



Hear and Say

2021 – 22

# Annual Report



# Our Work

Hear and Say is Queensland's leading provider of paediatric audiology and speech pathology services. Every year, we serve over 17,500 people, including approximately 1,600 clients with hearing loss. We specialise in supporting families whose child has been diagnosed with a permanent hearing loss.

Hear and Say has three core service areas; hearing screening, audiology and speech pathology. We work with families so that their children can become great communicators, confident within themselves and capable of achieving success on their own terms. We also provide services that support broader physical, emotional and social development.

We work closely with the state government and our partnerships with Children's Health Queensland and the Department of Education are crucial to the excellent outcomes achieved by our clients. Hear and Say is renowned internationally for our work, and the existence of such an expert organisation that supports families is a source of pride for Queenslanders.

## The path to life-changing outcomes



Early identification of hearing loss is critical, as delaying diagnosis reduces the ability of the brain to process and understand sound. Our hearing screening and diagnostic audiology services identify those with hearing loss and enables us to help families acquire hearing technology and build the capability to listen and speak.

## Acknowledgements

We acknowledge and thank Hear and Say's Patron, Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland, for her support.

We acknowledge the Traditional Custodians of all the lands on which we meet, work and live, and pay our respect to Elders past, present and emerging. We respect their continuing culture and the contributions Aboriginal and Torres Strait Islander peoples make through their resilience and strength.



Maira hearing for the first time at her cochlear implant switch on

# Welcome

In 2022, we celebrated Hear and Say's 30th anniversary. We have been privileged to be part of the lives of thousands of families across Queensland, supporting children to find their voice. We acknowledge the organisation's founder, Dr Dimity Dornan AO, and the role she has played in establishing that legacy. This year Dimity transitioned from her role as Executive Director to an ambassador and Non-executive Director. Many lives have been changed as a result of Dimity's talent and drive.

This year, we welcomed Greg Elphinston as our new CEO. Greg was a pioneer in the adoption of mobile technology for social development internationally, with extensive experience in innovation and cross-sector collaboration. His appointment places Hear and Say in good hands for the coming years.

The 2021-22 year was challenging for many organisations, especially in the health sector. For example, COVID-19 lockdowns and illness across the community contributed to higher cancellation rates and mask-wearing. On a positive note, Hear and Say was well-placed to pivot to telehealth, having used this mode of service delivery for many years. This meant families continued to receive quality services without disruption and their children continued to progress and achieve outstanding results.

Support for families in regional Queensland has been a priority for Hear and Say since our inception, and we currently serve 588 clients across regional Queensland. We will look to strengthen our support to rural and remote areas in coming years and our ability to recruit and retain staff will be central to this goal. To that end, Hear and Say launched the Dimity Dornan Hear and Say Master of Speech Pathology Scholarship, in partnership with Griffith University. This will help our organisation to identify talented potential future employees that are willing to work in regional Queensland.

Operationally, Hear and Say executed significant change. A Customer Experience Roundtable was established to give the client perspective the highest priority. This dovetailed with the commencement of an IT modernisation project, geared to improving the experiences of clients and employees. A new website was launched in December 2021, delivering significantly improved accessibility.

We are sincerely grateful to everyone who has supported and worked with us. The generosity and spirit of our partners and supporters has enabled thousands of people to meet the world with the full force of their personalities and achieve their full potential. On behalf of our clients and employees, thank you for making these life-changing outcomes a reality.



**Matthew Ames**

Chair



We're able to provide vital services to our families via telehealth thanks to support from the Tim Fairfax Family Foundation.



Greg Elphinston and Matthew Ames



If hearing loss is identified at birth, it is likely that a child will be able to hear and speak at the same level as their peers by the time they enter school, even if they are profoundly deaf. However, time is of the essence. The brain's ability to process sound can be severely impaired or lost altogether as time passes.

The state government's universal newborn hearing screening plays a critical role in identifying hearing loss at birth, while Hear and Say conducts screening for students when they enter school. This hearing screening is important because the number of children with hearing loss doubles during childhood.

Hear and Say's goal is to see broader, more effective hearing screening across all ages, along with a stronger focus on post-screen follow-up. This may result in new service structures, partnerships and funding models in the future. In 2021-22, Hear and Say screened 15,924 students at 295 schools across Queensland, including regional areas, such as the Bowen Basin and Townsville.



