



hear and say 2010 annual report



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

a firstvoice centre



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Our thanks and appreciation go to all the wonderful people and organisations who have supported our work over the past twelve months. We value each and every donation of money, time or skill and would like to particularly acknowledge the following:

Major donors and sponsors

- Anthony Barakat
- ANZ Cairns Golf Day
- Beyond Web Development
- Professor Bruce Black
- Cochlear Ltd
- CS Energy & staff
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- Face Value Dental
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- Hardy Bros Jewellers
- Jody & Kevin Hart
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- Pimpama School of Arts
- Quota Club Int Gold Coast
- Secure Access
- Seven Sunshine Coast
- Simply Perfect Fruit & Veg W/sale
- Summer Ball Committee
- Suncorp
- The Hearing CRC
- Thiess Pty Ltd
- Shirley Thompson
- Venture Pro Pty Ltd
- Whitehouse Foundation
- Noel Whittaker
- Yellow Daisy Foundation

Gold Wings Members (Child sponsors)

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- Glenise Anderson & Ray Balks
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- Candan Industries
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- Container Connection
- Day in the Valley Committee
- Dianne & David Dahl
- Dr Malcolm & Christine Duff
- FOGS Ltd
- Della & Derek Holden
- Katie Dight Committee
- Michele & Allan Larkin
- Quota Club Int Wynnum/Manly
- Rosengren Family
- Sammies Girl Seafoods
- Silver Chef Ltd
- Sports Super Centre Runaway Bay CIN
- Anna & Dugald Storie
- Suncorp
- Suncorp Sunshine Coast
- Varsity Lakes Community Ltd & Delfin
- Bevan Whitaker

Government Grants

- Austrade Australian Government
- Commonwealth Special Education - Non School Organisations
- Department of Education, Training & the Arts
- Disability Services Queensland
- Education Queensland

Grants

- Commonwealth Bank Staff Community Fund
- Gambling Community Benefit Fund
- Queensland Community Fund
- Rotary Club of Southport
- Tim Fairfax Family Foundation
- Xstrata Community Partnership Program

Bequests

- Estate of Marjorie Blanche Baxter
- Estate of Magdalena Sullivan

Donors and sponsors

- Zbe Placements Pty Ltd
- Frank Aiolo
- Babinda Electronics
- Tony Barakat
- Michelle Bettini
- Club Med
- Emporium Hotel
- Ernst & Young Workplace Giving
- Gold Coast Harness Racing Club
- Greg Harris
- Hopgood Ganim Lawyers
- John Kilroy
- Konica Minolta
- Marsh Ticknell Pty Ltd
- Tara & Darrin Martin
- Matthew Flinders Anglican College
- Simon McLean
- Rex Newsome
- Order of St John
- Sharlene Prowse
- Reuben Pelerman Benevolent Foundation
- Robert Shakespeare
- Rotary Club of Brisbane North
- Sedgman Ltd
- Take 1 Media
- Travelscene American Express
- Joan Urquhart
- Varsity Lakes Travel
- Vietnam Veteran's Assn of Australia (Noosa Sub-Branch)
- David Wilson

Hear and Say Awards for 2009

Louie White Volunteer of the Year
Chris Wheatland

Ambassador
Laurence Quinlivan

Community Champion

- Bruce Allom
- Sean Bachmann
- Debbie Battagliani
- Tim Hughes
- Kellie Lanuto
- Vanessa Mullins
- Rosanna Natoli
- Noel Peck
- Nic Rone
- Miriam Torres

Volunteers

Thank you to all the wonderful volunteers who donate their time, skill and experience to help change the lives of deaf children!

"Volunteers aren't paid because they are worthless, but because they are priceless!"

- Bruce Allom
- Greg Biggs
- Georgia Cambridge
- Lyndall Clancy
- Brenton Comerford
- Michael Dixon
- Pamela Eldred
- Faded Blues Band
- Tammy Hall
- Cushla Hinze
- Bronwen Hofmeister
- Jessica Holland
- Anita Jones
- Patricia Jones
- Robyn Keene
- Richard Kelso
- Tracy Lemming
- Julie Mahairas
- Mark McCabe
- Heather McCarthy
- Phyllis McCrae
- Tess Morgan
- John Mulcahy
- Angelina O'Ryan
- Bronwyn Raymond
- Justin Reid
- Sue Schwartz
- Patrick Silvey
- Suncorp teams
- Sam Sutton
- Cara Tamandl
- Vicki Tamandl
- Kay Watkinson
- Chris Wheatland
- Grace Worthington
- Ruby Worthington
- Gaynor Yates
- Tracey Zimmerman

mission statement

Hear and Say is leading the world in providing listen and spoken language outcomes for children with hearing loss, by offering them listening and speaking as the best option to realise their potential in a hearing world.

Our Vision

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

Our Focus

Organisationally, Hear and Say is focussed on three primary business objectives, as follows:

1. Sustainability of the organisation — the assurance that quality services to children and families can be maintained over the very long term. This objective includes ensuring that we have a robust talent pipeline that enables us to match growth in demand across the spectrum of all our services.
2. Marketing and Fundraising — to have sophisticated strategies and capabilities in marketing and fundraising that enable the achievement of our organisational goals.
3. Financial Viability — to have multiple sustainable revenue streams adequately supporting costs of all operations and activities.

Our Values

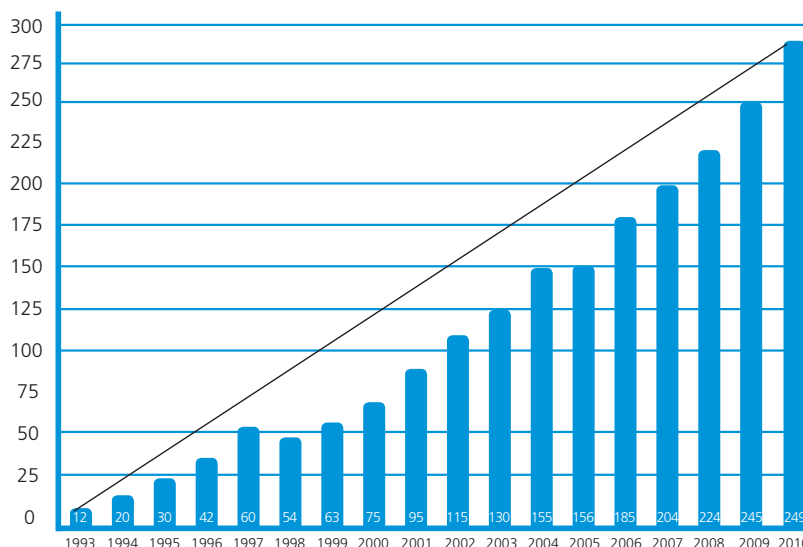
Hear and Say continues to build on its traditional values of Professionalism, Trust, Empathy and Family Focus. Key to our ongoing success is the knowledge that each member of the team, be they an employee, parent, volunteer, corporate partner, family member or friend of Hear and Say, all subscribe to living the values as part of ensuring that we realise our vision as an organisation and reach our goals in empowering children with hearing loss.

The Hear and Say Adventure

Hear and Say continues to grow with the successful rollout of Newborn Hearing Screening, the increased profile of Hear and Say centres across Queensland and the greater expectations of parents for the outcomes for their children. The adventure continues with...

- A supportive, highly qualified staff providing a safe and nurturing environment for Hear and Say children and families
- An Auditory-Verbal Early Intervention Program that is of world class standard and adheres to the principles of the AG Bell Academy (www.agbellacademy.org)
- A unique not-for-profit organisation that is leading the world in the provision of listening and spoken language skills for children who are deaf and their families. Hear and Say is empowering parents to teach their children with hearing loss to listen, understand spoken language and to speak so that these children are able to realise their full potential in a hearing world
- An Early Intervention Program that provides an intensive, tailored and coordinated service that meets the needs of the child and the family wherever they may be on their journey
- A Cochlear Implant Program that supports our current cohort of children, Early Intervention graduates, and a range of other children and young adults with new and differing technology needs, from interstate or overseas and from culturally diverse backgrounds
- Outreach services that continue to grow and cover an area in Queensland alone that is larger than the UK or Texas, USA
- Social Skills Programs that encourage and promote self esteem, resilience and life skills from four years of age through to young adults
- Parent Education classes and counselling and support for the whole family
- Liaison and consultation with a range of educational and medical personnel

Progression in Child Numbers at 30th June each year



chairman's report



So much has been achieved at the Hear and Say Centre since it began operating in 1992. Work now spans three key areas. Firstly, our Early Intervention and Cochlear Implant Programs, encompassing Auditory-Verbal Therapy (AVT) and Audiology, are being offered to children and families attending our centres throughout the State. Secondly, through the global professional training program (Hear and Say Worldwide) and finally, through our international research and development undertaken through the I Hear Innovation programme.

