few of the siblings said that they 'had figured it out by watching others'. When I asked if they would like some training they all said yes, and even gave up attending the next camp activity to do some training with me on core vocabulary and modelling. Even the youngest children want to help their siblings to use their AAC systems and have a great life. We are planning to run a mini 'sibling camp' in 2017 to explore the effects of teaching siblings about AAC.

It is difficult to detail all of the clinical implications of camp, especially since I have not analysed the data in detail yet; however, some clear themes are that:

- Camp is an extremely effective alternative way to provide AAC therapy in a holistic context, although its cost-effectiveness has not been explored. Every single family said they would come back to camp if they had the opportunity.
- Parents need to feel connected with other families who are going through similar experiences.
- Families value meeting people who have gone through a similar experience to their own child and hearing tips about what worked for them.
- Siblings need explicit training in order to understand why they need to model on AAC devices and in order to feel included in the family, regardless of how old they are.
- It takes a whole team—TalkLink, therapists, family, siblings, the school team—to create a successful environment for developing ongoing communicative competence before, during and after camp.



The importance of modelling: Pius and Shauna

In addition to KiwiChat Camp, the 2015-2016 contract year saw TalkLink hold a total of 50 KiwiChat Groups around New Zealand. We ran more KiwiChat groups than the 24 itemised in our contract. This has been possible through fundraising efforts and the dedication of the TalkLink team who are passionate about this type of support and believe it is crucial for successful long-term outcomes.





KiwiChat Camp mentors: Nathan Thompson, Mackenzie Kench, Geneva Tino and Gabby Hogg

*Our team of TalkLink ambassadors has been working hard this year. As well as attending KiwiChat Camp to mentor the students, Geneva Tino presented at the NZSTA Conference about KiwiChat Camp.*

Hi, I'm Geneva Tino and I'm currently studying a Bachelor of Communications, majoring in Public Relations. I'm 23 years old and have Athetoid Cerebral Palsy. Communication is vital to the life of an individual, it allows people to express their thoughts, make an opinion and contribute to daily conversations. KiwiChat Camp gives children with AAC devices a chance to communicate with each other, encouraging them to confidently use their device and to be heard in society. As a mentor at the last two camps, using an AAC device to its fullest potential was one of the main messages I wanted to convey. Being a mentor was an amazing opportunity for me to share my experience with parents and for them to know that their child can achieve anything. I had a chance to talk about my journey with TalkLink over the last 18 years. Growing up with a speech impairment was difficult but my parents were determined for me to be heard in society. At the age of 4, I was referred to TalkLink and since then, they have always tried to cater to my needs as they constantly change, especially now that I'm starting to enter the workforce. For me, it was important to tell parents of future AAC users how vital it is for their children to have a voice by encouraging conversation. Working with the children was also a highlight for me at camp. A lot of them had the Accent 1000 device, which is what I have, therefore, if they got stuck, I could show them what to do. I worked with them during the morning sessions and then go with them when they did family activities in the afternoon. This gave parents the opportunity to talk to me on a one on one basis and most of them were determined for their child to be like me, wanting to know how I have gotten to where I am today. I believe that KiwiChat Camps are very beneficial to children and their families as it influences them to be independent communicators. Thank you for listening.



Geneva Tino at the NZSTA Conference

## Lusi's Story

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*Lusi Favia is a long-time TalkLink client and also presented at the NZSTA Conference. Lusi's story highlights the importance of literacy, something that we work hard to promote in our day-to-day work. This is an inspirational story: Few of us have had to overcome the barriers Lusi faced.*

The ability to communicate effectively wasn't easy back in the days when a card communication board filled with words, was the only way to speak with people.

I was placed in an institution on doctor's orders at the age of two. I wasn't diagnosed with Cerebral Palsy at birth. It was not until they realised I couldn't sit up normally and even make sound from my mouth. It was impossible to express how I felt every day. Being isolated from other children made communicating so difficult, so I just listened to people talking to each other using words that I didn't understand, although it did become a way to learn, as I was just very young.



Lusi Favia at the NZSTA Conference

The treatment of children with disabilities like the treatment of people labelled with "mental illness" were obviously noticeably different back then and I recall the nurses wore white uniforms with old fashioned caps. They were strict, hard, but some were sympathetic towards the children. The beds were lined up in rows; no happy pictures on the ward wall. It sounds like something out of a Charles Dickens novel.

Strangely there were no speech therapists; I assume the institution would have had that kind of a service back then, but I never saw one. Thanks to the Jones', a special couple who took me under their wing and taught me to read and write; they opened many doors to communication for me. To me, it is a real bonus being able to write words down. They might be teachers but they went out of their way to take us to the beach where we enjoyed the fresh air, instead of being inside the bare walls of that place.

