



ANNUAL REPORT 2018/19

Opening worlds
to create a
better future.



Hear and Say
Opening worlds

Liam and his parents,
Damian and Lisa.



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Liam's Story

For 19-year-old Liam, hanging out with his mates, listening to music and playing sport are among his favourite things to do. After finishing Year 12 last year, deciding what course to tackle next was on Liam's agenda.

The decision was tough, with options ranging from paramedics to audiology through to his ultimate choice of physiotherapy. Liam said pursuing a career in allied health was inspired in part by growing up surrounded by a team of passionate professionals supporting him with his hearing loss.


Born with a profound hearing loss in both ears, Liam received two cochlear implants – the first at 18-months-old and the second at seven years of age.

"Being able to hear has absolutely helped get me to where I am now. I was able to have an education at a mainstream school, and make incredible friendships with the mates that I now have," Liam said.

"Thanks Mum and Dad for choosing Hear and Say. I'm glad I had the opportunity to work with audiologists and listening and spoken language specialists, and learn hearing and communication skills from when I was young, so I could get to the point where I am now – being able to hear and speak so well."

Our Impact in 2018/19

We are proud of another year of extraordinary outcomes, working with government, philanthropic, corporate and community partners to extend our impact for children and adults with hearing loss. We achieve this across our five centres which allows us to optimise our reach and impact in Queensland in both the metropolitan and regional areas.

549 

total implants currently in our program with the addition of 28 children and 3 adults this year now hearing optimally



295

children learning to listen, hear and speak


Almost **96%** 

of children in our Early Intervention program achieved language scores within or above the average range*




36

children transitioned to their local school



16,034

students' hearing screened across 258 schools

Over **22%** 

of students screened were identified as having hearing difficulties and required follow up or ongoing monitoring

54 

school-aged children accessed targeted intervention to meet individual needs

Over **100** 

people attended the 10th annual Microtia and Atresia Conference



330

people worldwide accessed our training and education opportunities

* Children who were typically developing and did not have a delayed diagnosis.

Who We Are



Hear and Say has been a world-leading expert in hearing technology and listening and spoken language therapy for almost 30 years. Working in our five centres across Queensland and throughout the globe, we are dedicated to opening worlds for all people with hearing loss.

Our team empowers individuals to live life connected with their friends, family and community. We shape our work around the latest research and technology to best support the needs of children and adults impacted by hearing loss and other sensory concerns. Together with families and health professionals, our inter-disciplinary Early Intervention program strives to give children the gifts of listening, hearing and speaking so they are not limited by hearing loss and can reach

milestones at the same time as their hearing peers. We encourage early identification of hearing loss by supporting screening through our newborn and school programs, as well as provide evidence-based training for health professionals and parents. The work we do is underpinned by our values and relies on the generous support of our networks, government and philanthropic partners to create impactful and sustainable change.



Vision

Opening worlds to create better futures.



Mission

To optimise our unique approach to research, service delivery and transformative technology to ensure the best outcomes for people with hearing loss and beyond.

Our Values



Exploration



Community



Collaboration



Integrity



Joy

“My role is to conduct hearing screening for school children from kindergarten up to Year 12 and support team members to provide efficient and effective services. The most rewarding part of my role is identifying undetected hearing issues and putting the steps in place to ensure that every child has the quality of life that everyone deserves. Early detection can have a huge impact on a child’s development and learning capabilities, as well as bringing positive outcomes to family members and the community.”

Matt, Senior Hearing Screener



Wylder, 18-months-old.

Wylder's Story

At just two-days-old Wylder was found to be profoundly deaf through his newborn hearing screening, leaving his parents shocked, scared and confused.

"We want Wylder to have access to everything we did growing up so we can give him the best chance to live his life to its full potential," said Telarni, Wylder's mum.

Wylder started listening and spoken language therapy lessons with his parents when he was four-months-old. He was surgically fitted with two cochlear implants at just nine-months-old and his implants were switched on by Hear and Say's paediatric audiology team.

"The switch-on was incredible but it's the moments that have followed that have been truly amazing. Each morning when we wake up and put his cochlear devices on, he instantly

has the biggest smile and starts babbling away – this didn't happen previously," said Telarni.

"It's incredible to watch as he hears things for the first time. I was watching a movie with him and a balloon popped on the TV and he jumped. For us, it's completely normal hearing this but to Wylder it's a whole new world," said David, Wylder's dad.

Wylder and his parents have had their worlds opened to what is possible. Wylder now has fortnightly listening and spoken language therapy lessons and attends a fortnightly group social skills program, Little LEAP, to equip him for an exciting new future where he can listen and speak.

"Wylder loves going to Little LEAP and being around other kids and David and I really like it too, connecting with other families who have had a similar journey has been really helpful and comforting," said Telarni.

"When this journey started, we were terrified of the unknown. Without the help of Hear and Say this whole process would have felt a lot more isolating; it has been an incredible support network."



Chris McCarthy and Paul Laxon OAM.

Welcome

Hearing is so much more than just a sense. It is waking up to the sounds of birds singing in the morning; listening to the waves crash on the beach; hearing the people you care about say, 'I love you'. It's the little things that make a difference. Without being able to hear, you lose a very special connection to the world, your community and your family.

For 3.6 million Australian children and adults*, this is a reality. That's why we're here, and is the driving force behind our work as we continue to open worlds for children and adults with hearing loss.

On behalf of the board and our team, we are delighted to present the Hear and Say Annual Report for 2018/19. The year has demonstrated a growth in our services, as we continue to diversify our revenue streams. As ever, we remain truly grateful to the many community, corporate, government and philanthropic supporters who make Hear and Say's work possible.

Underpinning Hear and Say's strategic plan are five goals which support our focus of delivering positive social impact by overcoming disadvantage in individuals, and beyond only hearing loss and children.

1. Deliver quality programs and services that are efficient and effective

We continued to create better futures by putting plans in place to expand our audiology service to support both young adults and older Australians. This empowers these individuals to live well and enjoy their hobbies and day-to-day activities, by being socially and emotionally connected through hearing rehabilitation. Our new integrated model will offer a range of services from diagnostic hearing assessments to rehabilitation through to implants, all delivered by our skilled audiologists and therapists to meet the lifestyle needs of each individual. Our social enterprise model is unique in that our Adult Hearing program supports our mission of teaching children born with hearing loss to listen, hear and speak – just like their hearing peers.

2. Optimise infrastructure for business outcomes

We focused on streamlining our systems and processes in 2018/19 by reviewing our technology, software and systems to meet the evolving needs of the organisation. The introduction of the National Disability Insurance Scheme (NDIS) has heralded a new way of doing business and has changed not only our relationships with families but has also resulted in increased financial and business transactions and administration to nurture our customer experience.

