

# Live Life Loudly



**Hear and Say**  
Opening worlds

**2016**  
Annual Report

# Recognising those who have helped open doors

Our donors and partners are the lifeblood of our organisation. Without your wonderful support and encouragement we simply cannot keep our doors open.



## Thank you for helping us open worlds.

AARA Consulting, Adagold Aviation Pty Ltd, Advance Queensland, ADFAS (Brisbane River) Inc, ALS Limited, J Anderson, Aquatic Achievers Swim Schools, Arabon, Archers, The Strata Professionals, M and C Ash, Ashintosh Foundation, Aspect Industries Pty Ltd, Asset Fire Security and Mechanical Services Pt, Audiohealth, Australian Catering Services, Australian Factoring Group Pty Ltd, Australian Hearing, Australian Medical Association Queensland, Australian Taxation Office, Badge Constructions, Bank of Queensland, Maroochydore, L Barnett, B and A Bell, D and A Bell, Belle Property, Bernafon Australia, Beyond Web Development, BHM Australia Pty Ltd, G and K Bird, Bootcamps Australia Stafford, BPS Technology, Bribie Island Church of Christ Craft and Friends, Brisbane Broncos Charities Fund, Brisbane Camperland, Brothers Leagues Club Townsville, Bryan Foundation, Buderim Foundation Ltd, T and J Bulmer, J and V Butta, Caloundra Bowls Club, Caravanning Queensland, Cardinal Bioresearch Pty Ltd, Cards Only, Carnival Land Amusements, Cause for Cocktails, Cavpower, Centrelink ASO Social Club, Children's Health Queensland, Hospital and Health Services, Christopher Chee Foundation, Clubs Queensland, CMT Haulage, Cochlear Limited, Coldshield, Colonial First State, Combined Coastal Car Club, Comiskey Corporation Pty Ltd, Commercial Vehicle Industries Assn., Compton Gardens Retirement Village Craft Group, Conduit Supplies, Corinne Yoong Dermatology Pty Ltd, Count Charitable Foundation, Cricks Auto Group, CS Energy, V Davis, Decmil Group Limited, Dentsu Aegis Network Australia, Department of Education and Training, Non School Organisations (NSO) Program, Department of Education and Training, Non-State Special Needs Organisations Program, Department of Community, Child Safety and Disability Services, DGW Group, Dormway, G and V Drummond, Elks Family, Elliotts Bistro, Ergon Energy, Essential Advice, Estate of John Alan Wegner, EvaKool, EY and EY Foundation, Fileforce, First Class Accounts Pine Rivers, Flannery Foundation, Flow2 Gym, FLS Australia Pty Ltd, Formosa Orchid Nursery, FTS Personal Financial Advice, Gambling Community Benefit Fund, Girls Love Pearls, Glasshouse Mountains Medical Centre, Glen and Lisa Richards Foundation, Gold Coast Tourist Parks, Goomeri Lions Club Inc, Gordon E Leck and Associates, Gorge Health, Grass Roots Nutrition, Guymer Bailey Architects, Hair Logics, Hastings Deering (Australia) Pty Ltd, Hearing CRC LTD, Hendrix Photography, Himark Consulting Group, Hinternoosapty Pty Ltd, HMI, Honda Foundation, J and G Hull, Ian Potter Foundation Limited, J J Richards and Sons Pty Ltd, Jardale Pty Ltd, Jetts Fitness Operations, John Deshon Pty Ltd, Joyce Palmer Health Service, JSW Powersports, Kahler's Oasis Caravan Park, Kenectt, Kerwee Pastoral Company, Kitchen Shop Queensland, Kratzmanns Cars and Caravans, Leo's Club of QASMT, Liberty Financial Services, Lions Club of Ashgrove The Gap Inc, Lions Club of Beerwah Inc, Lions Club of Camp Hill - Carindale Inc, Lions Club of Forest Lake Inc, Lions Club of Mooloolaba Inc, Lions Club of Toowoomba Inc, Lions Club of Warwick Inc, LJ Hooker, Roma, Lord Mayor's Charitable Trust, Lume Marketing, Maguire Coaches, Make Some Change, McCullough Robertson Lawyers, McDonald's Sunshine Coast, McLaughlins Lawyers, Menico Tuck Parrish Financial Services Pty Ltd, Mi Color, Morgans Financial, MYER Stores Community Fund and MYER Robina, Nambour Hibiscus Retirement Resort Social Committee, NBN Brisbane Social Club, Neumann Benevolent Foundation, Neurosensory, New Realm Media, Nicholl Holdings Pty Ltd, NRMA Insurance, NTGPE, Opus International Consultants, Orchard's Dance Studio, Order of Saint John of Jerusalem - Sunshine Coast, Pat O'Driscoll Real Estate, Pathology Queensland - Nambour Hospital, Paxton-Hall Lawyers, Payless Timbers, Peabody Energy Australia, Peninsula B. 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## Reach

