



**Annual
Report**

2021

TalkLink Trust
Wahanga Tū Kōrero

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Acknowledgements

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

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

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

Hapaitia te ara tika pumau ai te rangatiratanga mo nga uri whakatipu

Foster the pathway of knowledge to strength, independence and growth for future generations.



The 2020-21 financial year saw the TalkLink team embracing the “new normal”, which for the clinical team meant using a hybrid model of service delivery. That is, tele-practice and where possible direct client visits, alongside working from both home and the office. This was relatively smooth sailing until the latter part of 2021 when we went into lockdown. The continuing restrictions have been particularly hard for the Auckland-based team, and at the time of writing this report in early December, the focus in Auckland is shifting to how best we can safely visit our clients we desperately need to see face-to-face. For the Central/Southern team, continued and heightened care with service delivery is a focus moving forward.

From a TalkLink governance and management perspective, the continued dedication of each and every member of the TalkLink team is acknowledged. Balancing all the complex issues of working in a pandemic is not easy, especially as many of our clients are vulnerable.

Despite the pandemic, there is much to celebrate. 2021 marks the TalkLink Trust’s 30th birthday. From small beginnings in Auckland to a national service with both Ministry of Health and ACC national contracts, more and more people who benefit from communication assistive technology are receiving services.

The work of the Trust has been supported by the TalkLink Board of Trustees, many of whom have worked to support the Trust’s work over a considerable period. None more so than Jim Higgins, who has been a Trustee since 2000. Jim is retiring at the AGM; thank you Jim for your contribution over many years.



This year we were privileged to have Maqymseah Ninces join the Board. Maqymseah’s experience as a AAC user and a TalkLink Trust ambassador will bring a different perspective to the board table.

The Ministry of Health has acknowledged the growing need and increased costs in service delivery this year by providing some additional funding. The recent announcement of a Ministry for Disabled People and the roll out of the Enabling Good Lives pilot, bode well for the future. We predict this will mean increasing demand for assistive technology services, as well as for innovation such as the Te Reo Voice Project. To this end we are excited to announce that we have been able to commit a small amount of funding for the 2022 calendar year to employ Geneva Hakaraia-Tino one day a week to project manage the Te Reo mahi. Speech-language therapist Mary Browne will also be working on the development of Te Reo Māori resources. Thanks to a partnership with Waitaha School, in Ōtautahi/Christchurch we have contracted Mary to also work one day per week.

The challenge and hope for TalkLink moving forward is to reduce waiting lists and offer more timely services for our non-urgent referrals. We need to continue to add value to the services we offer so that disabled people have more choice and control of their lives, as well as access to, and the ability to use technology to live an ordinary life.

Denise Cosgrove
Chair, TalkLink Trust

Ann Smaill
Chief Executive, TalkLink Trust

The TalkLink Trust, Wahanga Tū Kōrero,

Our whakapapa - the 30 Year Timeline:

1991	CCS Disability Action discontinued CHAT, which provided assistive technology (AT) services in the Auckland region. TalkLink Trust established.	
	TalkLink begins work in Auckland, based at Unitec	1992
1993	TalkLink officially opened by Governor General Dame Catherine Tizard	
	Services expand to include Northland	1996
1999	Technical Aid Trust (Wellington) approaches TalkLink for assistance	
	The Wellington TalkLink office opens	2000
2001	The New Zealand Disability Strategy is launched	
	Assistive Technology Alliance of New Zealand (ATANZ) is established	2003
2005	AbleTech (Hamilton) approaches TalkLink for assistance. TalkLink operates throughout the North Island	
	Management structure changes in anticipation of expanding services to the South Island	2007
2008	Services commence in the South Island	
	ACC and MOH contract TalkLink Trust to provide services throughout New Zealand	2009
2010	MOH includes funding for training and support in the TalkLink contract. The MOH credentialled assessor scheme established to develop capacity in the community. Funding Manager appointed to assist with fundraising. The inaugural KiwiChat Camp is held.	
	TalkLink develops support options through the TalkLink website and Facebook.	2013
2015	To assist with training and support, additional teachers are employed.	
	TalkLink celebrates 25 years since the signing of the Trust Deed.	2016
2017	TalkLink ambassador, Geneva Hakaria-Tino wins the Spirit of Attitude and Supreme Winner of the Attitude awards. Geneva chosen by the New Zealand Speech-Language Therapists' Association to be the face of the Giving Voice Aotearoa Campaign.	
	TalkLink ambassador, Maqymseah Ninces presents the 2018 Outstanding Consumer Lecture, at the ISAAC conference in Australia. Planning begins around the development of a Te Reo Maori synthetic voice.	2018
2019	An organisational restructure sees the appointment of clinical leaders to better support the growing team. Two clinicians travel to Fiji to provide local support to communities.	
	TalkLink embraces new methods of service delivery due to the global pandemic. The Te Reo Voice project gains momentum.	2020
2021	TalkLink celebrates 30 years since the signing of the Trust Deed, and with the redevelopment of the Unitec site will see the National and Auckland offices re-relocating, and the end of a 30-year era at Unitec.	

Jim Higgins

This year, we say farewell to Jim Higgins, one of our board members who has served as a trustee since 2000. Jim started on the TalkLink board following the merger of The Technical Aid Trust based in Wellington, and Auckland-based TalkLink Trust, to offer a service in the Wellington region.

The Technical Aid Trust was formed in 1974 by a group interested in computers. Bill Williams, a naval officer who became, in a second career, a pioneer of the New Zealand computer industry was a “founding trustee for the Technical Aid Trust, a charitable body set up to help disabled people to use computer technology. For tetraplegics, this early breakthrough by Kiwi experts allowed them to communicate once the experts had identified that Morse code had binary features compatible with computer technology. They were trialled successfully using light sensors to read a patient's eye signals” (Stuff 2009) It was through Jim’s connection with Bill and the computer industry that saw Jim join the Technical Aid Trust as a trustee.



Jim Higgins with Wellington based TalkLink speech-language Therapist Michaela Powell. Michaela was born the same year the TalkLink Trust was established!