I am grateful to the Jones' they gave me a voice to speak in my unique way.

Since moving up to Auckland from Wellington years ago, I have had three communication devices over the time I was in primary school and college. The first device I had was called a Canon Communicator, a medium size device that was tied on my wrist with a small paper print out and no speech output. The second was called a RealVoice in a case that was tricky to carry around and with speech that was sometimes hard to understand. The third was a Lightwriter which I had for the longest time: and now I have an iPad.

My access to communication equipment started at CCS when I became a client with CHAT, which was set up back in 1988 and later they became TalkLink in 1991.

TalkLink has been such a great help in my life, with what they have done over the years, and the people who work there are very professional in the service they provide.

The video I am in tells the story about Mr. & Mrs. Jones. It was filmed by Alyx Duncan and Touch Compass Dance Co who I have been performing with from 1997 to 2009. After a break from dance I made this video in April 2014.

I am freelance independent artist from the performing world, so I am passionate to share my story about my experience with TalkLink with you today.

Here is the link to Lusi's video: <https://www.youtube.com/watch?v=yHOOpHOUmAM>.

## Working with Motor Neurone Disease

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One group of people TalkLink work closely with is people with acquired neurological conditions such as Motor Neurone Disease (MND). Recently, Rosanna Tilyard, one of TalkLink Lower North Island (LNI) team members interviewed Moira Young, the Motor Neurone Disease Field Worker for the Lower North Island. Moira works closely with the Lower North Island TalkLink Team. Here is what she had to say about the work that TalkLink does:

For me TalkLink is a very important organisation with an illness such as MND. MND is an illness of multiple and unrelenting losses. Keeping connected is vital. The skills, technology and equipment through TalkLink helps preserve a person's ability to keep connected to their loved ones and their wider world.

One client that Moira and the LNI TalkLink team have supported together was a 40-year-old with two young children. He deteriorated very early on in his diagnosis. The TalkLink team met with him and set up for him an iPad with *Predictable* so he could continue to communicate with his family and friends. As the man's disease progressed, he lost almost all of his physical ability and he moved into a rest home. TalkLink set up a computer with a communication programme for him that he could control using a single button attached to his index finger. Using just the movement of his finger, he could use the computer to communicate with others using a synthesised voice, and to update his friends on Facebook about his condition.

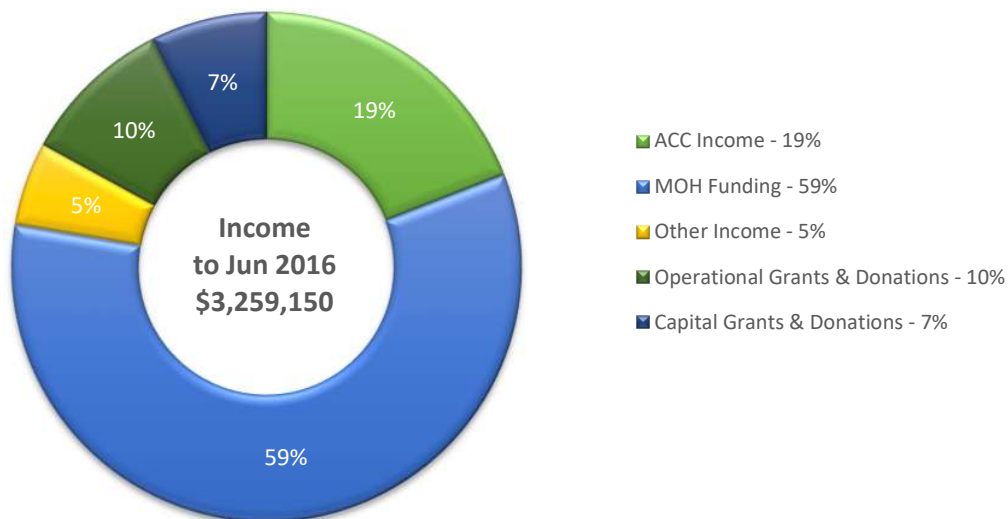
Moira says, "his needs were met at a pace that the illness was demanding. We thank TalkLink for that."

One of our MND clients in the South Island has recently recorded a podcast to explain how he has created his own voice using *voice banking*. Voice banking involves recording a sample of a person's speech and creating a synthesised voice similar to the original recorded voice. This voice can then be set as the voice used within a speech generating device. Any message typed into the device can be spoken with the synthesised voice. We are very grateful to Gary Boot for taking the time to create this podcast, which is now on our website (<http://www.talklink.org.nz/index.php/2016/11/21/november-2016-voice-banking-update/>) and is a very useful resource for the benefit of both clients and professionals.

