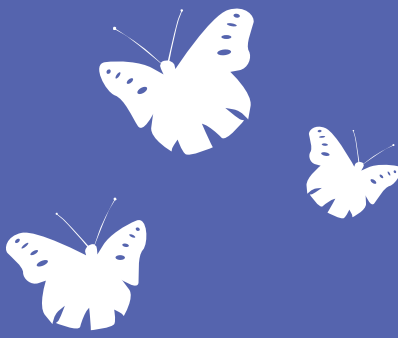




hear and say 2009 annual report



Hear and Say Centre
for children who are deaf/hearing impaired
and their families



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Major donors and sponsors 2009

Hear and Say is grateful to the many individuals and organisations whose support over the past year has made it possible for us to continue to provide a world class, early intervention program for children who are deaf/hearing impaired to give them the opportunity to achieve their potential in education, and career and life pathways.

- 2be placements
- Anthony Barakat
- Beyond Web Development
- Professor Bruce Black
- Caloundra Masonic Lodge No 387
- Cochlear Ltd
- CRC for Cohear Implants
- CS Energy Ltd and staff
- Edmund Rice Foundation (WorldWide)
- Ernst & Young and staff
- Shane Griffin
- Hopgood Ganim Lawyers
- KFC Collins Foods
- Lexus of Brisbane Owner's Gift
- Marsh Ticknell Pty Ltd
- McCullough Robertson
- McDonalds Nambour
- McMahon Clarke Legal
- Morris International
- Anthony Ott
- Picture Warehouse Pty Ltd
- Pimpama School of Arts
- Reed Foundation
- Rotary Club of the Planetarium Inc
- Suncorp
- Shirley Thompson
- Arthur & Maria Vlahogenis

Gold Wings Members (Child sponsors)

- A Day in the Valley Committee
- Australian Mining/Thiess Services Pty Ltd
- Ray Balks & Glenise Anderson
- Brisbane Advertising Association (BAA)
- Candan Industries Pty Ltd
- Michele & Alan Larkin
- Quota International of Wynnum/Manly Inc
- Rotary Club of Stanthorpe Inc
- Runaway Bay Sports Super Centre
- Children in Need Foundation
- Sannies Girl Seafood
- Anna & Dugald Storie
- Suncorp Sunshine Coast Branches
- Sweetser Consulting & Technologies Pty Ltd
- Thiess Services
- Towards a Better Future Foundation
- Veolia Environmental Services
- Zig Zag Foundation

Government Grants

- Commonwealth Special Education – Non Schools Organisations
- Disability Services Queensland
- Dept Tourism, Regional Development and Industry Qld – Innovation Grant
- Education Queensland

Grants

- Austrade Australian Government
- Edmund Rice Foundation (Hear and Say WorldWide)
- Ian Potter Foundation Ltd
- Jupiters Casino Community Benefit Fund
- Queensland Community Foundation
- Reed Charity Foundation
- The Whitehouse Foundation
- Trust Company Ltd
- Xstrata Community Partnership Program Queensland

Other donors and sponsors 2009

- Cameron & Michelle Bettini
- Simon Barakat
- Herron Correy Pty Ltd
- Bede King
- Amanda & Shaun Lonsdale
- Matrix Pty Ltd
- Colin Peet
- Sharlene Prowse
- Reuben Pelerman Benevolent Foundation
- Pavan Soni
- SignXtreme
- Warren Southee
- Joan Urquhart
- Tina & Matthew Worland

Bequests

- Estate of Hewton John Baker
- Estate of Allan Raymond White

Hear and Say Awards

- Louie White Volunteer of the Year
- Jenny Bergman, Hear and Say Centre

Community Champion

- Helen & Erwin Brem, Bartercard Brisbane West
- Adam Luck, Beyond Web Development
- Emma Weedon, McCullough Robertson

Volunteers

Hear and Say is most grateful to all the volunteers who have donated their time and skill to help change the lives of deaf children in Queensland. **"Volunteers aren't paid, not because they are worthless, but because they are priceless."**

- Bruce Allom, Allom Property Group
- Sean Bachman
- Debbie Battaglioni
- Chris Berry, Loscam Ltd
- Greg Biggs
- Emma Brinkman
- Danielle Butler
- Kelly Burmester
- Corey De Luka
- Sharon Fong
- GE group
- Anthony Guerin
- Tammy Hall
- Katelyn Hankinson
- Bronwen Hofmeister
- Anita Jones
- Patricia Jones
- Robyn Keene
- Richard Kelso
- GE Group
- Mel Kraljevic
- Kellie Lanuto
- Jaclyn Martin
- Vanessa Mullins
- Nature's Butterfly Farm
- Rosanna Natoli
- Sandra Parnemann
- Ashvind Prabahran
- Justin Reid
- Di Reimer
- Russell Reimer
- Nic Rone
- Terry Rowland
- Clayne Sargent
- Patrick Silvey
- Suncorp teams
- Miriam Torres
- Lloyd Thomas
- Alan Thomson
- Melinda Vernon
- Petra Walker
- Chris Wheatland
- Tracey Zimmerman



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 –

1. To consolidate and expand our practice *in Queensland* as a foundation to support children with hearing loss *worldwide*; and
2. 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:

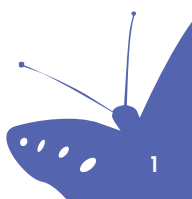
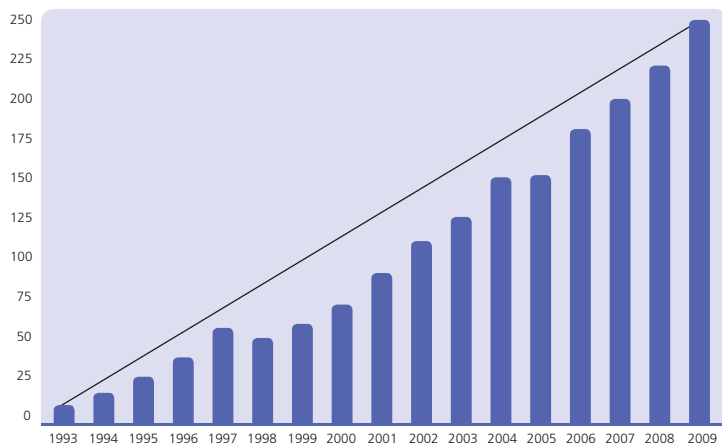
- We take a professional approach in all of our activities
- We demonstrate our trust in each other and our affiliates
- We operate as a team in the support of families
- We show empathy to our colleagues, families and stakeholders
- We maintain a family / client focus

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 inclusion 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 eighteen years of age
- MAPPING of the cochlear implant and assessment for cochlear implant children, adolescents and young adults
- Ongoing audiological management
- Auditory-Verbal Therapy which recognises the parents as the natural language teachers of the child
- Early diagnosis and fitting of hearing aids
- A Parent/Infant Program for newly diagnosed babies to eighteen months
- An Early Intervention Program from eighteen months
- An Outreach Program and Webcam/ Videoconferencing Service for country and isolated families
- A Pre-teen and 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 & 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 & the Sunshine & Gold Coasts
- A visiting service to the Darling Downs

The Journey So Far...

Progression in Child Numbers at 30th June each year





chairman's report



Over the last 12 months we have been fortunate to have a very stable board with the only variance being the welcome addition of Mr Cameron McMillan. Cameron joined the Hear and Say board towards the end of the financial year and attended his first meeting in May. While still remaining active in business circles in Brisbane, Cameron has had a lengthy and successful career in foreign affairs and until recently held the senior position of State Manager, Queensland for Austrade. Cameron and his family reside in Brisbane.

Committees

The board determined that there are, from time to time, matters which may be advantaged with the direct consideration and input from parents attending the Hear and Say Centres. As a result a Parent Advisory Committee chaired by Alex Bell, was established. The Advisory Committee consists of six parents in total and includes two representatives from regional areas who participate by teleconference. The range of topics discussed includes responses from the Parent Survey, provision of opportunities for "newly diagnosed" parents to meet with parents who have experience with Hear and Say, and organization of information sessions with Cochlear and other industry contacts.

The Board Reference Committee consisting of Alan Whidburn and Tracey Moore, has continued to progress its way through a range of governance issues during the year with a primary focus on health and safety for families and staff.

Priorities

The senior management and directors participated in the annual Strategic Review of Hear and Say during March. This review allows us to take a few steps back from the daily operations and look at the bigger picture of the environment in which we have become a major contributor—both nationally and inter-nationally. It provides the opportunity for analysis on our current position, where we wish to progress to and the key elements to make the positive changes happen. The four key priorities identified are financial viability, strategic marketing, building the AVT profession, and sustainability.

These four priorities will be major components of the operations and planning conducted throughout the year.

