



**Hear and Say Centre**

for children who are deaf/hearing impaired  
and their families



Annual Report 2005-2006

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The Hear and Say Centre is most grateful to all those who have made generous donations to assist our Centre with its work.

These organisations and individuals make it possible for the Centre to continue to provide gold standard, early intervention services to children who are hearing impaired or deaf to enable them to live their lives in the hearing world.

*“A hundred years from now it will not matter what my bank account was, the sort of house I lived in, or the kind of car I drove. But the world may be different because I was important in the life of a child.”*

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 Franco Di Bartolomeo  
 Dr Bruce & Mrs Jane Black  
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## Volunteers

The Universal Declaration on Volunteering states that *“Volunteering is a fundamental building block of civil society. Volunteering is a way in which human values of community, caring and serving can be sustained and strengthened”.*

In Australia volunteers give over 836 million hours annually, mainly to not for profit organisations. The benefits are substantial, flowing through to organisations, clients, communities and to the volunteers themselves.

*“Volunteering can be stimulating, challenging, sometimes tiring but always rewarding”*

The Hear and Say Centre values the contribution made by its volunteers and recognises the time and skill donated by them all. In particular the Centre acknowledges:

Karen Anderson  
 Jan Ashe  
 Susan and Chris Berry  
 Katrina Chambers  
 Lee Chapman  
 Lynette Craig  
 Russell Evans  
 Cathy Holland  
 Michelle Holmes  
 John Hyde  
 Joanne Jacobitz  
 Patricia Jones  
 Tim Kendall, BDO Kendalls  
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 Jill Penridge.  
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 Sherrie Reimer  
 Miriam Rogers  
 Barry Shonhan, Barry Shonhan Pty Ltd  
 Suncorp Executive team  
 Suncorp IT Team  
 Suncorp Sponsorship team  
 Pam and Stuart Watson  
 Emma Weedon  
 Louie White

## Mission Statement

To enable families in Queensland to achieve optimal outcomes for their children with hearing loss by teaching them to listen and speak using our world leading end-to-end service delivery model.

## Our Vision

To be a leader in the provision of access to listening and speaking for children with hearing loss and their families worldwide.

## Our Focus

The relationship between our mission and vision is reflected in our focus areas as follows:

- ▶ To consolidate and expand our practice in Queensland as a foundation to support children with hearing loss worldwide; and
- ▶ To begin the process of providing access to listening and speaking for children with hearing loss and their families worldwide in a way that supports our service delivery to children and families in Queensland.

## Our Values

The following values underpin the ethos of the Hear and Say Centre and provide the foundation to achieve both our mission and vision:

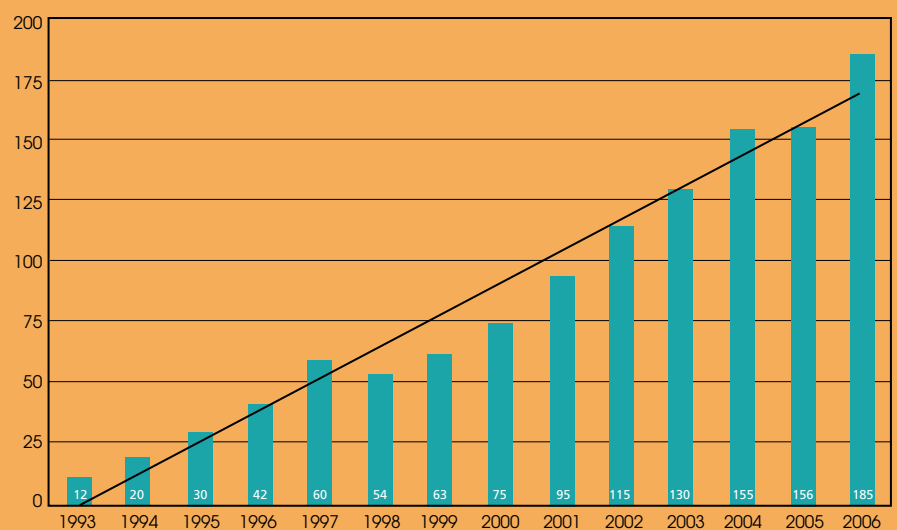
- ▶ We take a professional approach in all of our activities
- ▶ We demonstrate our trust in each other and our affiliates
- ▶ We operate as a team in the support of families
- ▶ We show empathy to our colleagues, families and stakeholders
- ▶ We maintain a family/client focus.

## The Hear and Say Adventure is...

- ▶ A warm family atmosphere where dedicated Certified Auditory-Verbal Therapists, Teachers of the Deaf, Speech Pathologists and Audiologists work with the family and the child
- ▶ A registered charity where children who are hearing impaired learn to listen, understand language and speak; and where the main objective is full integration into mainstream education
- ▶ A unique early intervention learning opportunity for children who are hearing impaired and their families where each child's specific needs are met with a program which is intensive, personalised and educational
- ▶ A Children's Cochlear Implant Program to twelve years of age
- ▶ MAPPING of the cochlear implant and assessment for cochlear implant children to eighteen years of age
- ▶ Ongoing audiological management
- ▶ Auditory-Verbal Therapy which recognises the parents as the natural language teachers of the child
- ▶ An Infant Hearing Screening Program
- ▶ Early diagnosis and fitting of hearing aids
- ▶ A Parent/Infant Program for newly diagnosed babies
- ▶ An Early Intervention Program from twelve months
- ▶ An Outreach Program and Videoconferencing Service for country and isolated families
- ▶ An Adolescent Program to encourage and promote social interaction and life skills
- ▶ Sequential learning following normal child developmental patterns and expectations
- ▶ Liaison with relevant education and medical personnel within the child's community
- ▶ The guarantee that the centre's Auditory-Verbal teaching methods are of international standard
- ▶ Use of current research data
- ▶ A centre that offers parent guidance, counselling and support for the whole family
- ▶ An experience which is made possible by the generosity of the centre's friends and supporters
- ▶ A diverse team of qualified professionals
- ▶ Regional Centres located in North Queensland and the Sunshine and Gold Coasts
- ▶ A visiting service to the Darling Downs.

## The Journey so far

Progression in child numbers at 30 June each year



## Affiliations

- ▶ Alexander Graham Bell Association for the deaf and hard of hearing
- ▶ Co-operative Research Centre for Cochlear Implant and Hearing Aid Innovation
- ▶ Six Centre Alliance comprising similar services in most states and New Zealand
- ▶ Member of Research Australia

# Chairman's Report



The last twelve months have been both challenging and rewarding – we have continued to be successful and to grow our core specialist areas of complex diagnostic audiology, cochlear implant and habilitation services in both structure and size. 'Our people' have underpinned this outstanding performance. Most importantly, we have strengthened our interactive processes and structures, provided a new level of corporate governance and sought and created further stability with the ultimate beneficiaries being our children and their families.

## Year in Review

Hear and Say has now completed its fourteenth year and our continued perseverance and determination have enabled us to continue to be a world leader in the field of hearing loss in children. We have focussed on effectively delivering our services throughout Queensland, whilst being cognisant of the need to share our knowledge and skills in a dynamic and ever changing environment. We also have needed to ensure that we recruited, developed and retained a sufficient number of skilled people to enable us to ensure that any growth is both responsible and sustainable.

We have now reached a level of organisational and financial maturity that has allowed the Board to further evolve from a management mindset to one of ultimate responsibility and governance – the formulation and implementation of strategy and the overseeing of the long-term goals of our organisation. We have made a strenuous effort to develop a system that responsibly distinguishes between the job of the Board and that of the staff and to create delineation of issues that the board should not directly address even though it is accountable for them.

## Governance

Whilst the nature and extent of a board's involvement in strategy is obviously dependent on the particular size and circumstances of the organisation and the environment in which it is operating, we were able to commence a cooperative and interactive strategic planning process with senior management. We adopted an approach that will enable us to face our challenges, to be committed to our leadership role and ultimately see that tomorrow is created in an even better image.

This process will result in a Hear and Say Strategic Plan 2006-2009 with the Board undertaking constructive engagement to ensure appropriate development, modification, approval, execution and reporting. Included in these strategic tasks will be the critical consideration of any risk to which we are exposed, together with the oversight of a risk management system to identify and mitigate these risks – a philosophy of 'what gets measured, gets managed' will be adopted.

In recognition of the limited time for meetings, committees of the Board (Governance, Compliance, Board Composition, Strategic Planning, IP, Budget Review, Medical and Education) have continued to consider such matters as subgroups of the main board and make appropriate recommendations for action to the Board. These committees have proved invaluable and have allowed time to focus on specific issues and have assisted in important decision making.