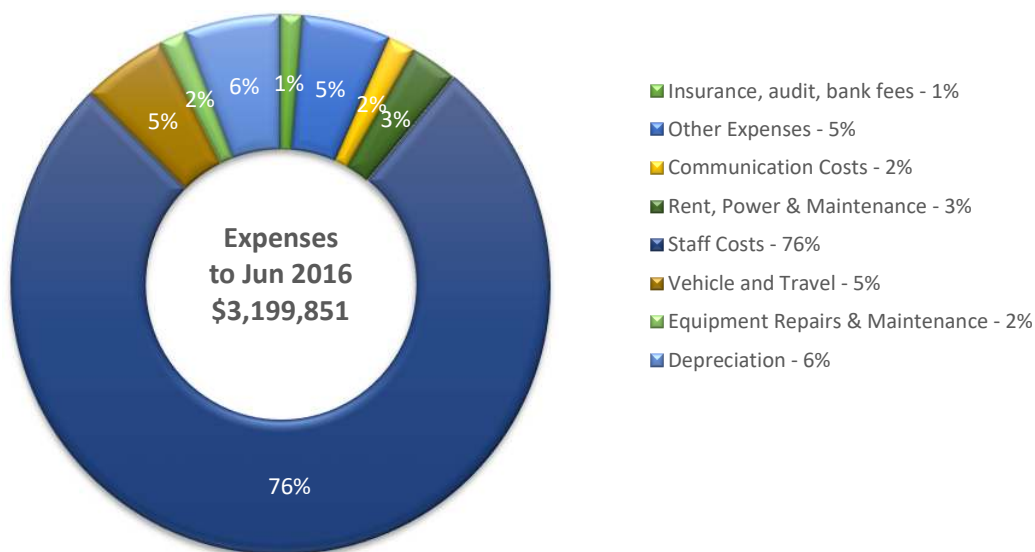
## Financial

The financial year ending June 30, 2016 shows a small surplus. Seventy-eight percent of our income comes from contracts with government entities, namely the Ministry of Health (59%) and ACC (19%). 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 June 30, 2016



The nature of TalkLink's work means that 76% 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.

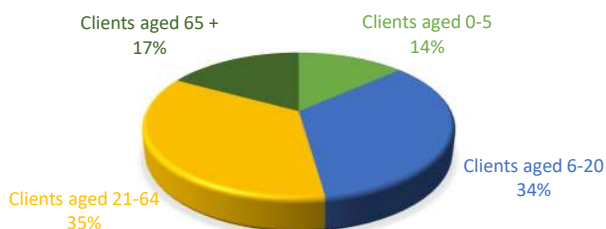




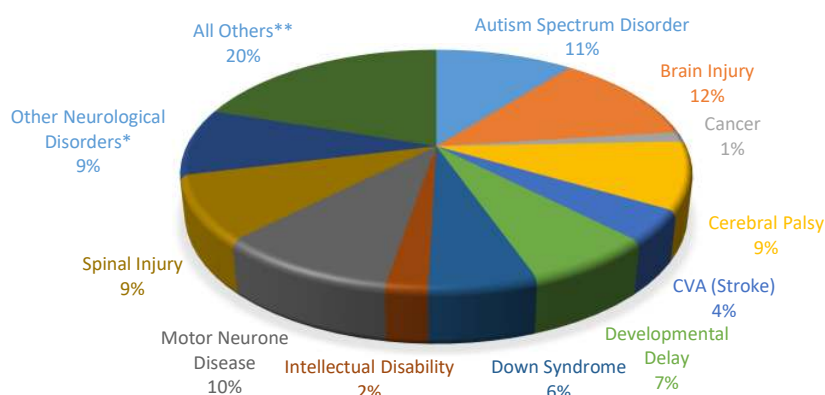
## Some Statistics

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

Referrals by Age (July 2015 - June 2016)



Referrals by Disability (July 2015 - June 2016)



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 three years.

Referrals by DHB Area (July 2014 – June 2016)

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

\* *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 Future

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TalkLink begins the next quarter century with some security: a new Ministry of Health contract for the next three years, and we will shortly tender for a new ACC contract. We are well underway with redeveloping important aspects of our infrastructure. An upgrade of our information systems is underway, which takes into account technology developments, including *cloud*-based options, with the overall aim of improving efficiency.