Looking ahead, development and implementation of a digital strategy to guide future investment to better support our operational needs is among our key priorities. This strategy will inform the integration of our existing databases to incorporate our finance, Customer Relationship Management (CRM), donation, appointment and reporting systems into platforms that are coordinated, responsive, and enable greater sustainability long-term. This will also allow us to deliver quality services and to continue to change the lives of people with hearing loss.

3. Grow programs and diversify revenue streams to create financially sustainable business models

As a charity, the landscape is changing. Traditionally Hear and Say has been largely funded through the generosity of the community in partnership with state government funding. With the implementation of the NDIS, we have seen a significant shift towards consumer-funded care (or consumer-directed care) with new Federal Government funds now channelled to Hear and Say through our families and clients.

In 2018/19, Hear and Say saw an overall increase in funds with 32% received through the generosity of our community, corporate and philanthropic partnerships; 24% generated by Queensland Government funding agreements; and 44% earned through service delivery (fee for service) under NDIS, Medicare and our private programs.

While NDIS presents many new opportunities, there are still significant gaps in funding which drive our ongoing need to continue diversifying our revenue streams to create a financially sustainable business model that ensures optimal outcomes for our clients. We must continue to grow our service offering to support our core work – championing children with hearing loss to hear, listen and speak.

We still need the support of our community, donors, corporate, government and philanthropic partners. Every donation to Hear and Say is a key contribution to the work we do in opening worlds to create a better future.

4. Achieve high performance culture through people

Our people are the driving force behind our work. The Hear and Say team is empowered through our values to excel and deliver our mission of ensuring the best outcomes for people with hearing loss. To ensure we build a high-performance culture, we continue to invest in an engaged and motivated workforce through opportunities for training and development, a strengthened rewards system and an 'anywhere, anytime' workplace.

5. Increase Hear and Say advocacy, brand position and awareness of the impact of our work

We continued to advocate nationally through First Voice, as well as at a state-level, to help ensure best outcomes for children and young people with hearing loss.

Together with First Voice, the national alliance of member organisations, we advocated for world-class early intervention services to give children with hearing loss the listening and spoken language skills necessary to achieve mainstream education, employment of choice and social integration in their community.

In March 2019, Hear and Say contributed to Australia's first-ever Hearing Health Roadmap, published by the Federal Government, which focused on a coordinated approach to improve hearing health for the millions of Australians impacted. Eight key priorities were identified, many of which align with Hear and Say's strategic direction. These included raising public awareness, providing more support for people with hearing loss, identifying and preventing hearing loss, closing the gap for the hearing health of Aboriginal and Torres Strait Islander communities, and enhancing the sector's workforce. The roadmap particularly highlights the importance of early identification and the role all Australians can take in looking after their hearing health.

Hear and Say works to challenge the perceptions of what a young person with hearing loss can achieve today through early intervention, modern technology and specialised listening and spoken language therapy. Much of our communications in 2018/19 have focused on highlighting the outcomes of our older cohort as they graduate from school and university or start a job just like their hearing peers. Looking forward, we will build on this to further showcase the incredible outcomes and impact early diagnosis and intervention has for people with hearing loss.

Hear and Say is excited to embrace the challenges and opportunities ahead of us as we realise our vision of opening worlds to create a better future for people with hearing loss. We continue to strive towards a future where we can help even more people and move beyond hearing.

We sincerely thank all those individuals in our community who make this critical work possible. We are proud to be part of an incredible community and the journey our children and families are on.

Mr Paul Laxon OAM
Chairman

Mr Chris McCarthy
Chief Executive Officer

Audiology

Our hearing connects us with everything around us – from sharing joyful laughter, to the rustling of leaves as children play in the park, to a music concert that gives us goose bumps.



28
children
and

3
adults

now hearing
optimally
via cochlear
implants

“Blindness cuts us off from things, but deafness cuts us off from people.”

Helen Keller

Without the ability to hear, you lose a special connection to the world – your community and your family.

Our inter-disciplinary approach provides people with hearing loss access to world-class, evidence-based services and hearing devices, optimising their access to sound and enabling them to communicate through listening and speaking.

In 2018/19, our qualified audiologists continued to work with local and international families and carers to undertake a range of services, encouraging early detection of hearing loss to achieve the best outcomes. Our specialist audiologists are experts in paediatric assessment and ongoing management.

Achieving desired outcomes for our paediatric audiology is time intensive and requires additional experienced clinicians, to enable an increased clinician to client ratio. This highlights a funding gap and is one of the areas where we rely on the generous support of funders and donors to continue to offer this essential service.

Over the past year, our services included diagnostic audiology assessments for infants referred through the Queensland Health Healthy Hearing program, specialised diagnostic hearing assessments for children, follow-up tests and assessments upon referral from our Hear to Learn school hearing screening, and pre- and post-surgical support for recipients of hearing implants.

In 2018/19 our world-leading implant program supported 28 new children and three new adults through pre-implant assessment to the switch on of their hearing implant/s. This meant they heard sound for the very first time or the first time in a long time – magical moments for their families, carers and our team.

We also undertook research and reviews to set the foundation for service expansion into supporting adult clients. This included visits to other leading cochlear implant centres in Australia to explore different program models and evaluate the required skills, technology and equipment to best meet the needs of this cohort.



One-year-old Benjamin.

“The journey started really early for us, and once we started receiving support, it got better. When we gained more information it made things clearer, and we can now understand the unlimited possibilities Benjamin has. Our main goal is for Benjamin to be able to engage with his community and connect with friends and family, here and in Brazil – and to be able to attend a mainstream school. Hear and Say has played an important role in his development and it has been great to learn the techniques that we can use everyday that can help him develop.”

Caio, Benjamin's dad

Jaspa's Story

When Jaspa had the newborn hearing screening at two-days-old, her parents Alana and Darcy assumed it would be a routine check.



| Jaspa, 10-years-old.

"I am no different to other kids my age. I can speak, listen and participate in everything they can. I just have some extra accessories on my head that help me."

Jaspa

When told their baby had no response in both ears, Jaspa's parents were surprised and wondered what would happen next.

At just eight-weeks-old, Jaspa was fitted with hearing aids and started weekly listening and spoken language therapy. Jaspa's hearing worsened at two-years-old and she had surgery for cochlear implants in both ears. She continued weekly listening and spoken language therapy until she started Prep at five-years-old.

"I often think if Jaspa hadn't received cochlear implants and the years of therapy, she wouldn't be so confident up on stage dancing, she wouldn't be able to hear the music," said Alana.

"Jaspa has had so many opportunities being able to go to mainstream school. She is very outgoing, sociable and she loves people – she also does dance lessons and loves to perform."

Now 10-years-old, Jaspa has also attended Hear and Say's COMET group social skills program, to continue to build her knowledge about her hearing loss so she is confident to explain to others how her technology works and self-advocate to actively participate in the classroom.

More recently, Jaspa spoke eloquently at the Hear and Say Toowoomba Trivia Night about her life as a young person with hearing loss.