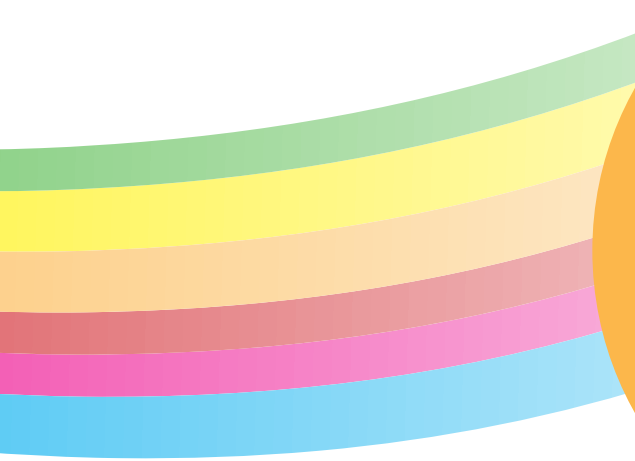
Over the past 12 months, difficult economic circumstances have required a responsible effort to ensure the long-term survival of Hear and Say. Its strong financial position is a testament to the focus of the management team and the balance they have achieved delivering world's best practice audiology and AVT for our children with our limited financial resources.

In April, the Board of Directors and members of the management team participated in a strategy session to further develop Hear and Say's direction. This is part of an annual process aimed at allowing the Board to reflect on the achievements of the past year and to look ahead and refine the strategy for the next three years and beyond.

Detailed operational plans were developed for a number of areas. This included concentrating on our professional resources and ensuring that we have access to the most talented AVT professionals including audiologists and speech pathologists. The sustainability of Hear and Say and the programs we offer, including its financial viability and the marketing and fundraising activities, were also examined.

At the time of writing, there have been some exciting developments from a funding perspective. On the 8th of June, the State Government announced a more comprehensive support program for children's hearing services. The commitment included \$2.46 million over three years, approximately \$800,000 per year, to Hear and Say, as well as a one-off capital grant of \$2 million. This State Government funding was a very welcome development but needs to be put into perspective. Our budgeted expenditure for the 2011 financial year is approximately \$4 million, so despite this fantastic development, it still represents less than 30% of our annual requirement. These additional funds have enabled Hear and Say to immediately employ further staff to meet the growing demand and eliminate our waiting list. The capital grant will help in planning for a looming crisis in our space requirement — a consequence of the increased demand for a program that is recognised as being gold standard in therapy for children with hearing loss, and the preferred choice for parents.





More recently, on the 29th July, the incumbent Federal Government announced a proposed funding package of \$6000 per child per year for two years, modelled along the Autism Support program. While details of the announcement were not available at the time of writing, it's a bonus in our quest to eradicate this disability and provide children with the opportunity to maximise their hearing and literacy potential. The message appears to be getting through! This is an emergency, a neurological emergency where the best outcomes come from adopting aggressive audiology management and Hear and Say's AVT approach during infancy. Our scientifically proven approach provides children who are born deaf with the potential to achieve age appropriate listening, spoken language and literacy skills by the time they start school. What a return on investment! It doesn't get any better than that and we need to spread the word. Apart from the wonderful lifelong outcomes for our children, it makes sound economic sense. The saving for our community and Government in terms of a reduced dependency on support programs is profound, and far in excess of the costs associated with the program offered by Hear and Say. The fantastic work Hear and Say achieves on a daily basis needs to be acknowledged, as well as the world class outcomes that are achieved for our children.

During the year, Ray Reimer resigned as our Chairman after serving four years in the role. I'd like to thank Ray for his significant contribution and support over a very important period in Hear and Say's development. We have also welcomed Daniel Weule to the Board. Daniel has been involved in helping the Board formulate our strategy for a number of years and his skills and expertise are a welcome addition. I'd also like to thank my fellow Directors for their continued efforts and commitment over the past twelve months. It would also be remiss of me not to thank Hear and Say's many generous supporters, some of whom are acknowledged in this report. Finally, a giant thank you to our wonderful staff. Their professionalism and dedication is inspirational and fundamental to the success of the Hear and Say program.

Thank you to all!!

Paul Laxon
Chairman of Directors



managing director's report

The Hear and Say of today is entirely different to the Hear and Say of 18 years ago, when we first opened our doors to 6 children in 1992. We now have 3 main areas of activity:

- Hear and Say Children and Families
- Hear and Say Research & Innovation (research and development program)
- Hear and Say WorldWide (global professional training)

Now, thanks to increased support from the Queensland Government, we are entering a new era of possibilities.

Hear and Say Children and Families

Today we service over 400 children in 6 centres in Queensland, plus 5 fully sponsored international children. We cover a wide area from Northern New South Wales, through Queensland to the Northern Territory. TECHNOLOGY is our solution to this challenge of distance. Our use of TECHNOLOGY includes: telemedicine Outreach services for our rural, regional and international children, teleMAPPING for cochlear implants, cortical evoked potentials for testing cochlear implants, and the use of the Collaborative Cyber Community platform (3C) for clinical meetings, training and counselling. The outcomes of our research and development programs through Hear and Say Research & Innovation inform our Audiology and Auditory-Verbal Therapy TECHNIQUES and we are immediately translating the new information to improve treatments for our children and families. The clinical PARTNERSHIPS we have developed, which underpin our 'best practices', include: the Queensland Government through Queensland Health, Education Queensland and the Department of Communities; our wonderful team of ENT surgeons and visiting specialists; the Alexander Graham Bell Association for Listening and Spoken Language (Washington, D.C.); and First Voice, the alliance of similar centres in Australia and New Zealand.

Hear and Say Research & Innovation

Hear and Say Research & Innovation (formerly called I HEAR Innovation) has come of age in just 2 short years with 17 major research projects underway. The main areas of research are neuroscience, hearing TECHNOLOGY and TECHNIQUES, medical bionics and e-learning. Collaborative partners are the HEARing Co-operative Research Centre (CRC), which includes PARTNERSHIPS with many core groups, research institutes and universities plus our own Hear and Say Research and Innovation PARTNERSHIPS with the University of Southern Queensland, University of Queensland, Queensland University of Technology, Griffith University, Latrobe University, Queensland Brain Institute and the Centre for Cognitive Neuroscience.

Some of our world-first research is currently being undertaken in the following areas:

- Structure and function of the auditory cortical brain cells.
- TeleMAPPING for distance cochlear implant programming.
- Outcomes of the Hear and Say Auditory-Verbal Therapy program for babies and children.
- The development of language and thinking skills in children with hearing loss.
- An e-learning professional training model for Hearing Health professionals.

Other achievements include the work of 2 Doctoral and 1 Masters postgraduate students from the Hear and Say clinical and research team, in conjunction with the University of Queensland.

Special thanks are also due to the Taiwanese Government through the Taiwan E-Learning Digital Archives Program (TELDAP) and the Collaborative Cyber Community (3C) based at National Sun Yat-Sen University, Taiwan and our visiting Research partners, Professor Nian-Shing Chen, and Laurence Quinlivan.

Hear and Say WorldWide

Hear and Say WorldWide development has depended very much on TECHNOLOGY in the past year of economic constraints. With the help of our PARTNERSHIPS with the Ian Potter Foundation, Cochlear Foundation, Education Queensland and the Brisbane School of Distance Education we have developed three of our e-learning global professional training courses. With the help of the Brisbane School of Distance Education, we have been able to apply 'best practice' pedagogy. Our wonderful teaching faculty (Hear and Say staff as well as our visiting consultants) has committed to propagating current knowledge on the treatment of children with hearing loss globally. We are very excited by our PARTNERSHIP with the University of Southern Queensland who are accrediting our courses and offering postgraduate qualifications to our professional trainees with.

International projects have included the development of a newborn hearing screening and education program for the island of Negros in the Philippines in conjunction with the Christian Brothers and the Ken Fletcher Foundation, and a project in Sri Lanka.

The future of Hear and Say WorldWide involves strengthening of these wonderful PARTNERSHIPS because as TECHNOLOGY and TECHNIQUES for the treatment of hearing loss improve, the potential for children to listen and speak escalates.

The special PARTNERSHIPS of our parents, children, Audiologists and Auditory-Verbal Therapists, our administration and our board will always remain the keys to our core business, which is listening and speaking for children with hearing loss.





We thank all our partners and supporters for their help in making Hear and Say what it has become today — a widely diverse program which is serviced by highly skilled staff who place the needs of children and families as paramount.

However, our pathway into the future will depend very much on the State Government PARTNERSHIPS that we have worked hard to develop, as well as a relationship with the Federal Government that leads to financial commitment. This is critical to effectively address the needs of our Hear and Say children and all Australian children with hearing loss.

Hear and Say research has proven that deaf children can listen and speak... our partnerships hold the key!

