



 **20** YEARS
Hear and Say

annual report 2011/12



DREAMS OF OUR PAST NOW THE REALITY OF OUR FUTURE

In 2012 we celebrated turning 20 years young. A significant milestone not just in terms of what Hear and Say has achieved over this time but more importantly as an acknowledgement of our next 20 years.

- 87% of children in our Early Intervention Program fell with the average range on their listening and spoken language assessments, this is essentially equivalent to or slightly better than would be expected from children with normal hearing.
- As in the previous year, all our graduates from this year are attending their local schools.
- There are now 500+ children and young adults across our various programs including more than 200 in our Cochlear Implant and Implantable Technologies Program utilising over 300 implants.
- Project Possibility has commenced, seeking corporate and community supporters to help realise our future vision for a new home and a sustainable future for Hear and Say.
- Enhanced employee engagement efforts including the appointment of a full-time HR Manager.
- Increased on-line and social media campaigns through Facebook, Twitter and YouTube incorporating a new website funded by a Qld Government Community Benefits Fund grant to be launched in late 2012.
- Major organisational structure review undertaken to prepare Hear and Say for the next 20 years. This review included the promotion of some current team members, the appointment of new staff and a complete review of position descriptions and the performance management system.



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FROM THE CHAIR

We are now well positioned for the next 20 years. We have purchased land at Ashgrove for our new Queensland headquarters and Brisbane Centre, have rolled out our campaign to raise the funds to redevelop the site and have reviewed our organisational structure and re-engaged our Hear and Say team in preparation for the very important next steps in our growth.

We cannot ignore that we continue to operate in difficult economic times where there is increasing pressure on funding from both government and corporate sectors.

For Hear and Say to raise the funds it needs, not just for ongoing operations but future growth, we must continue to focus on remaining relevant. Our clinical outcomes have demonstrated the economic, educational and social impact of the work we do and after 20 years of delivering these life changing services, our graduates are living proof.

Last year I reported that the Board's focus on education, advocacy and empowerment, has given the Hear and Say team the mandate to work with parents, professionals, policy makers and the wider community. This year the Board challenged the Leadership team to raise the bar in terms of deliverables and outcomes. Working together we have introduced a series of reporting measures focused on sustainability, advocacy and excellence to ensure constant improvement and advancement.

During the year we farewelled Board members Alan Whidburn (Feb 2012) and Tracey Moore (May 2012), and more recently welcomed Melanie Alpar (July 2012) to the Board.

I am also pleased to report that Chris McCarthy was appointed as Chief Executive Officer (July 2012) after 5 years at Hear and Say, more recently in the position of General Manager. This appointment recognises the Board's confidence in Chris to oversee the next stage in Hear and Say's growth.

The appointment has also enabled Dimity to free up her time to concentrate her efforts on the important task of raising the much needed funds for the development of our new home at Ashgrove. In addition Dimity will extend her work across Hear and Say Research & Innovation and Hear and Say WorldWide. In her new capacity as Executive Director and Founder of Hear and Say, Dimity continues as a representative on the Board.

It is most appropriate that on behalf of the Board, I congratulate Dimity on the most important role she has played as the Founder of Hear and Say. Her dedication to deaf children not just in Queensland but world wide has never faulted – her vision is quite extraordinary and I am constantly amazed at her energy and vitality.

Each time I visit the Centre or attend a Board meeting, I am consistently reminded that the Board members, Leadership team and employees are

more than engaged and enthusiastic. They are emotionally connected to Hear and Say – an accomplishment that very few organisations can attest to.

I close with a sincere acknowledgement of our families, volunteers and diverse partners and supporters – in particular Suncorp and Thiess who have been with us since the very early days. Without your enthusiasm and support we would not be where we are today, nor will we achieve our vision for the future.

My thanks also to our employees for their continued commitment and passion for helping to make this a world leading organisation in our field. I also acknowledge and thank my fellow Board members for their support and commitment over the past 12 months.



Paul Laxon,
Chair of Hear and Say Board





FOUNDER'S REPORT

It has been very rewarding for me to look back on two decades and see how far we have come and the very major impact we have made on the lives of our most precious people – our children.

However what truly excites me is the fact that, as our work continues and indeed expands, we can help so many more children – babies yet to be born not just in Queensland, Australia but across the world.

My key priorities this year have been around:

- Sustainability for our future
- Sharing our knowledge
- International collaboration
- Translational research

Sustainability for our future –

Project Possibility is the name that we have given to our campaign to raise the necessary funds to

"Hearing loss is the most common disability that occurs in newborns globally. It is a hidden condition, but it affects not only listening and talking, but also may affect the child's reading, education, career, family functioning, behaviour and social and emotional well-being. It also impacts economically on the child, family and community."

turn our vision for a new global headquarters for Hear and Say into a reality. This year we have built the campaign elements and commenced a concerted drive to raise the \$10 million required.

