



Hear and Say

# Opening worlds for deaf children



Annual Report 2013-14

Hear and Say has gone through one of the most challenging years in its 22 year history. Catering for 670 children and young adults along with their families has placed additional pressure across the organisation to ensure we have the capacity to service increasing demand across Queensland and beyond.

Hand in hand with this new transformation Hear and Say refreshed its logo to reflect a 'dynamic' butterfly representing our progressive and dynamic future.

As we transition into our new Ashgrove location in Brisbane and prepare ourselves for the challenges ahead we do so with great excitement and enthusiasm.

**A fresh direction and a renewed focus ...  
we say "bring it on".**

Our refreshed stylised butterfly logo appears across all three areas of our business.



**Hear and Say**  
Opening worlds  
for deaf children

Our program of services is reaching 670 children and young adults with hearing loss and their families across every corner of Queensland and beyond.



**Hear and Say**  
WorldWide

Education and Development enables us to disseminate our knowledge so that children with hearing loss globally can benefit.



**Hear and Say**  
Research and Innovation

Research and Innovation provides an evidence base for our vital work.



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# From our Chair

The theme of this year's annual report is 'Transition' – a year of enormous change and challenges culminating in the largest capital project in Hear and Say's 22 year history.



Realising the \$11+ million of capital funds needed to commence work on Hear and Say's new Brisbane centre and head office was in itself an enormous challenge that was only possible through the combined efforts of a dedicated Board, Management Team, employees, families, volunteers, donors and supporters.

The State Government, in collaboration with Queensland businesses, philanthropists and the wider community, has been the enabler for us to be in the position to announce that the doors of our new centre will open in January 2015.

To achieve what many thought was impossible has required a major rethink of the organisation's internal approach to strategic planning and financial performance.

Each year, the Hear and Say Board meets to discuss and reaffirm the organisation's strategic intents of Sustainability, Excellence and Advocacy.



This year the Management Team were invited to join the Board at their annual strategic workshop. This was an excellent opportunity to share thinking and vision and has helped lay the groundwork for the organisation's strategic planning that is now being rolled out across Hear and Say.

As we enter a new and exciting phase in our growth, I thank my fellow Board Members, as well as staff and volunteers who have taken the journey with me and together have believed that anything is possible.

To our diverse base of partners and supporters, both old and new, thank you for believing in us and sharing our vision, so that we can continue to open worlds for deaf children.

**Paul Laxon**  
Chair

“As we prepare to transition to the next stage of growth I am humbled by the many people who have contributed to making our vision for the future a reality.”

# A reflection from our Founder

When I look back over the years, I am constantly amazed at the incredible milestones that Hear and Say has achieved. I have been heartened by the support that we have received through our collaborative efforts and honoured to have played my role in this.



The year we leave behind has set a foundation for an incredible future that I could never have imagined 22 years ago.

Each day that I am in the office my goal is to touch base with as many staff and families as possible. To achieve this I must walk between the two buildings which currently make up our Brisbane Centre and Queensland Headquarters.

Each time I do this walk I visualise what 2015 will look like when I will be walking up stairs, not between buildings. But more importantly when I travel these well-worn steps I get to share with staff and families their excitement as they too look forward to moving into a fresh new innovative space.

The move for me is the start of the next stage in the Hear and Say journey. A new space that provides the promise of our future.

As my focus shifts to human bionics and the significant role that the 'bionic ear' is playing to help pave the way for advancing new technology across so many areas, I can only



“My vision for the possibility of a speaking and listening future for every deaf child no matter where they live will never waiver.”

Imagine what a hearing, listening and speaking future might look like for children yet to be born – indeed we live in such exciting times with such wonderful promise.

Our new centre will be an enabler to help advance our Telepractice program; to ensure renewed collaboration across the health, education and disability sectors; to advance much needed research and innovation, and to educate and train professionals and parents world-wide so that, no matter where a deaf child lives, a listening and speaking future can be a reality.

I close with an open invitation to come share our journey and visit us in 2015 at our new Brisbane Centre and head office in Ashgrove. You will be very warmly welcomed.

**Dimity Dornan AO**  
Executive Director and Founder

## Dimity's Achievements

- **Awarded an Officer of the Order of Australia (AO)**
- **Instigated the global professional group 'Human-Bionics Interface Frontiers'**
- **Invited to join the Audiology Committee of the International Association of Phoniatrics and Logopedics (IALP)**
- **Awarded the title of Associate Professor, Griffith University, School of Allied Health Sciences**

# CEO's Report

Our past and future success lies in the hands of Hear and Say's people. We have grown from humble, organic roots and the new Brisbane Centre is symbolic of a professional and nimble not-for-profit that punches well above its weight in the clinical, academic and philanthropic fields.



Building on our solid foundations, we are now challenging ourselves to better understand our potential and to 'expect more' in order we can continue to advocate for our future and that of children with hearing loss.

Importantly, an increasingly competitive market place, coupled with the government's contestable framework, has challenged us to think about where we fit within this new and ever changing landscape and the role that we can play working hand-in-hand with government, businesses and the general community.

A three year strategic plan has been prepared to further build on the Board's mandate of Sustainability, Excellence and Advocacy. We have shared this plan across the organisation so that our people are immersed in our future direction and priorities.

Business transformation has been the key theme throughout this forward planning and has resulted in the formation of a number of working groups to action key areas of priority, including the relocation to the new Brisbane centre, preparing for the NDIS, risk and governance, technology and infrastructure and parent and alumni engagement.

The stronger focus on strategy has resulted in a better understanding of the impact one area of the business has on the others. In particular it has helped guide team operational plans.





Linking these plans to our Hear and Say's values has been critical. In last year's annual report I introduced the organisation's 'Values' of Collaboration, Innovation and Integrity. This year our focus has been to better understand the role we play as individuals and within our teams in delivering on these values, and making a difference in the communities we touch.

This focus on future planning, linked to our values, is already showing rewards with a greater emphasis across the organisation on inter department collaboration, budget performance, staff training and development, and has strengthened our external collaborations.

Our success would not have been possible without our valued partners across government, business, researchers and the wider community. I look forward to 2015 as we transition as an organisation with an exciting future for Hear and Say, our Supporters, our People and our Families.



**Chris McCarthy**  
CEO

## First Voice hosts the inaugural Power of Speech Awards

**Hear and Say was one of six sister organisations across Australasia who sent two cochlear implant graduates to speak at the 'Power of Speech' inaugural awards. Hear and Say is affiliated with these organisations through the national alliance group, First Voice.**

**The Power of Speech awards was held at the National Press Club of Australia, in Canberra. This annual event, sponsored by Cochlear Limited, aims to challenge common perceptions about what deaf children can achieve.**

a first**voice** centre

# A whirlwind year of activity



## July 2013

The HQ Hub is officially launched in Townsville representing the three giants in hearing health services Hear and Say, Qld Hearing Loss and Family Support Services and Deaf Services Qld.

Lord Mayor Graham Quirk speaks at the launch of the Brismazing Race and officially gives Hear and Say permission to let loose on 'his backyard' as the venue for an event that challenges team members mental, physical and strategic stamina.



## September 2013

The Hon. Campbell Newman, Premier of Queensland announces a cash injection of \$2 million at the launch of the public phase of Project Possibility, the capital campaign raising much needed funds for our new Brisbane Centre in Ashgrove.



## November 2013

Hear and Say graduate Katie writes a blog on her 'dream' work experience at Dolly and Girlfriend magazines as a part of her studies in journalism.