There were a few volunteer staff members who serviced and sourced equipment. Old computers were obtained and revamped. In the early days, the computers were rather large and almost impossible for a non-technical person to use. Initially they were working with people who wished to use the computers for written work, however as software became available for face-to-face communication, they were able to provide support with this as well. The “A Brief History” page of Motor Neurone Disease New Zealand website states that: *In 1978 Wym van Erpers Roijaards, who had MND, set up the Technical Aid Trust based at Hutt Hospital to lend computers with “talking” technology – at that time it cost around \$20,000 to buy just four sets of software with just 2000 words in its word bank.*

After several years in operation, the demand for their service was high and there was limited provision and support that could be provided. The Technical Aid Trust did no advertising and spent a lot of time trying to keep hidden in order not to increase the demand for the service. Jim felt that they didn’t really know how they could make their service better.

In 2000, as TalkLink’s government contracts expanded, the Technical Aid Trust approached TalkLink for assistance, resulting in the merger of the two organisations. The Wellington office was opened with Liz Messina as manager, and Jim as the Technical Aid Trust representative on the Board. Jim has been integral in the development of TalkLink to be a national service.

The TalkLink Trust is grateful to the 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 30 years, have been part of the TalkLink whānau as Trustees:

Chairs

1991-1992: Jill Calveley	1995-2000 Penny Jorgensen	2005 – 2006 Jim Higgins	2018 John Green
1993-1994: Andrew Codling	2001-2004 Russell Vickery	2007 – 2017 Sam Fairhall	2018 - present Denise Cosgrove

Trustees

Margaret Thomson	Laraine Hand	Helen Mintrom	Vicki Terrell	Jonny Wilkinson
Bill Fowler	Julia Maskill	Carol Corlett	Gil Simpson	James Jordan
Ray Murray	Elizabeth Mitchelson	Shelly Hannifan	Christine Fenby	Tuini Glenda Hakaraia-Tino
Kate Richardson	Philip Patston	Colin Dale	Margaret Ellett	Cathy Comber
Elizabeth Palmer	Carl Ross	Miriama Scott	Mark Gosche	Maqymseah Ninces
Bernie Bookman	Joanna Curzon			

Thank you to 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.

Learning from a Pandemic, some reflections:

Being in a global pandemic that is unlikely to resolve any time soon, could make it difficult to think beyond the present situation. However, the proposed transformation of disability services is an opportunity that we need to embrace and proactively advocate for better access to communication assistive technology. There is a lot to learn from this pandemic and opportunities to seize....

Tele-Practice

Fern Maxwell, Clinical Leader

Since the 2020 Lockdown, many TalkLink clinicians have been utilising tele-practice in a complementary way to their day-to-day practice. In August 2021, as New Zealand entered Level 4 again, our team were back to using tele-practice as their primary means of assessment and support for our teams. This has continued to be the primary means of assessment for our Auckland based Northern team who remain on a work from home order for the latter part of 2021.

Mindful of the impact Lockdowns have on TalkLink's already large waitlist, we moved to address how to make the most of tele-practice and facilitate best outcomes for clients. This has included attending professional development seminars on engaging whānau through tele-practice and mini projects to adapt these strategies to TalkLink's assessment process. The Northern team have developed the following resources:

- Session plan for tele-practice, including how to build rapport, explicit checking of technical knowledge and access to appropriate technology to conduct the remote assessment.
- "How to" guides for Zoom and tele-practice with a TalkLink adaption to ensure that clients can easily access our online services
- Increasing a pool of resources to show communication modelling that can be screen shared during sessions to support best practice
- Increasing our use of coaching strategies and joint planning with whānau to ensure the best outcomes
- Identifying that tele-practice **can** be more whānau centred, **if** whānau have access to the appropriate equipment. Sometimes there are barriers to accessing face-to-face sessions resulting in the wider whānau being unable to attend. Utilising tele-practice sessions means, for example that if mum is usually at work during a session, the meeting can be organised for lunch so she can Zoom from her desk. If Koro lives in Gisborne but is very close to the client in Mangere, we can send Koro a Zoom invite and he can be part of the kōrero.

The waitlist has been divided this year into urgent/high priority clients and non-urgent clients. During the current alert level lockdown, we have further divided the waitlist into "available for tele-practice" and "unavailable for tele-practice". The waitlist was screened for clients who have the capacity and ability to complete the entirety of their assessment online. This has meant a pragmatic approach to the waitlist rather than seeing clients chronologically. Work can then start with clients who are able to trial equipment easily and reliably through tele-practice.

In Auckland, our high priority team spent time with the local DHB teams early in the 2021 lockdown to establish how workload for communication clients can be shared between TalkLink and our DHB colleagues. This included sharing of TalkLink resources through a referrals OneDrive. Since organising this hui, more DHB colleagues have started voice-banking or using low-tech strategies, and then refer to TalkLink when they cannot proceed further with the communication mahi. In addition, more pre-referral communication is happening between Auckland DHB clinicians and the TalkLink referrals clinical lead. This is leading to the implementation of strategies whilst navigating consent for referral to TalkLink.

The KiwiChat Group support mahi, which went virtual over the first lockdown has continued this year. Our very creative team has captured the imagination of many of our younger clients and the sessions are all available on-line to either revisit or view for the first time. This means that many more clients are supported than is evident in Table 1. The virtual sessions have also reached more people than is possible with only face-to-face sessions.

	2018/19		2019/20		2020/21	
# of KiwiChat events	25	27	24	10	10	8
# of people attending KiwiChat events	113	301	391	400	188	240

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



TalkLink SLT Jennifer Rim leading a Virtual KlwiChat; the theme was "Sports"

Some aspects of the mahi we complete at TalkLink is very challenging in the tele-practice space, but our skilled clinicians are taking the tasks in their stride. We very much look forward to working in a new space as we enter 2022 and continuing to utilise the skills we have learnt in the tele-practice space as well as returning to see our clients face-to-face where appropriate.

What does it mean to have a voice?

Maqymseahē Ninces, TalkLink ambassador and Board Member



What does it mean to have a voice? This is the question I have been asking myself regularly. I think that this question first occurred to me when my high school told me that I could not pass my speech assessment. How could people say that my communication device was not my voice? If my communication device is not my voice, what is indeed my voice?

Friendship and family dynamics, recreation, education, and employment all create different opportunities for people to use and explore their voice. Sometimes, these different contexts create conflict. For example, this year, I joined the TalkLink Trust board, a role I previously have been hesitant about taking. My hesitation comes from not wanting to confuse my position or voice as a TalkLink Trust client, my position or voice as a TalkLink Trust ambassador, and my voice as an independent advocate and public speaker. While each of these roles have a direct link and overlap, they require me to talk to issues from different perspective.