Thiess, our founding regional partner, has supported Hear and Say for over 25 years and we are grateful for the their generosity as we work with regional and remote communities.

## Aria's story

Growing up in the regional town of Moranbah, eight-year-old Aria loves her two staffies and going fishing on the boat. In 2020, Hear and Say visited Aria's school to screen all of the Prep students' hearing, which is when Aria was picked up as having a potential hearing loss. This outcome came as a surprise to her mum, Prue.

"We had an appointment with the audiologist in Moranbah following the screen and they referred us to an ENT in Mackay as well as Hearing Australia, who diagnosed her with mild to moderate sensorineural hearing loss."

This shocked her parents as Aria had passed her newborn hearing screening at birth.

"Previously Aria would have relied on lip reading and 'guessing' what may have been said in class."

Children often find ways to hide their hearing loss which can affect their ability to learn.

"I think as parents we expect and hope that when a hearing test is passed that our child has good hearing. It had never crossed our minds that we would be in a situation where Aria would be diagnosed with hearing loss at the age of six."

Aria now wears her hearing aids at school and the teachers use a microphone that streams directly to them. Aria can hear instructions more clearly without the background noise of the classroom.

"The screen had picked up that Aria's hearing wasn't within the average range at higher pitches; this included the speech sounds 'sh', 'th' and 'f'. Follow-up assessments ultimately led to Aria being fitted with hearing aids.

With early intervention, thanks to Hear and Say's hearing screen, we've been able to ensure Aria is learning at the level she is capable of."



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*We had no idea that the number of children  
with hearing loss actually doubles by the  
time they go to school.*



Eight-year-old Aria loves fishing  
and is thriving at school







Once a potential hearing loss has been identified, diagnostic audiology is carried out to measure the extent and nature of the hearing loss. It is an important step in acquiring hearing aids or cochlear implants that provide access to sound.

Children with severe to profound hearing loss generally receive their first cochlear implant by the time they are nine to 12 months old. During this phase, Hear and Say's audiologists work with ENT specialists, Hearing Australia, public audiology departments and allied health professionals to enable knowledge sharing around cochlear implant candidacy. Hear and Say is the only private provider of cochlear implant audiology services for children in Queensland. In 2021-22, Hear and Say provided audiology services to 1,173 children and adults, with 36 hearing for the first time.

In 2021-22, we also saw an increase in the number of school-age children with single-sided hearing loss, often resulting from an accident or illness. Hear and Say has developed expertise in providing cochlear implants as treatment of single-sided deafness. Our evaluation tests the child's ability to locate the direction of sound and understand speech when there is background noise.

While Hear and Say is known for its experience in paediatric care, we increasingly serve adults. We occupy an important niche for people that value independent advice from an organisation that is not owned by a hearing aid manufacturer. In 2021-22, we supported 39 clients who were fitted with hearing aids to regain their hearing and reconnect with their loved ones.



Eight-month-old Maeve  
at playgroup

## Charlie's story

At eight years old, Charlie is an all-rounder with a love for rugby, swimming, soccer, chess and STEM activities.

When Charlie was six, he fell out of a tree and suffered a head injury. This accident left him with profound hearing loss on his left side, a diagnosis that his mother Jacqueline was not expecting.

"We had no idea what this diagnosis meant for Charlie or how we would help him. During this time, Hear and Say presented information, answered our questions and armed us so we could support and advocate for Charlie. Hear and Say made us brave.

Since our decision to go ahead with a cochlear implant, Charlie's journey has been smooth and progressive with the assistance from Hear and Say. Just months after receiving the implant, Charlie understood conversational language through the device.

Reconnecting him with the world of bilateral sound allows him to continue to engage with friends, confidently participate in sport and maintain his passion for learning. It gives Charlie the opportunity to be in charge of his learning and where that will take him in the future."

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*We wanted to enable Charlie to be who he was  
always going to be. We never wanted to take  
anything away from him.*







For babies born deaf, the ability to hear and speak is influenced greatly by their progress in the first three years. During this time, the brain is learning how to listen and interpret sound by establishing neural connections.

A child's hearing journey doesn't end once hearing aids are fitted or a cochlear implant is switched on. There is a lot of work to be done to develop a child's hearing and speech in the months and years that follow the acquisition of hearing technology. This includes regular speech therapy for the child and training parents, teachers and other people in the child's life. In 2021-22, Hear and Say provided specialised speech therapy for 562 children.