The advances in technology and our understanding of best practice in the area of AAC / Assistive Technology mean that Assistive Technology will become even more accessible and essential to our clients in the future. A Kiwi voice, te reo Māori speech synthesis and ‘thought-control’ (see <http://www.thought-wired.com/>) are some of the developments we are exploring at present. We have also developed close ties with Massey, Canterbury and Auckland Universities and with high interest in research projects we are excited about future collaboration to further develop best practice.

The biggest unknown for us in the short term is the redevelopment of the Unitec site. Our lease runs out at the end of 2017, so after 25 years we are no longer sure if the UNI and National Offices will remain at Unitec. We cannot adequately express the significance of the contribution Unitec has made to the TalkLink Trust, and we hope that we will be able to find a place within the new Unitec development.

The major barriers to timely delivery of TalkLink services are the waiting list and access to trial equipment. Our vision is to further develop capacity by diversifying income streams, so that we can reduce waiting list numbers and times. The diversification strategy will need to include both government and non-government initiatives.

As part of this strategy we also need to raise our profile and more widely broadcast the contribution TalkLink makes to the community, so that people who benefit from TalkLink services do not miss out. The New Zealand Speech-language Therapists’ Association *Giving Voice Aotearoa* campaign is an opportunity to raise awareness. Giving Voice Aotearoa is a year-long campaign to raise awareness and facilitate *Communication Accessible Environments* (see <http://speechtherapy.org.nz/page/about-slt/giving-voice/>). We will partner with NZSTA to ensure that there is a better understanding of the difference that AAC / Assistive Technology can make to breaking down barriers to communication.

The partnership with Unitec’s Metro Research Voucher Scheme, will provide another opportunity to develop these ideas further, as we look at ways to join with like-minded people to create a community of support.

We are AAC Activists working to break down the barriers to communication so that, as the TalkLink Purpose states: *all people with communication impairments will interact and participate to their full potential.*



Mandy Slade using Nous thought control software

# Financial Statements

## STATEMENT OF COMPREHENSIVE REVENUE & EXPENSES

For the Year Ended 30 June 2016

|   | 2016                    | 2015                   |
|---|-------------------------|------------------------|
|   | \$                      | \$                     |
| <b>Income</b>   |                         |                        |
| ACC Income  | 622,217                 | 743,370                |
| Ministry of Health Funding                                | 1,908,863               | 1,908,863              |
| Operational Grants & Donations                            | 314,736                 | 189,287                |
| Gain on Disposal of Assets                                | 0                       | 619                    |
| Other Income  | 166,934                 | 84,046                 |
|   | <u>3,012,750</u>        | <u>2,926,185</u>       |
| <b>Expenditure</b>  |                         |                        |
| Administration  | 37,209                  | 36,592                 |
| Audit Fees  | 4,464                   | 3,431                  |
| Bad Debts   | 0                       | 0                      |
| Communication Costs                                       | 52,232                  | 48,914                 |
| Equipment Repairs   | 50,109                  | 41,080                 |
| Loss on Disposal of Assets                                | 1,694                   | 0                      |
| Other Expenses  | 168,691                 | 77,016                 |
| Property Costs  | 89,273                  | 89,805                 |
| Salaries and Wages  | 2,414,633               | 2,329,942              |
| Staff Development   | 32,898                  | 38,778                 |
| Vehicle and Travel  | 164,037                 | 151,925                |
|   | <u>3,015,241</u>        | <u>2,817,483</u>       |
| <b>Surplus/(Deficit) before Depreciation</b>              | <u><b>(2,490)</b></u>   | <u><b>108,702</b></u>  |
| Depreciation  | 184,610                 | 181,325                |
| <b>Net Operating Surplus/(Deficit) after Depreciation</b> | <u><b>(187,101)</b></u> | <u><b>(72,623)</b></u> |
| <b>Non-Operating Income</b>                               |                         |                        |
| Capital Grants & Donations                                | 241,024                 | 86,344                 |
| Interest Received   | 5,376                   | 3,476                  |
|   | <u>246,400</u>          | <u>89,820</u>          |
| <b>Total Surplus / (Deficit)</b>                          | <u><b>59,299</b></u>    | <u><b>17,197</b></u>   |

For and on behalf of the TalkLink Trust Board

Chairperson: Sam Fairhall

Date: 21/11/2016

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

## STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

For the Year Ended 30 June 2016

|                                    | 2016                  | 2015                  |
|------------------------------------|-----------------------|-----------------------|
|                                    | \$                    | \$                    |
| Equity as at start of year         | 848,693               | 831,496               |
| Net Surplus/(Deficit) for the year | 59,299                | 17,197                |
| <b>Equity as at end of year</b>    | <u><b>907,992</b></u> | <u><b>848,693</b></u> |