I would like to thank all committee members who have generously given their time, wisdom, experiences and insights to make these committees so worthwhile.

We have also instituted more comprehensive budgeting management and financial benchmarks to ensure appropriate cash solvency. The budget process was developed with greater rigour and the impact has cascaded down to more 'budget owners'.

## Board Members

This year cannot pass without acknowledgment of the huge contribution of our Board who have been imaginative, hard working and energetic and have demonstrated a commitment to the values of excellence, equity and quality. They have worked as a team and have given most generously of the most valuable commodity of all - time.

We have also asked ourselves the question 'how can we ensure that we are carrying out our governance obligations, whilst making the most of the talent available to us?' To this end, and with the belief that our Board, if properly constituted as a high performance team providing collective values, experiences, skills and insights when properly engaged, we welcomed to our Board Ray Reimer, Margaret Steinberg and Dimity Dornan.



All have a commitment to the vision and growth of Hear and Say and bring with them extensive strategic, clinical and organisational knowledge, together with business credibility and financial acumen.

We were sad to farewell Peter Sheehy who has been a longstanding member of our Board. He takes with him a piece of our history. During his time with us he was integral to a committed approach to our building and infrastructure needs and was pivotal in our ongoing development and achievement of strategic and organisational goals. Whilst Peter is not currently a board member he continues to support us in a myriad of different ways, for which we thank him.



Peter Sheehy

### Community Support

As a not-for-profit organisation Hear and Say relies on the generous contributions of our many corporate and private donors/ supporters and volunteers. This year your support has been unprecedented and we have strived to ensure that our reputation and your perceptions of Hear and Say encouraged positive memories and opinion and provided both a historical and cultural dimension.

We have purposefully worked toward better communication of our work with our children and the very special outcomes we have achieved.

### Our People

One of our major strengths is our people. Their passion, dedication and outstanding capability have allowed us to continue to provide excellence of service delivery and outcomes for our children. 2005-2006 has been a very busy and demanding time for all staff and I am immensely proud of the professional manner in which they have creatively and tirelessly approached an ever-increasing workload. This has been accompanied by talent, patience and good humour underpinned by the ongoing challenges of shortage of space.

Tom Barry joined our management team at the beginning of 2006 and he has provided great stability and has influenced positive change, provided a wealth of knowledge and experience and has contributed to building a strong, more financially secure organisation by instituting sound management and best practice at all levels.

### The Future

The next steps for Hear and Say are both exciting and challenging. Hearing loss has been termed an international 'epidemic' by the World Health Organisation.

We have an international reputation for our clinical outcomes for children with a hearing loss and we are poised to ensure that we are able to contribute to the eradication of childhood deafness worldwide. Our unique end-to-end service delivery model, underpinned by the latest technological innovations (digital hearing aids and cochlear implants), and our Auditory-Verbal approach give us a product that will contribute to this end.

Amongst other advances, the advent of the bilateral cochlear implant holds promise for even better outcomes. We continue to produce sustainable research that further validates our work.

Our blueprint for success provides the foundation upon which we will continue to build the future. We must place a framework around this blueprint thus defining its boundaries and ensure that we tread determinedly, responsibly, intelligently and above all ensure that we are in a position to move to a new era for Hear and Say... there-in lies our greatest opportunity and our greatest challenge!

Jane Black  
Chairman Board of Directors



# Clinical Director's Report

The year 2006 has seen a number of changes at the Hear and Say Centre. The most significant of these changes is the increase in the number of children whose parents have requested their entry to the centre. The referral rate has increased from 40 children for the entire calendar year in 2005 to around 60 children referred before the end of June 2006. During 2006 we have had a significant waiting list of up to 12 children at any one time, with four children currently waiting for entry.

## Current Trends

This increase in referrals has been caused not only by our usual stream of newly diagnosed children (2 – 6 years), but also by the influx of newborns referred from the Healthy Hearing (Queensland State Government Department of Health newborn hearing screening) program. We are delighted to see these families because we know that we can achieve better outcomes for these babies than those diagnosed at an older age. In addition, our child numbers have been increased by requests for a second cochlear implant by some of those families whose children have already received one implant.

Research is showing that for some children, bilateral implants give better localization of hearing and better hearing in noisy situations. These challenges have created severe funding and resource problems at the Hear and Say Centre.

## Our Growth

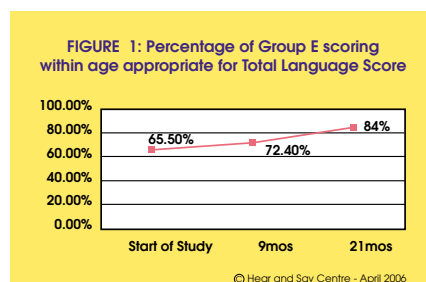
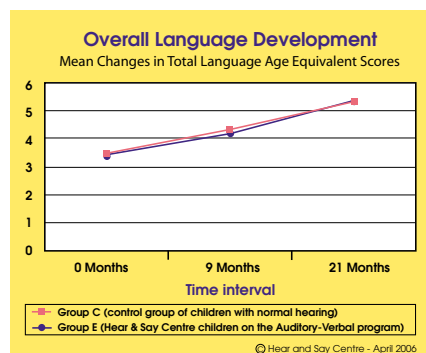
Currently it is clear to our board and staff that we have totally grown out of our Brisbane premises, and that this reality may delay the acceptance of future children into the program. A number of solutions are being considered.

Funding from the Wantz Committee has allowed us to considerably expand our audiology facilities for newborns referred through newborn hearing screening, with the launch of our specialist Paediatric Diagnostic Hearing Assessment Unit.

## Professional Training

Our Hear and Say Centre Professional Training Institute has held two "Hearing is Believing" workshops, training programs in the Auditory-Verbal approach. The centre is making plans to increase this program internationally to help spread the type of service model which we use to allow many more children world wide to reach their full potential. An interesting time was spent in Moscow, Russia at the invitation of Cochlear AG, training professionals from all over the country in the Auditory-Verbal approach.

## Research



Research involving 29 children aged two to six years who have attended the Hear and Say Centre program for at least six months prior to the start of the study has shown that this group of children are able to progress in listening and spoken language development at the same rate as a matched group of hearing children. This control group has been matched to the Hear and Say children for language age, receptive vocabulary, gender and socio-economic status. The study has also found that 84% of the Hear and Say children achieved language scores within the age-appropriate range by the time they had spent 21 months in the Hear and Say Centre program.

The results of this study have been presented at the international Newborn Hearing Screening conference, NHS 2006, in Como, Italy in May 2006, and the Alexander Graham Bell Association for the Deaf and Hard of Hearing international convention in Pittsburgh, USA in June 2006. This study has now been extended and the group is being retested for a third year, investigating academic outcomes as well as listening and spoken language progress. Preliminary results appear positive.

We have also been collaborating with the National Acoustics Laboratory which is measuring outcomes in a large homogeneous group of children Australia wide.

## Affiliations

The centre has also been actively engaged with the Co-operative Research Centre for Cochlear Implant and Hearing Aid Innovation (CRC Hear) during 2005-2006. The centre will continue into the third stage of the Hearing CRC, and take a pivotal role in developing new technology and techniques for Australia.



We are pleased to have had considerable liaison with government in the last financial year, especially with Education, Health and Disability services. Our other liaisons have spread far beyond our Queensland borders, with input from Hear and Say Centre staff into the Alexander Graham Bell Association, the world peak body, and especially into the newly formed AG Bell Academy for Listening and Spoken Language. We are currently an Affiliate Centre of the AG Bell Association.

### Outcomes

At the Hear and Say Centre we now realise that multiple streams of incoming children will not abate for some years. Nor do we want them to! The outcomes are so excellent for children and families that we hope to be able to continue to take all referrals into our program if appropriate. This will allow them the benefits of our specialized combination of hard technology (digital hearing aids and cochlear implants) and soft technology (the parent-based Auditory-Verbal approach to education).

### Meeting the Challenge

In order to meet our challenges, in 2007 we hope to launch a new project which will lead the way for a new generation of children with hearing loss and their parents on an international basis.

**Dimity Dornan**  
Clinical Director



*Moscow Training*

### International Arena

- ▶ Board representation on new Alexander Graham Bell (AG Bell Association) Academy for listening and spoken language
- ▶ Representation on International Committee of AG Bell Association
- ▶ Representation on International Professional Committee (INPROSEC) of AG Bell Assoc
- ▶ Paper on outcomes of the Hear and Say Centre's Auditory-Verbal program presented at the International Newborn Hearing Screening Conference (NHS 2006) at Como, Italy, May 2006
- ▶ Co-presentation on professional training collaboration with University of North Carolina/AG Bell at NHS 2006, Como.
- ▶ Professional training on behalf of Cochlear AG of 30 professionals from Russia in Moscow, June 2006
- ▶ Presentation at A G Bell Association international conference, Pittsburgh, PA, USA, June 2006
- ▶ Representation at World Scholar/Athlete Games, University of Rhode Island, NY, USA, June 2006.