Hear and Say partnership

- Queensland Government as Q2 Partners
- First Voice (Alliance of 6 Centres in Australia and New Zealand)

Hear and Say Children

- AG Bell Association
- Attune
- Family Support Facilitators
- Mater Hospital
- Queensland Health
- Queensland Healthy Hearing program
- Royal Brisbane Hospital
- Xstrata

ENT Surgeons

- Dr David Bell Allen
- Prof Bruce Black
- Dr Paul Canty
- Dr Andrew Lomas
- Dr Tony Parker
- Dr John Quayle
- Dr Chris Que Hee

Hear and Say Research and Innovation

- Ausonex
- Bionic Ear Institute
- Collaborative Cyber Community (Based at National Yat-Sen University, Taiwan)
- Griffith Institute for Health and Medical Research, Griffith University
- HEARing CRC
- Queensland Brain Institute, University of Queensland
- Queensland Centre for Cognitive Neuroscience
- IHBI, Queensland University of Technology
- Royal Children's Hospital CI Program
- Taiwan E-Learning and Digital Archives Program
- University of Queensland School of Health and Re-habilitation Sciences (Audiology and Speech Pathology)
- University of Southern Queensland

Hear and Say WorldWide

- Brisbane School of Distance Education
- Children of Tomorrow
- Christian Brothers, Oceania Province
- Cochlear Foundation
- Education Queensland
- Ian Potter Foundation
- INTABA
- Ken Fletcher Foundation
- Queensland Government
- Siemen's Hearing Instruments

For progress to date see www.hearandsayworldwide.com.au

Dimity Dornan

Managing Director and Founder



clinical director's report



At Hear and Say our early intervention program assists in transforming the lives of children who are deaf and their families. Hearing loss is a neurological emergency and as such we believe that all newborns should be screened at birth. Those diagnosed with hearing loss should have access to the best possible hearing technology, and be given the opportunity to learn to listen and speak using Auditory-Verbal Therapy.

In addition to transforming lives, Hear and Say has also seen significant growth and change since it began in 1992. This evolution has enabled us to provide services to more families and to continuously improve our outcomes. However, accommodating this growth whilst maintaining our level of service to existing families has always been a challenge. This challenge was made even more difficult over the last year due to the economic climate. The growing demand for our services with our limited funding resulted in a number of children on a waiting list or reduced service throughout the year.

In response to the growing demand and limited resources, we reviewed our service provision model and created a number of different service streams based on individual family and child needs. Universal Newborn Hearing Screening (UNHS) has had a positive impact on the intensity of service required for many families. In general children diagnosed via UNHS and optimally aided (under 12 months of age), are progressing faster. The majority of these children are achieving age appropriate speech and language at younger ages than ever before. These outcomes mean that the intensity of service provision can be reduced for many families, which has provided us with some more flexibility with regards to child places.

The additional State Government funding we received has enabled the employment of additional clinical staff for both the A-V Therapy department and Audiology which will greatly assist in our ability to meet the clinical demand. It is important to note that, whilst this funding has been gratefully received, it represents only 30% of our annual budget. As we look forward we will need significant additional funding and the continued careful focus of the leadership and management teams to allow us to meet the estimated future growth requirements.

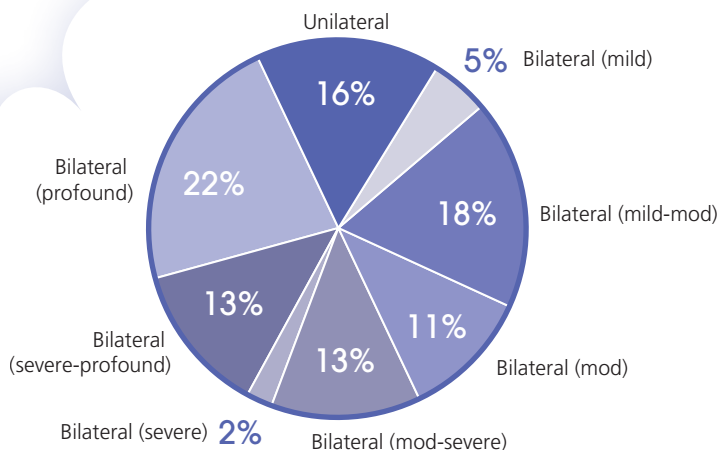
Current Trends

Hear and Say has again seen growth in the number of inquiries and enrolments over the last financial year and a significant portion of our growth has occurred in our regional centres. By the end of June 2010 we had received 114 enquiries, conducted 84 interviews and processed 78 enrolments as opposed to 65 enrolments in the previous financial year. A large percentage (86%) of the enrolments followed refer results from Universal Newborn Hearing Screening.

We continue to see an increased number of children with milder and unilateral hearing losses being referred to Hear and Say at a very young age due to UNHS and you will see from the chart below that these children represent 21% of our child population.

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

Degree of Hearing Loss distribution in EI Programme – July 2010



“If nothing ever changed
there would be no butterflies”
(unknown author)



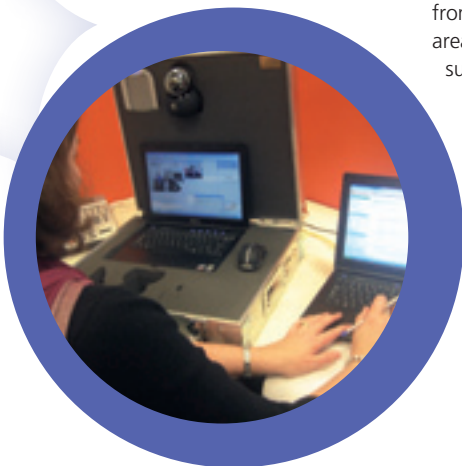
Professional Training

Professional training is an essential part of the Hear and Say program and of the centre's philosophy. Professional development opportunities help our staff to remain up to date, to knowledge share and network with other professionals in this very specialized field. The knowledge gained is shared with the clinical team and then be transferred to the families in our program via both the Auditory-Verbal Therapy lessons and Parent Education sessions.

Due to the economic climate over the past year we had to put staff professional development allowances on hold. However, we have had many informative “in house” professional development opportunities for our staff.

Some of our staff were successful in obtaining funding to attend both national and international conferences and some also self-funded their attendance. One of our Auditory-Verbal Therapists received a Churchill Fellowship and visited Auditory-Verbal Centres in Europe and the USA and also attended conferences in Italy and the US. The feedback regarding the international scene and from the most current research data is essential for our benchmarking and it reinforces that our outcomes are world's best.

Due to the success of our first Microtia and Atresia Workshop last year we will be hosting another workshop in October of 2010 and this will become an annual event. We are fortunate that the two surgeons from America (who are renowned in this area) are returning to speak on possible surgical options for this population. In addition we also have a number of Australian professionals presenting this year, which is a wonderful addition.



The *Hearing is Believing* Auditory-Verbal training courses were successfully conducted again and delivered in our usual face to face format. We also received a project grant from Education Queensland to put our courses into an on-line format. Facilitating this project has been a team effort and all those who participated are to be congratulated for their input and contribution to a high quality product which will help to train professionals in Australia and around the world.

Our mentoring program enables us to provide clinical and training support to our clinical staff. Three AVT staff members will be sitting the AG Bell certification exam in November this year and another two or three will be sitting the exam next year. The certification is an internationally recognized qualification.

New Programs

We continue to add to and strengthen our social skills programs to ensure that we meet the developmental needs of the “whole” child and better provide them with the tools which will set them up for success. This year we commenced our “LAUNCH PAD” social skills program — this program is available to our kindergarten/pre-prep children.

The Hear and Say Early Intervention program is parent based, with the team focus on skilling and empowering parents and/or caregivers. In line with the streaming of our service provision model, we have increased the number of group Parent Education sessions and made some sessions available during Playgroup time. The aim is to make these sessions more accessible to more families. Parent Education is an adjunct to therapy and audiology. This program helps to skill the families, as well as providing mutual parent support, knowledge sharing and consolidation and also provides a strong foundation for parents/caregivers to build on.



clinical directors report (cont'd)

Research

Through I HEAR Innovation, the number of research projects has flourished in 2009–2010, with a total of 17 projects conducted. The projects have included in-house as well as collaborative research with a number of leading institutions across Australia. The projects have been primarily led by Gabriella Constantinescu, Lead Researcher at I HEAR Innovation.

- **Speech, Language and Hearing Outcomes for Children in an Auditory-Verbal Program — 3 projects**
In collaboration with the University of Queensland
- **TeleMAPPING**
In collaboration with the University of Queensland and HEARing CRC
- **Factors Influencing Hearing and Language Outcomes of Children Using Cochlear Implants**
In collaboration with the Queensland Brain Institute, University of Queensland
- **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**
In collaboration with the University of Queensland and the University of Melbourne
- **Deaf Implanted Child of a Deaf Adult (Di-CODA)**
In collaboration with the University of 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 Queensland
- **Longitudinal Outcomes of Children with Hearing Impairment (LOCHI study)**
In collaboration with the National Acoustic Laboratories
- **Fast Auditory Brainstem Response System**
In collaboration with the University of Queensland and Ausonex
- **Outcomes for children with hearing loss educated using different approaches**
In collaboration with the HEARing CRC
- **Healthy Hearing — Healthy Hearing Outcomes Monitoring Project**
In collaboration with Healthy Hearing, Queensland Health
- **Healthy Hearing — Surveillance of hearing status in infants at risk of postnatal hearing loss: The Queensland experience**
In collaboration with the University of Queensland and Healthy Hearing, Queensland Health
- **The Young Learner's Project: The impact of family literacy practices**
In collaboration with the HEARing CRC, Firstvoice, University of Melbourne and University of Birmingham



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

Our goal for all families is for their child to reach their full potential and obtain the best possible outcomes. 94% of Hear and Say graduates obtain full inclusion into mainstream educational settings and our research outcomes have shown that children in our program can progress at the same rate as their normally hearing peers.

The dedication, commitment and skill of the whole Hear and Say team are the reason that we continue to be able to provide such a high level of care and achieve these wonderful outcomes and I would like to thank them for their support and contribution throughout the last year.