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2016

|                                   | 2016                  | 2015                  |
|-----------------------------------|-----------------------|-----------------------|
|                                   | \$                    | \$                    |
| <b>Current Assets</b>             |                       |                       |
| Cash and cash equivalents         | 204,875               | 94,697                |
| Receivables & Prepayments         | 516,038               | 708,587               |
| Other Current Assets              | 1,377                 | 1,660                 |
| <b>Total Current Assets</b>       | <u>722,290</u>        | <u>804,944</u>        |
| <b>Deduct Current Liabilities</b> |                       |                       |
| Payables & Accruals               | 139,518               | 181,676               |
| Grants received in advance        | 30,000                | 40,264                |
| Employee Entitlements             | 185,155               | 179,385               |
| <b>Total Current Liabilities</b>  | <u>354,673</u>        | <u>401,325</u>        |
| <b>Working Capital Surplus</b>    | 367,617               | 403,619               |
| <b>Add Non-Current Assets</b>     |                       |                       |
| Property and Equipment            | 540,375               | 445,074               |
| <b>Total Non-Current Assets</b>   | <u>540,375</u>        | <u>445,074</u>        |
| <b>Total Net Assets</b>           | <u><b>907,992</b></u> | <u><b>848,693</b></u> |
| <b>Represented by</b>             |                       |                       |
| Accumulated Trust Funds           | <u>907,992</u>        | <u>848,693</u>        |

General Manager: Ann Smail

Date: 21/11/2016

**CASH FLOW STATEMENT**  
**For the Year Ended 30 June 2015**

|   | 2016             | 2015            |
|---|------------------|-----------------|
|   | \$               | \$              |
| <b>Cash flows from Operating Activities</b>                   |                  |                 |
| ACC Income  | 779,212          | 543,054         |
| Grants & Donations  | 376,272          | 281,778         |
| Interest Received   | 5,376            | 3,528           |
| Ministry of Health Funding                                    | 1,908,863        | 1,909,730       |
| Other Income  | 157,058          | 63,800          |
| Goods and Services Tax (net)                                  | (4,290)          | (15,422)        |
| Payments to Employees   | (2,408,864)      | (2,309,216)     |
| Payments to Suppliers   | (565,786)        | (471,611)       |
| <b>Net cash flows from the Operating Activities</b>           | <b>247,840</b>   | <b>5,641</b>    |
| <b>Cash flows from Investing and Financing Activities</b>     |                  |                 |
| Sale of plant and equipment                                   | 5,913            | 2,391           |
| Purchase of plant and equipment                               | (143,576)        | (102,199)       |
| Proceeds from borrowings                                      | 0                | 0               |
| Repayment of borrowings                                       | 0                | 0               |
| <b>Net cash flows from Investing and Financing Activities</b> | <b>(137,663)</b> | <b>(99,808)</b> |
| <b>Net increase/(decrease) in cash and cash equivalents</b>   | <b>110,177</b>   | <b>(94,167)</b> |
| Cash and cash equivalents at beginning of the year            | 94,697           | 188,865         |
| <b>Cash and cash equivalents at end of the year</b>           | <b>204,875</b>   | <b>94,697</b>   |

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

**Statement of Accounting Policies for the year ended 30 June 2016**

**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 2016. 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:

**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 in 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 been 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.

**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.

**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 2016**

| <b>Cash and Cash Equivalents</b> | <b>2016</b>    | <b>2015</b>   |
|----------------------------------|----------------|---------------|
|                                  | <b>\$</b>      | <b>\$</b>     |
| Cash on hand                     | 440            | 440           |
| Current accounts                 | 204,435        | 94,257        |
| Short Term Deposit               | 0              | 0             |
|                                  | <b>204,875</b> | <b>94,697</b> |

| <b>Reconciliation of Net Operating Surplus with Operating Cash Flow</b> | <b>2016</b>    | <b>2015</b>  |
|---|----------------|--------------|
|   | <b>\$</b>      | <b>\$</b>    |
| Surplus/ (deficit)  | 59,299         | 17,197       |
| <b>Add / (deduct) Non-cash movements</b>                                |                |              |
| Depreciation and Amortisation   | 184,610        | 181,325      |
| Non-cash donations  | (2,222)        | (4,206)      |
| Non-cash donations equipment  | (140,026)      | 0            |
| <b>Add / (deduct) movements in working capital items</b>                |                |              |
| Inventories   | 283            | 0            |
| Trade and other receivables   | 192,548        | (243,276)    |
| Conditional grant liability   | (10,264)       | 11,480       |
| Trade and other payables  | (42,157)       | 17,355       |
| Employee benefits   | 5,770          | 25,766       |
| <b>Net cash flows from operating activities</b>                         | <b>247,840</b> | <b>5,641</b> |