## Clinical Services

At the centre, we are focused on providing a warm, friendly and family-focused atmosphere where our staff work in partnership with the child and their family. Our multidisciplinary team of clinical staff includes Certified Auditory-Verbal Therapists, Speech Pathologists, Teachers of the Deaf, Early Childhood Teachers, Paediatric Audiologists and a Clinical Social Worker. This combined clinical expertise and skill enables us to provide a comprehensive and holistic program for the families who attend the Hear and Say Centre.

### Early Intervention Services ... Centre Based and Outreach

We provide early intervention services to children from birth to school enrolment age. Babies (0-18 months) are supported through our Parent-Infant Program, a specialised program designed specifically for very young infants whose needs are unique. Children over the age of 18 months are supported through our Auditory- Verbal Program.

While the preference for our early intervention services is Centre based at our locations in Brisbane, Gold Coast, Sunshine Coast, Cairns and Toowoomba, the tyranny of distance in Queensland has led to the development of an Outreach Service for regional/remote areas, and interstate and international support.

Using fortnightly contact through videoconferencing or web based communication technology, combined with a therapy visit each term, we are able to provide families with distance/remoteness disadvantage, the opportunity for their child who is deaf/hearing impaired to listen and speak without major family upheaval.

The Parent-Infant and Auditory-Verbal Programs involve our staff working in partnership with the parents to provide them with the ability to learn and develop an understanding of the stages of development in listening, language and thinking skills.

This assists the parents to take advantage of all listening and language opportunities at home and in everyday life.

A diagnostic teaching approach is used where therapists are constantly monitoring the child's progress. Each child has an Individual Education Plan (IEP) that is collaboratively developed by the AV Therapist and parents, which identifies present and future goals for the child.

Regular one-on-one interaction with the child's parent or caregiver using Auditory-Verbal techniques is vital to enable children to progress and reach the goal of listening and spoken language. Though this is the primary goal, our holistic approach ensures a concurrent focus on the development of appropriate social and emotional skills. As such, our AV therapists provide support and guidance to children and their parents/caregivers in other educational settings including childcare, kindergarten and preschool.

To assist with a seamless transition into mainstream schooling, many of our graduating children participate in our transition class. This support mechanism helps prepare children for school entry and enables exposure to key pre-requisites for learning skills and associated school expectations and behaviours.

At the end of each year we celebrate the achievement of our graduating children and parents at our Graduation Night. This event recognises each family for the support and dedication provided to their child, and the outstanding outcomes achieved.

On leaving our early intervention services, children with a cochlear implant continue to access audiological services until 18 years of age through our Cochlear Implant Program. Other children and their parents are encouraged to remain a part of the Hear and Say family by involvement in ongoing parent support mechanisms and centre activities and events.

### Audiology Services

The Hear and Say Centre has an experienced paediatric Audiology team, which provides comprehensive audiological assessments for infants and children. Our team of audiologists provide a range of services for our children, which include:

#### Cochlear Implant Program

This program encompasses all aspects of the pre and post operative cochlear implant evaluation and follow up care. We believe that offering the program at the Hear and Say Centre increases continuity of care and the convenience of being able to have the majority of assessments at one location.

The number of children undergoing the cochlear implant process has increased significantly this year and we have seen an increase in the number of children under 12 months becoming recipients. We have also had a number of children who have received a second (bilateral) cochlear implant and we are in the process of upgrading many of our children with the most current cochlear implant processor technology.

#### Newborn Hearing Screening

The Hear and Say Centre's Newborn Infant Screening Program was the first of its kind in Queensland and allows the hearing screening of newborn babies hearing from 0-6 months of age. Since the program began in December 2002 we have screened almost 1000 babies. The demand for this service in 2006 has reduced due to the roll out of Newborn Infant Screening in hospitals across Queensland. However, we still provide the service when required and are now more focused on the diagnostic follow up of those babies who do not pass the initial screening test.

#### Paediatric Diagnostic Hearing Assessment Unit

This unit provides comprehensive audiological assessments for infants and children.





The Audiology team uses 'state of the art' hearing testing equipment to ascertain hearing levels which allows for appropriate management.

The entire range of audiological services is provided at our Brisbane Centre, however our Gold and Sunshine Coast centres also have facilities for some diagnostic testing and the ongoing management of cochlear implants. Audiologists travel on a regular basis to provide services to these regions. In addition, cochlear implant management services are provided four times a year at our North Queensland Centre and as part of our Darling Downs service.

### Family Support Mechanisms

Our holistic and family-centered approach ensures we focus on the whole family as well as the child. Our aim is to provide parents with the ability to advocate for and to feel confident as the primary language teachers of their child. We have a range of mechanisms to assist and guide parents through the complex process of supporting their child with a hearing loss – from diagnosis and hearing aid fitting and exposure to intervention options to increasing their knowledge, understanding and confidence through education strategies.

Our Clinical Social Worker provides support, which is tailored to individual family needs in conjunction with the family's individual therapist. This support includes grief and loss counselling, emotional support, resilience building to manage issues relating to the changing family dynamic, child development concerns, behaviour management, social skills development and information regarding financial assistance offered by the government or other agencies. The clinical social worker also regularly attends playgroup, visits our regional centres and provides professional input through case conferences as necessary.

We are conscious of the tremendous insight and support that parents can provide to other parents. As such our Clinical Social Worker is working toward the development of a parent support group. Also, newly enrolled parents are encouraged to 'touch base' with a number of our longer-standing parents. The Centre has a group of parents who has contributed to a parent booklet and also many who make themselves available to support/mentor new families. This mutual family support plays an important role in enabling parents to work through issues relating to their child's hearing loss.

### Parent Education

The provision of Parent Education Programs is an integral component of our support and education of our parents and families. A range of professionals and experts present as part of Parent Education - both in house and guest speakers who provide information on a wide range of topics that are relevant to the families attending our centre. These sessions are designed to increase the knowledge and skills of parents to maximize the support they can provide for their child. An additional benefit of Parent Education evenings is the provision of opportunities for mutual parent support, and for staff to collaborate with parents in a less formal environment.

### Play Group

Playgroup is a very important element of the Hear and Say program - our Brisbane centre hosts weekly playgroup sessions whilst our Gold Coast and Sunshine Coast centres host sessions on a fortnightly or a monthly basis. Our playgroups are based on a reverse integration philosophy having both hearing children and children with a hearing loss attending. This approach reinforces our belief that early integration is critical and also provides our children with good language models.

All children and their families are invited to attend playgroup sessions and this provides many learning and support opportunities. Playgroup is important for the children's social interaction skills and parents are shown how to maximize spoken language through listening and engaging in everyday activities such as painting, craft, dress up, home corner and out door play.

### Social Skills Program

STAR (Solutions Through Adventure and Recreation) is a program tailored specifically for our adolescent population and is designed to enhance self-confidence, self-esteem, social skills and resilience.

The program is an open ended learning experience and takes place over a 10-week period. Participants are provided with opportunities to practice and refine interpersonal and leadership skills in a safe and supportive environment. Sessions consist of a range of interactive activities underpinned by a central theme. This 'hands-on' approach ensures learning is fun, motivating and meaningful.

### Auditory-Verbal Training and Research

The Hear and Say Centre provides a range of training programs for professionals wishing to extend their knowledge and skills in the Auditory-Verbal approach or who are seeking International Auditory-Verbal Certification. These programs are delivered by our certified Auditory-Verbal Therapists and other clinical staff. These programs not only assist in meeting the training needs of therapists throughout Australia and Asia but are also an important professional development tool for the centre.

**Emma Rushbrooke**  
Clinical Manager



# General Manager's Report

The financial year 2005/06 was certainly one of great challenges as Hear and Say continued its quest to support the children and their parents more efficiently and effectively.

## World Leader

Both the Clinical Director Dimity Dornan and Clinical Manager Emma Rushbrooke have written in depth about the progress in reinforcing and improving our clinical capacity and providing for a greater number of families both in our Centres and also in regional and remote areas through Outreach.

Their reports highlight a year of great outcomes for families and the continuation of Hear and Say as a world leader in its field.

My administration team is privileged to be able to support such a wonderful group of caring professionals in their goal of enabling "families to teach their children who are deaf or hearing impaired to listen and speak".