When I am being a TalkLink Trust ambassador, I am using my voice to inspire and encourage other people to use augmentative and alternative communication. When I am being a TalkLink Trust board member, I am using my voice to ensure that TalkLink Trust is operating in the best way for all stakeholders including the staff and funders. My voice changes, depending on the context.

I think that the ongoing pandemic has caused people to think about their voice and the limitations of voice. Some people feel that the restrictions have gone too far, and others say that the restrictions have not gone far enough. These different perspectives are both valid, but this is a situation where there is no easy compromise. As we head into our third year of Covid, please think about how you want to use your voice. Think about whether you want to use your voice to complain and argue, causing more conflict and turmoil. Alternatively, do you want to use your voice to promote inclusion, compassion and understanding, enabling an environment in which advocacy and education can flourish? We may not be able to choose our circumstances, but we can always choose how to use our voice.

Communication Opportunities Throughout the Day goes Online

Jane Winter, TalkLink Teacher

This year has continued to throw us all curve balls and we have had to keep adapting our practice to meet the needs of the teams we support. When a course we had planned early in the year had to be cancelled for the second time due to COVID restrictions, we thought fast and moved online.

The full day face to face training which has been popular for many years has now been adapted to run as a four part online accessible course. Participants register to take part at their own pace over three weeks, accessing three modules and then meet as a group live on Zoom.

The first group gave us such great feedback, we decided to rollout the format for a further three groups during 2021. It also looks likely we will use the new format going forward, both for any unexpected changes, and also to offer flexibility for remote teams. We are already looking into further developing the course and content to continue to improve ease of access.

Some of the feedback we received:

"Fabulous! Loved the videos as they related to our kids."

"I'm planning on using the core board more. The course has motivated me...given me the kick I need to motivate others in my class to use it."

"It was great to be able to do it at my own pace."

"It was good to have time to take notes and watch videos."

Tribute to Tim

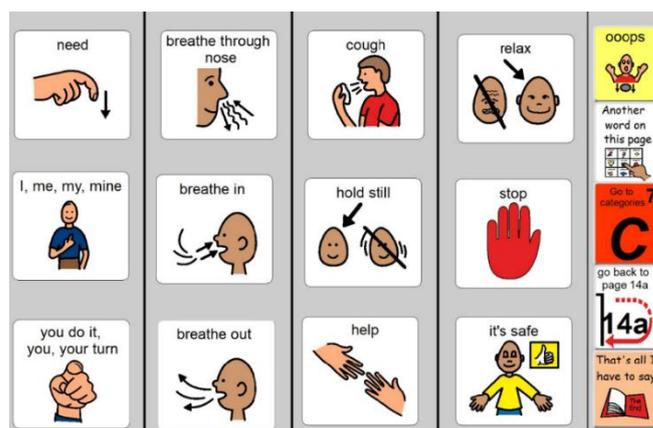
Ann Smail, Chief Executive and Speech-Language Therapist

When the TalkLink service expanded to the South Island and I made my first trip to Dunedin, I was told I must visit the Flett family; they would help me learn about the local community. That was back in 2008 and I have had the privilege of working alongside Doug, Barb, Callum and Tim on and off over the intervening years. I think of the Flett family, when people talk about having an "ordinary life", and a "non-disabling society". Whether that is cycling the Otago Rail Trail, visiting Disneyland or pursuing a career in photography.

Both Callum and Tim are nonspeaking and use a range of AAC tools and strategies to communicate. Undiagnosed hearing loss, along with their Cerebral Palsy meant that finding options to support communication was often complex. It was not until Callum was 8 and Tim 6 that the deaf diagnosis was made, following which, New Zealand Sign Language was introduced. Sign language along with the use of visual supports, including PODD in both low and high-tech form has helped both boys understand the world around them. As Callum and Tim grew into young men, it was clear that they could do anything they put their mind to, despite barriers to accessibility, which we hope will continue to disappear. Take a look at [Callum Flett Photographer](#) on Facebook, very inspiring!

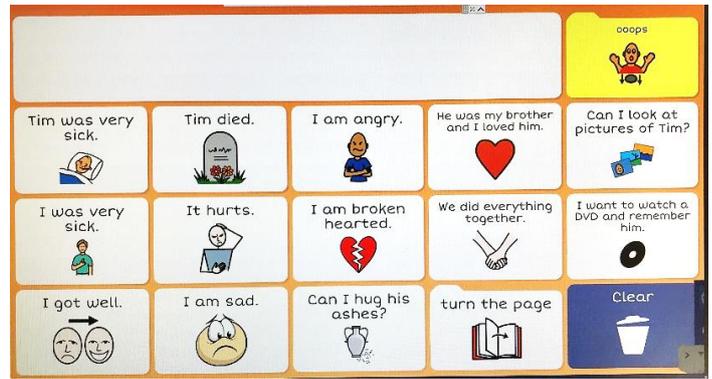
Ending up in hospital or even worse the ICU is daunting for anyone, but imagine if you are unable to communicate, do not know what is happening or what all the complex medical technology is for. This happened to the Flett whānau during 2021. Not Covid, but RSV, another horrible virus that is very contagious. Sadly, Callum and Tim contracted RSV and ended up in Dunedin Hospital ICU.

It was at that point that their mum Barb contacted TalkLink again, asking for help around communicating what was happening to them. Both Callum and Tim ended up on ventilators. Callum recovered and came home, but sadly Tim remained in hospital and was very anxious about being attached by the neck to a ventilator, to everyone in masks coming at him without warning to give meds, take bloods, change lines, stick a suction catheter down his throat, and so much more. When Barb took the PODD book in, Tim related to every cell on the "somethings wrong" page, but the health page did not have the right vocabulary. We were able to help provide this vocab on both the high- and low-tech communication systems.



Tim eventually came home, and sadly passed away shortly after. Of course, this has been devastating for his family and everyone who knows them. It has been particularly difficult for Tim's brother Callum. We have developed some vocabulary on Callum's communication device so that he can chat about his brother. We hope this is of some comfort.

Doug and Barb are happy for me to share their story, in the hopes that people in similar situations, including the professionals working in ICUs, know that they can access these communication supports.