Listening and Spoken Language

Our highly specialised Listening and Spoken Language Therapy program supports children with hearing loss from birth to six-years-old.



36 children
transitioned to
their local school

Early Intervention

Supporting children from diagnosis and transitioning them to mainstream schooling

Using the Auditory-Verbal Therapy philosophy, our listening and spoken language specialists work with families to develop their children's speech and language through listening. Using an inter-disciplinary model, our listening and spoken language specialists and families work together with other allied health professionals, including occupational therapists, physiotherapists, psychologists and social workers, so that families are able to access the required support for their children through one program.

Our individually tailored program continues to guide and coach families to teach babies and children the critical skills they need to train their brains to listen, process spoken language and speak like others around them. Last year, we saw an additional 106 children with hearing loss enrol in the program and start their journey to achieve their developmental goals, such as saying their first words at the same time as their typically hearing peers. More than 350 babies and children, with their families, attended regular appointments and learned activities and techniques to encourage spoken language in everyday routines in the home environment.

Our Telepractice program enabled children and families, regardless of where they live both in Australia and internationally, to access listening and spoken language therapy via videoconferencing technology.

Of the children (excluding those with an additional diagnosed disability) leaving our Early Intervention program at the end of their Prep year, 95.6% achieved core language scores within or above the average range of standardised language assessments. This is well above the general population, where 84% would be expected to be within the average range or above. This demonstrates the amazing outcomes that are possible with specialised intervention and a family-centred approach.

Early Intervention Group Social Skills Program

As part of the Listening and Spoken Language Early Intervention program, we continued to host our regular group programs Listen Little Stars, Little LEAP and LEAP across almost all of our centres. These early group programs are designed to educate families on how to help their children develop auditory awareness, spoken language, thinking skills and social interaction through everyday activities. It also assists them to learn about their child's pattern of early development and methods of facilitating this learning. These groups create an environment for families to connect with others in a similar situation and enable mutual family support.

Targeted Intervention

Support through school and beyond

Our Targeted Intervention program supported 54 school-aged students and young adults through specific intervention goals. For school-aged students we are able to track and monitor their progress and intervene, where needed, to ensure they access and participate in the school curriculum to the best of their ability. Through regular appointments, our team provided therapy, education and guidance to meet individual needs.

Thanks to the support of the Education Queensland's Specialist Disability Support in Schools program, our LSL specialists undertook school visits to deliver consultative services to educational staff and assist in improving a student's access to and participation in curriculum and educational outcomes.



260 children
accessing listening
and spoken language
from one of our
five centres



35 children
accessing listening
and spoken
language via
Telepractice



331 visits
to a child's
home or school

Group Programs

Teaching children and young adults the skills for resilience and wellbeing in day-to-day scenarios.

Our Programs

0-4 years
Listen Little Stars, Little LEAP, LEAP

2-4 years
LAUNCHPAD

3-5 years
Munch and Learn

5-6 years
ROCKET

6-7 years
PLANET

8-11 years
COMET

12-15 years
STAR

16+ years
Hear to Live

We delivered group social skills programs across our five centres to support older children and young adults with hearing loss in overcoming problems they often face in social and education settings. The programs, aligned to ages and developmental stages typical in older childhood, provide a safe and welcoming environment where children can connect and boost their confidence in engaging with others in day-to-day activities. They encourage children and young adults to be resilient and practice their communication techniques, regulate and manage feelings and emotions in different situations as well as practice conflict resolution with their peers. They also help to identify any areas where language and communication could be improved with the support of Targeted Intervention.

PLANET, a new group program for children in Years one and two, was introduced in 2018/19. This program provided an opportunity for children to continue to refine their interpersonal skills in a safe and supportive environment that was fun, motivating and meaningful.

We also held our second Hear to Live program for young adults who are about to or have recently graduated from secondary schooling. Hear to Live encourages independence

highlighting the specific skills that are crucial for post-school success, in particular the ability to advocate on their own behalf as they transition to adulthood.

In 2018/19, we held a half-day transitional workshop with over 30 young adults with hearing loss and their families coming along to hear speakers talk about the support services available at university. The workshop also provided insight into how to access employment resources, resume and interviewing tips, if, when and how to disclose their hearing loss to their employer, stress management and mental health concerns and self-advocacy skills. Attendees also heard from an interactive mentor panel consisting of five young adults with hearing loss who shared their experiences with study, employment and moving away from home.

Looking forward, given the interest and demand for more involved programs for this age group, we will run a three-day workshop. Key objectives will focus on social support and mentoring, stress management, self-esteem, leadership and resilience building, as well as self-advocacy coaching with role-playing to practice skills learned during the workshop.

12-15 years **STAR**

For the first time in four years we ran STAR, which supports 12 to 15-year-olds in becoming more confident and independent. The program works to build their problem solving and communication skills based around hearing issues they experience, understanding their hearing loss and troubleshooting technology. The program includes a three-month follow-up reunion where participants have the opportunity to practice the skills. This year's reunion involved a cooking class where participants made an Asian-inspired lunch practicing organisation skills, time management, following a recipe, and working as a group to prepare, cook and enjoy a delicious five-course meal.



STAR group social skills program.



1,409
occasions

of attendance where children
boosted skills and confidence across
all group social skills programs

“

I was surprised and also excited that the children were going to do a cooking class, as part of the STAR follow-up reunion, as I hadn't realised the huge impact and benefits the program could have for William, covering multiple areas in his development. It built his confidence, independence and social skills. I am so grateful that William has had this wonderful opportunity. Taking him out of the home environment and interacting with other children with hearing loss is a development opportunity that he would never otherwise have, and makes a big impact on his life.

Sandra, mother to 13-year-old William

It was a great program, it allowed me to interact with other people with hearing loss, and I learnt so much. The cooking class was fantastic, and I also tried a lot of foods I would not have normally have eaten.

13-year-old William

”

Screening Services

Classrooms are noisy and tiring environments especially for children with a hearing loss, which can have a significant impact on a child's ability to learn. Without early detection and rehabilitation, it can lead to speech and language delays, educational difficulties, behavioural problems and often the need for increased support.

Hear to Learn: School Hearing Screening Program

Our mobile team of experts provided hearing screening to 258 schools across Queensland, empowering children to make the most of their education now and into the future. This best-practice clinical screening program consists of three assessments with clinical oversight by our expert paediatric audiologists. A total of 16,034 students were screened with approximately 22% of children identified as having hearing difficulties and requiring follow up or ongoing monitoring. Through early detection and awareness of hearing health issues, our team worked with a number of families and schools to provide an early intervention strategy for the children identified to ensure the best possible outcomes.

Partnering to Extend Reach

Thanks to the support of our incredible partners we are able to extend our reach whilst providing best-practice clinical screening throughout the community.

Thiess

Thanks to the support of our founding regional partner, Thiess, in 2018/19 we delivered school screening to 868 students across 23 schools in Central Queensland, over double the previous year. 19% of children were found to have hearing difficulties and were either referred for further medical opinion, a full hearing assessment or encouraged to monitor their hearing.