Challenges

Last year's Annual Report noted with pride that Hear and Say had operated with a zero waiting list for much of the year, despite the welcome introduction of Newborn Hearing Screen tests for babies born in Queensland. Regrettably this year it has not been possible to sustain this objective as more and better informed parents of new born babies have sought support for their children via the AVT approach adopted by Hear and Say.

The number of children (and their families) attending Hear and Say clinics has risen

quite significantly during 2008/09 while the associated costs continue to grow in accordance with this increased number. Naturally this cost increase has stretched the resources of the fundraising team and challenged them to be even more inventive when assessing methods and events to meet the financial demand.

Like most in our society the global financial crisis (GFC) has logically had a detrimental impact on our overall fundraising goals and achievements. This impact, together with the aforementioned increase in new child enquiries, has not allowed the 2007/08 zero record to be maintained. The clinical team and management have cooperated in accepting the optimum number of enrolments.

This funding shortage was not a surprise given the well publicized GFC and highly successful New Born Hearing testing in Queensland. The matter was fully discussed in preparation of budgets for both last year and 2009/10. A considerable amount of time and effort has been invested in the development of a marketing plan aimed at gaining greater exposure and understanding of Hear and Say's purpose and wonderful achievements. This plan includes a series of key messages for on-going communication to selected groups within our operating environment. These groups include governments, corporates, individuals and the community in general.





Highlights

The continued excellent outcomes for children and their families attending Hear and Say remains a highlight. However a number of other events has also made the year one in which progress is evident. Included among these are the considerable range of research projects in which Hear and Say is involved either solely or in partnership.

A further highlight was the luncheon address by MP Brendan Nelson. Attendees included representatives from State Government, interstate Alliance and parents, in addition to Hear and Say staff and directors. Those present were witness to an address by a medical doctor/politician who has a highly impressive and thorough understanding of AVT, its widespread benefits to society and its many challenges.

Subsequent to this address Mr. Nelson has been instrumental in having the Federal Government commit to the introduction of Newborn Hearing Screen testing throughout Australia. This is a major step in the early identification of hearing impairment and we at Hear and Say witness all too frequently examples of delayed identification. Mr Nelson is personally very committed to the expansion of the AVT methodology and Hear and Say commends his position.

National Voice

Through the efforts of Dimity Dornan and Tom Barry the National Alliance has progressed and we believe is well advanced towards becoming a unified national "voice" on aspects of deafness, whilst retaining our independent operations such as Hear and Say. The Alliance holds the

strong belief that a united national voice will carry greater influence than that of separate, smaller associations.

Finally I wish to thank my fellow directors and convey the board's appreciation to the many supporters of Hear and Say. It is clearly appropriate to recognize the dedicated staff who greatly improves the lifestyles of the children attending Hear and Say, forever.

Ray Reimer

Chairman of Directors.





managing director and founder's report

Listening and Spoken Language is the Birthright of Every Child



Hear and Say has proven that deaf children can listen and speak

Government holds the key!

The challenges of 2009 have resulted in Hear and Say developing and flourishing in new areas, according to the constraints of the economy. Our energy has been focused on our belief that listening and speaking are the birthright of every child. We have been trying to find new ways to educate and care for a rapidly increasing number of parents choosing the Auditory-Verbal Therapy program at Hear and Say for their child with hearing loss.

The increase in child numbers has been caused by:

- Research results from Hear and Say showing that children with hearing loss can learn to listen and speak at the same rate as children with normal hearing
- The effects of newborn hearing screening and the subsequent diagnosis of younger babies, and parents with high needs
- More children with unilateral hearing losses who are at risk of education delay
- Research showing the huge benefits of bilateral cochlear implants
- Children requiring hearing technology upgrades

In addition, our existing families live in every corner of our large state and travel across the world. They continually need our support.

We believe that in the future, Government holds the key to children with hearing loss listening and speaking.

Government Partnerships

Since 2004 we have been fortunate to receive \$1.8 million in support of our regional children and for research and development funding which has allowed us to fit-out our Rivercity Hospital premises in Auchenflower. An exciting new development is a professional training contract with Education Queensland to train professionals online. However, we cannot continue to support the increasing number of families who choose Auditory-Verbal Therapy through our own fundraising efforts. An additional \$2 million is needed every year to ensure that children with hearing loss in Queensland, whose parents choose for them to listen and speak, have the ability to claim their birthright. The continual waiting list of up to 29 babies that we have worried over this financial year cannot continue!

Hear and Say has contributed much in the way of "good news" to Queensland with only 14% of Government funding for our needs and now we need more help.

Deaf babies cannot wait for economic recovery

Hear and Say – The Good News for Queensland!

- 600 deaf children can listen and speak
- 93% of graduates in fully inclusive settings
- 6 regional Hear and Say centres
- 350 children currently receiving services
- 200 ears have received cochlear implants
- Telemedicine Outreach program
- University of Queensland research proving that our children can learn to listen and speak at the same rate as a child with normal hearing
- Hear and Say WorldWide has taught 250 professionals in 12 countries
- I HEAR Innovation, our research unit, has a focus on neuroscience, hearing innovation/medical bionics and e-learning, with current projects with international and national alliances underway

Leadership Team

The work of our leadership team this year has been outstanding. The members consist of Tom Barry (Operations Manager), Chris McCarthy (Executive Manager – People, Planning and Strategy), Emma Rushbrooke (Clinical Director), Katye Hives and Jane Chapple (Head of Audiology), Jackie Brown (Clinical Manager), Robyn Symons (Development Manager), Heather Wheatland (Human Resources) and Heather Asanuma (Accounts Manager). This team has continually investigated new directions for the centre to meet the current challenges and the needs of the children and families.

Hear and Say 3 Core Areas:

Despite the economic climate 2009 has continued to be a strong year for the Hear and Say administrative team. A focus on organisational design this year has seen new processes and efficiency improvements delivered throughout the organization, ensuring more resources can be allocated to meet the ever increasing clinical need across Hear and Say. In line with our agreed strategic direction, new staff members and a review of existing roles has meant that Hear and Say is increasingly focusing efforts on sustainability and sharing of knowledge both internally and with external partners.





1. Children's Services

As our older children with cochlear implants approach a quarter of a century in age, it is apparent that we now have an "all of life" program, which requires different approaches to suit different needs. Our technology needs this year have been thoroughly assessed and extended. We now need a new IT system to underpin the work we do with activities like distance audiology services (teleaudiology) and distance education (telemedicine) for our Outreach children and e-learning for our parents and professionals around the state.

Our older children and adults need mutual support and technology is an ideal way in this computer-savvy age group. Face to face teaching of parents and children will always be our core business, but now our core business is expanding and Hear and Say is meeting the need.

2. Hear and Say WorldWide (global professional training)

Hear and Say Worldwide has been continuing to impress as we expand our global professional training efforts. With new courses being developed at the Preliminary and Advanced levels, clinical and Worldwide project staff has also begun converting existing courses into an electronic format that will see all courses able to be delivered on-line in 2010. This new delivery medium has meant that Hear and Say Worldwide has now been engaged by Education Queensland and the University of Southern Queensland to make e-learning courses available for their respective staff and students. The speed in which staff could design, develop and deliver a tailored course to health professionals in Chennai, India and the resultant feedback is also a testament to the level of skill and professionalism of those staff members involved in the global professional training arm of Hear and Say.

Also we completed a project in Sri Lanka, in which the head teacher of the Centre for Hearing Impaired Children (CEHIC) received training. Sister Greta has now trained 25 teachers at CEHIC and 12 children have received hearing aids.

We have also conducted Stage 1 of our first collaborative project with The Ken Fletcher Foundation and the Christian Brothers Oceania Province to train four professionals and set up a newborn hearing screening in the Lorenzo Hospital and an education program at Anawim, a school for children with hearing loss in Negros Occidental in the Philippines.

The increased focus this year on Hear and Say Worldwide has meant that in the last 12 months, projects have been commenced, completed or are underway in Sri Lanka, Philippines, India, East Timor and the Solomon Islands on top of the standard domestic courses training professionals from around Australia to teach listening and speaking skills to children with hearing loss and their families.

In addition, with the support of the Ian Potter Foundation and Cochlear Foundation, we are developing our professional training courses on-line for propagation globally.

3. I HEAR Innovation (research and development)

The Rivercity based hospital research unit, affectionately known as "I HEAR" has seen huge development this year. With a neuroscience, hearing innovation and e-learning focus, a number of significant research alliances has been formed and currently there are 13 projects underway. The research projects have been ably coordinated by Gabriella Constantinescu. Some of the research alliances are University of Queensland (Queensland Brain Institute and School of Health and Rehabilitation Sciences), The Centre for Cognitive Neuroscience, Griffith University (School of Behavioral Sciences) and the Bionic Ear Institute. The flagship of I HEAR is a Queensland node of the HEARING Cooperative Research Centre (CRC), which consists of many important university, corporate and research institute partnerships, designed to prevent and treat pediatric and adult hearing loss. This will help to address the \$11.5 billion cost to Australia per year of deafness in children and adults. Current projects include trialing new hearing technology such as distance programming of cochlear implants, investigating the structure and function of auditory brain cells, and teaching children new ways to listen and speak.