## August 2013

'Grease was the word' for the annual Hear and Say Charity Ball supported for the 18th year by Thies and raising \$197,000.



## October 2013

Hear and Say child Ruby was the first child, in Queensland, with single-sided deafness to receive a cochlear implant, paving the way for other children and families.

Hear and Say WorldWide hosts the 'Listening, For Learning, For Life' Conference with graduate Darcy giving the vote of thanks to honoured guest Professor Graeme Clark, the inventor of the multi-channel cochlear implant.



## December 2013

Hear and Say Research and Innovation Position Paper 'Listening First: The Changing Face of Hearing Loss' is launched and Hear and Say says a fond farewell to 41 very proud children and families who graduated from the early intervention program.





### March 2014

The inaugural First Voice Power of Speech Awards is held at the National Press Club in Canberra with Hear and Say graduates Vivek and Ruby speaking.

Listening and spoken language Auditory-Verbal Therapists travelled to country towns and remote properties across Queensland to meet with children and families as a part of the Hear and Say Outreach Program.

The Toowoomba Centre moves to expanded premises in order to meet growing demand from families living in the Darling Downs region.



### May 2014

The Hon. Lawrence Springborg launches the results of Hear and Say's Research and Innovation world first pilot study on Telepractice.

Another regional centre outgrows its capacity with the Cairns Centre moving to new larger premises in line with increased demand in Far North Queensland.



### January 2014

Dimity is honoured with an Order of Australia in the 2014 Australia Day Awards.

### February 2014

The Board approves construction to commence at the Ashgrove site with preliminary works commencing on 10 February.



### April 2014

Hear and Say representatives Jamie-Lee Lewis, graduate and Ambassador and Beth Atkinson, Clinical Manager Audiology are selected to meet the Duke and Duchess of Cambridge during their whirlwind royal visit to Brisbane.



### June 2014

Hear and Say CEO, Chris McCarthy and two Hear and Say fathers participate in the Sunshine Coast Ord Minnett Charity Ride raising \$60,000 for local Hear and Say children and families.

The year ended on a high note with the announcement that seven diverse funders, from a small Queensland-based foundation through to an international long-standing philanthropic trust, had confirmed gifts that will provide the critical funds needed to ensure operational programs can continue.



# Our People

“Our past and future success lies in the hands of our people.”

*Chris McCarthy CEO*



As we entered a new phase in the organisation’s growth our 61 employees (full time equivalent of 47.5 people) took on the challenge to better understand their role in the sustainability of the organisation.

Business transformation has been a constant theme throughout the management and staff workshops over the year. The aim is to continually develop a high performance culture through balancing the focus on organisational strategy and working on employee engagement initiatives to ensure that there is mutually beneficial organisational and individual outcomes. A key element of this has been strategic alignment whereby employees more deeply understand the connection between their individual efforts and contribution to the overall organisational success.

A comprehensive remuneration review, using recognised survey tools and rigorous methodology, undertaken for all positions earlier in 2014 was possibly the most extensive evaluation ever conducted by the organisation. It has provided insight into where the organisation

is positioned in the market place and provides an important starting point for forward planning and consultation.

In May 2014, an employee engagement survey was conducted independently by Voice Project at Macquarie University, who also conduct surveys for numerous other not-for-profit and health organisations.

The purpose of the survey was to:

- Obtain employees’ views on how they feel Hear and Say are doing in areas such as leadership, teamwork, communication, cooperation and other factors that affect job satisfaction;
- Identify any issues that may need to be addressed prior to our move to Ashgrove; and
- Benchmark our results against other not-for-profit organisations.



The results were very favourable, highlighting our team's loyalty and commitment to the organisation's vision.

It also highlighted areas for improvement such as, procedures, cross team collaboration and leadership development. A range of solutions have been identified and are currently being actioned to appropriately address these matters. This demonstrates that Hear and Say is not only acutely aware and concerned about employee welfare but proactively addressing individual employee needs as an important factor in achieving strategic objectives.

There has been a strengthening of regional and general administrative functions throughout the year to enable our professionals to further focus their efforts on their specific areas of expertise and subsequently be better equipped to build specialist capacity.

There has also been another exceptional result of around 3,000 hours of professional development across the organisation. This is an outstanding achievement for a workforce of only 61 employees. This investment pays dividends as we continue to be leaders in our field.

Hear and Say are continuing to deploy these initiatives and more in building capacity to strengthen our future position in the sector.

## Expanding our knowledge base

**The clinical team have developed their knowledge and skills through attending many and varied professional training workshops and conferences at a state, national and international level.**

**Two Auditory-Verbal Therapists were certified as Listening and Spoken Language Specialists in 2013 adding to our growing number of clinical team members now recognised with this much lauded international certification.**

**At the time of writing an additional two therapists are currently studying for their certificate.**



“We are at the point in the program where we are seeing great results from Jimmy and we know that the Hear and Say program is successful. We have met with other families starting out on their cochlear implant journey and I say to them – Trust the people and the processes at Hear and Say. What they’re doing really works.”

*Dianna, Mum to Jimmy*

# Opening worlds of hearing, listening and speaking

When a baby is diagnosed with significant hearing loss, the family is often devastated.

Hearing loss is the most common disability in newborns globally and, as the population ages, those affected by hearing loss will double from one in eight to one in four Australians. Hear and Say's paediatric audiology program supports all hearing implant technologies including cochlear implants, auditory brainstem implants and middle ear implants.

By 30 June 2014, 235 children and young adults were in the Hearing Implant Program with numbers growing.

## Advocating for change reaps rewards

Cochlear implant candidacy is constantly evolving and Hear and Say is taking the lead in advocating for change, most specifically in the opportunity for children with single-sided deafness to become candidates for cochlear implantation.

In October 2013, this milestone was achieved with Hear and Say child, Ruby the first Queensland child to receive a cochlear implant for single-sided deafness.

This is significant, as it recognises that the ears are the pathway to the brain and giving a child the opportunity to listen with both ears will improve their ability to hear, listen and to speak.



This was evidenced almost immediately, with Ruby's parents reporting noticeable improvements in her general behaviour and listening in noisy environments such as at kindy.

Hear and Say now has seven children with single-sided deafness who have since received implantable technology with a further six currently undergoing candidacy assessment.

“I continue to be inspired every day, not only by the children, young adults and families we support, but by the clinical team’s dedication, enthusiasm and commitment. Congratulations on a wonderful year!”

*Emma Rushbrooke, Clinical Director*



### Taking audiology to the families

Funding support throughout the year provided the funds to purchase the equipment needed to rollout a new remote or eMAPping audiology program in October 2013.

The direct outcome of this program has been to enable regional and remote families to access audiology services closer to home. This has resulted in a child having audiology services without the need for a trip to Brisbane, thus saving on family stress, costs and lost time.

It has also given the potential for a more precise programming session to be achieved as the baby/young child is likely to be more alert during the appointment. This equity of service across all families is a significant benefit.

### ... and into the classroom

Beginning in May 2013, the Hear and Say Audiology Team have offered educational audiology visits to help support our children in their school setting.

The aim of the visit is to assess the physical layout and acoustic environment of the child’s classroom and suggest possible improvements in order to optimise the educational setting for a child with hearing impairment.

The visiting Hear and Say audiologist routinely checks the FM system/s used by the child and teacher to ensure they are working optimally. An information pack, designed for a teacher who has a hearing impaired child in their classroom, is provided. After the visit, a report is prepared and sent to the parents and teacher outlining the acoustic measurements that were made and suggesting improvements to the classroom, if appropriate.