Extending our reach to more children, families and communities.



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## Impact


Our challenge is to broaden our social impact.



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## Resilience

Drawing on 25 years of experience to take on new opportunities to open worlds.

A photograph of Chris McCarthy, Chief Executive Officer, and a 12-year-old girl named Saskia. They are both smiling and laughing together outdoors. Chris is on the right, wearing a blue and white checkered shirt. Saskia is on the left, wearing a blue and white patterned dress and a white headband. The background consists of green foliage and a wooden lattice fence.

Our growth has put us on the right path to reach out to more children, families and communities. I am proud of the team for their work to achieve this however it is the children and families who we have not connected with who remain our biggest concern. We know there is much more we can do to help these children who otherwise may 'fall through the cracks'.

CHRIS MCCARTHY, CHIEF EXECUTIVE OFFICER

Chris McCarthy with Hear and Say Alumni, 12 year old Saskia. Saskia wants to be an audiologist when she grows up so that she can help others with hearing loss.

# Reach



Dr Dimity Doman AO, Hon. Kate Jones MP and Chris McCarthy.

## Reaching out to more children, families and the community

Over 60 schools have received school hearing screening since commencing the pilot. This equates to nearly 6,000 students and their families benefitting from our support. Alarming, an average of 20% of students had issues with hearing on the day of screening. By the end of 2016 Hear and Say will have delivered this powerful service to more than 100 State, Catholic and Independent schools throughout Brisbane, Gold and Sunshine Coast regions with a reach of nearly 10,000 students.

The success of the program has also resulted in expansion of the audiology team providing greater depth across the organisation. The program has highlighted to principals, teachers and parents not just the need to screen but the importance of ensuring a good acoustic environment. As with all types of inclusive design, an acoustically considered environment helps all children, and teachers, not just those with impaired hearing either temporary or permanent.

'Think Hearing First' has resulted in an increasing number of families seeking hearing tests for their child prior to starting or returning to school. Other parents have also elected to have their child's speech and language or developmental milestones assessed as a part of the Hear and Say 'school readiness' program.

This year Hear and Say has consolidated its work concentrating on increasing our reach and impact across Queensland. Of particular note, since commencing our new School Hearing Screening Program, we have reached out to nearly 6,000 students and families. This program is helping ensure all kids in the classroom have the best access to sound and therefore are in the best position to listen, learn and realise their full potential.

'Think Hearing First' has become a new catch cry for the team at Hear and Say. This message has been gathering pace as the team seek to educate and inform the general public, as well as health professionals,

on the critical importance of ensuring children can hear and be heard. A key to this communication was to advocate for parents to include hearing checks as a part of their 'Back to School' routine.

World Hearing Day on 3 March was marked by the launch of Hear and Say's School Hearing Screening Program which was successfully piloted in 2015. The program was officially launched by Minister for Education Hon. Kate Jones following the theme for World Hearing Day, 'Childhood hearing loss: act now'. The day provided Hear and Say with the opportunity to advocate for universal hearing screening for all school-aged children.

BY THE END OF 2016

# 10,000

STUDENTS WILL HAVE HAD THEIR HEARING SCREENED BY HEAR AND SAY



Harrison from Cairns was the first child to go through the Townsville Hospital and Hear and Say cochlear implant program.

Our expanding range of work with children with hearing loss and their families continues to present new opportunities. This year we have seen an increasing number of children and young teens with unilateral hearing loss receiving cochlear implants.