The focus on e-learning this year is a new area of research for I HEAR. A major collaboration with visiting Research Fellows, Professor Nian-Shing Chen of National Sun Yat-Sen University, Taiwan and the Taiwanese Government, Laurence Quinlivan and Megan Hastie of the Brisbane School of Distance Education has tremendous potential. This partnership has opened the way for synchronous and asynchronous teaching and learning on the 3C information



technology platform, the Collaborative Cyber Community. Children, parents and professionals globally will benefit from this innovation, as Hear and Say is able to propagate our knowledge with more speed.

In conclusion, we are enlivened by the messages our Prime Minister, Kevin Rudd, official ambassador for Hear and Say, has announced. He has been inspired by the Hon Dr Brendan Nelson MP to work towards newborn hearing screening for all babies born in Australia, cochlear implants for all children who need them, plus the necessary and appropriate education.

Despite the formidable challenge of the economic environment this year, with the support of our fantastic Board we have weathered the year by consistently working for our children within our means, and using every resource we can muster. However, we will not be able to continue to serve our 350 Queensland children currently receiving services whose parents want them to listen and speak without additional State and Federal Government support.

Our firm belief is that all children have the birthright to be able to listen and speak.

Our I HEAR research is showing that deaf children can listen and speak just like children with normal hearing. Our Hear and Say WorldWide training is sharing our expertise globally, but government holds the key to deaf children listening and speaking in Queensland and Australia.



Dimity Dornan

Managing Director & Founder



clinical director's report



At Hear and Say we believe that listening and spoken language is the birthright of every child. Our program is committed to the early diagnosis of hearing loss, and early intervention with the best hearing technology and using the Auditory-Verbal Therapy approach. Our underlying philosophy and progressive approach to new research and new technologies means that children are realizing their birthright and obtaining good listening and spoken language outcomes faster than ever before.

We have continued to experience considerable growth in 2008-2009. By the end of June 2009 we had received 95 enquiries, conducted 74 interviews and processed 65 enrolments as opposed to 59 enrolments in the previous financial year.

Being able to accommodate these families in the current economic climate has presented us with many interesting challenges. The growing demand for our services and our limited funding has resulted in a significant number of children on a waiting list or reduced service throughout the year.

Our team flexibility has allowed us to meet many of these challenges, however we have also had to make cuts to some of the additional programs/services we provide and, as we look forward, we will need significant additional funding to allow us to meet the estimated future growth requirements.

Current Trends

Of the children enrolled in the past year 46 were referred via Universal Newborn Hearing Screening (UNHS), a 39% increase on last year's enrolments. We are continuing to fine tune our skills for this very young age group and our research project which is looking at the outcomes for children fitted with hearing aids before 6 months of age, is progressing well.

UNHS has increased the number of children with milder and unilateral hearing losses being referred to Hear and Say at a very young age. Prior to UNHS many of these children did not have their hearing loss detected until 2-3 years of age or older and often required remedial intervention once the hearing loss was detected. This early diagnosis will help to prevent delays in these children's progress and many of them will move quickly to a reduced or review service, but this growing demographic is one of the reasons for the increased demand on our services.

We also continue to see a significant number of children progressing to bilateral cochlear implantation and whilst the majority have received these sequentially (i.e. a few months up to many years apart) we are now seeing a growing number receiving the two implants simultaneously and this is likely to become the standard of care for children who meet the criteria.

Professional Training

Professional training is an essential part of the Hear and Say program and the centre's philosophy. Professional development opportunities help our staff to remain at the cutting edge in this very specialised field, and the knowledge gained can then be transferred to the families in our program via both the A-VT lessons and Parent Education sessions.

We have had many exciting and informative "in house" professional development opportunities. One of these saw Carol Flexer (an Audiologist and Auditory-Verbal Therapist of significant international standing) visit our Centre in February of 2009 to facilitate a workshop and provide mentoring input to our clinical staff.

In order to continue to adapt to the needs of the younger population entering our program we have also planned a "Working with Babies" workshop in October 2009. This will be available to both our staff and professionals from other related organisations.

Hear and Say is hosting the first Microtia/Atresia workshop in Australia at our Gold Coast Centre in September 2009. We are fortunate to have two surgeons from America who are renowned in this area, speaking on possible surgical options for this population.

The Hearing is Believing Auditory-Verbal training courses were successfully

conducted again and we also delivered a new introductory Level 0 workshop. These courses were attended by both Australian and international attendees.

Our mentoring program enables us to provide clinical and training support to our clinical staff. Two of our Auditory-Verbal Therapists sat and passed the certification exam in November 2008 and another 2 to 3 staff members will be sitting the exam next year. In 2009 we realized the formalization of mentoring practicums available to clinicians from other centres/programs for a fee for service. Our first practicum in April 2009 provided mentoring support to a therapist from Hong Kong. This program was established to not only provide practical support to therapists who do not have a mentor on site, but also to create much needed revenue.

Lynda Close, one of our Certified Auditory-Verbal therapists, also facilitated a 4 week training course to a number of professionals in Chennai in India. This not only provided a wonderful opportunity for Lynda but also helps to show our commitment to knowledge sharing and the implementation of A-VT practices internationally.

New Programs

The Rocket Social Skills Program will be available to our graduating Prep children in the 4th term of the year and it is designed to increase self esteem and resilience and also offer some school readiness support.

Research

Through I HEAR Innovation we will continue to be involved in a significant number of research programs which include:-

NAL/CRC Outcomes of children with Hearing Impairment study

This is an Australia wide project which commenced in April 2004 and is designed to look at the outcomes of children with a hearing loss over an extended period of time (proposed up to 21 years). Recruitment has now finished for this program and we currently have 35 families participating in the project.

Teleaudiology – A Hearing CRC/ University of Qld Project

Assessing the reliability and validity of remote programming of cochlear implants



for implantees in regional and remote areas. The research will commence with children/ adults (older than 10 years) and then move to younger groups.

Outcomes of an Auditory-Verbal Program

Children 2 – 6 years with hearing loss compared with children with normal hearing in collaboration with the Hearing CRC and the University of Queensland.

Speech and Language Outcomes for Children with hearing loss in an A-V program who are fitted with amplification before 6 months of age

ARC and Griffith University Project

A comparison of anticipated benefits and the personal educational and social outcomes of cochlear implantation in deaf children. Our families and Auditory-Verbal therapists were invited to participate in this research by completing a questionnaire.

Outcomes of children in an A-V therapy Outreach Program

Factors Influencing Hearing and Language outcomes of Children Using Cochlear Implants

In collaboration with the university of Qld: Qld Brain Institute, School of Psychology

The Development of Language and Thinking in Hearing Impaired Children

In collaboration with Griffith University.

Speech, Language and Psychosocial Outcomes for Children with Bilateral Cochlear Implants (2 projects). Project 1 – University of Qld and Project 2 – University of Melbourne

Deaf implanted Child of a Deaf Adult (Di-CODA study)

Parent perspectives on cochlear implants for their children in collaboration with the

University of Melbourne and The Royal Eye and Ear Hospital, Melbourne.

Function of Auditory Cortical Cells

In collaboration with the Centre for Cognitive neuroscience

Prognostic Factors in Paediatric Cochlear Implant Surgery

In collaboration with the University of Qld

Potential Future Research Projects Include:

Central Auditory Processing (CAP) Disorders

A proposed CRC project looking at CAP in children with hearing loss.

Cortical Evoked Response Testing for Bilateral Cochlear Implant (CI) Candidacy

A project that has been proposed in the hope that some useful candidacy information may be elicited using aided cortical testing (pre and post implantation)

Fast ABR

Trialing a new Auditory Brainstem Response system which has been developed by UQ and Ausonex.

Evidence-based Language and Speech Acquisition Methods for Children with Impaired Hearing

In collaboration with the Bionic Ear Institute

Outcomes for Children with Hearing Loss Educated Using Different Approaches

In collaboration with the HEARING CRC

Family Cohesiveness

Impact of CI on Maturing Child

Development of an Online Course for Health Professionals

In collaboration with the National Sun Yat-Sen University in Taiwan

We also continue to collaborate with the Centre for Cortical Neuroscience, the Queensland Brain Institute, University of Queensland and the Wesley CR for a number of proposed projects in the areas of auditory brain growth and critical periods of brain development.

Affiliations

In addition to the above research affiliations we are pleased to be an international affiliate of the Alexander Graham Bell Association and also have research liaisons with several government departments including Education, Health and Disability Services.