Share our knowledge – Over 20 years Hear and Say has developed knowledge and skills that empower parents to teach their deaf child to listen and speak. We believe that we have an obligation to share this knowledge. Through Hear and Say WorldWide education and training we are making this happen. The Hear and Say message has been heard in over 23 countries.

International collaboration – Hear and Say professionals have developed a model for 'best practice' treatment for deaf children which, after being initiated by Hear and Say, is now used in many countries

across the world. An exciting component of our work in this area was the launch of the Ling Consortium (June 2012), an international consortium of professionals developing and delivering globally recognised university-based courses on listening and spoken language.

Translational research – Hear and Say professionals, through the Research & Innovation arm of the organisation, are conducting world-first research to develop and demonstrate outcomes for deaf children and translating these immediately into benefits for children and families.



Dr Dimity Dornan, AM,
Executive Director and Founder

FIRST VOICE – THE FUTURE IS HEAR

It has been my honour to be the Chair of First Voice (since Feb 2011) working with like-minded organisations across Australia and New Zealand who, like us, focus on the provision of listening and spoken language.

A key part of the work that First Voice achieved in 2012 was the selection of First Voice and Vision Australia by the Australian Government to deliver remote hearing and vision services to children in rural and remote areas under a new \$4.1 million government telehealth program. Specialist services will be delivered to hearing and/or vision impaired Australians aged 0 to 18 years via video conferencing using

laptops and iPads through this project, named VidKids.

First Voice organisations are also involved in a joint research project, funded by the Telstra Foundation. This is the first project of its kind in Australia (and perhaps the world) where six 'like' centres are pooling data to look at the speech and language outcomes of children with hearing loss including social and educational aspects.

DIMITY'S ACHIEVEMENTS CONTINUE TO BE RECOGNISED

Dimity was awarded the title of Telstra Queensland Business Woman of the Year and White Pages Community and Government Award for Queensland and was a finalist in the National awards.

She also received an honorary PhD (Degree of Doctor of the University (Honoris causa) from the University of Southern Queensland and the title of Adjunct Associate Professor in the School of Health and Rehabilitation Sciences, University of Queensland.





CEO'S REPORT

Reaching 20 years has given us a chance to celebrate what we as a team have been able to achieve as well as reflect on where we are heading. We are again at an exciting juncture in the history of Hear and Say – but to realise our future we needed to be prepared to rise to future challenges.

A key aspect of this has been the transformation with our most important people – our employees.

With the appointment of key staff across the organisation we have introduced a new level of passion, business capability and expertise ensuring that, as a team, we have the capacity and we are equipped to meet growing demand for our services and programs.

Indeed Hear and Say can best be described as *transformers*.

Our work with deaf children and their families transforms the lives not just of that child but of

the entire family and in turn is transforming the communities they touch. We know after 20 years that the outcome of this transformation is new generations of deaf children who are attending their local schools, are exploring wider career choices and are more socially engaged in our hearing world. The winners in this are not just these young people, but also their family and our entire community.

Our robust dialogue with government at every level has been around transformation as we are confident that Hear and Say is delivering outcomes that not just transform lives but empower individuals to make the most from their lives – they are no longer limited by the effects of their hearing loss – there is no better outcome!

This year has also been a year of transformation for me professionally and personally. In September 2011 I was very

privileged to be granted a sponsorship to participate in the Queensland Leadership Program run through the Benevolent Society. This 9-month program, has challenged me in terms of redefining my thinking and behaviours as a leader and has placed me in a better position to take on the challenges not just in my new role as Chief Executive Officer but also in my roles within the community, as a father and as a husband.

I continue to be honoured to be part of the Hear and Say family and I am excited about the opportunities and possibilities for the year ahead. I look forward to working more closely with the Board, Dimity and the wonderful team at Hear and Say as we continue to transform the lives of deaf children.



Chris McCarthy,
Chief Executive Officer

INVESTING IN OUR PEOPLE

The increased demand for Hear and Say's programs and services has resulted in rapid growth in employee numbers over the years.

With employee numbers now at 54 (37 FTE) Hear and Say reached a stage where it had become an imperative to invest more in its people in order to ensure they were moving in the same direction as the organisation.

With the appointment of Kerrie McDonald as HR Manager a number of new processes and procedures have been introduced, these include:

- Review and rewrite of position descriptions resulting in greater role clarity across the organisation.
- Review of the organisational structure to meet future demand.



- Introduction of a robust performance management process with bi-annual review of performance and the setting of measurable objectives.
- Monitoring of training needs and capture of all internal and external employee training which equates to more than 1300 hours of training across the financial year.
- Survey of employees 'pulse and mood' with greater than 75% satisfaction ratings.
- Process in place to implement organisational changes gathered via employee surveys and bi-annual employee workshops.
- First of an annual Founders Award for Innovation awarded to Simone Cheadle for her work on the Hear and Say annual Microtia and Atresia Conference.
- Recognition of 5, 10 and 20 years of service which will now become an annual event.
- Introduction of a regular informal 'Lunch and Learn' series providing a relaxed informal atmosphere where topics of mutual interest are presented and discussed.