During the visits, the teacher is given an opportunity to learn how to best set-up/modify the classroom to minimise noise. This helps create a more ideal listening environment for all children to learn.

This new program has allowed for relationships to be fostered between the classroom teacher and audiologist and ensure that the optimal listening environment is provided to the child with hearing loss during these important educational years.





## Welcome to a listening and speaking world

Forty-one children graduated from the 2013 Early Intervention Listening and Spoken Language Program. All of these children left the program to attend their local school, the same school as their siblings and friends. This is the fourth year in a row that all of our graduates have graduated from the program to attend a mainstream school.

In 2014 we were pleased to see some of our graduated children return as a part of our ongoing Social Skills Program, helping to ensure that they have the skills to cope in their school environments and every-day living.

A key aspect of the clinical program has been to enable and empower families through parent education, via workshops and more recently the roll out of the Parent Portal which provides an area on the Hear and Say website which can be assessed by current families in the program.

There has been a significant increase in the number of Hear and Say graduates, many who are now young adults, who have returned to Hear and Say to receive auditory habilitation after cochlear implantation.

Of particular note, Hear and Say Ambassador and graduate Jamie-Lee Lewis commenced discussions with Hear and Say for a second cochlear implant in June 2014. The decision to receive a second implant was Jamie-Lee's alone and since her surgery (in July) and implant 'switch-on' (in August) she is now receiving audition, speech and language support.

## Advocating for our children and families

The clinical team has taken a major role in advocating for ALL people with hearing loss. In particular, for children with unilateral or single sided deafness and the important role that speech and language therapy can provide to these children. At Hear and Say we strongly believe that each child needs access to all the sounds of speech in both ears to develop speech and language skills comparable to their hearing peers.

The Microtia and Atresia Support Program and annual Microtia and Atresia Conference continues to play a significant role in supporting families and advocating for this little known congenital disorder that occurs in one in six thousand births worldwide.

## Advocating for change

**In June 2014, members of the clinical and research teams gave evidence at the *Speech Pathology Australia Senate Inquiry on Childhood Hearing Loss*. They advocated for the needs of Hear and Say in continuing to support children with hearing loss and their families.**

### A sustainable approach to service delivery

The Early Intervention Listening and Spoken Language Program is regularly reviewed and adapted to meet the changing needs of our families.

Recently, a Dad asked if he could be more involved in his child's lessons, but was finding it difficult to attend them due to his work commitments. As a result, we had the Dad Skype in, and popped the laptop on the table, so that he could participate in his daughter's lesson.

With an increasing cohort of families with very young infants, the Listen Little Stars infant/parents group was added to the Social Skills Program in Brisbane and the Gold Coast. The purpose of this group is to engage families early and connect them together through songs, rhyme, play and education.

### Education Support Program

A new initiative rolled out in late 2013, the Education Support Program is currently supporting 11 children across Queensland in school settings.

Working in collaboration with the Department of Training and Education the program is sustaining students' listening and spoken language skills and enhancing their academic and social learning. It is also providing much needed specialist support to school professionals.



### Reaching out to our regional and remote families

With more than 60% of Hear and Say families living outside the Brisbane CBD our regional centres in Cairns, Townsville and Toowoomba have been expanded to meet growing demand in these locations. Funding grants have also resulted in children and families from regional and remote areas having the opportunity to be involved in some of the Brisbane based Social Skills Programs.

The successful regional and remote Outreach (eAVT) Program is now being delivered to 50 families, reaching every corner of Queensland, into parts of northern New South Wales, and as far as Papua New Guinea, Singapore and Qatar.

A new initiative in the Outreach Program this year has been our Auditory-Verbal Therapists working with regional networks to provide professional development training for local allied health professionals.

Outreach families will be the first to benefit from new technology received through VidKids and the Gandell Foundation. This technology will assist our Auditory-Verbal Team to better support families to enhance their child's listening and spoken language potential in their home



**In March 2014, the Hear and Say eAuditory-Verbal Therapy Program was recognised in the Queensland Disability Awards for Technology and Innovation. The award recognised Hear and Say's commitment, creativity and ability to develop an outreach program which has made a significant difference in how regional and remote children with hearing loss and their families live their lives.**



# With your help we can keep opening worlds

Each year, hundreds of families deal with the potentially devastating effects of hearing loss. Hear and Say greatly values the support of individuals, businesses, charitable trusts and community organisations who are helping families affected by hearing loss to make sense of their future.

## Child sponsorship grows

Through a child sponsorship, we look to build a long-term meaningful funding stream for our early intervention programs, 0-6 years.

Child sponsors are making a real impact through their giving, as 100% of children who graduate from the program are making the transition

Child sponsorship is something we never contemplated or thought about doing; it is something we never realised we could do – for us the experience has changed our lives forever...”

*Ray and Glenise,  
Child Sponsors since 2009*

from our program into their local mainstream schools. This year, early intervention costs for 83 children have been partly covered by generous child sponsors. There are individuals, charitable trusts and businesses alike who are sharing in the journey of a child learning to listen and speak. We sincerely thank all our child sponsors, those new this year like BHP Billiton staff and Peabody Energy and long term partners Thiess.

## Charitable funds help Hear and Say innovate

Hear and Say has been investing in the last two years in a coordinated program of competitive grant seeking to charitable trusts who disburse significant funds throughout Australia to help alleviate the disadvantage of hearing loss.

We generally use these funds for a specific purpose such as an innovation in our program to incorporate the latest research findings, or to address hearing loss in certain geographic areas where clinical hearing services are scarce. Over time, this ensures our services maintain quality and are reaching families in even the most remote areas.

We have been fortunate to secure increased funds for social skills development and school support, for the purchase of therapy and audiology equipment, providing education and training to parents and health professionals, and extending our outreach particularly into central and far north Queensland, and other remote areas.

For example, Hear and Say’s multidisciplinary team approach is being supported by the Ian Potter Foundation enabling a part-time Occupational Therapist service to commence in September 2014.



### Having fun for a serious purpose

Thanks to the support of businesses, community organisations and individuals, Hear and Say has been the beneficiary of events which have raised funds for our children and family programs.

Hear and Say continues to be indebted to its long-term partner Thies who has helped to raise record funds in excess of \$270,000, with \$80,000 coming from their annual golf day and the remainder from their annual charity ball.

The Suncorp Stadium golf day is now in its third year with Hear and Say as the community beneficiary. Income raised on the day has grown solidly and this year, Former Origin Greats (FOGS) matched donations to double the impact.

Several regional events are helping Hear and Say to enhance our services for regional families. In Toowoomba, the Order of St John of Jerusalem Knights Hospitaller – Priory of the Darling Downs – hosted their biennial charity dinner, raising \$65,000.

On the Sunshine Coast, the Order of St John of Jerusalem Knights Hospitaller – Sunshine Coast Commandery continued their enjoyable Cupcake Classics concert and are planning for 2015.

The Sunshine Coast Ord Minnett Charity Bike Ride raised \$60,000. Hear and Say CEO Chris McCarthy, along with two graduated parents, participated in this gruelling 120 kilometre cycle ride helping fundraising efforts.

A concerted drive to increase Hear and Say's donor numbers during the year through high-profile events and acquisition programs has resulted in an increase in donors supporters.