Outcomes

93% of Hear and Say graduates obtain full inclusion into mainstream, educational settings. However our goal for all families is for their child to reach their full potential and obtain the best possible outcome.

Our commitment to promoting and guiding parents with the A-V T philosophy, the advancement of our clinical skills and knowledge, and our continued research projects will enable us to continue to obtain these excellent outcomes. All hearing impaired children deserve the opportunity to learn to listen and speak.

Emma Rushbrooke

Emma Rushbrooke

Clinical Director





clinical manager's report

auditory-verbal therapy



We at Hear and Say are privileged to be able to use our skills to assist our children and their families on their journey.

Throughout this past financial year, Hear and Say has continued to provide its quality Auditory-Verbal Early Intervention service to families from all over Queensland, as well as to a few families from northern New South Wales and Darwin. We also provide support to families who reside outside of Australia; some of these families are relocated Queenslanders, whereas others are nationals of other countries in South East Asia. At the end of this financial year, there were 300 families receiving a service, with 132 of these attending for regular Auditory-Verbal Therapy lessons and 16 attending for speech and language assessments only, twice each year as part of our recall/monitoring program.

When Universal Newborn Hearing Screening was rolled out throughout Queensland over 4 years ago, the commitment was made, by the Queensland Government, to refer babies who had an indication of mild and/or unilateral losses, not just those babies with bilateral losses of moderate or greater severity. Some babies with mild and/or unilateral losses will progress to more severe losses over time. Regardless of this possibility, it is essential that families of this cohort of children receive support, as these children are at risk of developing language and speech delays by the time they commence school.

Our Auditory-Verbal Therapists, across all six centres, continue to be dedicated and highly motivated. They make our centres happy and inspiring places in which to work, creating a loving and caring atmosphere for the families, who are often feeling lost and isolated when they first enter our doors.

Brisbane Centre

The move of non-therapy staff to the Rivercity site in late 2008 freed up rooms at Munro Street for use by the Auditory-Verbal Therapists. There are now seven Auditory-Verbal Therapists in the Brisbane Centre, five full-time and three part-time including Sue Hayne who provides mentoring support. These include five Internationally Certified Auditory-Verbal Therapists and we anticipate that three more will become certified by mid 2010. Mentoring support and on-going professional development is essential for all of our Auditory-Verbal Therapists if Hear and Say is to maintain its high quality Auditory-Verbal Therapy program to children and their families. The Brisbane centre is fortunate to have a highly skilled group of Auditory-Verbal Therapists who are very supportive of each other and keen to share skills and ideas.

Regional Centres

Sunshine Coast

At the end of this financial year, the Sunshine Coast Centre was only open for three days each week. However, the need for further Early Intervention places will see this increase to four days in the second half of 2009. Our lone Auditory-Verbal Therapist, Roxanne Innes, is providing a wonderful service to families in the area, without the benefit of fellow professionals around her. In my role as Clinical Manager, I visit the centre in Nambour twice each term to support Roxanne and to touch base with the families.

Gold Coast

The numbers at our Gold Coast Centre have also increased, with four days of therapy being provided there by Teresa Daniel and Vicki Tamandl.

North Queensland

Our North Queensland Centre has a group of very young children all with cochlear implants. I have been providing support in Cairns for the past few years, but Lynda Close (from the Brisbane centre) has taken





over this role from January 2009 and travels to Cairns for two days at least three times each term, to provide mentoring support to Sara-jane Adams.

At the beginning of 2009, we were able to offer weekly Auditory-Verbal Therapy and cochlear implant MAPPING in Townsville. Liza Bowen, an Audiologist and Auditory-Verbal Therapist who previously worked at our Brisbane Centre, was transferred with her husband to Townsville. Liza was able to take over the care of two families in our Outreach program, and some of MAPPING for the older children, saving them the trip to Brisbane.

Darling Downs

Until the end of 2008, our Darling Downs Centre was staffed by Rebecca Spargo for one day each week, when Rebecca resigned to begin her own family. Kirsty MacKenzie now travels from Brisbane to Toowoomba on a fortnightly basis, to provide Auditory-Verbal Therapy to the families in that region. It is not an ideal solution; we would prefer to have a therapist who lives in the district, but so far we have not been able to find a local person to take over the role. The Toowoomba Base Hospital continues to provide us with a room, for which we are most grateful.

Outreach Program

At the end of June 2009 there were 17 families enrolled in the Hear and Say Outreach program. These families receive fortnightly webcam lessons via SKYPE and, in the following non-lesson week, the family's Auditory-Verbal Therapist follows up with the family via Skype, telephone or email to ensure the family is following through with therapy ideas, to discuss goals and progress and to assist with planning activities to facilitate the child's progress.

All full-time Brisbane therapists have some Outreach families on their caseload. Providing lessons via the computer is heavily reliant on technology and sometimes this presents enormous challenges to both staff and parents. However Auditory-Verbal parents learn very early on that they are the ones who will make the difference for their children. Auditory-Verbal parents are great Outreach parents as they are able to carry on themselves if the technology fails!

Xstrata Community Partnerships Program

We have been extremely fortunate over the past 18 months to receive support from Xstrata Community Partnerships Program which provides travel, accommodation and technology support for the Outreach program. All Outreach families are able to access Xstrata funds to travel to Brisbane twice each year for a few days of face to face therapy. Each Outreach therapist visits the families on their caseload twice each year at the families' homes and visits the children's inclusive education settings. Computers and assistance with internet costs are also provided to the families where required.

From a Quality Assurance perspective, the Xstrata grant also allows me, in my role as Clinical Manager, to visit each Outreach family at least once each year. On each of these visits in the past year I have been able to conduct initial interviews with prospective new families whilst on my Outreach trips.





clinical manager's report

auditory-verbal therapy (cont'd)

These visits by Auditory-Verbal Therapists to areas such as Rockhampton, Mackay, Bowen, Hervey Bay, Mt Isa and Darwin also provide the opportunity for local professionals (Speech Pathologists, Teachers of the Deaf and other health professionals) to meet with Hear and Say staff to share information and learn from each other.

Families living in country areas are isolated from the support available in the larger centres. Xstrata funds have assisted Hear and Say to provide significant support to these families and their young children with hearing loss. Once again Outreach Camp in October 2008 was a great success and if funds allow we will provide this gathering annually.

Parent-Infant program: Birth to 18 months

Now that Universal Newborn Hearing Screening is the standard of care throughout all of Queensland, the numbers of families with very young babies enrolling at Hear and Say has increased significantly. It is now not uncommon to have babies as young as three weeks of age being fitted with hearing aids and attending for early intervention with their parents. This group of families requires special skills on the part of professionals; the first appointments can be a very emotional time for both the families and the professionals. Auditory-Verbal Therapists must support the families through this grieving time, whilst assisting them to move forward and enjoy their

baby. What we do not want to do is stifle the inherent parent/child bonding and the loving relationship which develops in the first few months of life. In the second half of 2009, in response to requests from both within Hear and Say and from external professionals, Emma Rushbrooke and I will be presenting a "Working with Babies" Workshop, to demonstrate some techniques and share ideas on working with this very special age group.

Early Intervention: 18 months to 6 years

Historically, Auditory-Verbal Therapy lessons have been provided for families on a regular weekly basis. Some families, more typically those whose children had mild to moderate hearing losses, would move to fortnightly or monthly lessons as the children reached the age of 4 or 5 years. However, with early diagnosis and fitting of hearing aids, and with cochlear implants now being implanted at 6 or 7 months of age, we are increasingly seeing young children whose language and speech has become age-appropriate (or above!) at 2 or 3 years of age.

Many families are now able to move to a less frequent regime of lesson appointments earlier than in the past. This allows us to provide a few more places for new babies on the waiting list. However, we would not suggest to families who are receiving a weekly service that they now move to fortnightly unless we were confident

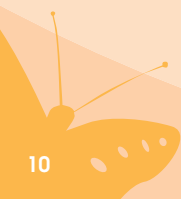
that the child would continue to progress appropriately. With the onset of Prep, we are finding that the needs of the Prep children for our usual annual Transition class have changed. In Term 4 of 2009, we will trial a new program for a group of Prep children, targeting social skills in the context of early literacy and communicative competence. This program, which will run for an hour and a half each week over five weeks, has been named "Rocket", assisting these children "launch" into Year 1!

Family Support Services

Without the children's parents and extended families, Hear and Say could not assist children with hearing loss to learn to listen and speak and to achieve their potential. As we need families to be able to provide support to their children, Hear and Say in turn provides additional support to families as well as in the core areas of Auditory-Verbal Therapy and Audiological Services. These additional services include:

- **Social Work**

The Brisbane centre has been base for our Social Worker, Rhonda Foots, for the past few years. Rhonda is available for parents individually or in groups, providing support and counselling as required. Rhonda also attends Playgroup sessions at Hear and Say Centres in Brisbane, Sunshine Coast and Gold Coast and visits Toowoomba to meet with parents a few times each year. In the second half of 2009, Social Work support will change format, as Rhonda is resigning due to family commitments. However, we will continue to provide Social Worker support to all Hear and Say families, by using consultant Social Workers who have had an association in the past with Hear and Say and are familiar with the needs of our families.