Accessing the new Assisted Dying Service also requires some complex conversations. How do people with communication impairments have these conversations?



Tim was in his final year at high school and was just shy of turning 21. Shortly after he passed away his family learnt that he had won a photography award at his high school. Following in his big brother's footsteps! Fishing is the award-winning photo.

Thank you

Pariya Behnami

Barrie Woods, Central/Southern Operations Manager

Anita McDrury, Clinical Leader



In June of 2021 we said goodbye to Pariya Behnami after a long period of service with TalkLink. Pariya started in the Auckland office in December of 2009, and then moved to the newly established Christchurch office in 2010.

As a clinician Pariya quickly gained expert skills in AAC and worked with a wide range of clients, often those with more complex needs. She built excellent rapport with her clients and their supporting teams and she also became a key link between many of our stakeholders, such as the Ministry of Education, Champion Centre and various special schools as well as representing TalkLink in local Special Interest Group meetings. She was instrumental in training many other clinicians, both within the TalkLink team and externally through the Ministry of Health credentialling process, as well as through various courses run by TalkLink.

Pariya was recognized for her leadership abilities when she was appointed to the role of Clinical Leader when these positions were first established in 2019. She was a huge support to her TalkLink colleagues, a skilled organizer and had a great depth of knowledge around assistive technology. Amongst all this she managed to juggle the birth and care of her two boys, who were regular visitors to the office.

Pariya left us to further her career in speech-language therapy through broadening her therapy skills as a self-employed contractor. She continues to have close links with TalkLink in this role.

Clinical Lead

Congratulations to Anita McDrury, who has replaced Pariya as a Clinical Leader. Anita is a very experienced speech-language therapist based in Christchurch.

Thank you to Polly Khushal who has been acting Clinical Leader this year while Paula Shennan has been on parental leave. TalkLink is fortunate to have a strong, experienced, and committed senior leadership team.

Team Engagement

Congratulations to Ruth Johnston who has stepped up to take on a Team Engagement role for the Central office. The aim of this role is to support the Central/Southern Operations Manager, Barrie Woods, who is not physically located at the Wellington office.

Wellbeing

Emilie Logan's virtual group yoga sessions have also been well received, thank you Emilie.

Thanks too to the TalkLink Wellbeing Group, who have been working hard to promote staff wellbeing with a range of initiatives; the care package sent out during lockdown was very welcomed by everyone.

The TalkLink Wellbeing Group consists of:



Georgia Holibar (SLT)
Kenny Ardouin (Tech/SLT)
Barrie Woods (Manager)
Fern Maxwell (SLT)
Tania Gardner (OT)
Ann Smaill (CEO/SLT)
Cathy Comber (TalkLink Board of Trustees)



Wellington-based team members Ruth, Pauline and Tania with the care-packages ready to ship.

Client Services

During the 2020-2021 financial year, we have worked with over 4200 individuals (up from 3200 last financial year), including new clients and clients who require on-going support.

The 2020-21 financial year saw a significant increase in referrals, 310 more than the previous year. (Figure 1) Covid disruptions in the first half of 2020 may account for some of this increase. However, more community therapists supporting and completing assessments, along with increased awareness is also contributing to an increase in referrals.

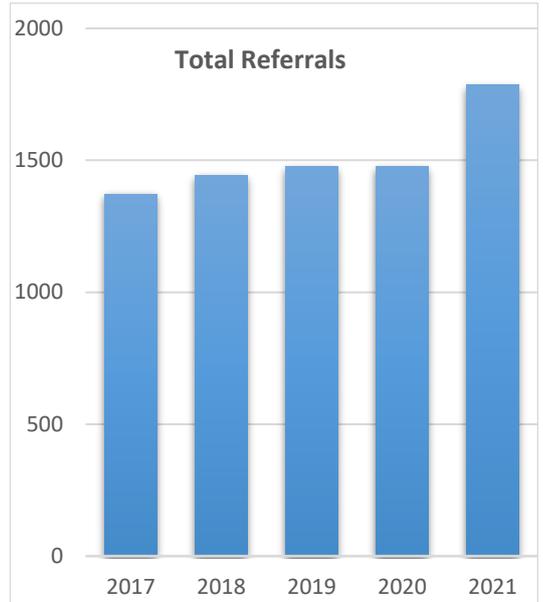


Figure 1: Above Referral trends over the past five financial years

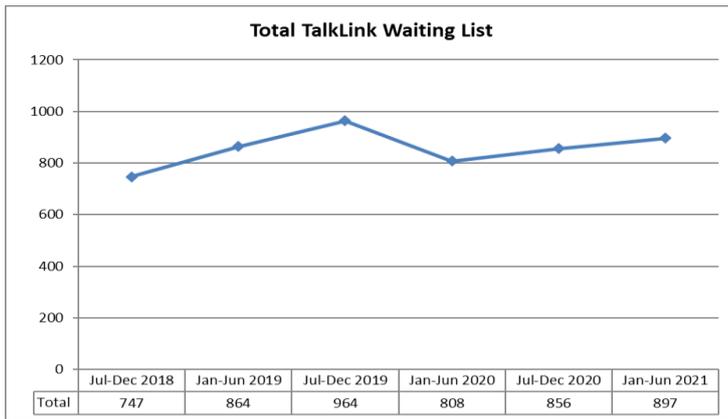


Figure 2 Left Waiting list trend over the past 5 years

The waiting list remains a concern. Last year with the drop in referrals due to the first Covid lockdown, there was a corresponding drop in the waiting list, however the waiting list has started to increase again as illustrated in figure 2. The Ministry of Health has provided some additional funding to target the waiting list, and we have been able to employ a small number of additional staff, who are due to start at the beginning of 2022. However, if referrals continue to increase it is likely the waiting list will continue to be a concern.

TalkLink works alongside a diverse group of people, both in age range and disability. Figure 3 is an analysis of the referrals by age.