| <b>Receivables &amp; Prepayments</b> | <b>2016</b>    | <b>2015</b>    |
|--------------------------------------|----------------|----------------|
|                                      | <b>\$</b>      | <b>\$</b>      |
| Ministry of Health contract          | 179,099        | 179,099        |
| ACC Contract                         | 244,539        | 423,429        |
| Other Debtors                        | 52,056         | 38,585         |
| Subcontractor WIP                    | 16,977         | 45,857         |
| Prepayments                          | 23,367         | 21,616         |
|                                      | <b>516,038</b> | <b>708,587</b> |

## Grants & Donations Received

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

| <b>Grants received 1 Jul 2015 - 30 Jun 2016</b>       | <b>Received<br/>in 2016<br/>year</b> | <b>B/F from<br/>2015<br/>year</b> | <b>Recognised<br/>in 2016<br/>year</b> | <b>Carried<br/>over to<br/>2017 year</b> |
|---|--------------------------------------|-----------------------------------|--|--|
|   | \$                                   | \$                                | \$                                     | \$                                       |
| Auckland Council Exceptional Children (ACEC)          | 1,871                                | 0                                 | 1,871                                  | 0  |
| Bay Trust   | 10,000                               | 0                                 | 10,000                                 | 0  |
| BlueSky Community Trust Ltd                           | 5,000                                | 0                                 | 5,000                                  | 0  |
| COGS Wellington                                       | 3,000                                | 0                                 | 3,000                                  | 0  |
| COGS Whangarei/Kaipara                                | 1,000                                | 0                                 | 1,000                                  | 0  |
| COGS Waitakere City                                   | 1,000                                | 0                                 | 1,000                                  | 0  |
| COGS Auckland City                                    | 1,500                                | 0                                 | 1,500                                  | 0  |
| COGS Papakura-Franklin                                | 3,500                                | 0                                 | 3,500                                  | 0  |
| COGS Waikato West                                     | 2,000                                | 0                                 | 2,000                                  | 0  |
| COGS South Waikato                                    | 3,500                                | 0                                 | 3,500                                  | 0  |
| COGS Tongariro  | 3,500                                | 0                                 | 3,500                                  | 0  |
| COGS Tauranga Moana                                   | 3,500                                | 0                                 | 3,500                                  | 0  |
| COGS Whanganui-Waimarino-Rangitikei                   | 3,000                                | 0                                 | 3,000                                  | 0  |
| COGS Rotorua  | 3,000                                | 0                                 | 3,000                                  | 0  |
| COGS Southland  | 3,500                                | 0                                 | 3,500                                  | 0  |
| Earnest Davis Hyam                                    | 15,000                               | 0                                 | 15,000                                 | 0  |
| Eastern & Central Community Trust                     | 4,000                                | 0                                 | 4,000                                  | 0  |
| Foundation North                                      | 20,000                               | 0                                 | 0                                      | 20,000                                   |
| Four Winds Foundation Ltd (2 grants received in 2016) | 30,000                               | 0                                 | 20,000                                 | 10,000                                   |
| Grassroots Trust Ltd                                  | 2,000                                | 0                                 | 2,000                                  | 0  |
| J N Williams Memorial Trust                           | 30,000                               | 0                                 | 30,000                                 | 0  |
| JM Thompson Charitable Trust                          | 25,000                               | 0                                 | 25,000                                 | 0  |
| KiwiChat Camp Donations                               | 19,609                               | 0                                 | 19,609                                 | 0  |
| Lion Foundation                                       | 30,000                               | 0                                 | 30,000                                 | 0  |
| Microsoft Donation                                    | 156,472                              | 0                                 | 156,472                                | 0  |
| NZ Lotteries Grants Board                             | 40,000                               | 0                                 | 40,000                                 | 0  |
| Other Donations                                       | 11,340                               | 0                                 | 11,340                                 | 0  |
| Portage Trust TTCF                                    | 15,000                               | 0                                 | 15,000                                 | 0  |
| Pub Charity (Inc.) (Wellington)                       | 17,282                               | 0                                 | 17,282                                 | 0  |
| Spark NZ  | 10,530                               | 0                                 | 10,530                                 | 0  |
| Springhill Charitable Trust                           | 15,000                               | 0                                 | 15,000                                 | 0  |
| The Canterbury Community Trust                        | 0                                    | 22,000                            | 22,000                                 | 0  |
| The Canterbury Community Trust - Marlborough          | 0                                    | 4,000                             | 4,000                                  | 0  |
| The Canterbury Community Trust - Nelson               | 0                                    | 7,000                             | 7,000                                  | 0  |
| The Community Trust of Southland                      | 5,000                                | 0                                 | 5,000                                  | 0  |
| The Southern Trust (2 grants received in 2015)        | 7,250                                | 7,264                             | 14,514                                 | 0  |
| Waitakere Licensing Trust TTCF (2 grants in 2016)     | 15,000                               | 0                                 | 15,000                                 | 0  |
| Wiri Licensing Trust TTCF                             | 10,000                               | 0                                 | 10,000                                 | 0  |
| Trillian Trust  | 15,920                               | 0                                 | 15,920                                 | 0  |
| Unitec Institute of Technology                        | 2,222                                | 0                                 | 2,222                                  | 0  |
|   | <b>545,496</b>                       | <b>40,264</b>                     | <b>555,760</b>                         | <b>30,000</b>                            |