## Parent Value

The year saw the resignation at Christmas of previous General Manager Chris Lassig and my appointment as Acting General Manager in the new calendar year.

In my short period in this role, I have had the pleasure of meeting many of the parents and their active children. The huge personal effort from these parents – the ones whose day-to-day commitment builds on the therapist's lessons and leads to their child's success – cannot be overstated.

Yet, notwithstanding this huge involvement, the attitude is one of positive confidence, friendliness and support for other parents. After a day of meeting both the "big" people (mothers and fathers) and the "little" people,

I go home feeling pretty bright and thankful for having this opportunity to be part of the Hear and Say Centre.

During the year two key surveys were undertaken. One was a confidential survey to all parents seeking an in-depth understanding of their perception of all parts of the service provided and their views on these areas. The other was designed to ascertain the level of technical knowledge of parents to better enable them to support their children in the journey to listening and speaking. Both surveys showed high levels of satisfaction and knowledge but also provided direction on areas where improvements could be made.

## Reviews

The staff at Hear and Say is the key ingredient that results in the organisation's world leading outcomes for children. As part of attracting, maintaining, supporting and nurturing our staff, the following activities have been undertaken, with the full support of the Board:

- ▶ An outside review of remuneration relativities and agreed new alignments to external benchmarks. The increase overall will be met by other efficiencies in our operations and is essential for our future;
- ▶ Review of all staff details to ensure currency of qualifications, "blue card" for child related employment, licences or other key issues;
- ▶ Development of a Manual of Personnel Policies and Conditions of Employment;
- ▶ Outsource of our payroll to Centacare Payroll Services;
- ▶ Development of a Manual of Workplace Health and Safety Policy.

The Board has also articulated its clear direction that Hear and Say must maintain the quality and quantity of clinical staff to ensure that the current and emerging needs of Queensland families are the priority. Other reports highlight the substantial growth in child numbers over the year and the consequent engagement of additional staff.

As always, Hear and Say owes sincere gratitude to its special volunteers without whose assistance the outcomes could not have been achieved. Other reports will highlight many of their activities but I would be remiss in not thanking them and recognising their essential part of the Hear and Say end-to-end service.

## Challenges

As noted in the 2004/05 Annual report, our Brisbane Centre space is at saturation point although, through some short term measures, we have held the inevitable at bay for 12 months. The Property Committee has revisited previous options developed and the Board will be presented with costed alternatives to increase space in the new financial year. My thanks to all staff and volunteers who readily accepted the tight conditions so that new families could be accommodated.

On the other hand, Gold Coast and Sunshine Coast had space available and, with some additional approved therapy hours, have met their growing local needs. Cairns Centre has continued to serve North Queenslanders and our Toowoomba weekly service has provided our program to families on the Darling Downs.

The Outreach service continues to grow in number of children assisted, and its use of the latest technology has enabled many families to undertake their child's habilitation from their regional or remote locations.



## Milestones

Management of finances, property and equipment to support the clinical team and their families is an essential part of my role. In fulfilling this role, I recognise and commend the support of my team leaders and all their staff particularly Heather Wheatland (Regional and Human Resources Manager), Susan Berry (Financial Controller for much of the year) now replaced by Heather Asanuma, Ivana Cox (Finance Officer), Patti Wilson (Reception) and Samantha Hauff (Administration Officer). Important milestones include:

- ▶ Review of computer platforms and upgrading to common levels of Microsoft Office, updating of server software, improved internet access as well as new equipment where warranted;
- ▶ Some work on the Child Information Management System (CIMS) database to bring parts of it to operational levels;
- ▶ Implementation of databases to manage statutory, regulatory and grant compliance;
- ▶ Creation of a new chart of accounts in MYOB to better assist analysis of key operational issues and their costs;
- ▶ Review of the donor management software and the development of a Hear and Say Operations Manual.

## Partnerships

Importantly, during the period we were pleased that our relationship with our government, corporate and individual donors remained solid and total funding levels grew to enable us to meet most of our waiting list needs. Development Manager Robyn Symons has provided great detail of this support and we remain indebted to all who provide financial support to the Hear and Say Centre.

## Conclusion

The new financial year 2006/07 is presenting many challenges and opportunities but we are confident that the foundations built and strengthened in prior years, together with the continuing support of our parents, friends, benefactors, volunteers and staff, will give us the capability to substantially further the Mission. It should be an interesting and rewarding journey!



**Tom Barry**  
Acting General Manager



## Regional Centres & Services

Hear and Say Regional Centres offer therapy, audiological services, playgroup and liaison with the child's health and educational professionals.

- ▶ The Gold Coast Centre at Varsity Lakes supports families in the regions of Logan, Gold Coast and Northern NSW
- ▶ The Sunshine Coast Centre in Nambour supports families north to Hervey Bay, south to Burpengary, and west into the Sunshine Coast hinterland
- ▶ The North Queensland Centre in Cairns supports families in Far North Queensland
- ▶ The Darling Downs service is a visiting service to Toowoomba
- ▶ The Outreach Program provides for children in rural and remote areas with support via phone, email, home visits, video conferencing and web cam.

# Development Manager's Report

Darling Downs Centre children with Outreach Co-ordinator Trudy Smith at Truck Thunder



This year has been an extremely busy year for the Fundraising Department statewide. We owe our thanks to everyone who has supported the Centre's fundraising activities over the past year by nominating the centre as the beneficiary of their events, attending our events, participating in our appeals and donating to our campaigns.

Included in the many successful events held during the past year to raise funds for the Centre were:

**Metropolitan Funerals Masked Ball** in aid of the Centre and other children's charities.

## **Lions Club of Parliament House Inaugural Parliamentary Lions Club Dinner.**

Wally Lewis's fans are usually found on the sports field but they are also in Parliament House, especially after Wally, as guest speaker, made an emotional speech about his daughter's journey into the hearing world.

## **Annual Thiess "All That Glitters"**

**Charity Ball** at the BCEC where guests enjoyed a night of stars and were inspired by the speech made by 12 year old centre graduate Gina Preston about her life in the hearing community.

**The Rotary Club of Brisbane North's annual Greensong Dinner** was held in the historic Great Hall of the Brisbane Grammar School and the centre was once again nominated as a beneficiary of the fundraising.

**The Thiess Annual Charity Golf Day** was held at Royal Queensland Golf Club and despite some of the grounds being chopped around to make way for the new Gateway Bridge, sponsors faithfully supported the day. Seven year old centre graduate Darcy entertained the guests with his humorous speech and assisted Chris Berry of Loscom with the auction – Darcy definitely showed that "our children speak for themselves". Auctioneering could definitely be one of his career options!

## **"Hear the Dream 11" Charity Dinner**

Parents Tina Worland and Sarah Douglass together with volunteer Clair Parviz organised the second "Hear the Dream" dinner at the Victoria Park Function Centre. One of the social highlights of the year, the event starred the outrageous entertainer, Bob Downe. The young social set of Brisbane arrived dressed as requested, "gorgeous and glamorous", enjoyed superb food and wine and danced the night away. Guests responded generously to the call to help raise funds to take some of the babies off the centre's waiting list.

## **Multiplex Charity Golf Day Brookwater**

Recently retired Centre Board member, Peter Sheehy, Director and General Manager of Multiplex, motivated Multiplex staff and colleagues to support this inaugural event at the challenging and scenic Brookwater course.

## **Other Fundraising Activities included:**

Thiess/Matrix Joint Venture Kelvin Grove Village construction. On site fundraising was matched dollar for dollar by Thiess & Matrix. Centre parent and staff member Cathy Holland accepted the cheque on behalf of the Centre.

Thank you to the ladies of the Quota Club of Wynnum/Manly including the legendary Yvonne Spooner, who once again worked tirelessly to put on their annual fundraising auction in aid of the Centre. This is the tenth year the club has donated funds raised through the auction to the Centre.

## **Barakat Appeal**

New Centre parents Terri and Anthony Barakat realised that funding and lack of trained specialist staff were contributing to the centre having to place children on a waiting list. They instigated an appeal through friends and colleagues which raised over \$80,000 to provide specialised Auditory-Verbal training to professionals.

## **National Campaigns**

The national campaigns "I Love My Dad" and the "Back to School" were once again co-ordinated by the Shepherd Centre with funds raised in Queensland directed to the Hear and Say Centre. Thanks to Woolworths and other sponsors for their continued support.

## **The Buy a Butterfly Appeal**

In partnership with Suncorp and supported by KFC.