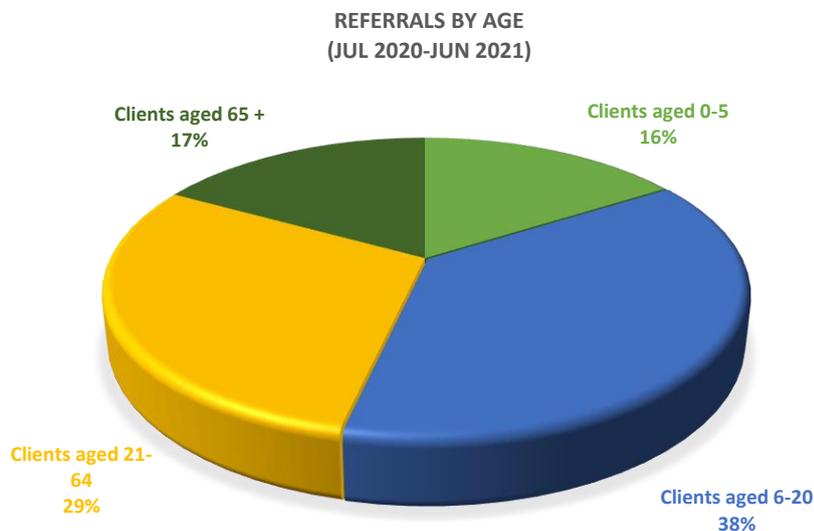


Figure 3: Referral by Age (July 2020 - June 2021)

Figure 4 is an analysis of disability type. This includes life-long, acquired (including progressive conditions), as well as injury related disabilities funded through our ACC contract.

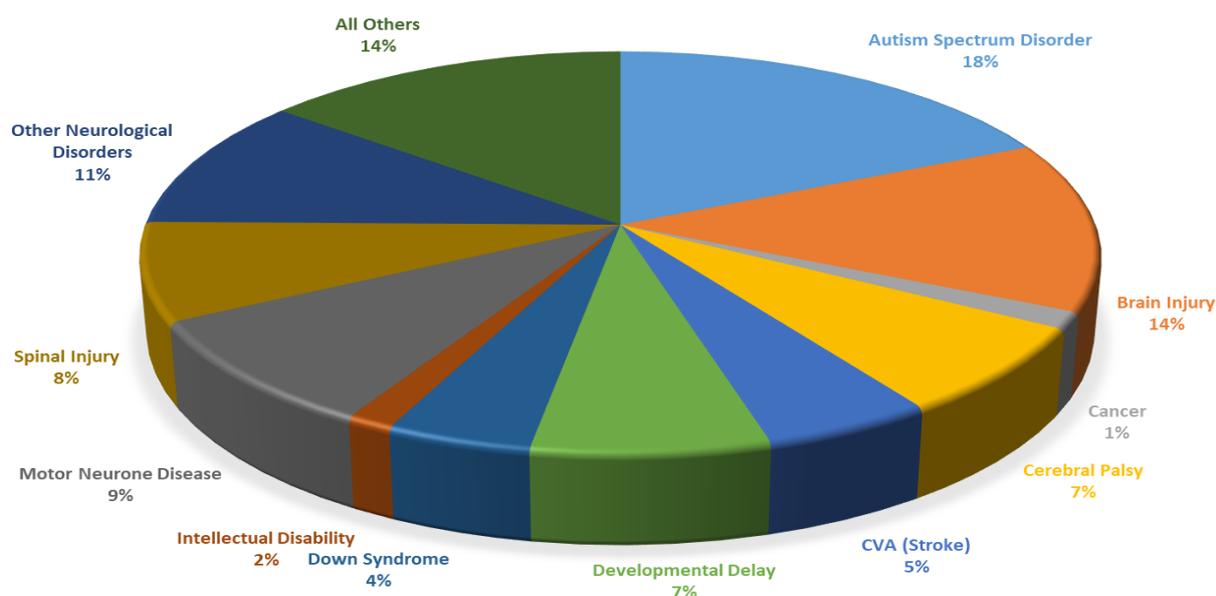


Figure 4: Referrals by Disability (July 2020 - June 2021)

* Other Neurological Disorders category includes Multiple Sclerosis, Multiple Systems Atrophy, Muscular Dystrophy, Guillain-Barré Syndrome, Huntington’s disease, Parkinson’s disease, and Progressive Supranuclear Palsy.

** Other category ranges from syndromes such as Rett Syndrome, Fragile X Syndrome, Cri-du-Chat Syndrome, Congenital Chromosomal Disorder, through to arthritis, amputation, and fractures, to name a few.

We see people from all over New Zealand. Table 2 illustrates the geographic spread of our work.

Totals by DHB area	2016/17	2017/18	2018/19	2019/20	2020/21
Northland	111	85	82	90	79
Waitemata	166	161	168	184	208
Auckland	124	156	128	98	163
Counties Manukau	125	120	143	123	202
Waikato	94	88	91	109	144
Bay of Plenty	76	93	96	98	108
Lakes	44	35	37	36	37
Tairāwhiti	21	12	12	12	36
Taranaki	32	41	46	59	56
Wanganui	12	12	21	22	09
Hawkes Bay	36	36	44	35	54
Mid Central	54	60	48	56	54
Capital and Coast	69	79	77	85	90
Hutt Valley	50	63	57	51	62
Wairarapa	17	20	21	8	23
Nelson/Marlborough	34	46	46	57	46
West Coast	7	20	4	10	19
Canterbury	199	199	229	224	244
South Canterbury	8	12	9	8	13
Southern	93	106	117	110	138
Total Referrals	1372	1444	1476	1475	1785

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

Client feedback surveys

TalkLink sends a feedback survey approximately 3 months after clients receive their equipment, which includes questions about the assessment process and the equipment provided, and then another survey at approximately 12 months after equipment issue, which asks about equipment use. During the 2020-2021 Financial year a total of 411 3-month surveys were sent out, with a return rate of 19%. A total of 401, 12-month surveys were sent out, with a return rate of 23%. Table 3 summaries some of the results for the last two financial years.

Outcome Measure	2019/20 Percentage	2020/21 Percentage
% people who continued to use the equipment or strategy after 12 months	89	95
% of people who were satisfied with the support they received to use the equipment or strategy	84	92
% of people who reported they were able to use the equipment or strategy	90	91
% of people who reported that use of the equipment or strategy allowed them to communicate better than before	88	83
% of key support people who reported that the equipment or strategy helped their communication with the person they support	79	86
% of people who reported that they felt heard or listened to by TalkLink	97	96

Table 3

These results show that TalkLink is meeting the on-going communications needs of our clients. The narrative feedback we receive as part of this process helps us to understand the needs for our clients and improve services.