In June 2015, our newly relocated Townsville Centre at James Cook University was officially opened and shortly after this the North Queensland Cochlear Implant Program was rolled out. This service has meant that families based in North Queensland are no longer required to travel to Brisbane for their implant surgery and post operation follow up, reducing stress on the family unit as well as associated costs.

Events on the Sunshine Coast, the Bank of Queensland (BOQ) Maroochydore Golf Day and Sports Lunch, and Order of St John lunch with guest Li Cunxin, Artistic Director of the Queensland Ballet, contributed to raising much

needed funds as well as awareness of our work within the region.

We continue to receive strong support from Quota Clubs, including Quota International, gaining global reach and recognition as well as throughout Queensland via the very proactive club network. Hear and Say was also involved in the 2016 Quota International Conference held in Brisbane providing a tour of the Brisbane Centre and speaking opportunity at the conference.

Work with our local community resulted in Hear and Say being selected for the Broncos double header fundraiser in May. This provided an excellent opportunity for us to grow our in-kind volunteer support as well as increase awareness to the Suncorp Stadium crowd.

Support of Hear and Say by the annual Italian Festival once again helped promote our message to over 50,000 people in the Gold Coast and Brisbane.

## NDIS readiness

Hear and Say has worked closely with other First Voice Centres in preparing for the transition to the National Disabilities Insurance Scheme (NDIS) rolling out in Queensland in July 2016.

A Hear and Say NDIS working group sourced information, developed resources, and educated staff, families, GPs and health professionals as a part of the planning phase.

## Working collaboratively

In November, Chris McCarthy, Hear and Say Chief Executive Officer, became a Director of CheckUP Australia, a like-minded healthcare organisation that fosters innovation and integration.

Hear and Say is working collaboratively with CheckUP and Logan Together to help deliver practical solutions focused on best practice outcomes.

# 4,065

LISTENING AND  
SPOKEN LANGUAGE  
THERAPY SESSIONS

# 2,538

AUDIOLOGY  
APPOINTMENTS

From little things, big things grow and we were thrilled to have two of our Hear and Say mums fill gaps in the market. Mum, Heidi published her first children's picture book titled 'The Cochlear Kids: Liam the Superhero'. A heart-warming book for all children whose lives are touched by hearing loss. Another of our talented parents, Alana, launched 'Listen Lids' a swim cap for cochlear implant retention during water play.

We are very proud of these achievements and the achievements of all the Hear and Say children and families.



Now 14 months old, Edward was 'switched on' to sound on 4 January 2016, the first anniversary of our opening of the new Brisbane Centre.



Hear and Say's experience and knowledge combined with our partnerships with government, philanthropists, business and community have helped set the standard for a future where technology overlayed with the 'human touch' will help mould an amazing future for all children no matter where they live.

DR DIMITY DORNAN AO, EXECUTIVE DIRECTOR AND FOUNDER



# Impact

Social Impact is defined as the net effect of an activity on a community and the well-being of individuals and families.

Each year we transition children from our early intervention program into their first years at a mainstream school. We are proud that these children are able to attend 'big' school with confidence in their speech, language and social skills to take on new challenges. However the challenge for us has been how we can touch the lives of more children and families and in turn broaden our social impact.

Testing the hearing of nearly 6,000 students in schools across Queensland (by mid 2016) identified around 75% of those children who failed the screen had middle ear issues. However there were some children with much more severe issues. Four children were diagnosed with a permanent hearing loss and three with a foreign object found in their ear (bead, button, and mosquito) while another child was suffering from double perforated ear drums. Without our support, these children may have otherwise fallen through the cracks and missed out on

critical stages in their development and education.

A key impact of the School Hearing Screening Program is the 'ripple effect' as a result of families and teachers having a better appreciation of even the most temporary hearing loss on a child's ability to learn. Future vigilance by teachers and parents will reap rewards as hearing issues are identified and attended to much quicker than previously.

Another area that Hear and Say is now progressing is the diagnoses of children entering school with speech and language or developmental delays that have not been diagnosed prior to starting at school. This year Hear and Say has expanded its program to offer speech and language and occupational therapy assessments to more families with the goal that these children will not just be 'school ready' but will be better prepared to achieve at their best.

Over the year Hear and Say has been proactive in messaging the importance of 'hearing health' and 'school readiness' to health professionals including local GPs, educators, families, and the wider community.