North Coast Aboriginal Corporation for Community Health

In partnership with the North Coast Aboriginal Corporation for Community Health (NCACCH), we visited 37 schools and screened 568 Indigenous children attending schools in the Sunshine Coast and Gympie regions. This partnership also enabled the screening of an additional 354 non-Indigenous students. Approximately 24% of children required

follow-up treatment. Together, we are extending the reach of the NCACCH's previous work in this field, relieving the administrative burden to the organisation and providing best-practice services to local children.

Save the Children

Together with Save the Children we completed our third visit to the Tara region during November 2018 to screen children for hearing loss. Through nine schools, almost 170 children were screened with 13% requiring referral to their GP or ongoing monitoring. Save the Children will be the first of our partners to receive our expanded hearing and vision screening services to their chosen schools next year.

Catholic Education

In our third year of partnering with Catholic Education we continued to extend our reach and impact by visiting 18 schools and screening more than 1,000 students across Catholic primary schools. This is a significant increase of more than double the number of students compared to the previous year.

“As a rural school two hours from a busy centre, having Hear and Say's Hear to Learn school hearing screening program visit was fantastic. To get our students tested and pick up any concerns at a young age will assist families in having problems seen to, as lack of hearing is a huge barrier to students' learning. The staff were very professional and communication prior to arrival was first-class. I look forward to the opportunity to work with Hear and Say in the future.

Mark Wrigley, Principal, Queens Beach State School

Hear to Learn School Screener,
Matt, screening at
Ithaca State School.



Since 2016, across Queensland Hear to Learn has screened over

47,000 children

Of the children who sought follow-up support from Hear and Say:

31 children
diagnosed with sensorineural
loss/mixed hearing loss

85 children
diagnosed with
conductive loss

53 children
found with
ruptured eardrums

1 child
implanted with
cochlear implants

Training and Education

Our global education and development program trained professionals in the field, building their capacity to work with individuals and families affected by hearing loss. It provided practical insight utilising our research knowledge combined with our clinical expertise to ensure they have access to the most up-to-date education on listening and spoken language therapy using the Auditory-Verbal Therapy philosophy.

A popular training event was our Supporting Children with Hearing Loss in the Mainstream Classroom package, for early childhood educators and teachers. It includes practical content including techniques to assist children with hearing loss, facilitating development of social skills, hearing technology and more.

Our Parent Training program provided face-to-face and online training, events and resources, bringing families together to learn from experts and, importantly, from each other. Topics included creating a calm environment for mealtimes, advocating for a child's access and inclusion, successful transition to school, positive approaches to behaviour management, music therapy for the home, and development of a child's theory of mind skills.


Upskilling Experts Internationally

Continuing to share our knowledge, train and mentor experts internationally, Hear and Say clinicians delivered a five-day face-to-face Essential Skills in Auditory-Verbal Therapy training program to more than 30 professionals working or studying in the area of hearing impairment in China. This course is the first step towards professionals in China developing specialist skills in Auditory-Verbal Therapy for teaching listening and spoken language to children with hearing loss. This will allow children the best chance to learn to listen and speak, read and learn, and gain employment so they and their families, their communities and their country can benefit.

Our senior professionals, including an audiologist and listening and spoken language specialists, engaged participants through a number of interactive styles of teaching across a wide variety of topics such as auditory function, language development, implantable hearing technology and candidacy considerations and working with families. Feedback from participants was overwhelmingly positive with over 92% of participants reporting that the course was valuable and assisted in progressing their professional skills in this specialised area.



Hear and Say's Clinical Manager, Jess, at the training program in China.



Tash and Craig with two-year-old Winten donning their loud shirts for Loud Shirt Day, 2018.

Winten's Story

At 31-weeks pregnant, Tash gave birth to her beautiful baby boy, Winten.

Due to a number of health issues including his intake of oxygen, Winten spent the first 111 days in hospital.

"Two days before we were due to take our little boy home, we had the newborn hearing screening done. We assumed it would be a quick test and we could finally leave the hospital. But when we were told he didn't pass, we assumed it was related to other areas of his health impacting the test," Tash said.

Despite the two test results, Tash didn't believe it – she thought Winten's hearing was fine because of his reactions when they would enter the room. When they tested his hearing again, Winten's parents were told he had profound hearing loss.

"I remember thinking this was another thing our beautiful baby boy, who already had health

issues, was going to have to deal with. I was worried that being deaf was going to isolate him from the world," Tash said.

Winten began occupational therapy and physiotherapy at Hear and Say and in October 2018 he received cochlear implants in both ears. Since having his implants switched on, Winten's world has become richer and much bigger.

"He gets a lot of joy from the small things – watching play school, listening to music or just hearing his family talk and be around him. Winten has now started to talk with one of his favorite words being 'Ara' for our dog Kiara, as well as 'more' when he is eating.

"Winten is also a social butterfly, he loves to be out and about particularly when his family goes out to the park or for a walk with Kiara, the dog.

"It is not so much that he is doing things we never thought possible, it is more that he is doing everything we dreamed for him because he has the cochlear implants and access to sound."

Driving Research

Research bridges the gap between science and better hearing for all, providing the evidence-base to underpin our work.

Working in collaboration with world-class researchers, we continued to advance our knowledge and provide the evidence-base to underpin our work. To ensure our research aligns with our strategic priorities, a significant review was undertaken by the Research Advisory Committee which aimed to broaden our research focus to an all-of-life approach. The review informed new processes, with six research priority areas developed to inform our future collaborations.

Research in Action: Understanding How People Think and Feel

In collaboration with internationally renowned researchers Prof Emeritus Candida Peterson and Prof Virginia Slaughter from the School of Psychology at The University of Queensland, Hear and Say is currently undertaking an exciting new research study, *Theory of Mind Development for Children With Hearing Loss*. Theory of mind, or the capacity to understand what people think and feel, is important for children's social functioning and developing peer relationships.

This research aims to examine theory of mind development in children with hearing loss and provide new insights into their social-cognitive development and skills.

It is hoped that this research project will inform and open avenues for new interventions to enhance social functioning and peer relationships for children in our programs.

A Spotlight on Research: Literacy Development in Children with Cochlear Implants

Dr Nicole Bell completed her PhD, *Literacy Development in Children with Cochlear Implants*, which followed children with cochlear implants who were receiving early listening and spoken language therapy. The research examined the children's early

reading and spelling skills and compared them to children of a similar age and chronological and mental age group with normal hearing.

This research is the first to directly compare these two groups and provides a clear indication of how our children with cochlear implants track against their peers with natural hearing after they graduate from early intervention. It is also the first study to examine how the children's brains process word meaning and rhyme.

The research found that children with cochlear implants, who had access to listening and spoken language, had similar reading comprehension and spelling skills to their peers but performed significantly worse with respect to word reading accuracy.