### The vital role community groups play

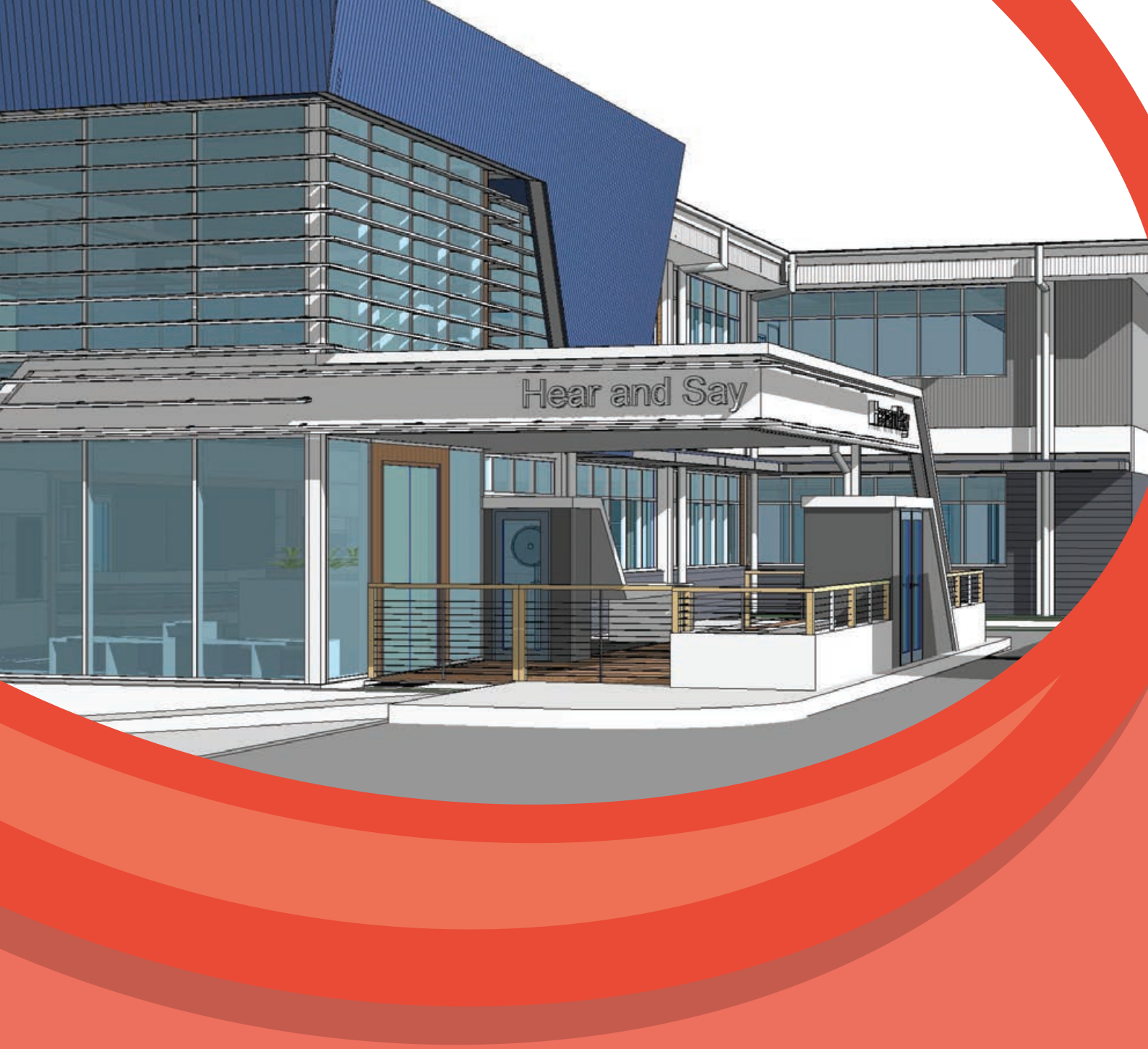
As an organisation with a social purpose returning all of our surplus back into the community, Hear and Say relies on the support of many. We cannot truly thank you enough.

Community service groups have unique insights into the needs of their local community, and Hear and Say continues to be fortunate to have the support from a number of Quota, Rotary and Lions groups across Queensland. Quota Wynnum Manly reached a great milestone this year raising over \$123,000 for child sponsorships since 2007.

This year we pay tribute to them all, and congratulate you on all your efforts in the community.

### Thank you for your support

We wish to acknowledge all our donors and supporters, whether it is through a gift in the mail, pledging to leave a gift in your Will for future deaf children, giving through your payroll at work each fortnight, committing a regular gift each month – we couldn't do it without you!



“Three years ago, Hear and Say embarked on an ambitious project: to secure the future for Hear and Say and deaf children in Queensland. We consulted with families and our community and named this goal Project Possibility.”

*Lyn Moorfoot, Philanthropy Manager*

# Project Possibility and beyond

Project Possibility developed out of the realisation that more families were needing access to Hear and Say's early intervention services and there was an urgent need to acquire more space and expand services and programs.

A purpose designed facility was needed to more effectively support young children and their families, and to provide services under one roof. A welcoming space for children and families with capacity and space for innovation and for changing service provision across the whole life-course.

During the past year, we have watched with growing anticipation the construction of our new 'home'. With leadership from our Board and volunteer Foundation, and the generous support from government, business and the community, Hear and Say's new Brisbane Centre will open its doors to Queensland families in January 2015.

Located five kilometres from Brisbane's CBD – in natural bushland setting beside Ithaca Creek, with community open spaces and a bike and walking path – our centre also offers ample parking and access to public transport. These are all important consideration as all families, including those from regional and remote areas, will use the centre.

In September 2013, Hear and Say launched the public phase of the Project Possibility fundraising campaign. The launch was spearheaded by Premier of Queensland, Hon Campbell Newman, Hear and Say Vice Patron and Rugby league legend, Wally Lewis, and Jamie-Lee Lewis, one of Hear and Say's earliest graduates and our Project Possibility Ambassador.

Everyone attending the launch was delighted when the Premier jointly announced with the Minister for Health, Hon Lawrence Springborg, that the Queensland Government was to make a further \$2 million capital funding grant toward the redevelopment.

Thanks to generous support from the community we have since raised over 90% of the funds needed. We continue to seek the remaining funds to fit out the building, as well as the funds needed to sustain Hear and Say's growth into the future.

Gifts towards new programs and operations for the first three years are most welcome. Such funds will place Hear and Say on a firm footing to address the challenges from 2016 and we consolidate and establish new services.

Construction has provided momentum and opportunities for us to share the goals and progress of our project. We have held hard-hat site tours for families, supporters, members of parliament and the media, and welcomed friends and local residents during open days.

We greatly appreciate the generous gifts, donations and in-kind contributions from all our supporters and eagerly anticipate reaching our target, opening the doors to our new building, and continuing to open worlds for deaf children.

# Hear and Say Supporters

Thank you to our loyal and ongoing supporters.  
We could not have come this far without you, and we  
are eager for you to continue on the journey with us.

Together we can transform the devastating impact of  
hearing loss and open up worlds for deaf children.

With your continued support, we can give deaf  
children the hearing future they deserve.