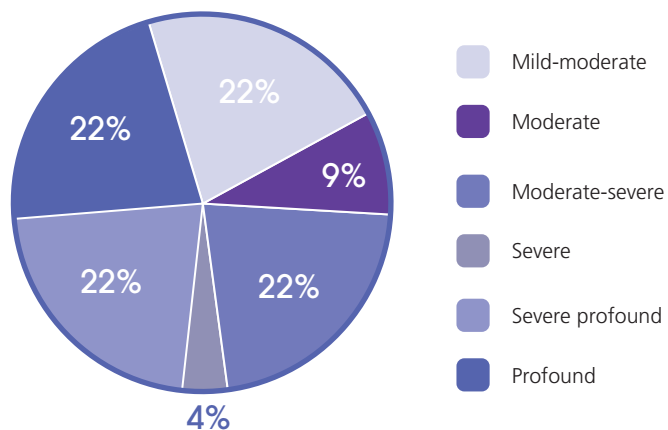
Our commitment to promoting and guiding parents using the Auditory-Verbal philosophy, the advancement of our clinical skills and knowledge, and our continued participation in research projects will enable us to continue to progress, change and obtain these excellent outcomes. All children with a hearing impairment deserve the opportunity to learn to listen and speak.



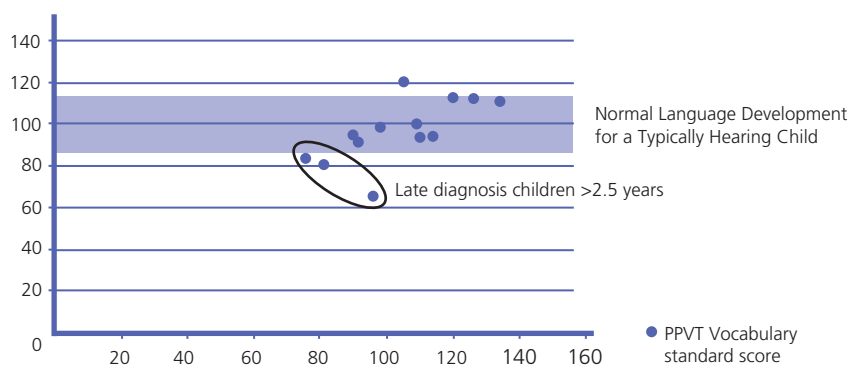
Emma Rushbrooke

Clinical Director

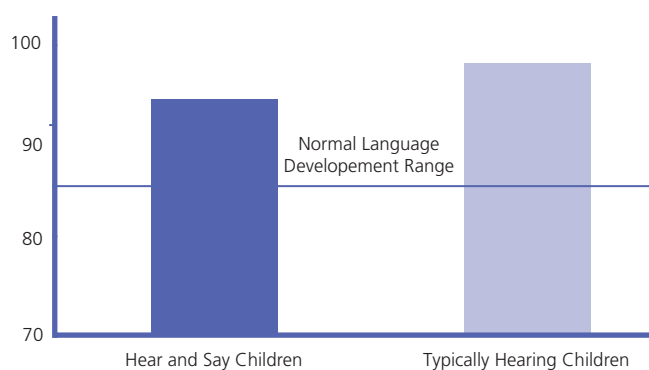
Degree of Hearing Loss – Graduated...



Hear and Say 2008/2009 Graduates Vocabulary Standard Score



Mean Language Assessment Score



clinical manager's report

Auditory-Verbal Therapy

This past year has seen a steady increase in the need for the services provided by Hear and Say. At the end of June 2010, 396 families were receiving a service, including 187 families in our gold standard, best practice Auditory-Verbal Therapy program from across Queensland, into New South Wales and overseas in Papua New Guinea, Singapore and Dubai. We truly are an international organisation!

There are currently 13 Auditory-Verbal Therapists (AVTs) across 6 centres (Brisbane, Gold Coast, Sunshine Coast, North Queensland, Darling Downs and Townsville) providing our Early Intervention program. This team of dedicated AVTs provides an inspirational, supportive and caring environment for families as they learn how to help their children learn to listen and speak. The quality of our program and the skills of our professional team are unmatched in Australia.

Each AVT has a range of families on her caseload, from children with unilateral and mild hearing loss, through to children with bilateral profound hearing loss. Each family has specific needs and our therapy team is committed to providing a diagnostic, specialised program to meet the needs of each child and family, with the goal of assisting each child to reach his/her potential.

Universal Newborn Hearing Screening is now in its fifth year in Queensland with the result that it is now common for families with newborn infants to enrol in our program. Our therapists have had to learn new skills to support these families at this fragile time and we should be justly proud of the tremendous support and hope that we provide. One new family recently told me, "After visiting Hear and Say, we felt HOPE that our baby would be able to learn to speak and grow up able to achieve all that he wants to in his life".



Brisbane Centre

Although some members of the Hear and Say team now reside at the River City premises, Munro Street is once more at capacity. We currently have eight AVTs working in the Brisbane centre, but this will need to increase by the end of 2010 to accommodate the increasing enrolments. Many of the therapists have a city and an Outreach caseload and juggle visiting Outreach families twice a year with providing continuity of service to their Brisbane families. Senior therapists each have an additional responsibility to provide mentoring support to other members of the team across all centres.

Regional Centres

Sunshine Coast

The Sunshine Coast Centre has continued to expand, with therapy now provided four days each week. This will need to increase to five days if we are to be able to continue to support the needs of all families in that area. I continue to visit this centre at least once per term to provide support, and Sunshine Coast team members come to Brisbane for in-service days once each term. These times together are very valuable and help to build strong team relationships.

Gold Coast

The numbers at our Gold Coast Centre have also increased, with four days of therapy now being provided there. However, they also are at almost full capacity and additional therapy days will soon be needed.

North Queensland

This year has seen a steady increase in the number of families accessing our Cairns centre, resulting in a need to source additional professionals to expand our AVT team. A senior AVT continues to travel to Cairns a few times each term to provide professional mentoring and support. Townsville has been without an on-site Therapist/Audiologist for the first half of 2010, due to maternity leave, but the service will resume there after July.



“After visiting Hear and Say, we felt HOPE that our baby would be able to learn to speak and grow up able to achieve all that he wants to in his life”.



Darling Downs

The request for Hear and Say services in the Toowoomba district is also experiencing growth this year, necessitating an increase in the service there. In Term 3 of 2010, a new AVT will join our team, with a caseload across Brisbane, Outreach and Toowoomba. This will enable the Toowoomba service to increase to once a week (instead of once a fortnight), with the prospect of increasing this to another day a week later in the year. For families in the Toowoomba, Dalby, Goondiwindi region, this will mean access to face-to-face lessons on a regular basis without the need to travel to Brisbane or to access the Outreach program. While we are most grateful to the Toowoomba Base Hospital for providing us with a room for several years, we need to find our own local premises in the near future, where we would be able to provide additional services to families such as Playgroup and Parent Education, as well as regular AVT lessons.

Outreach Program

At the end of June 2010, there were 22 families enrolled in the Hear and Say Outreach program, from coastal cities such as Rockhampton and Mackay as well as from rural towns such as Moranbah and Mt Isa. At the present time all therapists who provide Outreach services are based in Brisbane, but this may change as more therapists become skilled in running Outreach lessons. The families link up once a week with their therapist, via Skype, with one week used for planning and the next for the lesson. Outreach families become true Auditory-Verbal families very quickly, as the parents need to be the ones who teach their child — there is no choice when the therapist is several hundred miles away on a computer screen!

Xstrata Community Partnerships Program

For the past two and a half years, we have been the fortunate recipients of funding from the Xstrata Community Partnerships Program. This has provided the funds for families and therapists to meet face-to-face four times each year, for support both to the families and other professionals involved with the child, as well as providing the families with computers and internet connection when necessary. We are now seeing the benefits of this program in the outcomes for these isolated children and their families. The other huge benefit has been the twice a year visits to Brisbane by the Outreach families, culminating in the annual “Outreach Camp”, when many of the Outreach families are in Brisbane at the same time. At this three day event, the families are immersed in the program, with Therapy, Playgroup, Parent Education and social events with other families. The anxiety of coping with the additional demands and stress of having a child with a hearing loss is eased when those feelings are shared with others.

Parent-Infant Program: Birth to 18 months

The youngest baby to be enrolled in the Hear and Say program was just two weeks of age at the time of initial interview and under five weeks old when fitted with hearing aids. This is a dramatic change from the situation, not so many years ago, when it was common for children to have a hearing loss diagnosed at two years of age or older! The parents of these tiny babies need very specific, caring support during this sensitive time. Just keeping the hearing aids on and not whistling is a major achievement for these parents. The support and guidance from the AVTs teaches the parents how to maximise their baby's aided hearing, whilst ensuring that the parent-baby interactions continue to be language enriched and natural.



clinical manager's report

Auditory-Verbal Therapy (cont'd)



Early Intervention: 18 months to 6 years

We are truly seeing the results of Queensland's Universal Newborn Hearing Screening program. We have a cohort of children who are now in their Kindergarten year (turned four years by June 2010) who were diagnosed after a refer from screening, fitted very early with hearing aids, received cochlear implants at 7 or 8 months of age and now have age appropriate (or above in several cases) speech and language. What a success story for these families! This has also resulted in these families requiring less intensive intervention at Hear and Say.