- **Parent Education Classes** continue to be offered in Brisbane each month on Tuesday evenings. This past year we have covered topics such as Developing Resilience in your Child, Triple P Behaviour Management Strategies (which was hugely popular) and a great evening with visiting expert Carol Flexer. At the Sunshine Coast Centre Rhonda and/or Roxanne run a Parent Education Class twice each term after Playgroup, while volunteers look after the children, enabling families to really benefit.
- **Playgroup** continues to be a valuable component of our Early Intervention program. It operates weekly at the Brisbane Centre and twice a term at most regional centres. Some families whose children are on recall/monitoring attend Playgroup, with both the parents and children benefiting from the contact with other families whose children have a hearing loss. Many families with tiny babies make Playgroup part of their weekly routine – the Mums and Dads are to be found painting and playing with play dough as the babies gurgle at their feet!

- **Social Skills Programs** In Term 4 2008, we ran the Comet program for a group of lower primary school Hear and Say graduates. The eight week course (one afternoon a week) was an exciting and challenging adventure for the boys and girls, as well as for the staff who facilitated the program. We are in the process of formally writing our Comet and STAR social skills programs in anticipation of publication, as we have found them to be of enormous benefit to Hear and Say families.

children who have a hearing loss. The children's confidence and skills are proof that "deaf" is no longer "deaf", that children with all degrees of hearing loss have the potential to develop age-appropriate language and speech and to take their place confidently in a hearing and speaking world. We at Hear and Say are privileged to be able to use our skills to assist these children and their families on their journey.

Jackie Brown

Clinical Manager – Auditory-Verbal Therapy

Conclusion

I never cease to be amazed at the dedication of the families and the Hear and Say staff, as we work together to help young children who have a hearing impairment learn to listen and speak. When Hear and Say graduates come back to visit, to attend a social skills program or to be guest speakers at our functions, I am reassured yet again that we at Hear and Say are providing a wonderful service for families with young





clinical manager's report

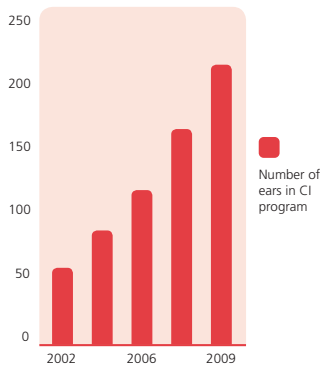
audiology



Cochlear Implant Program

The past year has been one of continuing growth within Hear and Say's Cochlear Implant Program. The number of cochlear implants the audiology department supports has grown to 214 implants, a 100% increase since 2006 (Figure 1), which makes us the largest paediatric cochlear implant program in Queensland. This growth can be attributed in part to a continuing trend towards bilateral implantation, and the improved early identification of infants with hearing loss provided through the Health Hearing screening program. The continuing improvements in cochlear implant technology mean an increasing number of children stand to benefit from implantation, and this has also contributed to the rate of growth within our program.

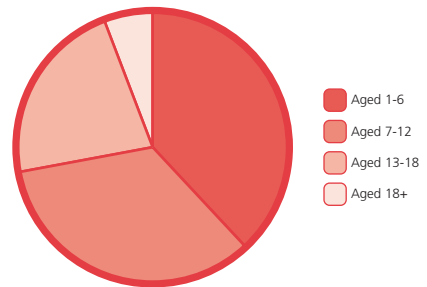
Figure 1:
Growth in the Cochlear Implant Program



With only three full time equivalent audiologists to meet the increased demand for services, significant improvements in efficiencies were made during 2008/2009. Changes include the addition of a Clinical Support Co-Ordinator to the audiology team, and the opening of a second audiology premises within the Rivercity Private Hospital.

The cochlear implant program currently supports both private and public implantees, from birth through to adulthood. (Figure 2). A series of social and educational events for teenagers and young adults in our care, who represent 28% of our total implantees, has been initiated to better support this group and these are well attended.

Figure 2:
Age demographics of the Cochlear Implant Program



Looking forward to the year to come, we anticipate further growth in the number of children referred to our cochlear implant program, and exciting developments in the implant technologies we work with.

Regional Services

Our Brisbane based audiologists travel regularly to our centres on the Gold Coast, Sunshine Coast and Darling Downs. Our children in Townsville are fortunate to have Liza Bowen, a highly experienced Hear and Say audiologist and Auditory-Verbal therapist, providing services to the cochlear implant children within that region.





Healthy Hearing and Private Diagnostic Services

The audiology department provides diagnostic services to children referred through the Healthy Hearing program. The Healthy Hearing Program is a statewide Queensland Health initiative, aiming to identify and appropriately manage children with a hearing loss at birth, and children who might be at risk of developing a hearing loss in early childhood. Hear and Say currently performs routine diagnostic assessments on ninety children who are at risk of developing hearing loss, and has diagnosed six children this year who were referred to our service at birth, with a permanent hearing loss.

Additionally, we have begun to market the private diagnostic audiology services we offer as a means of assisting Hear and Say to better meet its operating costs. We hope that this will provide a growing source of revenue for the department in the future.

Achievements in 2009

- Ongoing participation in research, including research projects focusing on outcomes for bilateral cochlear implantees, and cochlear implantation in babies
- Establishment of a new CI forum inclusive of all paediatric CI surgeons
- Provision of audiological support to children with Med El cochlear implants. With only three full time equivalent audiologists Hear and Say is the only paediatric audiology program in Queensland to offer this service
- Provision of audiological support to children with a BAHA bone anchored implant. Hear and Say is the only paediatric audiology program in Queensland to offer this service
- Expansion of diagnostic services to include private diagnostics to children requiring hearing assessment
- Development of a social program to better support our teenage cochlear implantees
- Expansion of audiology into the Rivercity facilities, enabling us to offer twice as many appointments as was previously possible
- Hear and Say audiologists have continued to contribute to community awareness of hearing loss and cochlear implants through presentations at parent education evenings and professional conferences

Jane Chapple

Acting Clinical Manager – Audiology





development manager's report



“Change is the law of life and those who look only to the past or present are certain to miss the future.”

John F. Kennedy

Change is almost always challenging and confronting but it also provides an opportunity to find new paths!

As for most of the community, this has been one of our most challenging years! Financial support is down and as a result we have had to streamline our services and, most distressing of all, we have had to say “no” to some families.

Government funding allows us to keep our doors open for only seven weeks of the year. For the rest of the year we depend on our fundraising efforts and our committed supporters. The Global Financial Crisis has had a significant effect on our fundraising resulting in an end of year deficit for the first time in our short history.

However we owe our thanks to many of our loyal families and supporters who have seen our need and responded to our call for help. The continued support of our long term partners, Suncorp and Thiess, has resulted in better than expected financial outcomes for the Butterfly Appeal and Charity Ball considering the economic climate.

We must also thank the Quota Club of Wynnum Manly for their continued support for over ten years, and many corporate and community groups state wide including groups and individuals who gave in kind support or donated their volunteer services.

We are most grateful to the special people and organisations who during the past year pledged a twelve month sponsorship of a child's journey into the world of sound. We honour their support by membership to our Gold Wings group, joining other esteemed community benefactors who have invested in the future of Queensland's youth.

And in particular thank you to many individuals who quietly and regularly gave donations to help us with our work. You are all very special people!

Once again I would like to acknowledge the efforts of our fundraising team, Karen Dahlskog and Cathy Holland in Brisbane, Jen Worthington on the Gold Coast and Karen von Homeyer on the Sunshine Coast.



2008 – 2009 Fundraising News

Rotary Club of Planetarium Charity of the Year

We are indebted to many Rotary clubs in Queensland for their support of our work over many years and in particular this year to the Rotary Club of Planetarium which nominated Hear and Say to be their major beneficiary in 2008. Over \$12,000 was raised in total through their annual Business Lunch in October.

September “Rock the Kasbah” - Thiess Annual Charity Ball

A bevy of belly dancers and several spectacular fire eaters entertained 320 guests at Hear and Say's annual charity ball. Hear and Say graduate, ten year old Darcy, inspired guests with the story of his journey into the world of sound and \$86,000 was raised to help Hear and Say give other young deaf children the opportunity to make their own journey.

Annual Business Men's Lunch

This prestigious end of year get together for Brisbane's leading business men organised by Anthony Barakat and Angelo Russo nominated Hear and Say to receive \$80,000 as one of the beneficiaries of this “not to be missed” event on Brisbane's social calendar.