## Government

Queensland Health  
Education Queensland  
Department of Communities  
Department of Education,  
Training and Employment

## Major Partners

Thiess  
Bartercard  
EY (Ernst and Young)

## Media Partner

Channel 9

## Golden Wings Child Sponsors

Anonymous (1)  
ARB Corporation Ltd  
Aspect Industries,  
Allan & Michele Larkin  
Bartercard Brisbane West  
Bevan Whitaker  
BHP Billiton (Brisbane Office)  
Caravanning Queensland,  
Ron Chapman  
Cav Power

Chassis Line  
Count Charitable Foundation  
Dormway  
Stan & Maureen Duke Foundation  
E.D.I. Recreation Club  
Edwards Collins Group  
EY  
FOGS Limited  
G&N Fairweather  
Gavin & Karen Bird  
Glenys Anderson & Ray Balks  
Hills Holdings  
John & Gay Hull  
Mark & Maria Pembroke  
MBA Partnerships  
Megan & Theo Taifalos  
Morgans Financial  
Network Collections  
Peabody Energy  
Plough Inn  
Quota International of  
Nundah Clayfield  
Quota International of  
Wynnum Manly  
Ricky Falzon and friends  
Samies Girl Seafoods

Steve & Ros Green  
Suncorp Stadium  
Thiess Pty Ltd  
Thiess Australian Mining  
Thiess Queensland  
Thiess Golf Day Sponsors  
Towards a Better Future Foundation  
Vicky & John Landmark  
WesTrac

## Trusts and Foundations

AM & BM Quinn Memorial  
Trust Fund No. 2,  
managed by Perpetual  
ARA Group Endowment,  
managed by Equity Trustees  
auDA Foundation  
Collier Charitable Fund  
Danks Trust  
ETC Community Support Fund  
Felicity's Wish Foundation  
The Fred P Archer Charitable Trust  
Gandel Philanthropy  
Honda Foundation  
Ian Potter Foundation  
Ian William Dodd Charitable Trust,  
managed by Perpetual





Jetstar Flying Start Programme  
 John Villiers Trust  
 Jupiters Casino Community Benefit Fund  
 May and Stanley Smith Charitable Trust  
 The Tim Fairfax Family Foundation

### Major Donors

Anonymous (2), Joseph and Veronika Butta, Therese Mason, L and B Brazil, Joan McKean, JJ Richards & Sons

### Community Service Supporters

Order of St John of Jerusalem Knights Hospitaller – Priory of the Darling Downs  
 Order of St John of Jerusalem Knights Hospitaller – Sunshine Coast Commandery  
 Queensland Ballet  
 Quota International, Quota International of Toowoomba  
 Rotary International  
 Rotary Club of Noosa Heads Daybreak  
 Country Womens Association

### Support Partners

EY, McCullough Robertson, Beyond Web, World Wide Printing Solutions, Parti Events Decorators, Brio Group

### Supporters

Antenna Professional Plus, Caloundra Masonic Lodge No 387, Cards Only, DGW Group, Graincorp, Tarsha Johnson and David Innis, Erin Loch, Pipeline Plant Hire (Qld), Simply Perfect Fruit & Veg, Maureen Stevenson.

### Event Partners

BHP Billiton BMC  
 Brisbane Convention and Entertainment Centre  
 Ecoforce Foundation  
 KFC Collins Foods  
 Chesterfield Ltd, Graincorp, Heritage Bank, Neurosensory, Clive Berghofer Group

### Workplace Giving Program

Staff of the following companies have given significant support to Hear and Say over the past year:

BHP Billiton Employee Matched Giving Program  
 BP  
 Cochlear Ltd  
 CAF Australia  
 CS Energy Workplace Giving  
 Myer Store, Robina and Myer Stores Community Fund  
 nab Workplace Giving.

### Gifts in Wills (Bequests)

Gifts made through a Will are very special and provide for Hear and Say's services to future deaf children. Strong support from bequests provides a firm foundation for the future. We are thankful for the support we received through the Patricia Mary Watts estate this year and acknowledge this generosity to her family and friends. Hear and Say also recognises the outstanding commitment of our bequest supporters who have advised us that they have made a gift in their Will to Hear and Say.

“Michele and I were looking to support a specific charity whereby we could see a tangible result for the ‘investment’ we were making. The incredible team at Hear and Say delivers exactly that, nurturing, training and encouraging not only the affected child with the disability, but the entire family and support group of the child.

The ‘return’ on our investment through Hear and Say is three-fold. It enables deaf children to hear and speak, delivers much needed support to family and friends through the process, and allows the affected child to participate in a normal life, progressing through to contributing to society in their own unique way.

As any child with a disability will say - I just want to be like the rests of the kids – Hear and Say delivers that miracle.”

*Michele and Allan Larkin, Aspect Property Group.  
Child sponsors for 7 years and donors to the new building*

## Hear and Say Supporters – Project Possibility

Donors, supporters and volunteer leaders are playing a vital role in realising Project Possibility: building a new future for Hear and Say and a new future for deaf children. Our thanks go to everyone who is helping to open the doors to possibility and a life without limitation for deaf children. Every gift, large or small, helps us to achieve our vision.

### Foundation Volunteer Leadership

Michael Rosengren (Chair), Airlie Bell OAM, Chris McCarthy, Dimity Dornan AO, Fiona Poschelk, James Noone, Melanie Alpar (Board representative)  
Project Possibility Ambassador: Jamie-Lee Lewis

The Foundation also wishes to express appreciation for assistance from Scott Cameron, John Mulcahy, Hon Con Sciacca AO, and Corinne Yoong.

### Government

Queensland Health

### Site Partners

AMEB  
Brisbane City Council

### Construction Partners

Architect: Buchan Group  
Builder: Matrix Constructions  
Project Manager:  
Project Strategies Australia  
Project Advisor:  
Parmac Property Group

### Media Partner

Channel 9

### Leadership Supporters

Anonymous (3)  
Viertel Charitable Foundation, managed by Equity Trustees  
Robert Bryan Foundation

### Trusts And Foundations

Ian William Dodd Charitable Trust, managed by Perpetual  
Towards a Better Future Foundation, managed by Equity Trustees

### Community Service Supporters

Order of St John of Jerusalem, FOGS Limited, Cocktails for a Cause, Queensland Medical Orchestra, Lions Club of Ashgrove/The Gap Inc, Rotary Club of Ashgrove/The Gap, Tattersall's Club.



### Corporate Supporters

Aspect Industries, BHP Billiton Employee Matched Giving Program, Hastings Deering (Australia) Ltd, Sullivan & Nicolaidis Pathology, Thiess, Peabody Energy Australia, Suncorp Stadium, Adagold Aviation Pty Ltd, Conexus Consulting, HSE Group, GHD, HSE Mining Pty Ltd, NQ Group, Sedgman Limited, Telstra Enterprise Sales Qld.

### Major Donors

Russell & Meredith Allen, Anonymous (1), Mark & Ceris Ash, David & Airlie Bell, Bruce & Alex Bell, Maree Blake, Judith Boydell, Scott & Cathy Cameron, Margaret Cameron, Lucy Coulson, Wendy Coward, Doug & Annabel Custance, Darren Cuthbertson, John Dalle Cort,

Lindee Dalziell, Bette Debenham, Katie Dight, Grant Down, Lew & Janet Draper, Mary Earnshaw, Donald & Thelma Elks, H & Alcie Foxton, Barbara Giblin, Barbara Graham, Margaret Grimes, Robin & Adele Hart, Stuart Hill, Janiene Hoch, Otto & Denise Hofstetter, Reagan Hull, Sally James, Robert King, Paul Laxon, Robyn Loder, Ben & Elspeth Macdonald, Luke Mahony, Regina McGuire, Robert & Lyn Milns, Richard Morland, Tony & Miranda Mott, Judith Murray, Brian & Marjorie Peake, Leah Perry, June Poland, Philippa Poole, Fiona Poschelk, John & Patricia Quayle, John and Ngaire Roberts, Heather Robertson, Michael Rosengren, Tim Shea, Georgina Somerset, Darryl Stevens, Rose Tapp, Craig & Nerissa Tatham, Allan & Margot

Warby, John & Dorothy Wilson, Shinn & Corinne Yeung.