In August Hear and Say children Cale and George did us proud at the First Voice 'Power of Speech' awards at Parliament House Canberra. All 12 speakers across our sister centres did a fantastic job in challenging perceptions of what a deaf child can do with Cale (above) rewarded in his age group for his endearing speech.

**50** CHILDREN FROM THE EARLY INTERVENTION PROGRAM TRANSITIONED TO PRIMARY SCHOOL

## Sharing our knowledge

Sharing our knowledge and expertise globally continues to be an important aspect of our work.

This year we have reached out to many more health professionals and educators globally including those living in India, China, USA, UK, France, Italy and a number of Russian speaking countries including Ukraine, Estonia, Belarus and Kazakhstan.

Demand on Hear and Say to share knowledge and expertise in areas of Audiology, Hearing Technology, Speech and Language Therapy, Microtia and Atresia and Telepractice continues and this year 20 presentations were made at key conferences and meetings. Attendance by team members to these conferences also provides networking and learning opportunities. Key to this is sharing these learnings with other staff and applying them to Hear and Say programs with children and families.

A new online lecture series for health and education professionals as well as families and carers to purchase and to watch at their convenience was rolled out during the year. The series aims to expand knowledge and understanding on a range of topics pertinent to children with hearing loss as well as normally hearing children who could benefit from improved speech, language and developmental support. New lecture topics are being introduced to meet areas of greatest interest and demand.



## Breaking the Sound Barrier

Hear and Say has supported First Voice and the Deafness Forum in advocating to 'Break the Sound Barrier' as a part of the recent Federal election and continues to support the six point plan with Hear and Say specifically advocating for:

- Hearing checks for all Australian children at key stages of life.
- A National hearing awareness promotion campaign.
- Ensuring children do not fall through the gaps with changes to the way hearing devices and services are delivered in Australia.

## Technology advances at a rapid pace

Across the year a number of new hearing support technologies have been incorporated into the Hearing Implant Program. They include the new Bonebridge, Aqua +, Naida sound processor, Sonnet sound processor, AB implant, Cochlear implant and Cochlear wireless accessories. Of these, the most important impact has been the new Cochlear wireless accessories as these are providing more children and young adults with better hearing in situations that are typically taken for granted, such as hearing when using a mobile phone, when streaming music or listening to the TV.

Hear and Say continues to receive recognition for its research and innovation. Our expertise in the field of Human Bionics was recognised by the Queensland Government through their Advance Queensland grant. This grant has provided funds to support an alliance between Hear and Say and the Queensland University of Technology. The first stage of this critical project in the area of Microtia and Atresia is developing new ways to maximise the impact of 3D printing in medicine including the printing and bio fabrication of 3D ears for children with Microtia. More details on this work can be found on the FutureHear website ([www.futurehear.org](http://www.futurehear.org)).

The annual parent focused Microtia and Atresia Conference continues to be the only one of its kind in the world which brings together a multi-disciplinary team to share their knowledge with professionals and parents. The event which runs annually in September is now also sold as a series of online videos for families and professionals who are unable to travel to Brisbane.

Over 130 people attended the 2015 conference with attendees finding value in the presentations as well as the opportunity to network.

## Reporting on research outcomes

Hear and Say research outcomes have been disseminated globally with 12 research publications, a book, 6 book chapters and 5 peer-reviewed articles in international high impact journals.

Emma Rushbrooke, Hear and Say Clinical Manager co-edited with K. Todd Houston, a text book titled *Telepractice In Audiology* which is being used as a resource for practicing clinicians as well as students training to be audiologists.

Our successful partnering with schools through the School Hearing Screening Program has provided us with key points of contacts to reach out to school-aged children for new research that is examining the long term literacy and academic outcomes for children in the Hear and Say program.

This study is the first to track the progress of children with hearing loss who had received early listening and spoken language intervention through Hear and Say. It examined these children's Year 3 and Year 5 NAPLAN results (2011-2015) against a group of grade-matched typical hearing peers. Initial results revealed very exciting findings with the performance of the children with hearing loss on par with their typical hearing classmates across reading, spelling, writing, grammar and punctuation, and numeracy. These initial results are currently being written up for submission to a peer-reviewed scientific journal to appear in 2017.