With respect to the processes underlying reading and spelling, the findings suggest that children with cochlear implants are able to use their visual systems to store and recall written words in a normal manner, for example reading and spelling sight words or words that cannot be sounded out such as 'yacht'. However, they experience difficulties using their phonological systems to store and recall the sounds within words and their phonics knowledge (converting letters to sounds and vice-versa). Sounding out words, a skill critically important for reading new words, draws heavily upon these sound-based subskills and so may be problematic for some children with cochlear implants.

Prior to Nicola's research, very little was known about outcomes for children after five years of age who had received early listening and spoken language intervention. These findings provide important and unique insights into children's development and continued improvement to our Early Intervention program to further support the children's phonological development and ultimately lead to better literacy outcomes for all.



Mum, Samantha, with son Andre at Telepractice intensive workshop.

Microtia and Atresia

Support Centre

Our Microtia and Atresia Support Centre, the only centre of its kind in the world, continued to provide face-to-face education and training, telepractice support and advocacy for health professionals and families of children living with these rare conditions. Our inter-disciplinary team aims to build the skills of families to have confidence to navigate their health journey and make informed decisions about their ongoing care and treatment.

Providing Education

In 2018, we delivered the 10th annual Microtia and Atresia Conference to families and health professionals, presented by local and international clinical and consumer experts. The program provided practical tips and advice for families impacted by microtia and atresia to support their journey as well as the opportunity to have one-on-one consultations with clinicians.

Popular topics included auditory development and atresia repair by world renowned United States surgeon Dr Joseph Roberson, rib graft ear reconstruction by Sydney surgeon, Dr Joe Dusseldorp, Medpor ear reconstruction by United States surgeon Dr John Reinisch and a session featuring three children who attended our very first Microtia and Atresia Conference 10 years ago, to update our audience on their journey over the last decade.

For the first time, we also hosted a half-day mini-conference in Sydney to share the latest in best-practice, research and information with families who are unable to travel to our annual conference in Brisbane. Expert speakers provided information for 47 parents and professionals on navigating the microtia and atresia journey, unilateral hearing loss and ear reconstruction as well as hearing from 14-year-old Chelsea who spoke about her personal journey with microtia and atresia.

“Thank you for allowing us to have access to all the information we have had to-date to be able to get to this point – we have made more progress in our decision making having attended your mini-conference and this conference alone. It was fantastic to meet so many other parents and children in similar situations and to hear from the experts in the field.”

Jamie, mother to 21-month-old Edward who has microtia and atresia

Thank You

To our donors, partners, friends, families and the community, we are grateful for your continued support and passion in opening worlds to create a better future for families impacted by hearing loss.

From donations and corporate partnerships, to events, adventure challenges and workplace giving, Hear and Say is proud to share our journey with so many supporters from across the community. This critical support ensures we can continue giving children the tools to hear, speak and live to their full potential.

Loud Shirt Day fundraiser
and Hear and Say
supporter, Marc – Mettle.



I am proud to support Hear and Say in my roles both as a father-to-two children born with profound hearing loss, and as the Managing Director of construction company, Mettle. Our partnership with Hear and Say takes many forms, culminating this year in our Loud Shirt Day celebrations which saw over \$25,000 raised to support more local families impacted by hearing loss. It has been inspiring to see the Mettle team so engaged and really rally behind this worthy cause, knowing it all makes a difference for Hear and Say's work teaching kids to hear, listen and speak.

Marc, Mettle



Cause for Cocktails



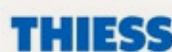
Glen and Lisa Richards Foundation



Ken Fletcher Foundation



The Stan and Maureen Duke Foundation



Queensland Government:

- Non-State Special Needs Organisations (NSSNO) Program, Department of Education
- Specialist Disability Support in Schools (SDSS) Program, Department of Education
- Queensland Health
- Department of Communities, Child Safety and Disability Services

Australian Government:

- Department of Infrastructure, Transport, Cities and Regional Development
- Department of Industry, Innovation and Science
- Department of Justice and Attorney-General
- Department of Social Services
- Community Health and Hospital Program

Our People

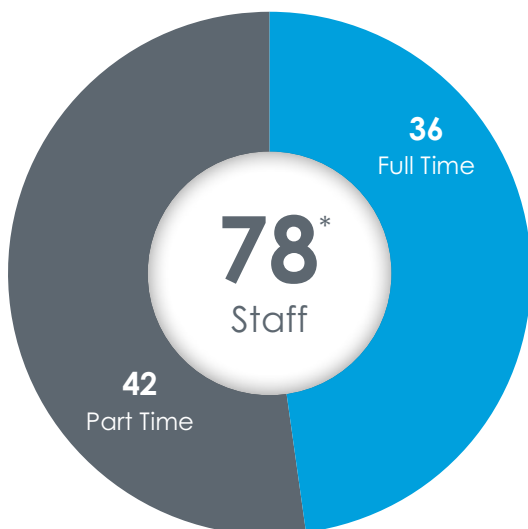
Our dedicated team of motivated staff, volunteers, our board and committees form the strength of Hear and Say. Together we are opening worlds to create a better future for children and adults with hearing loss.

Passionate, caring, energetic and dedicated staff are fundamental to the work of Hear and Say. We are committed to listening to our staff and bringing opportunities for change to ensure an engaged and motivated workforce.

In 2019, we conducted a Staff Engagement Survey via the Voice Project to gain a better understanding of staff behaviours, perceptions and satisfaction as well as to improve the experience for our staff at work.

Support, quality and values were the key strengths highlighted in the survey, with a completion rate of 80%. 98% of staff indicated they take pride their role with Hear and Say, highlighting strong engagement with our values and purpose.

The results informed our strategy to improve performance and culture in our workforce. A more flexible work practice alongside a strategy to refresh our information technology hardware and systems are among the outcomes of this strategy.



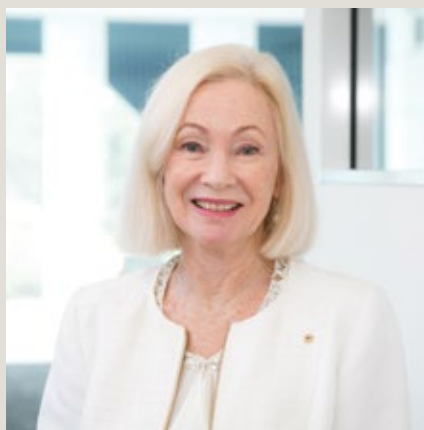
	98%	I believe in the values of this organisation
	98%	I am proud to tell people that I work for this organisation
	98%	I believe in the overall purpose of this organisation
	97%	I have confidence in the ability of my co-workers
	97%	This organisation has enough flexible work arrangements to meet my needs



Amy, Hear and Say listening and spoken language specialist, at Telepractice intensive.