### “Switch On Suite” Supporters

Michael Keogh, Phillip Allen, Anonymous (2), H.D. Beames, Margaret Cameron, Ulla Charles, Robert Christiansen, H Clark, Peter Coates, M Corbishley, J Dark, E Draman, J Eisenhuth, Derek Fielding, Cecile Gaul, Alisa Gillies, Joan Godsall, C Goldberg, Richard Green, Merelle Hall, Janet Henry, Jo And Dave Johnson, E Manwaring, Beverly Mead, Kate Mitchell, L Mohle, Taryn Naggs, Judy Oppermann, Amy O’Sullivan, Jeanette Phillips, Antony Pomroy, Fraser Power, Ronald Henry Schipplock, Katherine Scott, Clare Silcock, Cherry Skerman, C Smith, L Smith, J Will, Kim Wust, Albert Young.



“The Irish writer George Bernard Shaw argues that most of us are reasonable people and we go along easily and blindly with the crowd. For an individual to suggest a different idea which has the potential to change social order, this individual quickly is perceived to be unreasonable. In fact Shaw says, virtually all change is triggered by the ‘Unreasonable Man’. Well if that is so, I am quite happy to be known as the ‘Unreasonable Woman’.”

*Dr Dimity Dornan AO, Founder Hear and Say*



**Hear and Say**  
WorldWide

# Spreading knowledge across the world

## WorldWide Education and Training

Hear and Say WorldWide shares its knowledge globally with hearing health and educational professionals, parents and staff. The skills and experience of Hear and Say professionals in the education of children with hearing loss who desire a listening and spoken language outcome, is highly regarded throughout the world.

This year has seen the provision of our training courses, both On-Campus and through eLearning, to 16 participants from Saudi Arabia, India, Singapore, Canada, USA, New Zealand and Australia. In addition, 13 Hear and Say current staff have studied the courses, which provide in-depth knowledge and practical experience in Listening and Spoken Language intervention.

A group of 11 Korean final year Masters students, along with their senior lecturer, attended Hear and Say for a week in February 2014, to study the course 'Foundations of the Auditory-Verbal Approach'. Their enthusiasm to learn enriched the experience for Hear and Say staff. There is a possibility that this event may lead to the opportunity for us to travel to Korea in 2015 to provide further training to professionals.

In October 2013, Hear and Say presented its inaugural 'Listening, for Learning, for Life' Conference, with Professor Graeme Clarke as the guest speaker. As well as providing a day's stimulating information to 27 staff, 18 external professionals and 44 parents, the event also was emotive and inspirational, as a number of Hear and Say graduates shared their stories and were able to meet with Professor Clarke.

The young people (some only in early primary school), were confident enough to take questions from the floor and were truly a great example of the possibilities for children with hearing loss in the 21st century. It is planned to make this conference a biannual event attracting both external and internal presenters and attendees.

In 2014, Hear and Say was invited to be a contributor to a Renwick College (University of Newcastle) post graduate course for teachers wishing to specialise in teaching children with hearing loss. We have facilitated a 13 week course of lectures on 'Fundamentals of Listening and Spoken Language'. The first semester had six enrolments and enrolments for semester two are estimated to more than double. Having our training skills recognised and valued by a tertiary institution is a significant achievement, with the side benefit of enhancing the lecturing skills of Hear and Say WorldWide team members.

With the support of Quota International's Quota SPA Scholarship, Hear and Say was well represented at the biannual AG Bell Symposium held in August 2013 in Los Angeles. Three members of the Hear and Say Clinical Team joined Professor Todd Houston (University of Akron) to deliver a workshop on Telepractice. The positive feedback we received again reinforced that Hear and Say provides progressive and word-standard services and programs.

“There is an explosion of new research in neuroscience, biotechnology, education and eHealth which is leading the way to new treatments for deafness in children.”

*Dr Gabriella Constantinescu, Lead Researcher, Hear and Say Research and Innovation*



# Leading the way

## Research and Innovation

The Research and Innovation arm of Hear and Say plays a significant role in supporting its clinical work with children and families. A number of research papers were published or submitted during the year, showing further evidence of the value of our work, they include:

**Hear and Say Position Paper:** 'Listening First: The changing face of hearing loss' - access to listening and spoken language should be the first option for children with hearing loss.

This evidence-based paper advocates for the important work that Hear and Say does for children with hearing loss and has been shared widely with families, health professionals, early intervention centres such as First Voice, government bodies, funders and supporters.

**A pilot study of Telepractice Delivery:** for teaching listening and spoken language to children with hearing loss.

Launched in May 2014 by the Health Minister, the Hon. Lawrence Springborg, this study compared the language outcomes of a group of children in the rural and remote outreach

Telepractice early intervention program for listening and spoken language with those receiving traditional face-to-face services. The study found no significant differences in language outcomes between the two groups.

**Outcomes for Young Children with Hearing Loss:** Towards new clinical benchmarks for listening and spoken language.

Submitted for publication in 2014, this study tracked the language progress of very young children identified with hearing loss at birth, amplified with hearing aids and/or cochlear implants before 12 months of age and enrolled in listening and spoken language early intervention before 12 months of age.

This is the first study of its kind to look at the language development of very young children with hearing loss. The study has helped to fill the knowledge gap of expectations for children with hearing loss and provides further support for listening and spoken language early intervention as evidence-based practice.

**First Voice Research:** Social inclusion in children with hearing loss educated using a listening and spoken language approach.



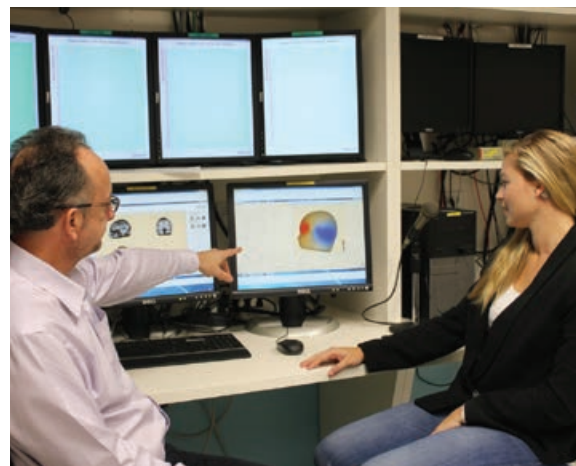
This collaborative study was undertaken amongst the First Voice centres in Australia (including Hear and Say) and an affiliated centre in New Zealand to look at the social inclusion of children with hearing loss enrolled at the centres.

A world- first study, a new framework was developed for measuring social inclusion using 'five faces' or perspectives.

The study findings were very promising and revealed that the group of children in the study demonstrated comparable, if not better, social inclusion on the education and social outcomes 'faces' than their typical hearing peers. These outcomes provide further indication of the potential outcomes of children with hearing loss educated using listening and spoken language.

### **Partnering with the Australian Hearing Hub to achieve another world first**

Hear and Say was the first centre to be involved in a partnership with the Australian Hearing Hub in Sydney, looking at the auditory brain function of children with cochlear implants.



Using the world's first MEG - magnetoencephalography machine - Hear and Say Ambassador and graduate, Jamie-Lee Lewis, was the first cochlear implant recipient to participate in the study. The findings will provide new information on the way the brain functions in children with cochlear implants. This will provide valuable information to help guide speech and language program delivery.

# Volunteers

For any not-for-profit organisation help from volunteers is precious and our very sincere thanks goes to everyone who has set aside their valuable time to help out.

## Louie White Volunteer of the Year Award

Bonnie Hayes and  
Samantha White.