## Recognising success

Across the year Hear and Say was recognised for its achievements. Each of these awards is an example of where the organisation has changed a life, impacted a future, or created history.

- Lord Mayor Legends of Brisbane Award to Dimity Dornan, Executive Director and Founder.
- Australian Institute of Management Manager of the Year for Brisbane to Chris McCarthy, Chief Executive Officer.
- McCullough Robertson Life Sciences Queensland Excellence Award to Dimity Dornan.
- Fundraising Institute of Australia Award for Hear and Say capital campaign, Project Possibility.
- National Disabilities Award finalist for Technology and Innovation, Telepractice Program.


# 639

PEOPLE TRAINED  
BY HEAR AND SAY

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# 20

INTERNATIONAL  
AND NATIONAL  
CONFERENCE  
PRESENTATIONS AND  
PAPERS DELIVERED

A photograph of Paul Laxon and Natasha walking outdoors. Paul is on the right, wearing a dark blue suit jacket over a checkered shirt and dark trousers. Natasha is on the left, wearing a colorful floral dress and glasses. They are standing in front of a weathered concrete wall with green foliage in the background.

Paul Laxon, Chair with Hear and Say Alumni Natasha who remains a committed volunteer as her way of saying 'thanks' to Hear and Say for giving her speech and language.

Over the past three years our focus has been on 'Transitioning', 'Consolidating' and now 'Expanding'. Our move into new centres in Brisbane and Townsville, coupled with new business strategies and expansion of skills has placed us in a position where we can now rethink our potential and draw upon 25 years of experience to move into new areas of growth and opportunity. Congratulations to the Board, Dimity, Chris, staff, volunteers, and families as your insights, your passion, and your resilience has enabled us to get this far.

PAUL LAXON, CHAIR

# Resilience

For 24 years the Queensland Government has put their trust in our work and they remain today our largest long-term partner across the following departments and programs.

- Queensland Health
- Children’s Health Queensland, Hospital and Health Services
- Department of Education and Training, Non School Organisations (NSO) Program
- Department of Education and Training, Non-State Special Needs Organisations Program
- Department of Community, Child Safety and Disability Services
- Advance Queensland

Government partnerships are critical in ensuring equitable access to quality programs and services for all Queensland children and families in need.

Our work in preparing for the National Disability Insurance Scheme (NDIS) rollout across Queensland (from July 2016) has placed us in a strong position to

work with current and new families to ensure that their voice is heard and their specific needs are met. We are excited to be working with the National Disabilities Insurance Agency (NDIA) to ensure families will obtain the best result for their child with hearing loss.

Traditional fundraising continues to be a critical component of our funding model. This year we have re-engaged with our funding partners including philanthropists, trusts and foundations, businesses, community groups as well as individuals and we will continue to do so.

During the year Hear and Say Alumni families were invited to assist the fundraising team. A committee of ladies was formed and the first event was the inaugural ‘Ladies Long lunch’. The event was an excellent fundraiser and planning is now underway for another event in 2017.

The Child Champion Program continues to grow year-on-year making a difference to the children in our early intervention program.

We continue to have individuals and businesses return each year to champion a child. We are indebted to them for their support.

Our annual fundraising gala took on an ‘Italian’ theme this year and was one of our most successful in terms of fundraising. Regular support through third party events provided an important funding stream. We acknowledge the support provided through the annual Suncorp Stadium Golf Day, Bank of Queensland Golf Day and Sports Lunch, Cause for Cocktails, Order of St John and Airlie Bell Lunch with Mao’s Last Dancer, Li Cunxin.

This year new funding streams have been developed and others are being scoped. They include School Hearing Screening, Hear and Say diagnostics program in audiology, speech and language and occupational therapy, sales of wireless accessories and FM systems and new partnerships with Logan Together, CheckUP and Lady Gowrie.

## Operational Income

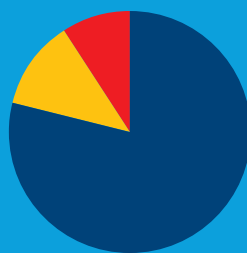
Where the money came from.



- 35% Fundraising
- 33% Clinical service, training fees and other income
- 32% Government funding and grants

## Operational Expenditure

Where the money goes.