Lexus of Brisbane Owner's Gift

A wonderful Christmas gift was the grant from the Lexus of Brisbane Owner's for the conversion of our Brisbane Playgroup room into a multi purpose facility which can now be used for Occupational Therapy, parent education and professional training! With space now at a premium this grant allows us to maximise available space in order to provide the best services and opportunities for our hearing impaired children.

Butterfly Appeal - “Help give a deaf child wings!”

This was the tenth year of our annual statewide appeal and we gratefully acknowledge the support of our major sponsor Suncorp and also KFC, both of which have been integral in the appeal's success since inception.

Despite the economic downturn a total of \$136,218 was raised, just short of the 2008 record total due to the support of the Suncorp branches, KFC outlets and generous Queenslanders.

Suncorp Sunshine Coast Regional branches once again combined to raise \$20,000 to win Highest Fundraising Region Award for the second consecutive year. The funds raised by the Sunshine Coast branches have been allocated to the sponsorship of two Sunshine Coast children, Joseph and Sloane, for the next twelve months.

The Suncorp Best Dressed Branches competition was won by Brisbane West region with a large number of branches from throughout the region decorating their branches with butterflies, flowers and gardens. The Albany Creek branch from Brisbane North region was a stand out for the third year in a row.

Once again we are indebted to Suncorp volunteers who assembled and packed the merchandise boxes and assisted with the launch in Brisbane, and the Gold and Sunshine Coasts.

Queensland schools once again enthusiastically supported the appeal with Gatton State High School just ahead of Kelvin Grove State College to win the trophy for the highest fundraising school.

This year's appeal also achieved record media coverage valued at \$416,816.

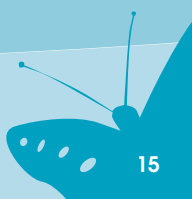
Register on line for 2010
www.butterflyappeal.com

May

Loud Shirt Day – getting “deaf kids talking”!

On 15th May, 56,000 Queenslanders stood out from the crowd by wearing their loudest shirts to raise \$73,895 in Queensland to help “get deaf kids talking”! Winning schools included Moreton Bay College Prep and Cunnamulla State Primary School.

This national initiative of the Alliance for Deaf Children Australia & New Zealand raised \$485,000 in total and provided a day of loud shirts and fun in schools, businesses and retail outlets across Australia and New Zealand! Details for 2010 can be found on line at www.loudshirtday.com.au.





development manager's report

Everyday Hero

Thank you to everyone who nominated Hear and Say as their chosen charity through their participation in community events including the Sydney City2Surf and the Bridge to Brisbane! Valuable funds were raised and a wider audience heard about the life changing work we do at Hear and Say.

Hear and Say Families

We appreciate the efforts made by Hear and Say families to help raise funds over the past year. In November Amanda Lonsdale organised a "Butterflies in the Park" day out in Hervey Bay. Michelle Bettini and her family organised a stand in the local shopping centre in Mackay during the Butterfly Appeal. Anna & Dugald Storie were at the heart of several highly successful fundraising events and Tim Hughes developed his own online fitness and well being website, "Hear We Go", and is donating 50% of the profits to Hear and Say! Thank you to all our families who allowed the media into their lives over the past twelve months and who helped with our appeals or organised their own fundraising initiatives!

Clubs

We are indebted to many community groups including Quota and Rotary throughout Queensland who have raised funds for Hear and Say over the past twelve months.

Gold Coast Centre Fundraising Co-ordinator Jen Worthington

Thank you to the many people and organisations who have helped in some way over the past year to ensure Hear and Say Gold Coast continues to be able to provide vital therapy for local deaf children.

The Varsity Lakes Delfin Community Christmas Carols were held on Sunday 7th December with special guests including former Australian Idol star 'Mutto' and Santa. We are most appreciative of the support once again of the wonderful volunteer team from Hope Church and other volunteers who assisted in selling butterflies and glow sticks.

The Butterfly Appeal was launched at the Suncorp Branch of the Burleigh Waters Shopping Centre. Although the live Butterfly release was cancelled due to rain, the children enjoyed the antics of special guest 'Gooy'. Guests included Centre supporters and families and Suncorp

customers. Thank you to many Gold Coast schools including Helensvale State High School, Varsity Lakes Junior College & Bond University for their support of the appeal.

Loud Shirt Day blasted into colour on the coast with all Gold Coast Suncorp branches getting loud for the day and Minter Ellison donned their loudest shirts in support of their favourite charity.

Many thanks to Russell Reimer of the Gold Coast Harness Racing Club who invited the Hear and Say Centre to be a part of the club's first dinner & Calcutta draw at Southport Sharks. Gold Coast Hear and Say graduate Della inspired guests with her speech about her life experiences both at the Hear and Say Centre and as a student at school.

Matrix Golf Day

Matrix continued their long association with the Hear and Say Centre by hosting another successful golf day in July at Robina Glades which raised \$22,000 for our Gold Coast Centre. Parents Michael & Sandra with their son Christian were the special guest speakers for the evening. Christian as usual delighted everyone with his gorgeous manner and charming smile!

Thank you to the Griffith Uni Graphic Design students for their donation of artwork for the event, and in particular winning student Katelyn Hankinson.





**Sunshine Coast Centre
Centre & Fundraising Co-ordinator
Karen von Homeyer**

The Sunshine Coast has struggled to combat the effects of the financial crisis but due to the generosity of local residents, community groups, business, a local grants program and its own fundraising activities it has managed to stay present in the market.

Although down in attendees from previous years, the Sunshine Coast Centre's signature event "Dancing with the Local Stars", was once again successful. Over 250 guests attended the exciting, energetic yet glamorous evening and helped raise close to \$40,000 with everyone becoming involved in the various fundraising activities on offer. The celebrity dance-off created the excitement needed to assure all guests had a wonderful evening.

Butterfly Appeal was launched at the heart of the Sunshine Coast shopping mile.....centre stage at the Sunshine Plaza Shopping Centre. Hosted by local news reader Rosanna Natoli, more than 50 guests enjoyed the colorful face painting and delightful butterfly release. The Suncorp Butterfly Brigade was out in force having taken the challenge to raise over \$20,000 during the appeal to sponsor two children for a year's therapy.

Special thanks go to Greg Biggs our local Ambassador for his on-going support and dedication to the Hear and Say Centre, our Hear and Say families for representing

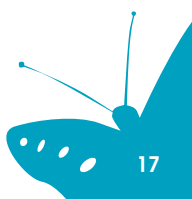
the centre at functions and media opportunities, and Harry and Margaret Reed for their kind and generous support.

We acknowledge and thank local community groups such as tennis groups, bowls clubs, gym groups, RLS's and the Vietnam Veterans' Association for their overwhelming support including:

- Masonic Lodge of Caloundra
- Masonic Lodge of Nambour
- Masonic Lodge of Landsborough
- Telstra Country Wide
- Secure Access IT
- Bank of Qld Maroochydore
- REED Property Group
- Nambour RSL
- Mc Donalds Sunshine Coast
- Suncorp Sunshine Coast
- Rotary Clubs of the Sunshine Coast

Robyn Symons

Development Manager





hear and say centre for deaf children

ABN 32 058 430 069

Directors Report For the year ended 30 June 2009

The directors of Hear & Say Centre for Deaf Children present their report together with the financial report of Hear & Say Centre for Deaf Children ("the Company") for the year ended 30 June 2009 and the auditor's report thereon.

1. Directors

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

Bruce Black

Jane Black

Dimity Dornan

Paul Laxon

Cameron MacMillan Appointed 11 May 09

Brad McCosker Resigned 8 July 08

Tracey Moore Appointed 8 July 08

Ray Reimer

Margaret Steinberg

Alan Whidburn

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

2. Principal Activities

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.

3. Operating Results

The deficit of the Company for the financial year after providing for income tax amounted to \$471,408 (2008: Surplus \$82,512).

4. Events Subsequent to Reporting Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Company, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company, in future financial years.

5. Likely Developments

The Company expects to maintain the present status and level of operations and hence there are no likely developments that will significantly change the Company's operations.

6. Environmental Regulation

The Company's operations are not subject to any significant environmental regulations under either Commonwealth or State legislation.

7. Indemnification and Insurance of Officers

Indemnification

Since the end of the previous financial year, the Company has not indemnified or made a relevant agreement for indemnifying against a liability any person who is or has been an officer of the Company.

Insurance Premiums

During the financial year the Company has paid premiums in respect of directors' and officers' liability and legal expenses insurance contracts for the year ended 30 June 2009 and since the financial year, the Company has paid or agreed to pay premiums in respect of such insurance contracts for the year ending 30 June 2010. Such insurance contracts insure against certain liability (subject to specific exclusions) persons who are or have been directors or executive officers of the Company.

The directors have not included details of the nature of the liabilities covered or the amount of the premiums paid in respect of the directors' and officers' liability and legal expenses insurance contracts, as such disclosure is prohibited under the terms of the contract.