The Centre's annual fundraising and awareness appeal was launched in Brisbane in the Suncorp city Plaza on 27th March. B105's Mike and Stav hosted the launch, assisted by members of the Queensland Orchestra, singer Leslie Martin, centre graduate Bill Raymond and centre child Kabis Mtebe. Centre founder Dimity Dornan and Suncorp CEO John Mulcahy officially launched the 2006 appeal with a symbolic release of live butterflies.

Butterfly badges and pens were sold throughout the state in all Suncorp and KFC branches and other selected outlets. Suncorp employees were, from the beginning, hands on with teams of volunteers assembling and packing the boxes. The Suncorp Butterfly Brigade, bedecked in wings and feelers, once again hit the streets and shopping centres to sell butterflies on Butterfly Day.

Suncorp branches throughout the state competed for the "Best Promoted Branch" with Southport the outright winner and Toowoomba storming home as the "Highest Fundraising Branch".

Schools statewide embraced the appeal, particularly the winner of highest fundraising school, Redeemer Lutheran College.

## **Media**

We are grateful once again to the special people at McCann Erickson, Zoom Film & Television and Cutting Edge for donating their time and skill to produce a new 60 second television commercial for the centre featuring



Centre graduate Katie with director Gerard shooting TV commercial

Relationships Co-ordinator Sarah Douglas and Chair, Finance Committee Tina Morland, with Karen Dahlskog, Centre Community Relationships Coordinator

Pucker III Bill and graduate Dimity Dorman presenting cheque to Quota Club of Wynnum Manly

Suncorp Southport, winners of the Butterfly Appeal best promoted branch competition

"Hear the Dream 11" Volunteer committee with Karen Dahlskog

six of the Centre's children. This was released statewide early in the New Year and an edited 30 second version was released to promote the 2006 Butterfly Appeal.

Media exposure, this year, has been extensive – the 2005 Social Entrepreneur of the Year award received by Dimity Dornan, cochlear implants including bi-lateral implants, the Butterfly Appeal, Truck Thunder and the Bridge to Brisbane Fun Run. With Suncorp's support, a total of \$312,824 value of media coverage was achieved through the Butterfly Appeal alone.

**Child Sponsors**

We are grateful to organisations and individuals who sponsor children through the Centre's program including:

**Multiple Sponsorships**

**Runaway Bay Sports Super Centre Children in Need Foundation** – 10 children for five years

**Variety Club** – 5 children for one year

**QML** – one child for 3 years

**One year sponsorships:**

Frank Di Bartolomeo

Frank Ferro

Sally & Scott Herborn

**Half Year Sponsorships**

Aussie Kidz Charity – 5 children

**Community Champion Award** is awarded to community members in recognition of their ongoing, extraordinary support of the centre through fundraising or other endeavours.

**2005 recipients:**

Sandra Troughton, *Thiess Cairns*

Cathy Robinson, *Thiess Brisbane*

Dawn Biggs, *Nambour Rotary*

**Ambassador Award** is awarded to corporate and community members and individual supporters in recognition of their continuing endeavours to raise the profile of the centre, raise extraordinary funds for the centre,

introduce influential supporters to the centre's work, and provide extraordinary in kind support.

**2005 recipient:**

Rem Bruijn, *McCann Erickson*

**Regional Fundraising**

**Darling Downs**

*Truck Thunder 11th June*

The coldest June day to hit Pittsworth in years kept most people inside for the day, but those who braved the weather were treated to the awesome sight of 60 big rigs in convoy rolling down the highway from Toowoomba to Pittsworth. Almost every truck carried excited children in the cabin, many from the Centre, who waved and sounded the truck horns all the way creating much noise and excitement along the highway. A family fun day followed with rides, bands, barbeques, ute shows, truck pulling competitions and culminating in a fireworks display and rodeo. Funds raised directly benefit the centre's service to Darling Downs children.

A big thankyou to the Truck Thunder committee, particularly Audrah and Kevin Rodney.

**Gold Coast Centre**

The 2nd Annual Matrix Charity Golf Day at Lakelands Golf Club was supported by many individuals and organisations, including many who were involved in the construction and set up of the Gold Coast Centre. Miss World Australia, Sarah Davies, presented the trophies to the delighted winners.

The centre launched the Butterfly Appeal at a special playgroup on 28th March attended by families and Suncorp representatives culminating in the release of live butterflies which amazed the children who eagerly followed them from shrubs to trees until they flew away.

**North Queensland Centre**

A release of live butterflies also featured at the launch of the Butterfly Appeal in Cairns. Centre Community Champion Sandra Troughton of Thiess Harbour Lights Project in Cairns once again organised and ran the annual Thiess Golf Day at Paradise Palms on 11th July raising funds for the North Queensland Centre.

**Sunshine Coast Centre**

The Butterfly Appeal Launch was held at the Sunshine Plaza Shopping Centre Riverwalk stage 27th March with a live broadcast from HOT and special guests Kristy Munroe, Ben Clifford, centre graduate Casey Raymond, families and the Suncorp Butterfly Brigade. The launch concluded with a release of live butterflies after which the live broadcast continued for five hours.

The inaugural Peregian Springs Golf Tournament was a major success and was sponsored by HOT91, Reed Charity Foundation and Peregian Springs Golf Club

Many other events were held to benefit the Sunshine Coast Centre including;

**Nambour Garden Expo**

*Viva La Musica III* - musical concert featuring Centre graduate and champion Irish dancer, James Harlow

**Caloundra Pacific Rotary Club Golf Event**

**Grants**

The Centre thanks the following organisations for granting funds for equipment:  
**NAB Community Chest** - sandpit  
**Maroochy Council** – computer  
**Masonic Lodge** – computer & webcams  
**Nambour Rotary Grant** – therapy resources  
**Maroochy Shire Achievement Grant** – for therapist to attend conference

**Robyn Symons**  
Development Manager

## Director's Report

Your directors present their report on the company for the financial year ended 30 June 2006.

### Directors

The names of the directors in office at any time during or since the end of the financial year are:

Alex Bell  
Bruce Black  
Jane Black  
Dimity Dornan (*Appointed: 18 October 2005*)  
Richard Keylock  
Paul Laxon  
Brad McCosker  
Ray Reimer (*Appointed: 21 February 2006*)  
Peter Sheehy (*Resigned: 20 February 2006*)  
Tony Snape  
Margaret Steinberg (*Appointed: 11 April 2006*)  
Alan Whidburn

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

### Operating Results

The surplus of the company for the financial year after providing for income tax amounted to \$314,455.

### Review of Operations

A review of the operations of the company during the financial year and the results of those operations found that during the year, the company continued to engage in its principal activity, the results of which are disclosed in the attached financial statements.

### Significant Changes in State of Affairs

No significant changes in the state of affairs of the company occurred during the financial year.

### Principal Activity

The principal activity of the company during the financial year was to act as a charitable body operating as a rehabilitation centre for the hearing impaired children in Queensland, Australia.

No significant change in the nature of these activities occurred during the year.

### After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

### Likely Developments

The company expects to maintain the present status and level of operations and hence there are no likely developments in the company's operations.

### Environmental Issues

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

### Dividends Paid or Recommended

No dividends were paid or declared since the start of the financial year. No recommendation for payment of dividends has been made.

### Information on Directors

The information on directors is as follows:

### Meetings of Directors

Directors	Directors' Meetings	
	Number eligible to attend	Number attended
Alex Bell	7	6
Bruce Black	7	7
Jane Black	7	7
Dimity Dornan ( <i>Appointed: 18 October 2005</i> )	6	5
Richard Keylock	7	7
Paul Laxon	7	6
Brad McCosker	7	2
Ray Reimer ( <i>Appointed: 21 February 2006</i> )	3	3
Peter Sheehy ( <i>Resigned: 20 February 2006</i> )	5	3
Tony Snape	7	5
Margaret Steinberg ( <i>Appointed: 11 April 2006</i> )	2	2
Alan Whidburn	7	7

### Options

No options over issued shares or interests in the company were granted during or since the end of the financial year and there were no options outstanding at the end of the financial year.

### Indemnification of Officer or Auditor

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the company.

### Proceedings on Behalf of the Company

No person has applied for leave of Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings.

The company was not a party to any such proceedings during the year.

### Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 3.

Signed in accordance with a resolution of the Board of Directors:



Director  
Jane Black



Director  
Paul Laxon

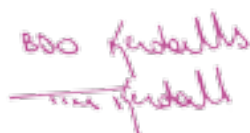
Dated this 12th day of December 2006

## Auditor's Independence Declaration

Under Section 307C of the Corporations Act 2001 to the Directors of Hear & Say Centre for Deaf Children Ltd

To the best of my knowledge and belief, there have been no contraventions of:

- the auditor independence requirements of the Corporations Act 2001 in relation to the audit; and
- any applicable code of professional conduct in relation to the audit.