Family Support Services

Parents are the crucial component of the Hear and Say program. Our job, as AVTs, is to do ourselves out of a job! We need to provide and impart support, advice, encouragement and skills to parents so that they are able to see their children reach for the stars and achieve their dreams. Our parents are our best assets!

In addition to regular therapy services, the Hear and Say program provides support to families through additional services:



- **Social Work**

For the past 12 months, Hear and Say has not had the services of a resident Social Worker. However, we are very grateful for the wonderful, professional and caring support provided by consultant Clinical Social Worker Jane Black. Jane is there for families whenever the need arises and her support to both families and staff is greatly appreciated. Jane is available to meet with families of newly diagnosed babies, she provides counselling for those families whose child is undergoing assessment for a cochlear implant and also provides counselling support for families in times of crisis. It is to be hoped that, with the uplift in the economic climate hopefully in the second half of 2010, Hear and Say will once again be able to employ a part-time Clinical Social Worker to support families across all of our centres.

- **Parent Education Classes** have been offered with a choice of times this year. We have continued with our evening meetings twice each term, but have supplemented this with daytime meetings during Playgroup. These daytime meetings have been very well attended but have also provided their own challenge as we need many hands on deck in Playgroup to look after the children. This past year we have covered topics such as *What About Me — Support for Siblings, Behaviour Management Strategies, Successful Inclusion in Mainstream Education, Hearing Loss and Audiograms* and of course our yearly favourite *“Where are They Now?”* The Sunshine Coast Centre has been linking up via video-conference for the evening meetings and they have been holding their own meetings twice a term in the daytime. Our challenge now is to establish a reliable video-conference link with the Gold Coast Centre and to provide Parent Education Classes for Darling Downs and North Queensland families. All sessions are taped and available to all families on DVD.

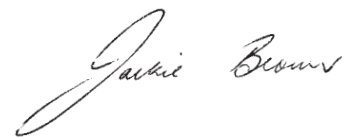
- **Playgroup** has changed its dynamics over the past year, as families with young babies attend in greater numbers and the Kindergarten and Prep children attend less frequently due to the success of our Early Intervention program. An Early Childhood Teacher continues to supervise the program and has been joined this year by an AVT, resulting in the provision of a combination of parent support, child interactions and Auditory-Verbal practice. Playgroup operates weekly at the Brisbane Centre and twice a term at both Sunshine and Gold Coasts. It is a great opportunity for families to meet up and, for new families, it provides great parent to parent support.

- **Social Skills Programs**

The Hear and Say Social Skills program is expanding, with four age ranges now offered. COMET, for lower primary aged children was run in late 2009 and in Term 2 of 2010. STAR, for adolescents, is planned for Term 3, 2010. For the younger children, LAUNCH PAD and ROCKET are both being run during 2010. These programs are greatly enjoyed by both children and professionals alike. Although taking part is fun, the programs incorporate specific learning experiences and parents are encouraged to follow through with their children. This is another example of the tremendous commitment of Hear and Say team members, who give their time to these programs, often after their regular work hours.

Conclusion

As Clinical Manager, I am usually the first point of contact for families whose children, often newborn babies, have just been diagnosed with a hearing loss. To be able to give these bereft families hope that their child will be able to learn to listen and speak is a privilege. Then, as they join the program, I am able to see these parents and children blossom and grow under the guidance of a very talented and dedicated team of professionals.



Jackie Brown

Clinical Manager



clinical manager's report

Audiology



Cochlear Implant Program

Hear and Say's cochlear implant program has continued to grow in form and function throughout the past year. The number of cochlear implants the audiology department supports has grown to 243 implants (Figure 1). This maintains our position as the largest paediatric cochlear implant program in Queensland.



Factors which have contributed to the program's growth include:

- A continuing trend towards bilateral implantation (Figure 2)
- Early identification of infants with hearing loss
- Improvements in cochlear implant technology expanding the criteria for candidacy

The range of implantable technologies available to children with hearing loss continues to expand. Hear and Say's audiology department is the only audiological service in Queensland to offer the full range of implantable technologies to children with hearing loss. The implantable technologies we support include:

- BAHA
- Vibrant SoundBridge
- Cochlear Ltd Auditory Brainstem Implants
- Cochlear Ltd Cochlear Implants
- Advanced Bionics Cochlear Implants
- Med El Cochlear Implants

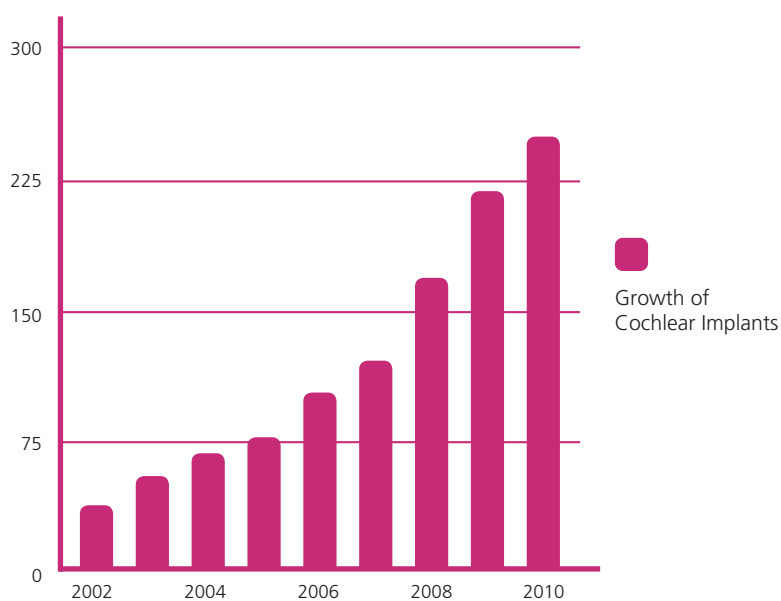
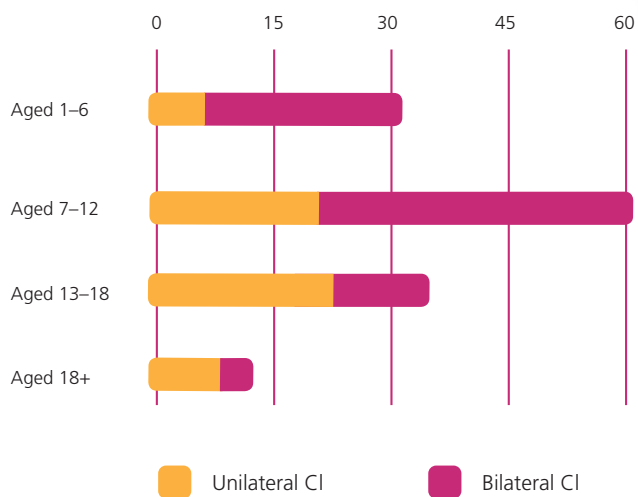


FIGURE 1 Growth in the Cochlear Implant Program



The demographics of the cochlear implant recipients our program supports continues to evolve (Figure 2). With an increasing population of school aged children and young adults, we are pleased to be able to support recipients from birth through to adulthood. The achievements of the young adults within our program provide continuing inspiration to younger implantees, parents and staff alike. Hear and Say facilitates numerous social skills, educational and recreational programs to better support this broadening demographic of cochlear implant recipients.



Coming together is a beginning.
 Keeping together is progress.
 Working together is success” Henry Ford

FIGURE 2 Demographics of the Cochlear Implant Program, Including Age of Recipient and Percentage of each Cohort Bilaterally Implanted



clinical manager's report

Audiology (cont'd)

Regional Services

Our work in regional centres has continued throughout 2009–2010. A significant portion of the children within our cochlear implant program is serviced through regional Hear and Say facilities (Figure 3), which highlights the importance of us maintaining and where possible expanding our services to these areas to better support children with cochlear implants throughout Queensland.

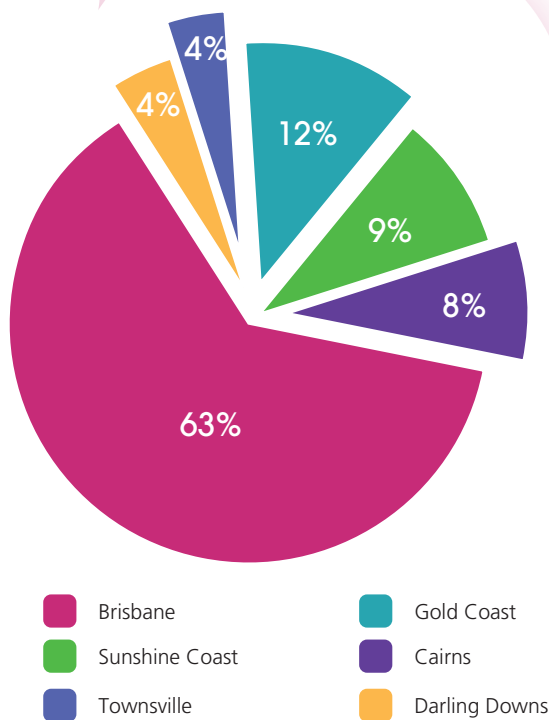


FIGURE 3 Percentage of Cochlear Implant Recipients per Region

REGIONAL CENTRES

Townsville	Liza Bowen, Audiologist and Auditory Verbal Therapist, has provided cochlear implant programming/mapping services to services in Townsville during 2009–2010.
Cairns	Jennifer Bergman, Audiologist, has resumed cochlear implant programming/mapping services to Cairns. This service was limited due to financial constraints in 2009 and we are grateful to our corporate and government partners for their support which has made the resumption of this regional service possible.
Sunshine Coast	Jane McGovern, Audiologist, continues to provide cochlear implant programming/mapping and assessment services to Cochlear Implant recipients and candidates on the Sunshine Coast through Hear and Say Sunshine Coast.
Gold Coast	Beth Atkinson, Audiologist, travels at regular intervals to Hear and Say Gold Coast to provide programming/mapping and assessment services to cochlear implant recipients and candidates on the Gold Coast. Paediatric diagnostic audiology services continue to be offered through the Gold Coast centre.