TalkLink Trust Board

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

National Office

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Phone: 09 815 3232

Ash ARROWSMITH	Geneva HAKARAIA-TINO	Polly THOMAS
Mary BROWNE	Ankica MIDDELDORP	Chathuran WEERAKOON
Helen BRUNNER	Ann SMAILL	Jane WINTER

Northern Region

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Jessamy BELL (Parental Leave)	Polly KHUSHAL	Christina PATCHING
Glen DIXON	Fern MAXWELL	Jennifer RIM
Christina DOUGHTY	Shauna McCABE	Amanda ROBERTON
Cheryl D'SILVA	Alex MIDDELDORP	Paula SHENNAN
Michelle ERLAM	Ivana MIDDELDORP	Niki SHERRIFF
Lauren FORSTER (Parental Leave)	Danica MIHALJEVICH	Wei-Kai SHYU
Magnus HAMMARSAL	Tara MILLS	Amanda SLADE
Samantha IVIL	Chris O'HARA	Bridget THOMPSON (Parental Leave)

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 15. 2 Barry Hogan Place, Riccarton, Christchurch 8041
Phone: 03 374 9222 E-mail: south@talklink.org.nz

Kenny ARDOUIN	Pauline GREEN	Stacey MAYES (Parental Leave)
Amber BEAUMONT	Georgia HOLIBAR	Anita MCDRURY
Pauline BROWN	Ruth HUGHSON	Adele PETRIE
Jason CRAWFORD	Gary JARVIS	Michaela POWELL
Margaret CUTTANCE	Ruth JOHNSTON	Rosanna TILYARD (Parental Leave)
Wendy DICK	Libby KING	Sukhveer WILSON
Anita FENTON	Emilie LOGAN	Barrie WOODS
Tania GARDNER	Janet LOW	



2020 – 2021

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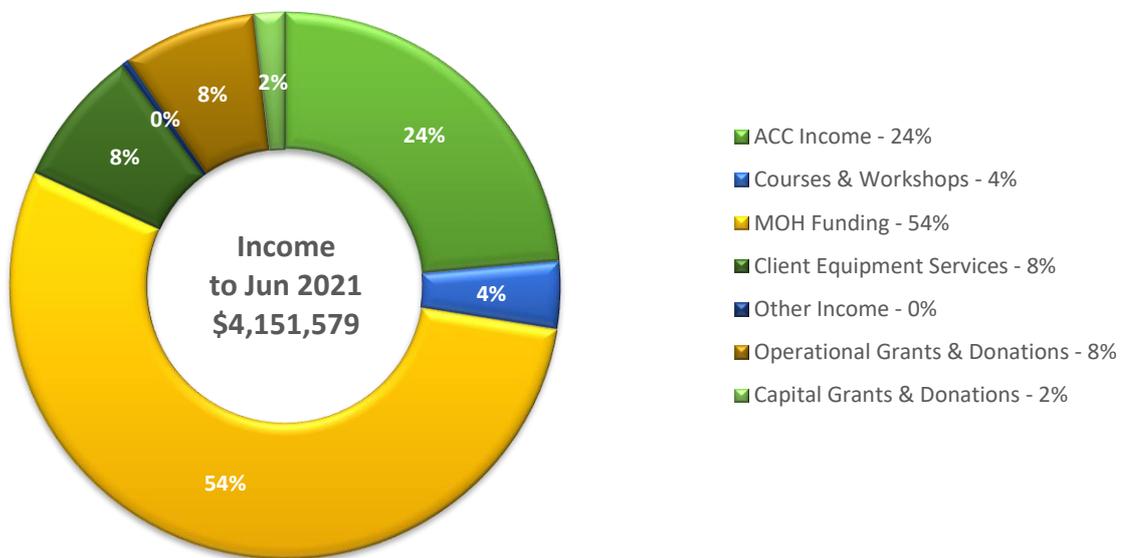
Financial Report

The 2021 surplus before depreciation is \$122,846 compared with the 2020 surplus of \$304,903. The consolidated result for the financial year to 30 June 2021 after depreciation is a surplus of \$787. This is attributed to increased staffing costs, with the MSD Wage Subsidy received in the previous financial year supporting TalkLink to build capacity in response to pandemic disruptions. We now have better workforce capacity to provide services in the 2021-22 financial year, with the Ministry of Health recognising increased service demands with an increase in our contract.

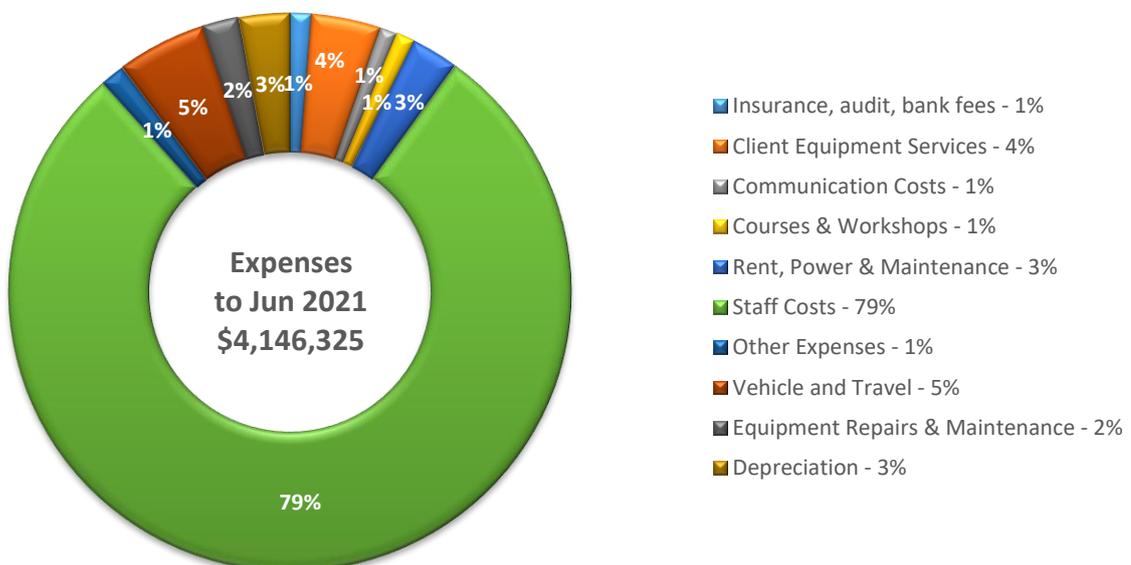
This year the transfer to Revenue Reserves was \$38,000, which forms part of the Total Accumulated Trust Funds. The Revenue Reserve is set up in order to build sufficient reserves to continue operating for a short period in the event that government contracts are not forthcoming.