Meet Our Team

Our dedicated executive management team has the skills, expertise and motivation to deliver our strategic plan and achieve our vision and mission.



Dr Dimity Dornan, AO
Executive Director and Founder

Dr Dimity Dornan is a qualified speech pathologist, founder and executive director of Hear and Say. Dimity is an integral part of our team and continues to support business development and the board.

Full biography in Meet Our Board.

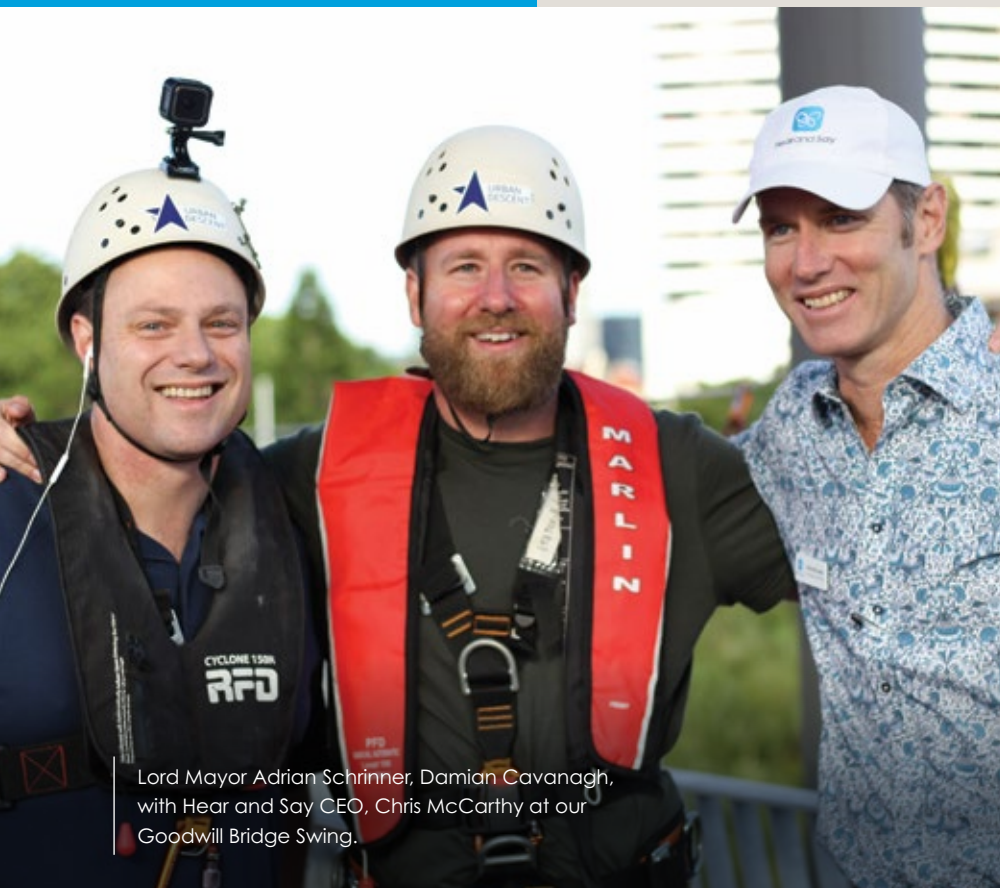


Chris McCarthy
Chief Executive Officer

Chris McCarthy is an experienced director, chair and proven leader in the not-for-profit sector with a strong background in facilitating change. Chris graduated from the Royal Military College, Duntroon and served for 12 years as an officer in the Australian Regular before embarking upon a career in the private sector, joining the Hear and Say team in 2007 and being appointed as CEO in 2012.

Chris is dedicated to facilitating the relationships between government, non-government, philanthropic and community groups required to transform the lives of children, families and communities affected by hearing loss. A well-respected leader in the health and social services sectors, not only as CEO for Hear and Say but also in his various roles.

Chris is committed to challenging the perception of deafness and hearing loss in the community and helping individuals and communities affected by hearing loss to achieve their full potential.



Lord Mayor Adrian Schrinner, Damian Cavanagh, with Hear and Say CEO, Chris McCarthy at our Goodwill Bridge Swing.



Amanda Mather **General Manager**

Amanda Mather joined Hear and Say in January 2015 bringing over 25 years of experience in strategy, business development and marketing. Amanda brings unique perspective to her role having broad health, community and disability services sector experience. She also has extensive knowledge in service delivery and funding models and proven ability in successfully leading and managing the delivery of large and complex programs.

Amanda is responsible for business development and marketing, screening services and operational business support services. Amanda was recently appointed to the Community Services Industry Alliance (CSIA) National Reform Council, an innovative panel that exists to drive change and transformation in community services across Australia, and she supports growing the human bionics industry in Queensland as a founding Director of Bionics Queensland.

Amanda holds a Master of Business (Marketing) as well as Graduate Certificate in Management and Bachelor of Business (Marketing).



Amanda Williams **Fundraising and Communications Director**

Amanda Williams joined Hear and Say in 2016 and brings a wealth of international experience to her role of fundraising and communications director.

Amanda previously worked for some of the United Kingdom's (UK) highest profile charities including Make-A-Wish Foundation, Action on Addiction and Breast Cancer Campaign where Amanda led teams to the next level of growth within each organisation.

Coming from a corporate marketing and communications background she also led some of the UK's largest charity and corporate partnerships. With extensive fundraising and communications experience, Amanda's leadership, strategy and relationship management skills particularly within major gifts is now helping to expand Hear and Say's capacity for longer term sustainability.

Amanda holds a Bachelor of Applied Sociology (Hons).



Emma Rushbrooke **Clinical Director**

Emma Rushbrooke is a qualified audiologist and listening and spoken language specialist (certified Auditory-Verbal Therapist), specialising in implantable hearing technology and listening and spoken language therapy. Emma joined Hear and Say in March 2000 as an audiologist, then clinical manager from 2000 to 2006 and then clinical director 2007 to-date.

In her current role, Emma oversees the Listening and Spoken Language Therapy and Audiology programs, and the Australian Microtia and Atresia Support Centre. Emma is also actively involved in mentoring, training and development and research, and acts as an advisor on projects and governance. Emma completed a Master of Philosophy in 2012 at The University of Queensland. Emma is currently the AG Bell Academy Board Chair and member.

Emma holds a Master of Philosophy in Audiology, a Bachelor of Arts, a Diploma in Audiology, Auditory Verbal Therapy Certification (LSLS Cert. AVT) and a Registered Nursing Certificate.

Meet Our Board

The Hear and Say board consists of eight directors who volunteer their expertise to lead our Executive Management Team (EMT) in the strategic plan. Led by chairman Mr Paul Laxon OAM, our board delegates operational responsibility to our CEO, who together with the EMT is accountable to the board.

Mr Paul Laxon OAM – Chairman

Paul is the former managing partner of EY in Queensland and their former Oceania Energy and Infrastructure Tax Leader. Paul retired from EY at 30 June, 2018.