| <b>Employee Entitlements</b> | <b>2016</b>    | <b>2015</b>    |
|------------------------------|----------------|----------------|
|                              | <b>\$</b>      | <b>\$</b>      |
| Provision for Holiday Pay    | 146,801        | 161,978        |
| Salary and Wages Accrual     | 38,354         | 17,408         |
|                              | <b>185,155</b> | <b>179,385</b> |

**Operating Lease Commitments:** Lease commitments for TalkLink Lower North Island office in Wellington has been renewed on 31 August 2015 for a further 2 years to 31 August 2017. The Lease for TalkLink Upper North Island office in Auckland has been renewed on 18 December 2015 for a further 2 years to 18 December 2017. 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.

| <b>Operating Lease Commitments</b> | <b>2016</b> | <b>2015</b> |
|------------------------------------|-------------|-------------|
|                                    | <b>\$</b>   | <b>\$</b>   |
| Current                            | 60,856      | 61,356      |
| Non Current                        | 26,613      | 91,469      |

#### **Property and Equipment**

|                           | <b>2016</b>      |                                 |                       | <b>2015</b>      |                                 |                       |
|---------------------------|------------------|---------------------------------|-----------------------|------------------|---------------------------------|-----------------------|
|                           | <b>Cost</b>      | <b>Accumulated Depreciation</b> | <b>Net Book Value</b> | <b>Cost</b>      | <b>Accumulated Depreciation</b> | <b>Net Book Value</b> |
|                           | <b>\$</b>        | <b>\$</b>                       | <b>\$</b>             | <b>\$</b>        | <b>\$</b>                       | <b>\$</b>             |
| Buildings                 | 373,436          | 264,053                         | 109,383               | 373,436          | 245,566                         | 127,870               |
| Motor Vehicle             | 170,591          | 66,366                          | 104,225               | 155,985          | 73,392                          | 82,594                |
| Office Furniture*         | 112,623          | 84,719                          | 27,904                | 123,812          | 86,203                          | 37,609                |
| IT Equipment**            | 563,207          | 417,065                         | 146,142               | 808,297          | 647,628                         | 160,669               |
| Software                  | 292,015          | 139,295                         | 152,720               | 459,962          | 423,630                         | 36,331                |
| <b>Total Fixed Assets</b> | <b>1,511,873</b> | <b>971,498</b>                  | <b>540,375</b>        | <b>1,921,492</b> | <b>1,476,418</b>                | <b>445,074</b>        |

\* Office equipment and furniture

\*\* Computers and assessment equipment

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

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

**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 governance of the TALKLINK TRUST  
for the year ended 30 June 2016**

We have audited the financial statements being the statements of comprehensive revenue & expenses, movements in equity, financial position, cash flow, notes and accounting policies. The financial statements provide information about the past financial performance of the TALKLINK TRUST, and its financial position as at 30 June 2016, under the requirements of the NZ International Public Sector Accounting Standards [NZ IPSAS]. This information is stated in accordance with the accounting policies.

**Governance Board's Responsibilities**

The trust board are responsible for the preparation of financial statements, under the application of the general purpose reporting requirements as authorised by the External Reporting Board under the Financial Reporting Act 2013, to give a true and fair view of the financial position of the TALKLINK TRUST, and of the 12 month results of its operations for the year ended 30 June 2016.