This year seventy-eight percent of our income came from contracts with government entities, namely the Ministry of Health (54%) and ACC (24%). Client equipment services and Courses/Workshops made up 12% of our income, while the balance (10%) 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 2021



The nature of TalkLink’s work means that 79% 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 2021

Date of Trust Deed	16 October 1991
IRD Number	57-965-797
Charities Commission Number	CC23025
Place of Business	Auckland Entry 3, Unitec, Carrington Road Pt Chevalier, Auckland 1025 Wellington Level 3, 187 Willis St Wellington 6011 Christchurch Unit 15, 2 Barry Hogan Pl Riccarton, Christchurch 8041
Board of Trustees	Cathy COMBER Denise COSGROVE (Chair) Margaret ELLETT John GREEN Tuini Glenda HAKARAIA-TINO Jim HIGGINS James JORDAN Maqymseahe NINCES Jonny WILKINSON
Beneficiaries	The Community
Auditor	Charity Integrity Audit Ltd 1275A East Coast Road, Kaiaua, 2473
Bankers	ASB Bank St Lukes, Auckland
Legal Advisor	Margot J Nicholson Barrister & Solicitor Auckland

Financial Statements

STATEMENT OF COMPREHENSIVE REVENUE & EXPENSES

For the Year Ended 30 June 2021

	2021	2020
Revenue from non-exchange transactions	\$	\$
Capital Grants & Donations	75,373	64,942
Operational Grants & Donations	323,051	263,641
	<u>398,423</u>	<u>328,583</u>
Revenue from exchange transactions		
ACC Income	977,839	637,121
Client Equipment Services	337,001	321,517
Interest Received	167	1,198
Ministry of Health Funding	2,252,823	2,136,896
MSD Wage Subsidy	0	327,473
Other Income	185,325	111,013
	<u>3,753,155</u>	<u>3,535,218</u>
TOTAL REVENUE	<u>4,151,579</u>	<u>3,863,801</u>
Expenses		
Administration	46,681	44,021
Audit Fees	3,779	4,116
Client Equipment Services	166,082	165,642
Communication Costs	40,476	45,914
Equipment Repairs	86,428	53,194
Loss on Disposal of Assets	0	(7,526)
Other Expenses	103,242	84,620
Property Costs	112,068	99,586
Salaries and Wages	3,217,927	2,869,458
Staff Development	39,250	41,604
Vehicle and Travel	212,799	158,271
	<u>4,028,732</u>	<u>3,558,898</u>
Surplus/(Deficit) before Depreciation	<u>122,846</u>	<u>304,903</u>
Depreciation	122,059	124,571
Surplus/(Deficit) after Depreciation	<u>787</u>	<u>180,332</u>

STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
Equity as at start of year	871,311	690,980
Surplus/(Deficit) for year	787	180,332
Equity as at end of year	<u>872,099</u>	<u>871,311</u>

STATEMENT OF FINANCIAL POSITION

As at 30 June 2021

	2021	2020
	\$	\$
Current Assets		
Cash and cash equivalents	359,697	494,029
Receivables & Prepayments	771,628	545,601
Other Current Assets	0	0
Total Current Assets	<u>1,131,325</u>	<u>1,039,630</u>
Deduct Current Liabilities		
Payables & Accruals	226,138	170,241
Grants received in advance	0	0
Employee Entitlements	295,534	293,581
Total Current Liabilities	<u>521,673</u>	<u>463,822</u>
Working Capital Surplus	<u>609,652</u>	<u>575,808</u>
Add Non-Current Assets		
Property and Equipment	262,447	295,503
Total Non-Current Assets	<u>262,447</u>	<u>295,503</u>
Total Net Assets	<u>872,099</u>	<u>871,311</u>
Represented by		
Accumulated Trust Funds	<u>872,099</u>	<u>871,311</u>

For and on behalf of the TalkLink Trust Board



Chairperson: Denise Cosgrove

Date: 8/12/2021



Chief Executive: Ann Smail

Date: 8/12/2021

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

CASH FLOW STATEMENT

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
Cash flows from Operating Activities		
ACC Income	808,290	647,434
Grants & Donations	398,423	328,583
Interest Received	167	1,198
Ministry of Health Funding	2,139,504	2,136,896
Other Income	579,167	762,952
Goods and Services Tax (net)	38,452	28,608
Payments to Employees	(3,255,223)	(2,844,043)
Payments to Suppliers	(754,111)	(685,178)
Net cash flows from the Operating Activities	(45,330)	376,450
Cash flows from Investing and Financing Activities		
Sale of plant and equipment	0	7,530
Purchase of plant and equipment	(89,003)	(81,233)
Proceeds from borrowings	0	0
Repayment of borrowings	0	0
Net cash flows from Investing and Financing Activities	(89,003)	(73,703)
Net increase/(decrease) in cash and cash equivalents	(134,332)	302,748
Cash and cash equivalents at beginning of the year	494,029	191,281
Cash and cash equivalents at end of the year	359,697	494,029

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 2021

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 2021. 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 2021

Cash and Cash Equivalents	2021	2020
	\$	\$
Cash on hand	440	440
Current accounts	359,257	493,589
Short Term Deposit	0	0
	<u>359,697</u>	<u>494,029</u>

Reconciliation of Net Operating Surplus with Operating Cash Flow	2021	2020
	\$	\$
Surplus/ (deficit)	787	180,332
Add / (deduct) Non-cash movements		
Depreciation and Amortisation	122,059	117,045
Non-cash donations	0	0
Non-cash donations equipment	0	0
Add / (deduct) movements in working capital items		
Inventories	0	0
Trade and other receivables	(226,027)	13,262
Conditional grant liability	0	0
Trade and other payables	55,897	(1,207)
Employee benefits	1,953	67,019
Net cash flows from operating activities	<u>(45,330)</u>	<u>376,450</u>