8. Lead auditor's independence declaration

The lead auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 18 and forms part of the directors' report for financial year 2009.

This report is made with a resolution of the directors.

Jane Black

Dated at Brisbane 28th October 2009

Paul Laxon

Lead Auditor's Independence Declaration Under Section 307C of the Corporations Act 2001

To: the directors of Hear and Say Centre for Deaf Children

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2009 there have been:

- (a) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.

KPMG

Brisbane

Date: 28th October 2009

Scott Guse
Partner





financial statements

for the year ended 30 June 2009

Income Statement

For the year ended 30 June 2009

	Notes	2009 (\$)	2008 (\$)
Revenue			
Fundraising revenue	2	2,352,335	2,803,029
Interest revenue		67,038	111,500
Other revenue		378,271	299,955
Total Revenue		2,797,644	3,214,484
Expenses			
Employee benefits expense		1,769,984	1,653,487
Fundraising expense	2	493,216	615,160
Depreciation expense		347,360	267,257
Other Expenses		658,492	596,068
Total Expenses		3,269,052	3,131,972
(Deficit)/Surplus from ordinary activities		(471,408)	82,512

The above income statement is to be read in conjunction with the notes to the financial statements set out on page 21 to 26.

Statement of Changes in Equity

For the year ended 30 June 2009

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Available for Sale Reserve \$	Total \$
At 1 July 2007	3,019,472	2,316,392	46,530	5,382,394
Surplus for the year	82,512	-	-	82,512
Revaluation of financial assets available for sale	-	-	(38,801)	(38,801)
At 30 June 2008	3,101,984	2,316,392	7,729	5,426,105
Deficit for the year	(471,408)	-	-	(471,408)
Revaluation of financial assets available for sale	-	-	(8,828)	(8,828)
At 30 June 2009	2,630,576	2,316,392	(1,099)	4,945,869

The available for sale reserve relates to an unrealised gain/loss resulting from a change in the fair value of shares held.
The statement of changes in equity is to be read in conjunction with the notes to the financial statements set out on page 21 to 26.





financial statements

for the year ended 30 June 2009

Balance Sheet

For the year ended 30 June 2009

	Notes	2009 (\$)	2008 (\$)
CURRENT ASSETS			
Cash and cash equivalents	3	1,176,947	1,703,292
Trade and other receivables	4	47,301	34,587
Prepayments	5	32,170	34,281
Total current assets		1,256,418	1,772,160
NON CURRENT ASSETS			
Available for sale financial assets	6	13,013	20,020
Property, plant and equipment	7	4,432,672	4,568,350
Total non-current assets		4,445,685	4,588,370
Total assets		5,702,103	6,360,530
CURRENT LIABILITIES			
Trade payables	8	38,269	114,717
Employee Benefits	10	198,398	160,276
Other liabilities	9	413,808	518,763
Total current liabilities		650,475	793,756
NON-CURRENT LIABILITIES			
Employee Benefits	10	105,759	140,669
Total non-current liabilities		105,759	140,669
Total Liabilities		756,234	934,425
Net Assets		4,945,869	5,426,105
EQUITY			
Reserves		2,315,293	2,324,121
Accumulated Surplus		2,630,576	3,101,984
Total Equity		4,945,869	5,426,105

The above balance sheet is to be read in conjunction with the notes to the financial statements set out on page 21 to 26.

Statement of Cash flows

For the year ended 30 June 2009

	Notes	2009 (\$)	2008 (\$)
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash receipts in the course of operations		2,601,895	3,315,519
Cash payments in the course of operations		(3,026,862)	(2,912,767)
Interest and other income received		67,038	115,190
Net cash provided by/(used in) operating activities	11	(357,929)	517,942
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of shares		-	(3,582)
Sale of Property, plant and equipment		54,145	
Dividends received		3,019	2,754
Payments for property, plant and equipments		(225,580)	(386,033)
Net cash used in investing activities		(168,416)	(386,861)
CASH FLOW FROM FINANCING ACTIVITIES			
Net cash provided by financing activities		-	-
Net (decrease)/ increase in cash held		(526,345)	131,081
Cash and cash equivalents at 1 July		1,703,292	1,572,211
Cash and cash equivalents at 30 June		1,176,947	1,703,292

The above cash flow is to be read in conjunction with the notes to the financial statements set out on page 21 to 26.

notes to the financial statements

for the year ended 30 June 2009

1. Significant accounting policies

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

The financial report was authorised for issue by the directors on 28 October 2009.

1.1 Statement of compliance

In the opinion of the Directors, the Company is not a reporting entity. The financial report of the Company has been drawn up as a special

purpose financial report for distribution to the members and for the purpose of fulfilling the requirements of the Corporations Act 2001.

The special purpose financial report has been prepared in accordance with the requirements of the Corporations Act 2001, the recognition and measurement aspects of all applicable Australian Accounting Standards ("AASBs") (including Australian Accounting Interpretations) adopted by the Australian Accounting Standards Board ("AASB").

The financial report does not include the disclosure requirements of the following pronouncements having a material effect:

AASB 114	Segment Reporting
AASB 124	Related party disclosures.
AASB 7	Financial Instruments

1.2 Basis of Preparation

The financial report is presented in Australian Dollars.

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.





notes to the financial statements

for the year ended 30 June 2009

The preparation of a financial report in conformity with Australian Accounting Standards requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgments about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Judgments made by management in the application of Australian Accounting Standards that have significant effect on the financial report and estimates with a significant risk of material adjustment in the next year are discussed in the applicable accounting policies.

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.

1.3 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.

1.4 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 3 three years, with annual appraisals 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 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 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	Depreciation Basis
Buildings	1.7-10%	Diminishing Value
Plant and Equipment	11-40%	Diminishing Value
Motor Vehicles	22.5%	Diminishing Value

Impairment

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 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.

1.5 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 available for sale, are measured at fair value. Gains and 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 this classification.

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. 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.

1.6 Employee Benefits

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





notes to the financial statements

for the year ended 30 June 2009

Employee benefits expected to be settled within one year together with benefits arising from wages and salaries and annual 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.

1.7 Cash and cash equivalents

Cash and short-term deposits in the balance sheet comprises 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 equivalents as defined above, net of outstanding bank overdrafts.

1.8 Revenue

Interest revenue

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

Dividends

Dividend revenue is recognised when the right to receive a dividend has been established.

Donations/Grants/Fundraising Activities

Contributions received via non-specific donations, bequests or fundraising activities and contributions to assist in the acquisition of assets, being non-reciprocal transfers, are measured at the fair value of the asset received and are recognised when the Company receives the donation or bequest or conducts the fundraising activity.

Contributions received by way of donations, bequests or fundraising activities which represent reciprocal transfers (repayable if

conditions attached to contribution not met) and are measured at the fair value of the asset received and recognised as revenue when the Company expends the funds received for the specific purposes for which the contribution was made.

1.9 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.

2. Fundraising revenue and expense

Funds raised are used to operate the Companies charitable paediatric auditory-verbal and cochlear implant centre for hearing-impaired children.

	2009 (\$)	2008 (\$)
FUNDRAISING REVENUE		
Operating grants	1,092,550	1,011,509
Donations	396,984	587,736
Fundraising event revenue	460,382	589,691
Appeals	96,958	121,187
Other fundraising revenue	305,461	492,906
	2,352,335	2,803,029
FUNDRAISING EXPENSE		
Total fundraising expense	493,216	615,160
Net surplus from fundraising activities	1,859,119	2,187,869
 3. Cash and cash equivalents		
	2009 (\$)	2008 (\$)
Cash at bank and in hand	1,176,947	1,703,292
	1,176,947	1,703,292





notes to the financial statements

for the year ended 30 June 2009

4. Trade and other receivables

	2009 (\$)	2008 (\$)
Trade debtors	23,955	23,335
Provision for doubtful debts	(4,647)	(8,727)
Other Debtors	23,290	18,741
Loans to associates	4,703	1,238
	47,301	34,587

5. Prepayments

	2009 (\$)	2008 (\$)
Prepayments	32,170	34,281
	32,170	34,281

6. Available for sale financial assets

	2009 (\$)	2008 (\$)
Investments – Queensland Community Foundation	-	-
Shares – Watpac (Fair Value)	13,013	20,020
	13,013	20,020

7. Property, Plant and equipment

	Land and buildings	Leasehold Improvement	Plant and equipment	Motor vehicles	Total
COST					
Balance at 1 July 2008	4,070,000	229,211	858,999	21,894	5,180,104
Additions	-	76,924	176,656	-	253,580
Disposals	-	-	(97,043)	-	(97,043)
Balance at 30 June 2009	4,070,000	306,135	938,612	21,894	5,336,641
ACCUMULATED DEPRECIATION					
Balance at 1 July 2008	(140,750)	-	(452,578)	(18,426)	(611,754)
Depreciation expense	(133,713)	(41,731)	(171,135)	(781)	(347,360)
Accumulated depreciation of disposals	-	-	55,145	-	55,145
Balance at 30 June 2009	(274,463)	(41,731)	(568,568)	(19,207)	(903,969)
NET BOOK VALUE					
Balance at 1 July 2008	3,929,250	229,211	406,421	3,468	4,568,350
Balance at 30 June 2009	3,795,537	264,404	370,044	2,687	4,432,672

8. Trade payables

	2009 (\$)	2008 (\$)
Trade payables	38,269	114,717
	38,269	114,717

9. Other liabilities

	2009 (\$)	2008 (\$)
Accrued Expenses	41,949	35,482
Prepaid event income	12,300	35,609
Restricted funds (1)	359,229	447,672
Other	330	-
	413,808	518,763

(1) Grant, fundraising and donation income received but not recognised in the income statement. Balance to unwind to the profit and loss account in future periods when revenue recognition criteria have been satisfied.