Paul was also a former member of the EY board of partners in Oceania and a former member of the EY Asia Pacific board of partners. Paul joined the board of Hear and Say in 1999 and was elected chairman in 2010.

Dr Jane Black – Deputy Chairman

Jane is a clinical specialist social worker with extensive experience in paediatric deafness, parent support and parental relationships. After 20 years supervising a specialist otological surgical practice, Jane graduated from The University of Queensland with first-class honours. She is currently undertaking doctoral studies examining prognostic factors in paediatric cochlear implantation.

Jane was previously the chair of Hear and Say from 1996 to 2008, and continues to chair Hear and Say's Research Advisory Committee, as well as lead surgical coordination for the Queensland Cochlear Implant program and Hear and Say's Paediatric Cochlear Implant program. Jane was also a director of Attune Hearing, a leading Queensland medical audiology company from 2006 to 2008 and has acted in many capacities in both for-profit and not-for-profit organisations.

Dr Dimity Dornan, AO – Executive Director and Founder

Dr Dimity Dornan is qualified speech pathologist, and the founder and executive director of Hear and Say. Having worked in other models of service delivery for children with hearing loss, Dimity was truly inspired by Judy Simser at a convention – the evidence for Auditory-Verbal Therapy was compelling. She took the steps to study Auditory-Verbal Therapy in Canada, working with experts in the field and started up a charity board of about 20 representatives including hearing professionals, business, finance, education and medical personnel.

Dimity initiated Hear and Say research and innovation, as well as global training and education at Hear and Say. Dimity is the founder of Human-Bionics Interface, linking professionals in the human bionics field nationally. She is also the founder and chair of Bionics Queensland, a state-based bionics cluster.

Dimity is Adjunct Associate Professor at The University of Queensland, Griffith University and Queensland University of Technology; Honorary Associate at Macquarie University, and has received an outstanding number of awards, including: QUT Business Leaders Hall of Fame (2017); Business Leader of the Year for India Australia Business and Community Awards (2017) and Senior Australian of the Year for Queensland (2018).

Mr Matthew Ames – Board Director

Matthew has a unique mix of professional and personal experience, with an in-depth understanding of strategy, risk and cultural change. With a grounding of almost 20 years in the energy and resources industry, he has found innovative ways to apply his knowledge after what started as a sore throat resulted in the loss of all four of his limbs in 2012. Through collaboration across numerous sectors, both domestically and internationally, he has found new ways to achieve independence, including the first application of bilateral mind controlled bionic arms in the world. Matthew is involved in a variety of endeavours in the health sector, including as a board member of Hear and Say and a member of steering committees for Queensland Health, the Australian Digital Health Agency and Bionics Queensland.

Dr Margaret Steinberg AM – Board Director

Margaret brings to the board expertise in ethical decision-making as a clinician, academic and administrator. A former Commissioner, including of the Criminal Justice (CJC) and Crime and Misconduct (CMC) Commissions, Margaret currently sits on several boards and tribunals, and was previously on the MetroNorth Hospital and Health Services board. Awards include a Churchill Fellowship (disability and early intervention), NHMRC Travelling Fellowship (Telemedicine) and WHO Study (HIV/AIDS). She was made a Member of the Order of Australia in 2003 in recognition of her work in public health, discrimination, ageing, HIV/AIDS and social justice.



(Left to right) Mr Paul Laxon OAM, Dr Margaret Steinberg AM, Mr Justin Hogg (Company Secretary), Dr Jane Black, Dr Peter Riddles, Mr Rod Solomons, Mr Matthew Ames, Mr Andrew Fraser and Dr Dimity Dorman.

Mr Andrew Fraser – Board Director

After a career in public office in which he held the position of Treasurer of Queensland from 2007 to 2012, Andrew now serves on diverse a range of boards. He is an independent director of Sunsuper, a top 10 Australian superannuation fund with more than one million members. He serves as the chair of the Investment Committee for the fund's \$45 billion portfolio. After serving in a full-time executive role at the NRL as Head of Strategy and Investment, Andrew now serves on a range of boards in rugby league. He is a director of the Rugby League World Cup 2017 Ltd, New Zealand Rugby League and the Gold Coast Titans. Previously he served on the Australian Sports Commission. Andrew is also an independent member of Griffith University's Finance, Risk and Resources Committee and has recently been appointed to serve on the University Council. He graduated from Griffith with degrees in law and commerce, in which he achieved first-class honours and won the University Medal.

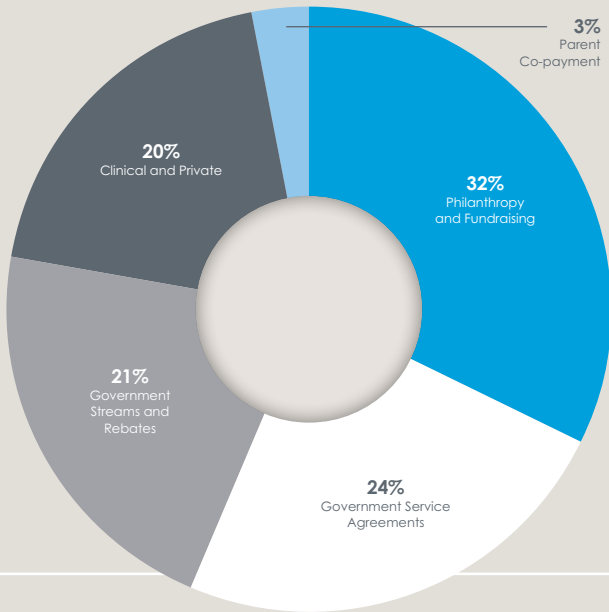
Dr Peter Riddles – Board Director

Peter seeks to contribute to sustainable development through realising and applying the benefits of innovation from science. He is presently the chair of Griffith Enterprise, a director of the Australian Stem Cell Centre, chair of Wound Management Innovation Cooperative Research Centre, and strategic advisor to a number of private firms. He is a member of the Alberta Research and Innovation Authority (Canada), a fellow of the California Technology Council and a board member of the CSIRO. Peter is also the inaugural chair and president of Life Sciences Queensland, building on his experience as a founder and inaugural president of AusBiotech and the last chair of the Queensland Biotechnology Advisory Council. Peter was made an adjunct professor at The University of Queensland from 1998 to 2000; fellow of the Australian Institute for Company Directors (2001); Honorary Life Member of AusBiotech (2004) and was awarded the Queensland Life Sciences Industry Excellence Award in 2010.