### Volunteers

Natasha Anderson  
Alex Barry  
Neil Bath  
Oliver Bruijn  
Valerie Chopping  
Vicki Crawford  
Shona Eagle  
Michaela George  
David Gilchrist and family  
Mark Gilies  
Belinda Groat  
Julie Hastings  
Bonnie Hayes  
Chelsea Hayward  
Tania Hegelberg  
Elaine Heggie  
Jamie Joy  
Greer Kearny  
Claire Kiorgaard  
Frank Knight  
Eddie Lei



Alice Lethbridge  
Julie Mahairas  
Annabella McDermott  
Evenyia Michellis  
Emma Mooney  
Leigh Muller  
Stefanie Nash  
Alison Parker  
Laurence Quinlivan  
Aurelie Regnard  
Julie Sax

Susan Schwartz  
Melanie Simms  
Mikhila Sivaswami  
Mary Kate Sloan  
Katie Smith  
Debbie Stachan  
Rachel Stachan  
Rachel Twig  
Helena Waldorf  
Alexandra Walsh  
Samantha White

**We also wish to thank our staff member's partners, parents, siblings and 'significant others' who in many different ways have supported Hear and Say.**





## A special thank you

**Our Board, Patrons, Ambassadors and Community Champions hold a special place in our hearts and we are truly grateful for their support:**

### Our Board (above)

Paul Laxon, Chairman, Board member since 1999

Dr Dimity Dornan AO, Executive Director and Founder - since 2005

Stephanie Manger, Company Director, since 2004

Cameron McMillan, since 2009 (resigned Sept 2013)

Melanie Alpar, since 2012

Professor Bruce Black, since 1993

Dr Jane Black, since 1995

Maree Blake, since 2011

Peter Riddles, since 2013

Rod Solomons, new in 2014

Dr Margaret Steinberg, since 2006

### Patrons

Her Excellency  
Ms Penelope Wensley AC  
25th Governor of Queensland  
(2008-2014)  
Patron of Hear and Say

His Excellency the  
Honourable Paul de Jersey  
AC (from 2014)  
26th Governor of Queensland  
Patron of Hear and Say

Her Excellency  
Ms Quentin Bryce AC  
25th Governor-General  
of Australia (2008-2014)

Patron in Chief of  
Hear and Say WorldWide

His Excellency General  
the Honourable Sir Peter Cosgrove  
AK MC (Retd) (from 2014)  
Patron in Chief of  
Hear and Say WorldWide

Mr Wally Lewis  
Rugby League Legend and  
Parent of a Hear and Say graduate  
Vice Patron of Hear and Say

### Ambassadors

#### Project Possibility

Jamie-Lee Lewis,  
Hear and Say graduate

#### WorldWide

Jay Chou  
Hannah & Patrick Quinlivan  
Ted Lieh-Ming Liao

#### Sunshine Coast

Frank Knight  
Alison Parker  
Ian McDonald,  
Noosa Daybreak Rotary  
Caroline Campbell, Channel 7  
Lo Parsons, MASK

#### Community Champions - Brisbane

Matt Wibberley and George Bacic, Worldwide Printing  
David Gilchrist, 4G Productions  
Vanessa Croll, mX  
Associate Professor  
Dr David Coman

#### Advocate Award

Professor Russell Boyce



# Acknowledgement of Service

“Our people are our most important resource. They share with us the highs and lows and through their skills, training, experience and dedication provide invaluable services to our children and families.”

*Chris McCarthy, CEO*

## Length of Service

### 22 years

Dimity Dornan

### 15+ years

Teresa Daniel  
Robyn Symons  
Heather Wheatland

### 10+ years

Jackie Brown  
Roxanne Innes  
Emma Rushbrooke  
Karen Von Homeyer

### 5-10 years

Jessica Balfour-Ogilvy  
Tom Barry  
Lisa Bath  
Jennifer Bergman  
Lynda Close  
Gabbie Constantinescu  
Karen Descovich  
Claire Flanagan  
Kirsty Gibson  
Cathy Holland  
Chris McCarthy  
Heather Mitchell

Liz Morosini  
Renee O’Ryan  
Michelle Ryan  
Vicki Tamandl

### 2+ years

Elise Alexander  
Beth Atkinson  
Lea Bohan  
Lisa Bowen  
Simone Cheadle  
Nicole Davolio  
Dani Dickinson  
Trudie Dowell  
Jennifer Durand  
Carolyn Evans  
Rachel Finbow  
Katy Hives  
Robyn Keene  
Greer McDonald  
Jane McGovern  
Georgia Paul  
Matthew Parr  
Lois Shuttleworth  
Tamara Smith  
Jan Stenton  
Natalie Teakle

Amanda Tinney  
Fiona Toohey  
Monique Waite  
Christine Wheatland  
Carly Williams

### Up to 2 years

Julie Baikie  
Annika Batros  
Sharon Bruna  
Dani Cain  
Terri Chalmers  
Rona Chin  
Jillian Dudley  
Kirsty Farrow  
Bonnie Hayes  
Mia Hosking  
Julie Hunter  
Phoebe Newsome  
Nola Macaulay  
Emma Mooney  
Lyn Moorfoot  
Tania Kennedy  
Sharon King  
Jen Lavery  
Amy Russell  
Anna Storie

# A Financial Focus

Concise financial report for the year ended 30 June 2014.

## Statement of Comprehensive Income For the year ended 30 June 2014

	2014	2013
	\$	\$
<b>INCOME</b>		
Appeals and child championship	993,781	327,920
Clinic income	1,122,176	899,431
Donations	283,790	440,114
Fundraising event revenue	502,776	387,635
Grants - operating government	1,269,290	1,255,653
Grants - trusts and foundations	569,812	643,906
Interest revenue	92,857	26,531
Other income	74,795	70,797
Non-operating - Queensland Health grant	1,000,000	115,990
Non-operating - fundraising building	3,725,756	525,599
<b>Total Income</b>	<b>9,635,033</b>	<b>4,693,576</b>
<b>EXPENDITURE</b>		
Advertising and promotion	104,105	9,115
Bad and doubtful debts	57,833	10,044
Clinical services	103,528	44,396
Consultant fees	29,984	92,662
Depreciation and impairment charges	286,871	263,243
Employee benefits expense	3,508,819	3,031,423
Fundraising expense	262,610	463,585
Insurance	54,306	60,940
Licences and fees	55,068	30,578
Occupancy costs	212,503	199,193
Other expenses	139,117	109,943
Postage, printing and stationery	135,002	102,702
Repairs and maintenance	149,941	128,420
Telephone	55,820	53,046
Travel and accommodation	115,130	78,548
<b>Total Expenditure</b>	<b>5,270,637</b>	<b>4,677,838</b>
<b>Surplus / (Deficit) before income tax expense</b>	<b>4,364,396</b>	<b>15,738</b>
Income tax expense	-	-
<b>Surplus after income tax expense for the year attributable to the members</b>	<b>4,364,396</b>	<b>15,738</b>
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive income for the year attributable to the members.</b>	<b>4,364,396</b>	<b>15,738</b>

The accompanying notes form part of these financial statements.