One measure of success is determined by comparing our clients' standardised language assessment scores with typically-developing children. In 2021, 47 Hear and Say children graduated from early intervention, ready for Grade One. Of the children in this group with hearing loss and no additional learning disabilities, 92 per cent had language outcomes within the average range. This compares with 82 per cent for the whole graduating cohort (including children with additional disabilities), and 84 per cent for the general population.

In addition to supporting children to listen and speak, Hear and Say also offered services that supported the social and emotional development of children with hearing loss through one-on-one appointments and group workshops. These helped build resilience, self-confidence and communication skills to overcome the challenges associated with hearing loss. In 2021-22, we delivered 61 group and life skills workshops to children, teenagers and young adults.



Four-year-old Benjamin  
at playgroup

## Ruby's story

Ruby is studying photography and photo imaging. She was born before universal newborn hearing screening was in place and was diagnosed with profound hearing loss at six months old.

"My parents went to multiple specialists and GPs but when Dimity called, our lives changed forever. Dimity told my parents that it was possible for me to hear, listen and speak."

By the time Ruby was one, she was learning to listen through a cochlear implant on her right side. When she was four, Ruby received a cochlear implant on her left side too.

"As a young kid, I attended Hear and Say's playgroup and when I got older I went to workshops during the school holidays. They helped me grow as a person, meet new people, and build tighter bonds with friends."

Reflecting on her childhood, Ruby says she was right there with her siblings and friends, participating in everything from dance lessons to swimming.

"I love being able to hear and wouldn't have it any other way."



BB

*I've always felt and believed that my disability doesn't define me, it's only a part of me, and has contributed to who I am today.*



Nineteen-year-old Ruby  
with her parents

# Meet our Board



**Matthew Ames**  
Chair

Matthew has almost 20 years' experience in the energy and resources industry. He has found innovative ways to apply his skills after the loss of all four of his limbs and a significant hearing loss diagnosis in 2012. In addition to Hear and Say, Matthew is a board member of Bionics Queensland, Xavier Children's Support Network and Metro South Hospital and Health Service; a council member for Centacare and a member of a number of steering committees for Queensland Health. Matthew joined the Hear and Say Board in November 2019 and was elected Chair in June 2020.



**Dr Jane Black**  
Deputy Chair

Jane is a highly qualified and experienced healthcare professional. She has a longstanding career in the clinical management of paediatric disorders with particular application to the related corporate activities. Jane has a proven record of executive leadership in both for-profit and not-for-profit organisations and has a strong focus on health innovation, clinical research and clinical ethics. She also has a particular interest in contemporary governance principles, board effectiveness and performance and strategic decision making. Jane joined the Hear and Say Board in November 1995, chaired the Board from 1996 to 2008 and was appointed Deputy Chair in May, 2010. She currently serves on the Finance and Risk Committee and the Client Quality and Impact Committee.



**Dr Dimity Dornan AO**  
Founder and Non-executive Director

Dimity is a qualified speech pathologist, Founder and Non-executive Director of Hear and Say. She is also Founder and Chair of Bionics Queensland. Dimity is an Adjunct Professor to The University of Queensland; Adjunct Professor to the Science and Engineering Faculty, School of Mechanical, Medical and Process Engineering, Queensland University of Technology (QUT); Member of Advisory Board for ARC Centre for Industrial Transformation and Training for Joint Biomechanics, QUT; Honorary Associate at Macquarie University; Co-chair of Industry and Innovation Forum, ATSE.



**Andrew Fraser**  
Non-executive Director

Andrew had a career in public office, inclusive of being Treasurer of Queensland from 2007 to 2012 and today he is a professional director. He is the Chair of Australian Retirement Trust, and a director of BESIX Watpac, ASFA and 3rd Space. He is the Chair of Orange Sky Australia and Motorsport Australia. Andrew graduated from Griffith University with degrees in law and commerce and now serves as the Chancellor of the university. Andrew joined the Hear and Say Board in September 2017.





**Evelyn Goggin**  
Non-executive Director

Evelyn has over 34 years' experience in the energy, infrastructure and retail sectors, holding senior management positions in international companies, primarily in accounting and corporate governance. Volunteer roles in the not-for-profit sector have allowed Evelyn the opportunity to leverage her substantial financial and accounting experience to enhance school and charity boards. Evelyn has an enduring passion for the sector and a strong association with Hear and Say, having worked with the organisation in a consulting capacity in 2018. Evelyn joined the Hear and Say Board in September 2020 and is Chair of the Finance and Risk Committee.