Mr Rod Solomons – Board Director

Educated in Australia and France, Rod has held several senior international roles, including managing director of the leasing arm of a major international bank based in the Netherlands (ABN Amro); head of a major division (Software) of one of the world's leading IT companies (IBM) across many geographies; and Australian Trade Commissioner, based in India and responsible for the South Asia region. Rod has lived and worked in several countries, including Australia, France, UK, USA, China and India. Since returning to Australia, Rod has been a non-executive director on several boards, including being chair of two India-based international IT organisations, a director of a medical not-for profit organisation, a director and advisory board member of an international vocational education company, a director of an international packaging company and a director of an international mining equipment company. Rod also consults in the area of exports to Asia, work pro bono as a business mentor through Business Mentoring (Noosa), and is involved with Tennis Australia.

Financials 2018/19

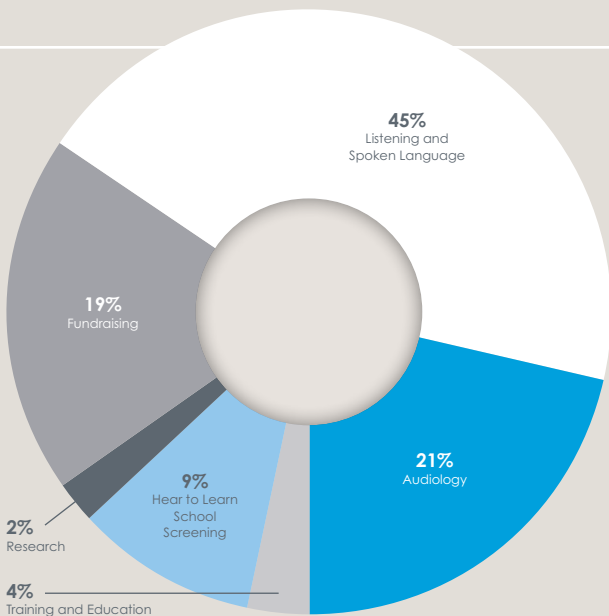
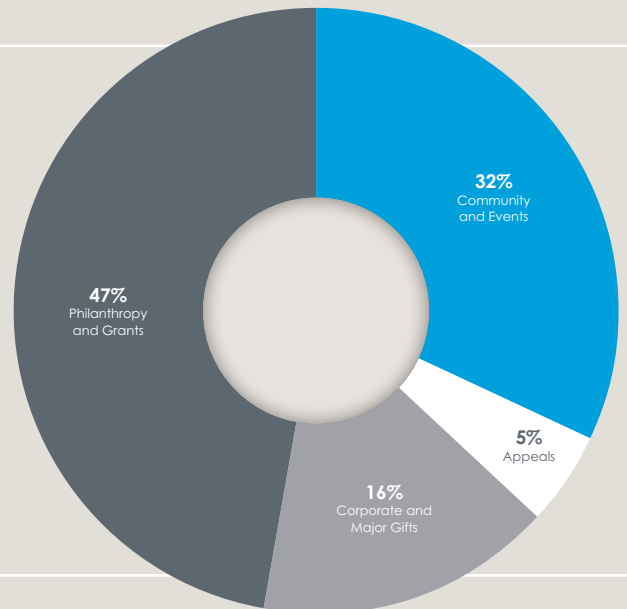


Sources Of Income

● Philanthropy and Fundraising	32%
● Government Service Agreements	24%
● Government Streams and Rebates	21%
● Clinical and Private	20%
● Parent Co-payment	3%

How You Have Helped Us

● Community and Events	32%
● Appeals	5%
● Corporate and Major Gifts	16%
● Philanthropy and Grants	47%



Where The Money Goes

● Audiology	21%
● Listening and Spoken Language	45%
● Fundraising	19%
● Research	2%
● Hear to Learn School Screening	9%
● Training and Education	4%

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June, 2019

	2019 \$	2018 \$
INCOME		
Clinical services	2,642,224	1,598,051
Fundraising event revenue	263,803	235,155
Government grants	1,471,187	1,344,974
Non-government grants and donations	1,674,815	1,998,744
Gain on disposal of assets	6,290	–
Interest revenue	19,645	24,275
Other income	36,495	47,940
TOTAL INCOME	6,114,459	5,249,139
EXPENDITURE		
Advertising and promotion	12,074	25,727
Bad and doubtful debts	55,833	26,308
Board governance	40,000	–
Cleaning	44,795	45,531
Clinical services	68,159	38,063
Consultant fees	419,711	49,020
Depreciation and impairment charges	516,595	434,979
Employee benefits expense	4,425,018	4,173,661
Fundraising expense	208,672	166,942
Insurance	63,873	66,517
Interest expense	2,205	854
Licenses and fees	110,640	74,042
Occupancy costs	102,477	117,530
Other expenses	103,769	78,540
Postage, printing and stationery	62,345	113,627
Repairs and maintenance	221,005	196,966
Telephone and internet	127,723	118,596
Travel and accommodation	128,715	116,782
TOTAL EXPENDITURE	6,713,609	5,843,685
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(599,150)	(594,546)

Statement of Financial Position

30 June, 2019







	2019 \$	2018 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,265,467	1,509,438
Trade and other receivables	471,639	221,585
Inventories	2,751	613
Other assets	64,691	58,971
TOTAL CURRENT ASSETS	1,804,548	1,790,607
NON-CURRENT ASSETS		
Property, plant and equipment	13,100,467	13,368,636
Other financial assets	10,000	30,013
TOTAL NON-CURRENT ASSETS	13,110,467	13,398,649
TOTAL ASSETS	14,915,015	15,189,256
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	627,226	274,829
Provision for employee benefits	491,662	444,726
Other liabilities	270,918	352,449
TOTAL CURRENT LIABILITIES	1,389,805	1,072,001
NON-CURRENT LIABILITIES		
Provision for employee benefits	39,846	32,741
TOTAL NON-CURRENT LIABILITIES	39,846	32,741
TOTAL LIABILITIES	1,429,651	1,104,742
NET ASSETS	13,485,364	14,084,514
EQUITY		
Asset revaluation reserve	2,495,597	2,495,597
Retained earnings	10,989,767	11,588,917
TOTAL EQUITY	13,485,364	14,084,514

Statement of Cash Flows

For the Year Ended 30 June, 2019

	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from appeals, supporters and services	5,854,986	5,204,571
Payments to suppliers and employees	(5,933,371)	(5,438,432)
Interest received	19,645	24,275
Interest paid	(2,205)	(854)
Net cash provided by/(used in) operating activities	(60,945)	(210,440)
CASH FLOWS FROM INVESTING ACTIVITIES		
Movement in property, plant and equipment	(203,039)	(55,162)
Movement in investment	20,013	(3,717)
Net cash used by investing activities	(183,026)	(58,879)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net increase/(decrease) in cash and cash equivalents held	(243,971)	(269,319)
Cash and cash equivalents at beginning of year	1,509,438	1,778,757
Cash and cash equivalents at end of financial year	1,265,467	1,509,438

How we can open worlds together

-  Give a regular gift
-  Donate now
-  Volunteer with us
-  Partner with us
-  Leave a bequest
-  Attend our events

Connect with us

Hear and Say

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Hear and Say
Opening worlds