T Kendall  
Partner

### BDO Kendalls

Chartered Accountants  
12th December 2006  
Level 18  
300 Queen Street  
Brisbane QLD 4000

# Financial Statements

For the Year Ended 30 June 2006

## Income Statement

for the Year Ended 30 June 2006

	Notes	2006 \$	2005 \$
Revenue	2	2,005,579	2,291,602
Employee benefits expense		(1,004,050)	(698,619)
Depreciation and amortisation expenses	3	(97,678)	(89,940)
Other expenses		(589,393)	(564,737)
Borrowing costs expense	3	(3)	(9)
<b>Profit from ordinary activities</b>		<b>314,455</b>	<b>938,297</b>

## Balance Sheet

As at 30 June 2006

	Notes	2006 \$	2005 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	966,513	594,496
Trade and other receivables	5	1,390	238
Investment Properties	6	520,000	-
Prepayments	7	38,202	100
<b>Total Current Assets</b>		<b>1,526,105</b>	<b>594,834</b>
<b>NON-CURRENT ASSETS</b>			
Available-for-sale financial assets	8	28,066	8,655
Property, plant and equipment	9	2,482,983	2,502,559
<b>Total Non-Current Assets</b>		<b>2,511,049</b>	<b>2,511,214</b>
<b>Total Assets</b>		<b>4,037,154</b>	<b>3,106,048</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	65,279	36,539
Provisions	11	145,833	60,491
Other liabilities	12	504,807	-
<b>Total Current Liabilities</b>		<b>715,919</b>	<b>97,030</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	11	16,228	30,808
<b>Total Non-Current Liabilities</b>		<b>16,228</b>	<b>30,808</b>
<b>Total Liabilities</b>		<b>732,147</b>	<b>127,838</b>
<b>Net Assets</b>		<b>3,305,007</b>	<b>2,978,210</b>
<b>MEMBERS' FUNDS</b>			
Reserves	14	453,501	441,159
Accumulated Surplus	15	2,851,506	2,537,051
<b>Total Equity</b>	13	<b>3,305,007</b>	<b>2,978,210</b>

# Financial Statements

For the Year Ended 30 June 2006

## Cash Flow Statement

For the Year Ended 30 June 2006

	Notes	2006 \$	2005 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from customers		1,949,677	1,878,703
Payments to suppliers and employees		(1,528,967)	(1,302,890)
Dividends received		420	50
Interest received		28,992	12,411
Borrowing costs		(3)	(9)
<b>Net cash provided by operating activities</b>	18(b)	<b>450,119</b>	588,265
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		(78,102)	(442,485)
Net cash used in investing activities		(78,102)	(442,485)
Net increase in cash held		372,017	145,780
Cash at beginning of financial year		594,496	448,716
<b>Cash at end of financial year</b>	18 (a)	<b>966,513</b>	594,496

## Statement of Changes in Member Funds

For the Year Ended 30 June 2006

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Unrealise Gain Reserve \$	Total \$
<b>At 1 July 2004</b>	1,598,754	-	-	1,598,754
Revaluation of Buildings	-	441,159	-	441,159
Surplus for the year	938,297	-	-	938,297
<b>At 30 June 2005</b>	2,537,051	441,159	-	2,978,210
Surplus for the year	314,455	-	-	314,455
Revaluation of financial assets available for sale	-	-	12,342	12,342
<b>At 30 June 2006</b>	<b>2,851,506</b>	<b>441,159</b>	<b>12,342</b>	<b>3,305,007</b>



# Notes to the Financial Statements

For the Year Ended 30 June 2006

## NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

The financial report is for the entity Hear & Say Centre for Deaf Children Ltd as an individual entity. Hear & Say Centre for Deaf Children Ltd is a company limited by guarantee, incorporated and domiciled in Australia.

The financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the company in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

### (a) Statement of Compliance

The financial report complies with Australian Accounting Standards, which include Australian equivalents to International Financial Reporting Standards ("AIFRS"). Some Australian equivalents to IFRSs and other Australian Accounting Standards contain requirements specific to not-for-profit entities that are inconsistent with IFRS requirements.

Compliance with AIFRS and the requirements specific to not-for-profit entities means that the financial report, comprising the financial statements and notes thereto, does not comply with International Financial Reporting Standards ("IFRS").

### (b) Income Tax

No provision for income tax has been raised as the company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

### (c) Property, Plant and Equipment

Each class of property plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

#### Property

Freehold land and buildings are measured on the fair value basis being the amount which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. It is the policy of the company to have an independent valuation every three years, with annual appraisals being made by the directors.

#### Plant and equipment

Plant and equipment is measured on the cost basis.

The carrying amount of plant and equipment is reviewed annually by the directors to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

#### Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, are depreciated over their estimated useful lives to the company commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and useful lives used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates/useful lives	Depreciation basis
Buildings	2.5 %	Straight Line
Plant and equipment	20-40 %	Straight Line

#### Impairment

The carrying values of plant and equipment are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable.

For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

If any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets or cash-generating units are written down to their recoverable amount.

The recoverable amount of plant and equipment is the greater of fair value less costs to sell and value in use, where value in use is depreciated replacement cost when the future economic benefits of the asset are not primarily dependent on the asset's ability to generate net cash inflows and where the entity would, if deprived of the asset, replace its remaining future economic benefits.

Impairment losses are recognised in the income statement.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected to arise from the continued use of the asset.

Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the item) is included in the income statement in the year the item is derecognised.

### (d) Investments

All investments are initially recognised at cost, being the fair value of the consideration given and including acquisition charges associated with the investment. Where an asset is acquired at no cost, or for a nominal cost, the cost is its fair value as at the date of acquisition.

After initial recognition, investments, which are classified as held for trading and available-for-sale, are measured at fair value. Gains or losses on investments held for trading are recognised in the income statement.

Gains or losses on available-for-sale investments are recognised as a separate component of equity until the investment is sold, collected or otherwise disposed of, or until the investment is determined to be impaired, at which time the cumulative gain or loss previously reported in equity is included in the income statement.

Non-derivative financial assets with fixed or determinable payments and fixed maturity are classified as held-to-maturity when the Group has the positive intention and ability to hold to maturity. Investments intended to be held for an undefined period are not included in this classification.

Other long-term investments that are intended to be held-to-maturity, such as bonds, are subsequently measured at amortised cost using the effective interest method.

Amortised cost is calculated by taking into account any discount or premium on acquisition, over the period to maturity.

For investments carried at amortised cost, gains and losses are recognised in income when the investments are derecognised or impaired, as well as through the amortisation process.

For investments that are actively traded in organised financial markets, fair value is determined by reference to Stock Exchange quoted market bid prices at the close of business on the balance sheet date.

# Notes to the Financial Statements

For the Year Ended 30 June 2006

For investments where there is no quoted market price, fair value is determined by reference to the current market value of another instrument which is substantially the same or is calculated based on the expected cash flows of the underlying net asset base of the investment.

Purchases and sales of financial assets that require delivery of assets within the time frame generally established by regulation or convention in the market place are recognised on the trade date i.e. the date that the Group commits to purchase the asset.

## (e) Investment Properties

Initially, investment properties are measured at cost including transaction costs. Where an investment property is acquired at no cost or for nominal cost, its cost shall be deemed to be its fair value as at the date of acquisition.

Subsequent to initial recognition investment properties are stated at fair value.

Gains or losses arising from changes in the fair values of investment properties are included in the income statement in the year in which they arise.

Investment properties are derecognised when they have either been disposed of or when the investment property is permanently withdrawn from use and no future benefit is expected from its disposal.

Any gains or losses on the derecognition of an investment property are recognised in the income statement in the year of derecognition.

Property may be held to meet service delivery objectives rather than to earn rental or for capital appreciation. In such situations the property will not meet the definition of investment property and will be accounted for under AASB 116 Property, plant and equipment, for example:

- property held for strategic purposes; and
- property held to provide a social service, including those which generate cash inflows where the rental revenue is incidental to the purpose for holding the property.

## (f) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date.

Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred.

## (g) Cash and Cash Equivalents

Cash and short-term deposits in the balance sheet comprise cash at bank and in hand and short-term deposits with an original maturity of three months or less.

For the purposes of the Cash Flow Statement, cash and cash equivalents consist of cash and cash equivalents as defined above, net of outstanding bank overdrafts.

## (h) Revenue

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Dividend revenue is recognised when the right to receive a dividend has been established. Dividends received from associates and joint venture entities are accounted for in accordance with the equity method of accounting.

Other revenue is recognised when the right to receive the revenue has been established.