Healthy Hearing and Private Diagnostic Services

The audiology department provides diagnostic services to children referred through the Healthy Hearing Program, or through private medical practitioners. 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 120 children who are at risk of developing a hearing loss, and has diagnosed 6 children who were referred to our service this year, with a permanent hearing loss.



Achievements in 2010

- The contribution of the department to the IHEAR research arm of Hear and Say remains considerable, with involvement in nine research projects throughout the past year. Key research projects led through IHEAR in conjunction with the University of Queensland and Centre for Cognitive Neurosciences have focused on:
 - TeleMAPping
 - Outcomes post bilateral cochlear implantation
 - Improving the speed and accuracy of newborn hearing testing
 - Cortical Evoked Potential latencies
- Notable contributions have been made towards Hear and Say WorldWide, which educates professionals in Auditory-Verbal Therapy and the audiological management of children with hearing loss.
- A poster focusing on simultaneous and sequential bilateral implantation was presented at the Audiological Society of Australia conference in Sydney and Newborn Hearing Screening conference in Como, Italy.
- The first child in Australia to be implanted with Cochlear's Nucleus 5 implant was switched on through Hear and Say. The launch of the Nucleus 5 implant and sound processor in 2009 brought with it exciting technological benefits for the children within our cochlear implant program. It presented a challenge for us to facilitate the fitting and utilisation of this technology in as many recipients as possible. We have been pleased to see the results this technological advancement has brought to the children in our audiological care.
- At the invitation of Plural Publishing, contributions were made to an audiological text book to educate both current professionals and the next generation of audiologists on best practice in paediatric audiological management.

I would like to thank our dedicated staff and parents, and hope that in continuing to work together we can achieve success.

Jane McGovern

Clinical Manager Audiology

development manager's report



As a consequence of the impact of the GFC we began this financial year in deficit for the first time in our history and ended it with the welcome announcement from the State Government Department of Health for some new funding for cochlear implant children.

But even with this additional funding and taking into account the growing increase in the number of children in our program, the total of the Government funding we receive allows us to keep our doors open for only fifteen weeks of the year! We still rely on our fundraising efforts and our committed supporters to raise the remainder, over \$2.5 million annually, and so the challenge continues!

A challenge taken up by our wonderful supporters, our families, donors, guests at our events, Butterfly Appeal and Loud Shirt Day supporters, volunteers and in kind providers throughout Queensland! We couldn't do it without you! Thank you all for your support and passion for the cause... you are our Hear and Say Angels and Heroes!

I must also acknowledge the efforts of our expert fundraisers, Karen Descovich and Cathy Holland in Brisbane, Jen Worthington on the Gold Coast and Karen von Homeyer on the Sunshine Coast. It is thanks to their experience and skill combined with their enthusiasm and passion that we have been able to successfully meet this challenge over the past twelve months.

Hear and Say Campaigns and Events

Thank you Queenslanders for buying our butterflies and helping to raise \$110,000 so far this year with funds still being received! Our sincere thanks to our long term major partner Suncorp, for driving the appeal in their branches and through the media and to the Suncorp Butterfly Brigade and the other Suncorp volunteers who packed and despatched the butterfly boxes!

Another long term supporter and friend, Thiess, helped to ensure our annual charity ball raised a credible \$86,000 despite the GFC, although its original title of Moulin Rouge created international legal waves and some media frenzy!

Loud Shirt Day, a national initiative of **Firstvoice**, the alliance of early intervention centres in Australia and New Zealand, raised \$45,000 through hundreds of Queenslanders proudly wearing the loudest shirt they could find on 14th May!

Rio Carnivale the fourth in the Hear the Dream gala dinner series, was held at Gianni's Portside on a spectacular summer's evening by the river. Guests were treated to glamour and glitz, sumptuous wining and dining and saucy samba dancers. Sincere thanks to Tina Worland, the mother of two centre graduates, and her committee for organising this biennial event which this year raised \$62,647. Tina's son Darcy greeted guests at the door and introduced the evening's official program proving that centre graduates can indeed "speak for themselves"!

Child Sponsorship Program... Gold Wings

We are indebted 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.

Supporter's events and more angels and heros!

We thank the committee of young movers and shakers who organised the new "must attend" event on the social calendar, the Summer Ball, at the also new venue Lightspace in February and raised over \$6,000.

In Chinchilla the great grandparents of new centre child Patrick, Jody and Kevin Hart, wanted to help Hear and Say help other children like Patrick so they organised and ran what turned out to be the country social event of the year, the Chinchilla Charity Ball. Over 300 guests danced the night away at this gala event which included spirited bidding for the main auction item — a live beast! The funds raised, \$18,656, went to help the Sunshine Coast Hear and Say Centre. What a fantastic effort! Thank you both!

Once again our sincere thanks go to Heroes Anthony Barakat and Angelo Russo for donating \$80,500 from their Annual Business Men's Lunch.



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!

“What we have done for ourselves alone dies with us; what we have done for others and the world remains and is immortal.”



Major Grants

We are most grateful to The Xstrata Community Partnership Program grant for the second year of this three year grant which continues to provide increased and improved services to families in our Outreach Program who are living in remote and rural areas of Queensland.

We welcome the Tim Fairfax Family Foundation to our family and thank them for a generous grant to assist our regional branches improve their service to regional families.

We have been indebted to the Gambling Community Benefit Fund for its support for many years and in particular this year for their grant to replace our old car that had long since passed its retirement age! Therapists now have a reliable vehicle for their professional and regional visits.

Thank you Commonwealth Bank Community Staff Fund for the grant to run our STAR social skills program for our 12+ year old graduates!

Another valued supporter, The Queensland Community Fund, provided a grant to allow us to implement KIDS, our new user friendly and reliable data base system.



Workplace giving

We thank our “quiet” donors, the ones who just tick the Hear and Say box on their workplace giving form and quietly donate a nominated amount from their pay each and every payday! In particular we would like to specially acknowledge the donations we receive from CS Energy staff, and CS Energy itself for matching these donations dollar for dollar!

Clubs and community groups...

Our heartfelt thanks goes to all the community groups throughout Queensland including Quota and Rotary who continue to support our work. In particular we acknowledge the Quota Club of Wynnum Manly for their continued support for over ten years, Rotary Club of Brisbane North for their support since 2003 and the Rotary Club of Southport who awarded their Carousel grant of \$3,767 to the Gold Coast Centre.

Everyday Heroes!

And we love all our Everyday Heroes who raise sweat pounding the pavement and raising funds for our children in various events throughout Australia! This site gives everyone an easy way to raise sponsorship in Australia and internationally. www.everydayhero.com.au

Hear and Say Families

Thank you to all the Hear and Say families who made a special effort to help raise funds over the past year. Once again Michelle Bettini and her family organised a stand in the local shopping centre in Mackay during the Butterfly Appeal. Tim Hughes led Team “Hear we Go” in the Bridge to Brisbane, and many families assisted with the Butterfly Appeal and Loud Shirt Day. We also thank the families who helped to promote our work and our fundraising by allowing the media into their lives over the past twelve months.

Gold Coast Centre

The inaugural Varsity Lakes Travel & Konica Minolta “Not the Moulin Rouge” Gala Charity Ball was held in September at Conrad Jupiters. Our thanks to our sponsors and over 200 guests for helping to make this event such a success raising \$27,500.

Varsity under the Stars held a free outdoor concert headlined by Daryl Braithwaite on 5th September with donations being collected from the 4,000 strong crowd.

Many thanks to the Gold Coast Harness Racing Club for, once again, enabling the Gold Coast Centre to benefit from their Premier’s Cup Golf Day and dinner and the Calcutta dinner. Guests were especially lucky to hear a speech by Hear and Say graduate Jamie-Lee Lewis who happened to bring along her proud parents Wally and Jackie and her actor brother Lincoln!

Sunshine Coast Centre

Dancing with the Local Stars Gala

This event, the 4th annual gala, was held at the Maroochy RSL in December which opened the evening to an opportunity for an early Christmas celebration. This sold out event was compered by Channel 7’s Dancing with the Stars finalist Kylie Gillies and raised \$70,000 for the Sunshine Coast Centre.

Robyn Symons

Development Manager

directors report

For the year ended 30 June 2010

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 2010 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 Dorman

Paul Laxon

Tracey Moore

Ray Reimer

Resigned 11 May 2010

Margaret Steinberg

Alan Whidburn

Cameron MacMillan

Daniel Weule

Appointed 9 April 2010

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 \$242,474 (2009: Deficit \$471,408).