**Mario Pennisi AM**  
Non-executive Director

Mario is a strategist and trusted advisor with more than 30 years' experience in managing and growing commercial operations in the life sciences industry. Mario is the Chair of Suncare Community Services and Non-executive Director of Electrogenics Laboratories Ltd, Queensland Eye Institute Foundation, Alpine Immune Sciences Australia, Acclime Australia, and Briz Brain & Spine. He is also Chair of the Griffith University Clinical Trials Unit and the Compounds Australia Strategic Advisory Board as well as a B20 Participating Delegate. Mario joined the Hear and Say Board in August 2020 and is Chair of the Client Quality and Impact Committee.



**Dr Margaret Steinberg AM**  
Non-executive Director

Margaret has expertise in ethical decision making as a clinician, academic and administrator. A former Commissioner, including of the Criminal Justice and Crime and Misconduct Commissions, Margaret currently sits on several boards and tribunals, and was previously on the Metro North Hospital and Health Service Board. Margaret joined the Hear and Say Board in April 2006 and is on the Client Quality and Impact Committee.



**Darren Sumich**  
Non-executive Director

Darren is a lawyer with over 20 years' experience, specialising in structuring and negotiating financial transactions. He is currently a Partner of MinterEllison and leads the firm's Financial Solutions practice in Queensland. Darren has also led MinterEllison's community investment and pro bono practice and is driven by his passion for bringing his commercial experience to assist not-for-profit and community welfare sectors. Darren joined the Hear and Say Board in September 2020 and is on the Finance and Risk Committee.

# Thank you

Hear and Say's mission is to work towards a world where everyone can communicate, connect and live their best lives. We could not achieve these outcomes without the incredible generosity we receive from our supporters, some of whom have been with us since the start.

This year, we had our most successful Giving Day and Loud Shirt Day campaigns ever, together raising over \$630,000. More importantly, the achievements of our children and families were celebrated, showcasing the incredible listening and speaking results possible for babies and children with hearing loss.

Hear and Say has partnered with QCoal Foundation to deliver the RETAIN program. This ensures children like Hugh and Tom from Dysart, can achieve great speech and literacy outcomes and have the skills they need to thrive at school. Both boys are succeeding in most areas of development and are currently working on their speech clarity. Our partnership means regional and remote families, as well as local education providers, get the specialised support they need.



Hugh and Tom from Dysart, Queensland

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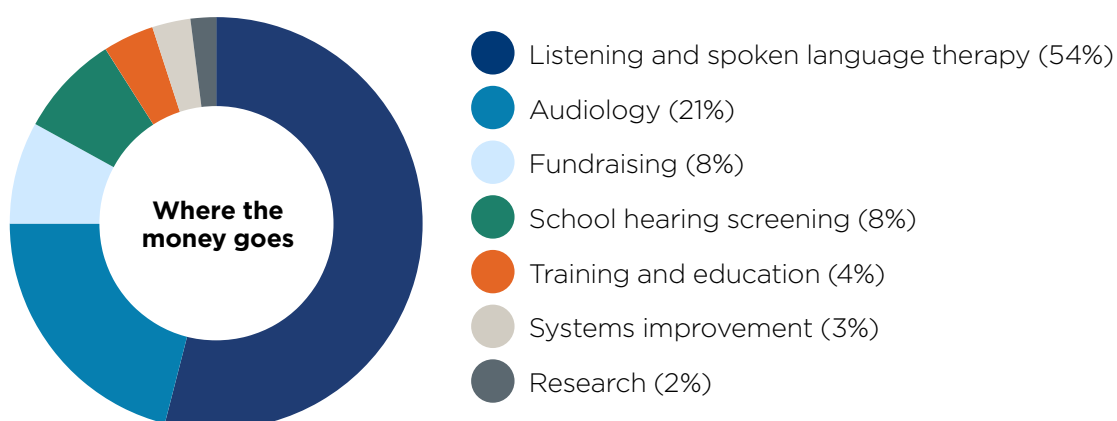
Stan and Maureen Duke Foundation



- Non-State Specific Needs Organisation Program, Department of Education
- Specialist Disability Support in Schools Program, Department of Education
- Queensland Health