# Statement of Financial Position

As at 30 June 2014

	2014	2013
	\$	\$
<b>CURRENT ASSETS</b>		
Cash on hand	100	100
Cash at bank	222,964	233,295
Cash on deposit	4,676,758	1,280,068
Accounts receivable	253,139	197,534
Other receivables	173,779	126,925
Prepaid expenses	59,938	27,529
<b>Total Assets</b>	<b>5,386,678</b>	<b>1,865,451</b>
<b>NON CURRENT ASSETS</b>		
Buildings - work in progress	8,604,000	2,055,082
Property, plant and equipment	3,622,992	3,758,440
Available for sale financial assets	22,316	14,741
Queensland Community Foundation	10,000	10,000
<b>Total Non Current Assets</b>	<b>12,259,308</b>	<b>5,838,263</b>
<b>Total Assets</b>	<b>17,645,986</b>	<b>7,703,714</b>
<b>CURRENT LIABILITIES</b>		
Accounts payable	440,856	137,782
Other payables	176,423	347,672
Committed funds	281,448	233,393
Provision for employee benefits	191,864	152,658
Buildings - work in progress	5,265,060	-
<b>Total Current Liabilities</b>	<b>6,355,651</b>	<b>871,505</b>
<b>NON CURRENT LIABILITIES</b>		
Provision for employee benefits	213,327	119,597
<b>Total Non Current Liabilities</b>	<b>213,327</b>	<b>119,597</b>
<b>Total Liabilities</b>	<b>6,568,978</b>	<b>991,102</b>
<b>Net Assets</b>	<b>11,077,008</b>	<b>6,712,612</b>
<b>EQUITY</b>		
Asset revaluation reserve	2,445,597	2,445,597
Accumulated surplus	8,631,411	4,267,015
<b>Total Equity</b>	<b>11,077,008</b>	<b>6,712,612</b>

The accompanying notes form part of these financial statements.

## Statement of Changes in Equity

### For the year ended 30 June 2014

	Asset Revaluation Reserve \$	Accumulated Surplus \$	Total \$
Opening balance 1st July 2012	2,445,597	4,251,277	6,696,874
Other comprehensive income for the year net of tax	-	-	-
Plus current year surplus	-	15,738	15,738
<b>Closing balance 30th June 2013</b>	<b>2,445,597</b>	<b>4,267,015</b>	<b>6,712,612</b>
Opening balance 1st July 2013	2,445,597	4,267,015	6,712,612
Other comprehensive income for the year net of tax	-	-	-
Plus current year surplus	-	4,364,396	4,364,396
<b>Closing balance 30th June 2014</b>	<b>2,445,597</b>	<b>8,631,411</b>	<b>11,077,008</b>

## Statement of Cash Flow

### For the year ended 30 June 2014

	2014 \$	2013 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	2,860,701	2,354,307
Payments to suppliers and employees	(5,028,621)	(4,848,630)
Interest received	92,857	26,531
Donations received	4,009,546	440,114
Grants received	2,887,157	2,334,506
<b>Net cash from operating activities</b>	<b>4,821,640</b>	<b>306,828</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for property, plant and equipment	(1,435,281)	(320,421)
<b>Net cash used in investment activities</b>	<b>(1,435,281)</b>	<b>(320,421)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Net cash used in financing activities	-	-
Net increase in cash held	3,386,359	(13,593)
Cash and cash equivalents at 1 July	1,513,463	1,527,056
<b>Cash and cash equivalents at 30 June</b>	<b>4,899,822</b>	<b>1,513,463</b>

The accompanying notes form part of these financial statements.

# Notes to the Financial Statements

For the year ended 30 June 2014

## NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements, specific disclosures and other information included in the concise financial report are derived from, and are consistent with, the full financial report of **Hear and Say Centre for Deaf Children**. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of **Hear and Say Centre for Deaf Children** as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report of **Hear and Say Centre for Deaf Children** complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

## NOTE 2: EVENTS AFTER THE BALANCE SHEET DATE

Since the 30th June 2013, Hear and Say received a number of conditional grants towards the land and rebuilding of premises at Ithaca as part of Project Possibility. One generous donor committed \$4 Million towards this project and the Queensland State Government announced a further \$2 Million over two years. The Board undertook appropriate risk and governance analysis as to the organisation's financial and operational capability to undertake this project, and entered into a construction contract during the current financial year. These financial statements reflect those events.

There are no other known events subsequent to reporting date.

## NOTE 3: CONTINGENT LIABILITIES

There are no known contingent liabilities as at reporting date.

## DIRECTORS' DECLARATION

The directors of the **Hear and Say Centre for Deaf Children** declare that the concise financial report of **Hear and Say Centre for Deaf Children** for the financial year ended 30 June 2014, as set out on pages one to four:

- complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- is an extract from the full financial report for the year ended 30 June 2014 and has been derived from and is consistent with the full financial report of the **Hear and Say Centre for Deaf Children**.

Signed in accordance with a resolution of the directors made pursuant to section 295(5) of the Corporations Act 2001.

On behalf of the directors



Paul Laxon, Chairman

Dated this 17 day of September, 2014.

# Independent Audit Report

To the members of the Hear and Say Centre for Deaf Children.

## Report on the concise financial report

The accompanying concise financial report of the **Hear and Say Centre for Deaf Children** (the Company) comprises the statement of financial position as at **30 June 2014**, the statement of comprehensive income, statement of changes in equity and statement of cash flow for the year then ended and related notes, derived from the audited financial report of **Hear and Say Centre for Deaf Children** for the year ended **30 June 2014**, and the discussion and analysis.

*The concise financial report does not contain all the disclosures required by Australian Accounting Standards.*

## Boards' responsibility for the concise financial report

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; selecting and applying the appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

## Auditor's responsibility

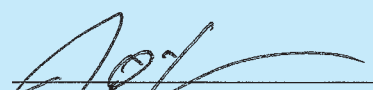
Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of **Hear and Say Centre for Deaf Children** for the year ended 30 June 2014. Our audit report on the financial report for the year was signed and was not subject to any modification. Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement. Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

## Auditor's opinion

In our opinion, the concise financial report of the **Hear and Say Centre for Deaf Children** for the year ended 30 June 2014 complies with Accounting Standard AASB 1039: Concise Financial Reports.



**Jason O'Connor B.Com CPA**  
Registered Company Auditor (No. 353931)

Liability limited by a scheme approved under Professional Standards Legislation

Dated this *22<sup>nd</sup>* day of *September* 2014.

**Jason O'Connor B.Com CPA**

P.O. Box 5480  
BRENDALE DC QLD 4500

Telephone: (07) 3040 5320  
Mobile: 0402 32 7773

auditor@joconnorptyltd.com.au  
www.joconnorptyltd.com.au



## Hear and Say

Opening worlds  
for deaf children

### Hear and Say Ltd

ABN 32 058 430 069  
ACN 058 430 069

**Ashgrove Centre (Head Office)**  
from Jan 2015

29 Nathan Ave, Ashgrove  
Qld 4060, Australia

#### Postal Address

PO Box 930, Toowong  
Qld 4066, Australia

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**P** +61 7 3870 2221

**E** [mail@hearandsay.com.au](mailto:mail@hearandsay.com.au)

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[www.hearandsay.com.au](http://www.hearandsay.com.au)

### Regional Centres

#### Gold Coast

8 Bellvue Drive, Varsity Lakes  
PO Box 4190 Robina TC 4230

#### Sunshine Coast

60 Windsor Road, Nambour  
PO Box 5343 Sunshine Coast MC 4560

#### Darling Downs - Toowoomba

Suite 1B/610 Ruthven Street  
PO Box 1237 Toowoomba 4350

#### North Queensland - Townsville

NQ Hub  
111 Charters Towers Road  
Hermit Part, Townsville QLD 4812

#### Far North Queensland - Cairns

37 Pease Street  
Manoora QLD 4870  
PO Box 113, North Cairns 4870

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**a firstvoice centre**