All revenue is stated net of the amount of goods and services tax (GST).

## (i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

## (j) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

## (k) Impact of Adoption of Australian Equivalents to International Financial Reporting Standards

The impacts associated with the conversion to AIFRS have been assessed. These impacts have no material bearing on the financial statements and no AIFRS adjustments were necessary.

Note	2006 \$	2005 \$
<b>NOTE 2: REVENUE</b>		
Operating activities		
- dividends	2(a) 700	50
- interest	2(b) 28,993	12,411
- operating grants	498,504	547,743
- donations	628,538	901,094
- other revenue	848,844	830,304
	<b>2,005,579</b>	<b>2,291,602</b>

## (a) Dividends from:

- other corporations	700	50
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## (b) Interest from:

- financial institutions	28,993	12,411
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## NOTE 3: EXPENSES

Borrowing costs:

- other persons	3	9
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Depreciation of non-current assets

- Buildings	41,149	36,099
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- Plant and equipment	54,850	51,673
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- Motor Vehicles	1,679	2,168
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Total Depreciation	97,678	89,940
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## NOTE 4: CASH AND CASH EQUIVALENTS

Cash at bank and on hand

	966,513	594,496
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## NOTE 5: TRADE AND OTHER RECEIVABLES

Current

Trade Debtors	7,801	-
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Provision for doubtful debts	(6,411)	-
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	1,390	-
--	-------	---

Loans to associates	-	238
---------------------	---	-----

	1,390	238
--	-------	-----

## NOTE 6: INVESTMENT PROPERTIES

Current

Opening Balance as at 1 July	-	-
------------------------------	---	---

Additions	520,000	-
-----------	---------	---

	520,000	-
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Closing balance as at 30 June	520,000	-
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Investment properties are stated at fair value. The investment property is subsequently sold in September 2006.

Note	2006 \$	2005 \$
<b>NOTE 7: PREPAYMENTS</b>		
<i>Current</i>		
Prepayments	<b>38,202</b>	100

**NOTE 8: AVAILABLE-FOR-SALE FINANCIAL ASSETS**

<i>Non-current</i>		
Investments - Queensland Community Foundation	<b>10,231</b>	8,655
Shares (listed)	<b>17,835</b>	-
	<b>28,066</b>	8,655

**NOTE 9: PROPERTY, PLANT AND EQUIPMENT**

<i>Land and Buildings</i>		
Freehold land and buildings	<b>2,262,756</b>	2,262,756
Less accumulated depreciation	<b>(59,874)</b>	(18,725)
Total land and buildings	<b>2,202,882</b>	2,244,031

*Plant and Equipment*

<i>(a) Plant and equipment</i>		
At cost	<b>596,817</b>	518,715
Less accumulated depreciation	<b>(322,494)</b>	(267,644)
	<b>274,323</b>	251,071

*(b) Motor vehicles*

At cost	<b>21,894</b>	21,894
Less accumulated depreciation	<b>(16,116)</b>	(14,437)
	<b>5,778</b>	7,457

Total plant and equipment	<b>280,101</b>	258,528
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Total property, plant and equipment	<b>2,482,983</b>	2,502,559
-------------------------------------	------------------	-----------

(a) Movements in Carrying Amounts  
Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

	Land and buildings \$	Plant & equipment \$	Motor vehicles \$	Total \$
<b>2006</b>				
Balance at the beginning of the year	2,244,031	251,071	7,457	2,502,559
Additions	-	78,102	-	78,102
Depreciation expense	(41,149)	(54,850)	(1,679)	(97,678)
Carrying amount at end of year	2,202,882	274,323	5,778	2,482,983

Note	2006 \$	2005 \$
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**NOTE 9: PROPERTY, PLANT AND EQUIPMENT (Continued)**

(a) Movements in Carrying Amounts (continued)

	Land and buildings \$	Plant & equipment \$	Motor vehicles \$	Total \$
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**2005**

Balance at the beginning of the year	1,058,356	169,155	9,625	1,237,136
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Additions	780,615	133,589	-	914,204
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Revaluations	441,159	-	-	441,159
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Depreciation expense	(36,099)	(51,673)	(2,168)	(89,940)
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Carrying amount at end of year	2,244,031	251,071	7,457	2,502,559
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**NOTE 10: TRADE AND OTHER PAYABLES**

*Unsecured liabilities*

Sundry creditors and accruals	<b>65,279</b>	36,539
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**NOTE 11: PROVISIONS**

*Current*

Employee benefits	10(a)	<b>145,833</b>	60,491
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*Non-current*

Employee benefits	11(a)	<b>16,228</b>	30,808
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(a) Aggregate employee benefits liability	<b>162,061</b>	91,299
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(b) Number of employees at year end	<b>27</b>	22
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**NOTE 12: OTHER LIABILITIES**

*Current*

Income in advance	<b>504,807</b>	-
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**NOTE 13: MEMBERS' FUNDS**

Total equity at the beginning of the financial year	<b>2,978,210</b>	1,598,754
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Surplus for the year	<b>314,455</b>	938,297
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Transfer to reserves	<b>12,342</b>	441,159
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Total equity at the reporting date	<b>3,305,007</b>	2,978,210
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Note	2006 \$	2005 \$
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**NOTE 14: RESERVES**

Asset revaluation reserve	(a)	<b>441,159</b>	441,159
Unrealised Gain Reserve	(b)	<b>12,342</b>	-
		<b>453,501</b>	441,159

(a) Asset Revaluation Reserve

Movements during the financial year:

Opening balance	<b>441,159</b>	-
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Revaluation of Munro St, Milton dated 20/6/2005	-	441,159
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Closing balance	<b>441,159</b>	441,159
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The asset revaluation reserve records revaluations of non-current assets

(b) Unrealised Gain Reserve

Movements during the financial year:

Opening balance	-	-
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Revaluation of available for sale financial assets	<b>12,342</b>	-
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Closing balance	<b>12,342</b>	-
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**NOTE 15: ACCUMULATED SURPLUS**

Accumulated Surplus at the beginning of the financial year	<b>2,537,051</b>	1,598,754
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Net surplus (deficit) attributable to members of the entity	<b>314,455</b>	938,297
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Accumulated Surplus at the end of the financial year	<b>2,851,506</b>	2,537,051
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**NOTE 16: EVENTS SUBSEQUENT TO REPORTING DATE**

An investment property was donated to the company during the 2006 financial year and has been subsequently sold in September 2006.

**NOTE 17: SEGMENT REPORTING**

The company operates wholly within the public charitable industry within Australia.

# Notes to the Financial Statements

For the Year Ended 30 June 2006

Note	2006 \$	2005 \$
<b>NOTE 18: CASH FLOW INFORMATION</b>		
<b>(a) Reconciliation of cash</b>		
Cash at the end of the financial year as shown in the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows:		
Cash at bank and on hand	966,513	594,496
<b>(b) Reconciliation of cash flow from net surplus after income tax to net cash flows from operations</b>		
Net surplus after income tax	314,455	938,297
<i>Adjustments for:</i>		
Depreciation	97,678	89,940
Non Cash Donations	(527,069)	(471,719)
<i>Changes in assets and liabilities:</i>		
Decrease / (Increase) in trade and other receivables	(1,152)	19,682
Decrease / (Increase) in prepayments	(38,102)	(100)
Increase / (Decrease) in trade and other payables	31,816	10,096
Increase / (Decrease) in interest bearing liabilities	-	(39,436)
Increase / (Decrease) in other liabilities	501,731	-
Increase / (Decrease) in intangible assets	-	1,351
Increase / (Decrease) in provisions	70,762	40,154
Cash flows from operating activities	450,119	588,265

## NOTE 19: FINANCIAL INSTRUMENTS

### (a) Interest Rate Risk

The company's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

	Weighted Average Effective Interest Rate		Floating Rate 1 - 5 Years		Non-Interest Bearing		Total	
	30/06/06 %	30/6/05 %	30/6/06 \$	30/6/05 \$	30/06/06 \$	30/06/05 \$	30/06/06 \$	30/06/05 \$
Cash and Cash Equivalents	4.47	-	996,990	-	-	594,496	996,990	594,496
Trade and Other Receivables	-	-	-	-	1,390	238	1,390	238
Available-for-sale financial assets	-	-	-	-	15,724	8,655	15,724	8,655
<b>Total Financial Assets</b>			<b>996,990</b>	<b>-</b>	<b>17,114</b>	<b>603,389</b>	<b>1,014,104</b>	<b>603,389</b>
Trade and Other Payables	-	-	-	-	65,279	36,539	65,279	36,279
<b>Total Financial Liabilities</b>			<b>-</b>	<b>-</b>	<b>65,279</b>	<b>36,539</b>	<b>65,279</b>	<b>36,279</b>

### (b) Net Fair Values

The net fair value of listed investments have been valued at the quoted market bid price at balance date adjusted for transaction costs expected to be incurred. For other assets and other liabilities the net fair value approximates their carrying value. No financial assets and financial liabilities are readily traded on organised markets in standardised form other than listed investments, forward exchange contracts and interest rate swaps. Financial assets where the carrying amount exceeds net fair values have not been written down as the company intends to hold these assets to maturity.