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 2010 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 2011. 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 5 and forms part of the directors' report for financial year 2010.

This report is made with a resolution of the directors.



Jane Black



Paul Laxon

Dated at Brisbane 19th October 2010

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 2010 there have been:

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



KPMG

Brisbane

Date: 19th October 2010



Scott Guse

Partner

financial statements

For the year ended 30 June 2010

Statement of Comprehensive Income

For the year ended 30 June 2010

	Notes	2010 (\$)	2009 (\$)
Revenue			
Fundraising revenue	2	2,703,898	2,352,335
Interest revenue		37,861	67,038
Other revenue		404,237	378,271
Total Revenue		3,145,996	2,797,644
Expenses			
Employee benefits expense		1,821,621	1,769,984
Fundraising expense	2	661,495	493,216
Depreciation expense		313,782	347,360
Other Expenses		591,572	658,492
Total Expenses		3,388,470	3,269,052
(Loss) from ordinary activities		(242,474)	(471,408)
Other comprehensive income			
Revaluation of land and buildings		129,205	
Net change in fair value of available for sale financial assets		176	(8,828)
Total other comprehensive income		129,381	(8,828)
Total comprehensive loss for the period		(105,107)	(480,236)

The above statement of comprehensive income is to be read in conjunction with the notes to the financial statements set out on page 23 to 29.

Statement of Changes in Equity

For the year ended 30 June 2010

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Available for Sale Reserve (1) \$	Total \$
At 1 July 2008	3,101,984	2,316,392	7,729	5,426,105
Deficit for the year	(471,408)		-	(471,408)
Revaluation of Land and Buildings	-	-	-	-
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
Deficit for the year	(242,474)	-	-	(242,474)
Revaluation of Land and Buildings	-	129,205	-	129,205
Revaluation of financial assets available for sale	-	-	176	176
At 30 June 2010	2,388,102	2,445,597	(923)	4,832,776

(1) The available for sale reserve relates to an unrealised gain resulting from a change in the fair value of shares held.

The above statement of changes in equity is to be read in conjunction with the notes to the financial statements set out on page 23 to 29.

financial statements contd.

For the year ended 30 June 2010

Statement of Financial Position

As at 30 June 2010

	Notes	2010 (\$)	2009 (\$)
Current Assets			
Cash and cash equivalents	3	1,162,182	1,176,947
Trade and other receivables	4	58,553	47,301
Prepayments	5	32,193	32,170
Total current assets		1,252,928	1,256,418
Non current Assets			
Available for sale financial assets	6	29,919	13,013
Property, plant and equipment	7	4,388,901	4,432,672
Total non-current assets		4,418,820	4,445,685
Total assets		5,671,748	5,702,103
Current Liabilities			
Trade payables	8	69,860	38,269
Employee Benefits	10	183,055	198,398
Other liabilities	9	479,564	413,808
Total current liabilities		732,479	650,475
Non-Current Liabilities			
Employee Benefits	10	106,493	105,759
Total non-current liabilities		106,493	105,759
Total Liabilities		838,972	756,234
Net Assets		4,832,776	4,945,869
Equity			
Reserves		2,444,674	2,315,293
Accumulated Surplus		2,388,102	2,630,576
Total Equity		4,832,776	4,945,869

The above statement of financial position is to be read in conjunction with the notes to the financial statements set out on page 23 to 29.



financial statements contd.

For the year ended 30 June 2010

Statement of Cashflows

For the year ended 30 June 2010

	2010 (\$)	2009 (\$)
Cash Flows from operating activities		
Cash receipts in the course of operations	3,396,737	2,601,895
Cash payments in the course of operations	(3,367,552)	(3,026,862)
Interest and other income received	37,861	67,038
Net cash provided by operating activities	67,046	(357,929)
Cash Flows from Investing activities		
Acquisition of shares	(16,906)	-
Sale of investment property	-	54,145
Dividends received	1,964	3,019
Proceeds from the sale of property, plant and equipment	8,654	-
Payments for property, plant and equipments	(75,523)	(225,580)
Net cash used in investing activities	(81,811)	(168,416)
Net increase in cash held	(14,765)	(526,345)
Cash and cash equivalents at 1 July	1,176,947	1,703,292
Cash and cash equivalents at 30 June	1,162,182	1,176,947

The above statement of cashflows is to be read in conjunction with the notes to the financial statements set out on page 23 to 29.

Notes to the Financial Statements

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 19 October 2010

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

The Company applies amended AASB 101 Presentation of financial statements (September 2007) and AASB 2007-8 Amendments to Australian Accounting

Standards resulting from AASB 101, which are applicable for interim and annual periods beginning on or after 1 January 2009. This presentation has been applied within these financial statements as of and for the year ended on 30 June 2010.

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.

The preparation of a financial report in conformity with Australian Accounting

Notes to the Financial Statements contd.

For the year ended 30 June 2010

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 statement of comprehensive income.

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 statement of comprehensive income 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 investment 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 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 Company 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. 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 statement of financial position 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 statement of cash flows, 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

1.10 New accounting standards and interpretations

Certain new accounting standards and interpretations have been published that are not mandatory for the 30 June 2010 reporting period and have not yet been applied in the financial statements. The Company's assessment of the impact of these new standards (to the extent relevant to the Company) and interpretations is set out below:

- (i) AASB 2009-5 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 and 139] (effective from 1 July 2010)

In May 2009 the AASB issued a number of improvements to AASB 5 Non-current Assets Held for Sale and Discontinued Operations, AASB 8 Operating Segments, AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 117 Leases, AASB 118 Revenue, AASB 136 Impairment of Assets and AASB 139 Financial Instruments: Recognition and Measurement. The Company will apply the revised Standards from 1 July 2010 and does not expect that any adjustments will be necessary as a result of applying the revised standards.
- (ii) AASB 9 Financial Instruments and AASB 2009-11 Amendments to Australian Accounting Standards arising from AASB 9 (effective from 1 January 2013)

AASB 9 Financial Instruments addresses the classification and measurement of financial assets. The standard is not applicable until 1 January 2013. The current four categories of financial assets, stipulated in AASB 139

Financial Instruments: Recognition and Measurement, will be replaced with two measurement categories: fair value and amortised cost. AASB 9 only permits the recognition of fair value gains/(losses) in other comprehensive income if they relate to equity investments that are not held for trading. Fair value gains/(losses) on debt investments, for example, will therefore have to be recognised directly in the statement of comprehensive income. The company does not expect any significant impact on the Company's financial statements arising from adoption of the Standard.

- (iii) AASB 2010-3 Amendments to Australian Accounting Standards arising from the Annual Improvements Project (effective from 1 July 2010) and AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project (effective from 1 January 2011)

In June 2010, the AASB made a number of amendments to Australian Accounting Standards as a result of the IASB's annual improvements project. The Company will apply the amendments from 1 July 2010 and does not expect that any adjustments will be necessary as the result of applying the revised standards.

- (v) AASB 1053 Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements (effective from 1 July 2013)

On 30 June 2010 the AASB officially introduced a revised differential reporting framework in Australia. Under this framework, a two tier differential reporting regime applies to all entities that prepare general purpose financial statements. As the Company is not a reporting entity and produces special purpose financial statements, it is currently not required to adopt this standard. The effect of this standard on the Company's financial statements has not yet been determined.

Notes to the Financial Statements contd.

For the year ended 30 June 2010

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.

	2010 (\$)	2009 (\$)
Fundraising revenue		
Operating grants	1,245,308	1,092,550
Donations	550,567	396,984
Fundraising event revenue	570,083	460,382
Appeals	82,481	96,958
Other fundraising revenue	255,459	305,461
	2,703,898	2,352,334
Fundraising expense		
Total fundraising expense	661,495	493,216
Net surplus from fundraising activities	2,042,403	1,859,118

3 Cash and cash equivalents

	2010 (\$)	2009 (\$)
Cash at bank and in hand	1,162,182	1,176,947
	1,162,182	1,176,947

4 Trade and other receivables

	2010 (\$)	2009 (\$)
Trade debtors	31,814	23,955
Provision for doubtful debts	(901)	(4,647)
Other Debtors	25,838	28,653
Loans to associates	–	4,703
	58,553	52,664

5 Prepayments

	2010 (\$)	2009 (\$)
Prepayments	32,193	32,170
	32,193	32,170

6 Available for sale financial assets

	2010 (\$)	2009 (\$)
Shares – Watpac (Fair Value)	29,919	13,013
	29,919	13,013

7 Property, plant and equipment

	Land and buildings \$	Leasehold Improvement \$	Plant and equipment \$	Motor vehicles \$	Total \$
<i>Cost</i>					
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
<i>Accumulated depreciation</i>					
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)	(568,570)	(19,207)	(903,971)
<i>Net book value</i>					
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	370,042	2,687	4,432,670
<i>Cost</i>					
Balance at 1 July 2009	4,070,000	306,135	938,612	21,894	5,336,641
Additions	-	2,628	94,773	46,125	143,526
Disposals	-	-	(89,892)	(21,893)	(111,785)
Fair Value Adjustment	(270,000)	-	-	-	(270,000)
Balance at 30 June 2010	3,800,000	308,763	943,493	46,126	5,098,382
<i>Accumulated depreciation</i>					
Balance at 1 July 2009	(274,463)	(41,731)	(568,570)	(19,207)	(903,971)
Depreciation expense	(127,026)	(50,363)	(125,138)	(6,843)	(309,370)
Accumulated depreciation of disposals	-	-	82,628	19,743	102,371

Notes to the Financial Statements contd.