- 79% Clinical programs and service delivery
- 12% Fundraising and communication
- 9% Research, training and education

The comprehensive Financial Statement is available at [www.hearandsay.com.au/AnnualReport](http://www.hearandsay.com.au/AnnualReport)





## People are our greatest asset

Hear and Say continues to provide its 62 staff members with professional development and mentoring. Across the organisation over 2,688 hours of professional development were provided with an additional 197 mentoring hours.

Mia Hosking from our Cairns Centre joined the ranks as a 'Certified Listening and Spoken Language Specialist' with an additional three speech therapists to sit their exam for this globally recognised certification in December 2016.

Thirteen members of the Hear and Say leaders group were selected to participate in our first 'Management and Leadership Development Diploma' run by Gravitas Leadership Group. The program was designed to drive a high performance culture, support the achievement of the organisation's strategic objectives

and nurture the future generations of leadership.

A Gratitude Workplace Workshop was presented by a long-time friend of Hear and Say, Toni Powell who ran a similar program a few years ago. It was an entertaining and practical workshop about gratitude, happiness, positive mindset, thinking skills, resilience, stress, anxiety, relationships and finding success and satisfaction backed by years of research into how the brain works.

The Annual Founders Award was broadened to include a monthly employee recognition mechanism to acknowledge more frequent achievements.

More recently an Employee Council has been established as a meaningful way to gauge and respond to employee sentiment as

well as consult about potential new ideas. The members were selected based on their ability to represent various elements of diversity within the organisation. The Council presents an opportunity for the members to represent the voice of all Hear and Say as well as being a positive role model, advocating for organisational innovation and growth.

A new Performance Coaching Program was rolled out in 2015 with feedback from staff showing a 14% increase in satisfaction rating in the employee survey when compared with the previous survey. The overall satisfaction of the performance coaching process was 79%, a strong result that is 27% above the industry average. There remains room for improvement and these have been considered for the next series of performance coaching.

# Thank you to our heroes

## Our Board

Paul Laxon, Chair  
Dr Jane Black, Deputy Chair  
Maree Blake, Director  
Dr Dimity Dornan AO, Director  
Dr John Quayle, Director  
Dr Peter Riddles, Director  
Rod Solomons, Director  
Dr Margaret Steinberg AM, Director  
We also acknowledge the wonderful contribution of Board Members Melanie Alpar, Professor Bruce Black and Stephanie Manger who resigned from the Board during the year.



**The Governor General of Australia and Patron of Hear and Say WorldWide, Sir Peter Cosgrove toured the Brisbane Centre, meeting with families, supporters and staff.**

## Our Patrons

His Excellency General the Honourable Sir Peter Cosgrove AKMC (Retd), Patron in Chief of Hear and Say WorldWide  
His Excellency the Honourable Paul de Jersey AC, Patron of Hear and Say  
Mr Wally Lewis AM, Rugby League Legend and Hear and Say Parent, Vice Patron of Hear and Say  
Professor Graeme Clark AC, Inventor of the Cochlear Implant, Hear and Say Emeritus Patron  
Dr Vinton Cerf, Co-founder of the internet, Senior Vice President & Chief Evangelist for Google, Hear and Say Internet Adviser

## Our Staff

Elise Alexander  
Wendy Arnott  
Beth Atkinson  
Jessica Balfour-Ogilvy  
Simone Barrett  
Tom Barry  
Lisa Bath  
Jenny Bergman  
Liza Bowen  
Jackie Brown  
Sharon Bruna  
Annika Buntine  
Dani Cain  
Georgia Cambridge  
Terri Chalmers  
Matthew Chard  
Simone Cheadle  
Rona Chin  
Elizabeth Coomer  
Alexandra Cruickshank  
Claire Cunningham  
Kate Cutmore  
Aniela Dale  
Nicole Davolio  
Dani Dickinson  
Dimity Dornan  
Trudie Dowell  
Jen Durand  
Carolyn Evans  
Kirsty Farrow  
Lynda Farwell  
Claire Flanagan  
Emma Fraser  
Kirsty Gibson  
Petra Grum  
Kate Harding  
Bonnie Hayes  
Katye Hives  
Cathy Holland  
Mia Hosking  
Julie Hunter  
Roxanne Innes  
Della Jimmy  
Tania Kennedy  
Sharon King  
Jen Lavery  
Amanda Mather  
Marena Matthews  
Chris McCarthy  
Greer McDonald  
Jane McGovern  
Heather Mitchell  
Emma Mooney  
Liz Morosini  
Chloe Mulligan  
Steve Murray  
Leanne O'Brien  
Ingrid Panitsch  
Matthew Parr  
Georgia Paul  
Dianna Rigo  
Maureen Ross  
Emma Rushbrooke  
Amy Russell  
Lois Shuttleworth  
Tim Slater  
Teresa Smeaton  
Katie Smith  
Vicki Tamandl  
Tracey Taylor  
Fiona Toohey  
Cassandra Trilford  
Vanessa Tupicoff  
Karen Von Homeyer  
Michelle Von Muralt  
Anna Warby  
Monica Weymouth  
Heather Wheatland  
Amanda Williams