10. Employee Benefits

	2009 (\$)	2008 (\$)
CURRENT		
Employee benefits – Annual Leave	182,081	160,276
Payroll liability	16,317	-
	198,398	160,276
NON-CURRENT		
Employee benefits – Long Service	105,759	140,669
Total Employee Benefits	304,157	300,945





notes to the financial statements

for the year ended 30 June 2009

11. Reconciliation of cash flows from operating activities

	2009 (\$)	2008 (\$)
Net (deficit)/surplus after tax	(471,408)	82,512
<i>Adjustments for:</i>		
Depreciation	347,360	267,257
Gain on sale of property, plant and equipment	(13,425)	-
Dividend received	(3,019)	(2,754)
Donated Assets	(28,643)	-
<i>Changes in assets and liabilities:</i>		
Decrease/(Increase) in trade debtors	(12,714)	(21,762)
Decrease/(Increase) in prepayments	2,111	(18,916)
(Decrease)/Increase in trade and other payables	(59,801)	78,609
(Decrease)/Increase in provisions	(13,105)	41,599
(Decrease)/Increase in prepaid income / other liabilities	(105,285)	91,397
Cash flow from operating activities	(357,929)	517,942

12. Auditors Remuneration

No amounts were paid or are payable to the auditors in respect of the year ended 30 June 2009 (2008: nil).

13. Subsequent events

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Company, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company, in future financial years.

14. Queensland Community Foundation

Hear and Say Centre for Deaf Children has established a fund with the Queensland Community Foundation (QCF) for the purposes of creating a specific fund for Hear and Say to generate future income and donations. All contributions made to this named fund within QCF are held in Trust and invested in perpetuity with net income distributed to Hear and Say at the discretion of the Trustee in accordance with the Queensland Community Fund Declaration of Trust. At balance date this fund is valued at \$8,166 (2008: \$9,473). During the financial year Hear and Say earned \$224 (2008: \$405) as a return on the amount held in this fund.



directors' declaration

In the opinion of the directors of Hear & Say for Deaf Children Ltd ("the Company"):

- (a) the Company is not a reporting entity;
- (b) the financial statements and notes, set out on pages 19 – 26, are in accordance with the Corporations Act 2001, including:
 - (i) giving a true and fair view of the financial position of the Company as at 30 June 2009 and of its performance, as represented by the results of its operations and its cash flows, for the financial year ended on that date in accordance with the statement of compliance and basis of preparation described in Note 1; and
 - (ii) complying with Australian Accounting Standards, other mandatory professional reporting requirements to the extent described in Note 1, and the Corporations Regulations 2001; and
- (c) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Directors

Jane Black

Paul Laxon

independent audit report to the members of Hear and Say Centre for Deaf Children

Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report, of Hear and Say Centre for Deaf Children (the company), which comprises the balance sheet as at 30 June 2009, and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the directors' declaration set out on pages 19 to 27.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the requirements of the Corporations Act 2001 and are appropriate to meet the needs of the members. The directors' responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of members. We conducted our audit in

accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the basis of accounting described in Note 1 to the financial statements so as to present a view which is consistent with our understanding of the company's financial position, and of its performance.

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting obligations under the Corporations Act 2001.

We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001.

Auditor's opinion

In our opinion the financial report of Hear and Say Centre for Deaf Children is in accordance with the Corporations Act 2001, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2009 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and the Corporations Regulations 2001.

KPMG

Brisbane 28 October 2009

Scott Guse
Partner



Patron

**Her Excellency
Ms Penelope Wensley AO**
Governor of Queensland

Vice Patron

Wally Lewis

Board status & qualifications as at June 2009

Raymond (Ray) Reimer
Chairman

Paul Laxon
Director, B. Comm

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

Professor Bruce Black
Director, MD; FRACS; FRCS (Ed); FRCS

Cameron MacMillan
Director, B.Bus.; GAICD

Stephanie Manger
Secretary – Company, BA; LLB

Jane Black
Director, B.SW (Hons); Dip. Rad

Tracey Moore
Director, B.A.; LLB (Hons); M.A. (1st Hons)

Dimity Dornan A.M.
Managing Director and Founder
Ba.Sp.Th.; F.S.P.A.A; Cert. AVT; CP.SP

Dr Margaret Steinberg A.M.
Director, B. Health & Ed; M.Phty; B.Phty
(Hons); Dip.Phty

Our Staff as at June 2009

Leadership Team

Dimity Dornan
Managing Director & Founder

Heather Asanuma
Financial Controller

Tom Barry
Operations Manager

Jacqueline (Jackie) Brown
Clinical Manager - Auditory-
Verbal Therapy
Cert. Auditory-Verbal Therapist

Jane Chapple
Acting Clinical Manager -
Audiology

Katye Hives
Clinical Manager - Audiology
(maternity leave)

Chris McCarthy
Executive Manager - People,
Planning & Strategy

Emma Rushbrooke
Clinical Director
Cert. Auditory-Verbal Therapist

Robyn Symons
Development Manager

Heather Wheatland
Regional & HR Manager

Brisbane Therapy

Jessica Balfour-Ogilvy
Auditory-Verbal Therapist

Rebecca Claridge
Cert. Auditory-Verbal Therapist

Lynda Close
Cert. Auditory-Verbal Therapist

Natalie Comas
Auditory-Verbal Therapist

Sue Hayne
Auditory-Verbal Mentor
Cert. Auditory-Verbal Therapist

Kirsty Mackenzie
Auditory-Verbal Therapist

Michelle Ryan
Auditory-Verbal Therapist

Claire Worley
Auditory-Verbal Therapist

Playgroup

Petra Walker
Playgroup Assistant

Sarah Wenck
Playgroup Coordinator

Audiology

Jennifer Bergman
Audiologist

Carolyn Lane
Audiologist

Greer McDonald
Audiologist

Fundraising

Karen Dahlskog
Events/Corporate Relations

Cathy Holland
Community Relations

Corporate Administration

Renee O’Ryan
Executive Assistant to Managing
Director

Michelle Rodiger
Facilities Coordinator

Clinical Administration

Anna Bennett
Receptionist

Nicole Kindred
Clinic Support Coordinator

Kristina Martin
Project Officer - Clinical
Resource Library

Jane Thompson
Clinical Administrative Assistant

WorldWide

Gabriella Constantinescu
Lead Researcher

Brooke-Lyn Down
Project Officer - Online Course

Gold Coast

Teresa Daniel
Centre Co-ordinator
Cert. Auditory-Verbal Therapist

Vicki Tamandl
Auditory-Verbal Therapist

Jen Worthington
Gold Coast Fundraising
Coordinator

North Queensland

Sara-jane Adams
Auditory-Verbal Therapist

Sunshine Coast

Roxanne Innes
Auditory-Verbal Therapist

Josi McCormack
Administration Assistant

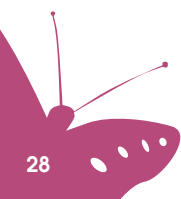
Liz Morosini
Playgroup Coordinator

Rosemary O’Connor
Playgroup Assistant

Karen Von Homeyer
Fundraising & Centre
Co-ordinator

Townsville

Liza Bowen
Auditory-Verbal Therapist/
Audiologist



Registered Office

The Hear and Say Centre

40-44 Munro St, Auchenflower Q 4066
PO Box 930 Toowong 4066
Tel: (07) 3870 2221
Fax: (07) 3870 3998
Email: mail@hearandsaycentre.com.au
Website: 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

Sunshine Coast

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

North Queensland

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

Darling Downs and Townsville

c/- PO Box 930, Toowong Q 4066





Hear and Say Centre
for children who are deaf/hearing impaired
and their families

Hear and Say Centre for Deaf Children Ltd
ACN 058 430 069 | ABN 32 058 430 069