For the year ended 30 June 2010

Write back on revaluation	401,489	-	-	-	401,489
Balance at 30 June 2010	0	(92,094)	(611,080)	(6,307)	(709,481)
<i>Net book value</i>					
Balance at 1 July 2009	3,795,537	264,404	370,042	2,687	4,432,670
Balance at 30 June 2010	3,800,000	216,669	332,413	39,819	4,388,901

8 Trade payables

	2010 (\$)	2009 (\$)
Trade payables	69,860	38,269

9 Other liabilities

	2010 (\$)	2009 (\$)
Accrued Expenses	106,057	41,949
Prepaid event income	9,596	12,300
Restricted funds (1)	347,323	359,229
Other	16,588	330
	479,564	413,808

(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

	2010 (\$)	2009 (\$)
Current		
Employee benefits – Annual Leave	164,023	179,899
Payroll liability	19,032	16,317
	183,055	196,216
Non-current		
Employee benefits – Long Service	106,493	99,994
Total Employee Benefits	289,548	296,210



11 Reconciliation of cash flows from operating activities

	2010 (\$)	2009 (\$)
Net loss from ordinary activities	(242,474)	(463,461)
Adjustments for:		
Depreciation	313,782	339,214
Gain on sale of property, plant and equipment	(850)	-
Dividend received	(1,964)	(3,019)
Grants for the acquisition of assets	(72,171)	-
Changes in assets and liabilities:		
(Increase) in trade debtors	(11,252)	(18,077)
(Increase)/Decrease in prepayments	(23)	2,111
Increase/(Decrease) in trade and other payables	50,564	(76,448)
(Decrease) in provisions	(17,324)	(4,735)
Increase/(Decrease) in other liabilities	48,758	(104,955)
Cash flow from operating activities	67,046	(329,370)

12 Auditors Remuneration

No amounts were paid or are payable to the auditors in respect of the year ended 30 June 2010 (2009: 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.

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 21 to 29, 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 2010 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), comprising the statement of financial position, as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and statement of cash flows 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 21 to 30.

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 judgment, 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.

Auditor's opinion

In our opinion:

- (a) the financial report presents fairly, in all material respects, the financial position of Hear and Say Centre for Deaf Children as of 30 June 2010 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements; and
- (b) the financial report also complies with Australian Accounting Standards as disclosed in note 1.

KPMG

Scott Guse
Partner

Brisbane 19 October 2010

Patron

Her Excellency

Ms Penelope Wensley AO
Governor of Queensland

Vice Patron

Wally Lewis

Board status & qualifications

Paul Laxon

B.Com
Chairman
Board Member since 1999

Professor Bruce Black

M.D.; FRACS; FRCS (Ed); FRCS
Director
Board Member since 1993

Jane Black

B.SW(Hons); Dip.Rad
Director
Board Member since 1995

Dimity Dornan A.M.

B.Sp.Th; FSPAA; Cert AVT; CP.SP
Managing Director and Founder
Board Member since 2005

Cameron MacMillan

MBA; B.Bus.; GAICD
Director
Board Member since 2009

Tracey Moore

B.A; LLB (Hons); M.A.(1st Hons)
Director
Board Member since 2008

Dr Margaret Steinberg, A.M.

PhD (Child Health & Ed); M.Phty; B.Phty
(Hons); Dip.Phty
Director
Board Member since 2006

Daniel Weule

BTch (Hons); MBA
Director
Board Member since 2010

Alan Whidburn

Ass.Dip.T.; Dip.Man
Director
Board Member since 1997

Stephanie Manger

B.A.(Hons); LLB
Company Secretary since 2004

Staff as at 30th June 2010

Leadership team

Dimity Dornan
Managing Director & Founder
A.M., BSpTh., FSPAA, LSL
Cert AVT, Cp Sp.

Heather Asanuma
Financial Controller

Tom Barry
Operations Manager
BCom, CDC Dip

Jackie Brown
Clinical Manager –
Therapy Services
BEd (Deafness Studies) LSL
Cert AVT

Jane McGovern
Clinical Manager – Audiology
BA, MAudSt, MASA (CC)

Chris McCarthy
Executive Manager – People,
Planning & Strategy
MMan, AssDip (PA)

Emma Rushbrooke
Clinical Director
BA, DipAud, MAudSA, LSL
Cert AVT

Robyn Symons
Development & Fundraising
Manager

Heather Wheatland
Regional & HR Manager

Brisbane Therapy

Jessica Balfour Ogilvy
Auditory-Verbal Therapist
BAAppSci (Speech Pathology)

Simone Cheadle
Auditory-Verbal Therapist

Rebecca Claridge
Auditory-Verbal Therapist
BSpThy, LSL Cert AVT

Lynda Close
Auditory-Verbal Therapist
BSp, LSL Cert AVT

Natalie Comas
Auditory-Verbal Therapist
BSp, BSc, A.MusA

Kirsty Mackenzie
Auditory-Verbal Therapist
BSc, BSpPath (Hons), MSc
(Genetic Counselling)

Michelle Ryan
Auditory-Verbal Therapist
BSp

Laura Sinclair
Auditory-Verbal Therapist
MSP

Claire Worley
Auditory-Verbal Therapist
BSp

Brisbane Audiology

Beth Atkinson
Audiologist
BSpPath, MAudSt, MAudSA
(CCP)

Jenny Bergman
Audiologist
MAud; BA; DipEd

Trudie Dowell
Audiologist
BPrimaryEdu, MAudSt,
MAudSA (CCP)

Carolyn Evans
Audiologist
BSc, MAud(Hons) CCP

Brisbane Playgroup

Sara Wenck
Playgroup Coordinator
MEd Studies, Bd, Dip Teaching
(Early Childhood)

Laura Swan
Playgroup Assistant – Brisbane
Student

Fundraising

Karen Descovich
Events & Corporate Relations
BBus

Dani Dickinson
Fundraising Executive
BBus

Cathy Holland
Community Relations

Corporate Administration

Renee O’Ryan
Executive Assistant to
Managing Director

Clinical Administration

Lisa Bath
Clinic Support Coordinator

Anna Bennett
Clinical Support Assistant

Jane Brady
Clinical Support & Training
Administrator

Kristina Martin
Resource Librarian
Dip. Tourism (Event Mgmt),
Dip. Operations Mgmt.

WorldWide

Gabriella Constantinescu
Research Coordinator / Project
Officer
BSpPath (Class 1 Hons)

Brooke-Lyn Down
Project Officer – Online Course
final year BJ, BA at UQ

Gold Coast

Teresa Daniel
Coordinator Gold Coast
Centre, Auditory-Verbal
Therapist
BA, BSpPath, LSL CertAVT

Vicki Tamandl
Auditory-Verbal Therapist
MEd, DipPhe, Grad Cert TESOL

Jen Worthington
Fundraising Coordinator –
Gold Coast

North Queensland

Sara Jane Adams
Auditory-Verbal Therapist
BEd, BA

Sunshine Coast

Roxanne Innes
Auditory-Verbal Therapist
B.Sp.Thy (Qld), MSPA, CPSP

Josi McCormack
Administration –
Sunshine Coast
AssocDip AppSc(Landscape),
Cert Horticulture

Liz Morosini
Auditory-Verbal Therapist
BSp

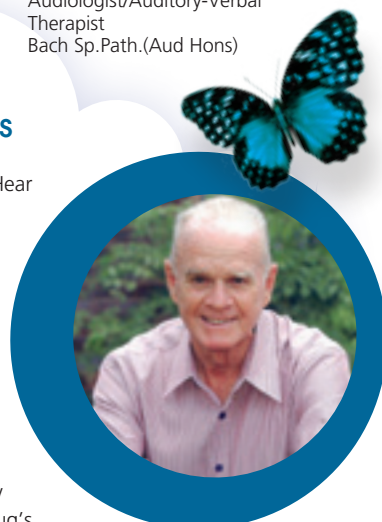
Karen Von Homeyer
Fundraising Co-ordinator, SC
Centre Co-Ordinator

Townsville

Liza Bowen
Audiologist/Auditory-Verbal
Therapist
Bach Sp.Path.(Aud Hons)

In memory Ambassador Doug Biggs

Hear and Say honours the memory of Nambour identity and Hear and Say Ambassador Doug Biggs, who was instrumental in the establishment of the Hear and Say Centre in Nambour in 2004. Doug was a business and community leader in Nambour for 60 years and it was in his role as District Governor of the Nambour Rotary Club that he led the campaign to build the Nambour centre. Doug was passionate about serving the needs of his local community and wanted to see hearing impaired children on the Sunshine Coast have the best opportunity locally, to learn to hear, listen and speak! He remained one of Hear and Say’s most committed supporters until he passed away in May this year. Both Doug’s wife Dawn and son Greg continue Doug’s mission as official Hear and Say Ambassadors.





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

a firstvoice centre

Hear and Say Centre for Deaf Children Ltd

ACN 058 430 069

ABN 32 058 430 069