## Our Volunteers

Natasha Anderson, Katie Arnott, Australian Dance Performance Institute, Lucinda Bankowski, Emily Barnett, Alex Barry, Neil Bath, Stevie-Rose Barbagallo, Shelly Bauman, Georgia Beck, Kerry Bell, Jessica Bell, Beverley Biggs, Greg Biggs, Robyn Biggs, Lilly Bolton, Joel Brizzolara, Lisa Carna-Perre, Kathryn Carson, Brittany Cheadle, Chelsea Cheadle, Gregory Chiapello, Tessa Clarkson, Sarah Coleman, Isabella Cosgrove, Vicki Crawford, Connor Davidson, Melissa Davidson, Stephan Davidson, Annette Delaney, Lysiane Dieme, Vicky Dixon, Danielle Dowling, Sean Dowling, Bridget Driver, Catherine Ellen, Sefika Eryigit, Ross Farwell, Nunzio Fichera, Pauline Fichera, Stella Field, Kate Fraser, Peter Geery, Pauline Geisel, Ben Gilchrist, David Gilchrist, Hemant Govekar, Daryl Gray, Bridget Greathead, Emma Greig, Christy Grigson, William Grigson, Belinda Groat, Olina Harrieson, Megan Hastie, Elisha Houghton, Elaine Heggie, Marge Henry, Roisin Higgins, Emily Hobson, Jessica Holland, Rebecca Holland, Oscar Horton, John Hosking, Leanne Hosking, Rick Howell, Jamie Hu, Hsiumin Huang, Andrew Hunter, Anna Hyland, Brianna Jobson, Kerry Lawson, Daphne Lemonis, Siying Li, Joline Liao, Enwei (Oon Wee) Lim, Janine Lye, Emma Lingard, Lisa Mahony, Sophie Mather, Myra Mathews, Brenda McCarthy, Terry McCarthy, Natasha McDonald, Zoe McDonald, Eyvenia Michellis, Paige Milton, Lisa Mohony, Laura-Jane Mulcock, Jarrod Murphy, Matt Needham, James Noone, Leanne O'Brien, Peter O'Neil, Alicia Parry, Amy Perdomo, Mona Peng, Stuart Purcell, Laurence Quinlivan, Brian Reason, Lorraine Reason, Jayde Ramsey, Francis Rigby, Noah Robins, Braden Rosen, Rina Saruta, Sue Schwarz, Emily Semmens, Scott Semmens, Emma Shaw, Ross Shuttleworth, Sithee Sontisirklit, Alex Smith, Alicia Smith, Andrea Smith, Darren Smith, Nina Solanki, Saffron Stankiewicz, Natasha-Rose Stapleton, Stephanie Symes, Alison Tilbrook, Tuba, Rachel Twig, Kate Webster, Georgia Wesley, Haymish Willis, Isabella Wise, Donna Woodland, Jiajing Xie, Wang Yi-Chiao, Lauren Yu.



**Volunteers in front of the Wally Lewis statue at Suncorp Stadium.**

**Our volunteer number continue to remain strong with the addition of an increasing number of speech and language, audiology, research and communication interns selecting Hear and Say for their work experience.**



**Hear and Say**  
Opening worlds

**Hear and Say Ltd**

ABN 32 058 430 069 ACN 058 430 069

**a firstvoice centre**

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**Thank you to contributors to the Hear and Say  
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