STATEMENT OF MOVEMENTS IN NET ASSETS/EQUITY	2021	2020
General Accumulated Funds		
Opening Balance	451,311	384,980
Surplus / (deficit)	787	180,332
Transfers to Reserves	(38,000)	(114,000)
Closing Balance	<u>414,099</u>	<u>451,311</u>
Revenue Reserves		
Opening Balance	420,000	306,000
Transfers from General Funds	38,000	114,000
Closing Balance	<u>458,000</u>	<u>420,000</u>
Total Accumulated Funds	<u>872,099</u>	<u>871,311</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 2021 year \$	Recognised in 2020 year \$
Bay Trust	15,000	15,000
Community Trust Mid and South Canterbury	19,500	0
Constellation Community Trust Ltd		7,000
David Innes		2,000
Deirdre Cullity	750	485
Dragon Community Trust Ltd	2,000	2,000
Eastern & Central Community Trust - Central	4,000	3,375
Eastern & Central Community Trust - Gisborne	1,100	1,125
Esme & Tom Tombleson Charitable Trust		3,500
Foundation North	25,000	0
Four Winds Foundation	15,000	10,000
Frimley Foundation	10,000	0
Glenn Stone Insurance Limited	2,000	0
JM Thompson Charitable Trust		26,000
Lion Foundation	10,000	15,000
Louisa & Patrick Emmett Murphy Foundation		5,000
Mainland Foundation	4,794	0
Maurice Paykel Charitable Trust	5,000	0
Ministry of Social Development		5,000
NZ Lottery Grants Board	70,000	70,000
NZ Lottery COVID-19 Community Wellbeing Fund	30,000	0
Otago Community Trust	3,722	3,309
Other Donations	1,801	3,881
Perpetual Guardian - Earnest Davis Hyam & The Ted and Mollie Carr		10,000
Perpetual Guardian - Eva & Harold Wilson Charitable Trust	5,000	0
Perpetual Guardian - Guy Anson Waddel Charitable Trust	9,000	5,000
Perpetual Guardian - Stewart Family Charitable Trust	7,000	7,000
Perpetual Guardian - The Kingdom Foundation	7,000	0
Portage & Waitakere Licensing Trust	2,000	8,000
Pub Charity (Inc.)	21,696	19,033
Rata Foundation - Canterbury, Marlborough, Nelson Region	40,000	45,000
Rotorua Energy Charitable Trust	20,000	0
St Joans Charitable Trust	5,000	5,000
Steadfast NZ Foundation		2,500
The Community Trust of Southland	30,000	10,000
The Royal Antediluvian Order of Buffaloes	1,000	0
The Mayan Veterans Association	1,000	0
The Southern Trust	10,000	10,000
Thomas George Macarthy Trust	10,000	15,000
Trillian Trust		10,505
Wiri Licensing Trust	10,061	8,870
	398,423	328,583

Receivables & Prepayments	2021	2020
	\$	\$
Ministry of Health contract	295,105	181,786
ACC Contract	217,570	152,485
Other Debtors	207,588	143,728
Subcontractor - WIP	19,569	33,277
Prepayments	31,796	34,325
	771,628	545,601

Employee Entitlements	2021	2020
	\$	\$
Provision for Holiday Pay	200,692	215,272
Salary and Wages Accrual	94,843	78,309
	295,534	293,581

Operating Lease Commitments: The Lease for TalkLink’s Auckland office is transferred to Crown Land Development from MBIE and expires January 2022.

Lease commitments for TalkLink’s Wellington office were renewed for a further 3 years from 1 February 2021 to 31 January 2024.

The TalkLink’s Christchurch office has relocated to new premises and the new Lease started from 12 April 2021 for a term of 3 years to 12 April 2024. There are three (3) rights of renewal of three (3) years.

Operating Lease Commitments	2021	2020
	\$	\$
Current	84,396	42,003
Non Current	145,816	0

Property and Equipment

	2021			2020		
	Cost	Accumulated Depreciation	Net Book Value	Cost	Accumulated Depreciation	Net Book Value
	\$	\$	\$	\$	\$	\$
Buildings	378,391	356,593	21,798	378,391	338,060	40,331
Motor Vehicle	277,842	156,319	121,523	240,059	130,947	109,112
Furniture & Fitting	47,806	42,567	5,238	46,016	41,282	4,733
Office Equipment	74,577	70,070	4,507	74,577	65,562	9,015
AT Equipment	356,593	273,223	83,370	315,911	222,954	92,957
IT Equipment	309,526	285,540	23,986	300,777	265,637	35,141
Intangibles	8,780	6,756	2,024	8,780	4,567	4,213
Total Fixed Assets	1,453,514	1,191,068	262,447	1,364,512	1,069,009	295,503

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

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

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

Key Management Personnel: The key management personnel are the Chief Executive, Operations Managers and Financial Controller. The aggregate remuneration and the number of “full-time equivalents” (FTE) for the management personnel is presented below:

	2021	2020
	\$	\$
Total remuneration	417,155	420,487
Number of persons (FTE)	4.00	4.00

Term Liabilities: Nil

Accounting For Events After Balance Date: No significant events have occurred since balance date that would require a change to the Financial Statements.

Taxation: TalkLink Trust is a charitable organisation and is exempt from Income Tax.

INDEPENDENT AUDITOR'S REPORT

To the Trustees of the TALKLINK TRUST, for the year ended 30 June 2021

Opinion

We have audited the performance report of the TALKLINK TRUST which comprises the entity information and statement of financial position as at 30 June 2021 and the statements of comprehensive income, changes in equity and cash flows for the year ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion the performance statements on pages 19 to 25 present fairly, in all material respects, the financial position of the TALKLINK TRUST as at 30 June 2021 and its comprehensive revenue, expenses and its cash flows for the year ended, in accordance with Public Benefit Entity International Public Sector Accounting Standards [PBE NZ IPSAS] Reduced Disclosure Regime [RDR] tier 2 framework.

Basis for our Opinion

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

Restriction on Responsibility

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

Governance Responsibility for the Financial Statements

The governance is responsible for the preparation and fair presentation of the performance statements in accordance with PBE NZ IPSAS framework with the

RDR and for such internal control as the governance determines is necessary to enable the preparation of the performance statements that are free from material misstatement, whether due to fraud or error.

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

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

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

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

We have nothing to report in this regard.

Auditor's Responsibilities for the Audit of the Financial Statements

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

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



Charity Integrity Audit Ltd, South Auckland
Director : Peter Conaglen CA PP
8th December 2021