**Auditor's Responsibilities**

It is our responsibility to express an independent opinion on the financial statements presented by the governance, and to report our opinion to you. We conducted our audit in accordance with generally accepted international auditing standards in New Zealand. On this basis, an audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatements in the financial statements, whether due to fraud or error. In making the risk assessments, the auditor considers internal controls, relevant to the organisations preparation of the financial statements, in order to design audit procedures, which are appropriate for the circumstances, but not specifically for the purpose of expressing an opinion on the entity's internal control. Based on

the audit assessment of risk, an appropriate level of sample testing, has been used to gain the evidence relevant to the amounts and disclosures in the financial statements.

**Basis of an Unqualified Opinion**

We obtained sufficient and appropriate audit evidence on which to base our audit opinion, and to give reasonable assurance that the financial statements are free from material misstatements. In forming our opinion, we also evaluated the overall adequacy of the presentation of financial information in these NZ IPSAS reports.

Other than in our capacity as auditors, we have no other relationship with or interests in the TALKLINK TRUST.

**Opinion**

We have obtained all the information and explanations we have required.

Proper accounting records have been kept by the management as it appears from our examination of those records.

In our opinion the financial statements give a true and fair view, in all material aspects, of the financial position of the TALKLINK TRUST, as at 30 June 2016, and of the results of its operations, for the year ended on that date.

Our audit was completed on 21 November 2016, and our unqualified opinion is expressed as at that date.

*Integrity Audit*

**Integrity Audit  
East Tamaki**

# The Team

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[www.talklink.org.nz](http://www.talklink.org.nz)

0800 825 554

November 2016

## TalkLink Trust Board

|                      |                      |                 |
|----------------------|----------------------|-----------------|
| Margaret ELLETT      | John GREEN           | Gil SIMPSON     |
| Sam FAIRHALL (Chair) | Glenda HAKARAIA-TINO | Vicki TERRELL   |
| Mark GOSCHE          | Jim HIGGINS          | Jonny WILKINSON |

## National Office

Postal Address: PO Box 44 053, Pt Chevalier, Auckland 1246

Phone: 09 815 3232

|                   |                    |                |
|-------------------|--------------------|----------------|
| Ash ARROWSMITH    | Danica MIHALJEVICH | Polly THOMAS   |
| Helen BRUNNER     | Ann SMAILL         | Jane WENDELKEN |
| Ankica MIDDELDORP | Justin TATE        |                |

## Upper North Island

Postal Address: PO Box 44 053, Pt Chevalier, Auckland 1246

Physical Address: Building 51, Entry 3 Unitec, Carrington Rd, Mt Albert, Auckland 1025

Phone: 09 815 3232

E-Mail: [auckland@talklink.org.nz](mailto:auckland@talklink.org.nz)

|                  |                 |                  |
|------------------|-----------------|------------------|
| Jessamy AMM      | Samantha IVIL   | Chris O'HARA     |
| Mark DEWAR       | Polly KHUSHAL   | Paula SHENNAN    |
| Glen DIXON       | Emilie LOGAN    | Amanda SLADE     |
| Cheryl D'SILVA   | Fern MAXWELL    | Bridget THOMPSON |
| Julie FLETCHER   | Alex MIDDELDORP | Rouan VAN RYN    |
| Magnus HAMMARSAL | Tara MILLS      |                  |

## Lower North Island

Postal Address: PO Box 24 070, Wellington 6142

Physical Address: Level 3, 187 Willis St, Wellington 8011

Phone: 04 381 4956

E-Mail: [wellington@talklink.org.nz](mailto:wellington@talklink.org.nz)

|                   |                     |                 |
|-------------------|---------------------|-----------------|
| Kate CHARLESWORTH | Hannah JONES-HUGHES | Claire THORNTON |
| Pauline GREEN     | Janet LOW           | Rosanna TILYARD |
| Ruth HUGHSON      | Ruth O'DWYER        |                 |
| Al JACKSON        | Elizabeth MESSINA   |                 |

## South Island

Postal Address: PO Box 10 204, Christchurch 8145

Physical Address: Unit 6/31 Stevens St, Waltham, Christchurch 8011

Phone: 03 374 9222

E-mail: [south@talklink.org.nz](mailto:south@talklink.org.nz)

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



"MUCH LIKE EYES ARE THE WINDOW TO THE SOUL . . .



. . .THE VOICE IS A WINDOW TO THE MIND."



T H E V O I C E

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Wahanga Tu Korero

DIRECTED BY  
LEAH STEWART

conduit  
stories

TalkLink  
Wahanga Tu Korero  
Assistive Technology Services

PRODUCED BY  
STEPHANIE OSBORNE