The aggregate net fair values and carrying amount of financial assets and financial liabilities are disclosed in the Balance Sheet and in the notes to the financial statements.

## NOTE 20: COMMITMENTS AND CONTINGENCIES

The company has entered into a contract and have committed \$14,997 (2005: nil) for venue hire for the 2007 financial year.

## NOTE 21: RELATED PARTIES AND KEY MANAGEMENT PERSONNEL

The names of Directors as at the date of this report are Alex Bell, Bruce Black, Jane Black, Dimity Dornan, Richard Keylock, Paul Laxon, Brad McCosker, Ray Reimer, Tony Snape, Margaret Steinberg and Alan Whidburn. Key management personnels are Chris Lassig (General Manager, resigned December 2005) and Tom Barry (Acting General Manager).

	Salaries & fees \$	Super-annuation \$	Non-cash benefits \$	Total \$
<b>2006</b>				
Total compensation	96,096	9,628	90,332	196,056
<b>2005</b>				
Total compensation	64,596	5,201	29,126	98,923

Note	2006 \$	2005 \$
<b>NOTE 22: AUDITOR REMUNERATION</b>		
Remuneration of the auditor for:		
- an audit or review of the financial report	-	-
- other services	-	-
	-	-

#### NOTE 23: COMPANY DETAILS

The registered office of the company is:  
Hear & Say Centre for Deaf Children Ltd  
40-44 Munro Street  
Auchenflower QLD 4066

#### DIRECTORS' DECLARATION

##### The directors of the company declare that:

- The financial statements and notes, as set out on pages 4 to 13 are in accordance with the Corporations Act 2001:
  - comply with Accounting Standards and the Corporations Regulations 2001; and
  - give a true and fair view of the financial position as at 30 June 2006 and of the performance for the financial year ended on that date of the company.
- In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the directors by:

**Director  
Jane Black**

**Director  
Paul Laxon**

Brisbane: Dated this 12th day of December 2006

## Independent Audit Report

to the Members of Hear & Say Centre for Deaf Children Ltd

#### Scope

##### *The Financial Report and Directors' Responsibility*

The financial report comprises the balance sheet, income statement, cash flow statement, statement of changes in members' funds, accompanying notes to the financial statements, and the directors' declaration for Hear and Say Centre for Deaf Children Ltd (the company), for the year ended 30 June 2006.

The directors of the company are responsible for the preparation and true and fair presentation of the financial report in accordance with the Corporations Act 2001. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

#### Audit Approach

We have conducted an independent audit in order to express an opinion to the members of the company. Our audit was conducted in accordance with Australian Auditing Standards in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Corporations Act 2001, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the company's financial position, and of its performance as represented by the results of its operations and cash flows.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the directors.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

#### Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements and the Corporations Act 2001.

The independence declaration given to the directors in accordance with section 307C would be in the same terms if it had been given at the date of this report.

#### Audit Opinion

In our opinion, the financial report of Hear and Say Centre for Deaf Children Ltd is in accordance with:

- the Corporations Act 2001, including:
  - giving a true and fair view of the company's financial position as at 30 June 2006 and of its performance for the year ended on that date; and
  - complying with Accounting Standards in Australia and the Corporations Regulations 2001; and
- other mandatory financial reporting requirements in Australia.

#### BDO Kendalls

Chartered Accountants

**T Kendall  
Partner**

### Patron

Her Excellency  
Ms Quentin Bryce AC  
Governor of Queensland

### Vice Patron

Wally Lewis



Centre Vice Patron Wally Lewis with Sean, 14 months

## Board Status & Qualifications

### Jane Black

Chairman, B.SW (Hons); Dip. Rad

### Alexandra (Alex) Bell

Director, B.A. (Modern Lang); Grad. Dip

### Dr. Bruce Black

Director, MD; FRACS; FRCS (Ed); FRCS

### Richard Keylock

Director, B.E;MIE (Aust) RPEQ

### Paul Laxon

Director, B.Comm.

### Brad McCosker

Director, B.Law (Hons)

### Raymond (Ray) Reimer

Director

### Anthony (Tony) Snape

Director

### Dr. Margaret Steinberg A.M.

Director, Health & Ed); M. Pty; B. Pty  
(Hons); Dip. Pty.

### Alan Whidburn

Director, Ass. Dip. T; Dip. Man.

### Dimity Dornan A.M.

Director, Founder & Clinical Director  
Ba.Sp.Th.; F.S.P.A.A; Cert. AVT CP.SP

### Stephanie Manger

Secretary - Company, BA; LLB





## Our staff as at June 2006

### Brisbane

#### Therapy - Brisbane

**Jacqueline (Jackie) Brown**  
Cert.A.V. Therapist

**Rebecca Claridge**  
A.V. Therapist - AVSS Program

**Lynda Close**  
A.V. Therapist

**Susan Hayne**  
Playgroup Co-ordinator/Cert.A.V. Therapist

**Emma Rushbrooke**  
Clinical Manager/Cert.A.V. Therapist

**Trudy Smith**  
A.V. Therapist/Outreach

**Rhonda Foots**  
Social Worker

#### Administration - Brisbane

**Samantha Hauff**  
Office Coordinator

**Patricia Wilson**  
Receptionist

**Jennifer Bergman**  
Audiologist

**Liza Bowen**  
Audiologist

**Katye Hives**  
Audiologist in Charge

**Bill Raymond**  
CIMS Database Operator

**Jane Thompson**  
Trainee Coordinator

#### Corporate

**Tom Barry**  
Acting General Manager/Special Projects  
Coord.

**Ivana Cox**  
Finance Officer

**Sarah Davidson**  
Strategic Planning Manager

**Dimity Dornan**  
Clinical Director/Cert.A.V. Therapist

**Heather Wheatland**  
Regional & HR Manager

**Heather Asanuma**  
Financial Controller

#### Fundraising - Corporate

**Karen Dahlskog**  
Community Relations Co-ordinator

**Catherine Holland**  
Admin Assistant - Development

**Robyn Symons**  
Development Manager

### Gold Coast

#### Therapy - Gold Coast

**Teresa Daniel**  
Cert.A.V. Therapist, Centre Coordinator

**Fiona Toohey**  
A.V. Therapist

### North Queensland

#### Therapy - FNQ

**Diana Messervy**  
A.V. Therapist/Centre Coordinator

#### Administration - FNQ

**Silke Hardeland**  
Receptionist

### Sunshine Coast

#### Therapy - Sunshine Coast

**Roxanne Innes**  
A.V. Therapist

**Lorraine Ludvigsen**  
A.V. Therapist

#### Administration - Sunshine Coast

**Tracy Green**  
Receptionist

#### Fundraising - Sunshine Coast

**Karen von Homeyer**  
Centre Coordinator/Fundraising  
Coordinator

**Hear and Say Centre for Deaf Children Limited**  
ACN 058 430 069  
ABN 32 058 430 069



**Hear and Say Centre**

for children who are deaf/hearing impaired  
and their families

### **Registered Office**

#### **The Hear and Say Centre**

40-44 Munro Street, Auchenflower Q 4066  
PO Box 930, Toowong Q 4066  
Tel: (07) 3870 2221  
Fax: (07) 3870 3998  
Email: [mail@hearandsaycentre.com.au](mailto:mail@hearandsaycentre.com.au)  
Website: [www.hearandsaycentre.com.au](http://www.hearandsaycentre.com.au)

### **Regional Centres**

#### **Gold Coast**

8 Bellvue Drive, Varsity Lakes Q 4226  
PO Box 4190 Robina TC 4230  
Tel: (07) 5562 1877  
Fax: (07) 5562 2873

#### **North Queensland**

343 Sheridan Street, Cairns Q 4870  
PO Box 7212, Cairns Q 4870  
Tel/Fax: (07) 4041 1840

#### **Sunshine Coast**

Lot 60, Windsor Rd, Nambour Q  
PO Box 5343, Sunshine Coast MC 4560  
Tel: (07) 5441 0400  
Fax: (07) 5441 5400

#### **Darling Downs**

c/- PO Box 930 Toowong Q 4066