# Financials 2021-22



## Statement of Profit or Loss and Other Comprehensive Income

	2022	2021
Revenue	\$	\$
Revenue from continuing operations	6,842,824	9,364,840
Interest income	881	1,806
Other income	35,191	1,074,579
<b>Total revenue</b>	<b>6,878,896</b>	<b>10,441,225</b>
Expenses		
Employee benefits expense	5,212,625	5,452,062
Depreciation and amortisation expenses	708,881	775,969
Operating expenses	1,513,893	1,364,540
<b>Total expenses</b>	<b>7,435,399</b>	<b>7,592,572</b>
<b>Net operating profit/(loss)</b>	<b>(556,502)</b>	<b>2,848,653</b>
Other comprehensive income for the year	-	-
<b>Net operating profit/(loss)</b>	<b>(556,502)</b>	<b>2,848,653</b>

## Statement of Financial Position

	2022	2021
<b>Assets</b>	\$	\$
Current assets		
Cash and cash equivalents	5,099,132	5,779,721
Accounts receivable and other debtors	114,903	165,750
Inventories (at cost)	22,889	7,519
Prepayments and other assets	97,160	106,417
<b>Total current assets</b>	<b>5,334,084</b>	<b>6,059,407</b>
Non-current assets		
Property, plant, and equipment	9,682,424	10,323,271
Right-of-use assets	50,792	-
<b>Total non-current assets</b>	<b>9,733,216</b>	<b>10,323,271</b>
<b>Total assets</b>	<b>15,067,300</b>	<b>16,382,678</b>
<b>Liabilities</b>		
Current liabilities		
Accounts payable and other payables	449,248	454,910
Provision for employee entitlements	296,999	611,696
Lease liabilities	42,069	-
Other financial liabilities	1,866	539,182
<b>Total current liabilities</b>	<b>790,183</b>	<b>1,605,788</b>
Non-current assets		
Property, plant, and equipment	84,105	38,334
Right-of-use assets	10,958	-
<b>Total non-current assets</b>	<b>95,063</b>	<b>38,334</b>
<b>Total assets</b>	<b>885,246</b>	<b>1,644,122</b>
<b>Net assets</b>	<b>14,182,054</b>	<b>14,738,556</b>
<b>Equity</b>		
Asset revaluation reserve	2,495,597	2,495,597
Retained surplus/(deficit)	12,242,960	9,394,307
Current year surplus/(deficit)	(556,502)	2,848,653
<b>Total equity</b>	<b>14,182,054</b>	<b>14,738,556</b>



## Statement of Changes in Equity

	Retained earnings	Asset revaluation reserve	Total equity
	\$	\$	\$
<b>Balance as at 30 June 2020</b>	<b>9,394,307</b>	<b>2,495,597</b>	<b>11,889,903</b>
Comprehensive income	-		-
Surplus/(deficit) for the period	2,848,653		2,848,653
Other comprehensive income for the year	-		-
Total comprehensive surplus/(deficit) for the year	2,848,653		2,848,653
<b>Balance as at 30 June 2021</b>	<b>12,242,960</b>	<b>2,495,597</b>	<b>14,738,556</b>
Comprehensive income	-		-
Surplus/(deficit) for the period	(556,502)		(556,502)
Other comprehensive income for the year	-		-
Total comprehensive surplus/(deficit) for the year	(556,502)		(556,502)
<b>Balance as at 30 June 2022</b>	<b>11,686,458</b>	<b>2,495,597</b>	<b>14,182,054</b>

## Statement of Cash Flows

	2022	2021
	\$	\$
<b>Cashflow from operating activities</b>		
Receipts from donations, grants, and customers	6,567,945	10,872,517
Payments to suppliers and employees	(7,007,217)	(6,762,440)
Interest income	881	1,806
<b>Net cash flows from operating activities</b>	<b>(438,392)</b>	<b>4,111,883</b>
<b>Cash flows from investing activities</b>		
Purchase of property, plant and equipment	(27,400)	(130,819)
<b>Net cash flows from investing activities</b>	<b>(27,400)</b>	<b>(130,819)</b>
<b>Cash flows from financing activities</b>		
Repayment of borrowings	(214,797)	(201,469)
<b>Net cash flows from financing activities</b>	<b>(214,797)</b>	<b>(201,469)</b>
Net increase/(decrease) in cash held	(680,589)	3,779,595
Cash at the beginning of the financial year	5,779,721	2,000,126
<b>Cash at the end of the financial year</b>	<b>5,099,132</b>	<b>5,779,721</b>

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**Hear and Say**