Employees are now more informed on organisational operations with the introduction of a series of internal communications titled DD's Diary (outline of Dimity's activities), CMC Wrap (CEO's report) and Social Butterfly (social news).

A number of employees have joined working committees providing input to the building design, team engagement and staff social events.

Improving our systems, processes and operations

In an organisation such as Hear and Say, our operations must cover a wide range of support areas from finance through facilities management to corporate, statutory, regulatory and legislative governance.

Over the past year, compliance with all key areas was reviewed with a Board Committee and determined to be well on track and managed proactively.

As is to be expected, the massive growth in mobile computing and communications (for example the use of iPads as a support and training tool) challenged our IT infrastructure particularly the provision of available bandwidth. In the latter part of the year, a contract to obtain high speed fibre optic bandwidth capacity was agreed with installation in the first quarter of the new financial year.

In essential areas, such as IT support, Hear and Say has engaged external contractors to ensure ready access to skills and experience enabling our clinical team members to have computer repairs or updates completed mostly within 24 hours.

With the national harmonisation of workplace health and safety regulations, Hear and Say has engaged external experts to assist in ensuring that all our relevant policies, procedures and forms are compliant with the 2012 legislation and our practices enable a safe working environment. As part of this process, every premises from which Hear and Say operates will be audited against these guidelines in the coming year.



FUNDING FOR THE FUTURE

PROJECT POSSIBILITY

Project Possibility

is the name we have given to the campaign to raise the \$10 million required to build a new home and a brighter future for deaf children.

Hear and Say has already spent almost \$2 million on the purchase of land and buildings in Ashgrove as part of the former Brisbane North Institute of TAFE.

The new buildings provide more than double the space we have now and we expect will accommodate Hear and Say for the next 20 years! However there is a long way to go before the site can be transformed into our new home.

The buildings have been vacant for many years and require a complete refurbishment to ensure they are fit for our purpose and safe and functional for our children and families.

The new building will be a welcoming space and a symbol of everything we stand for – empowerment, innovation, technology, listening, family, fun, opportunity – and, above all, possibility.

Our new building will provide:

- The space and facilities required to give deaf children the world of speech and sound for the next 20 years.
- A new home to showcase our world-leading Auditory-Verbal Therapy and implantable technologies programs.
- A state-of-the-art building and facilities that will allow us to provide services and programs that will set the international benchmark in early childhood education for deaf children.
- A bioscience precinct promoting clinical excellence in neuroscience, biotechnology, medical bionics, education and e-health.
- A worldwide gateway for professional training and research.

Our work to raise the additional funds needed to turn the vision for our new home into a reality has commenced with significant funds already committed by partners and donors.

Without the ongoing partnerships between government, philanthropists, corporates and the community, Hear and Say will be unable to help give the best start in life for Queensland's deaf children.





"The work that Hear and Say does is outstanding and I am delighted to assist financially and in any way I can – especially by devoting time and energy to exciting projects that will benefit the deaf babies of the future."

Airlie Bell, Grandmother to Hear and Say Graduate Mac and Foundation Committee Member

FOUNDATION LEADERSHIP COMMITTEE

Project Possibility is supported by a volunteer Foundation Leadership Committee that was established in early 2011.

With support from Hear and Say's fundraising team, the Committee is helping to raise significant funding for Hear and Say by securing new donors, developing networks and building meaningful relationships with individuals and corporations willing and able to support Hear and Say, to give deaf children across the globe the best chance to realise their full potential in our hearing world.

Committee Members

Michael Rosengren
Chair

Maree Blake
Hear and Say Board

Corinne Yoong
(retired Aug 2012 due to personal study commitments)

Airlie Bell OAM DSJ

Fiona Fairfax

Hear and Say is extremely grateful for the support of the Foundation Leadership Committee and also to consultant Rebecca Hazell, from Giving Capacity, who have worked to guide our funding strategy and to support the efforts of the organisation.



OUR HEAR AND SAY HEROES!

IT WOULDN'T BE POSSIBLE WITHOUT YOU

"Thank you to all our Hear and Say Heroes who contribute in some way to Hear and Say's childrens future... our families, community groups, Everyday Heroes, volunteers, staff, board members, corporate partners and our loyal donors!"

Robyn Symons, Development and Fundraising Manager

Major Supporters and Partners

Dr Charles & Christine Appleton
Australian Institute of Management
Bartercard Brisbane West
Bartercard Sunshine Coast
BHP Billiton Matched Giving
Brisbane Convention & Exhibition Centre
Bryan Foundation
Century 21 Buderim
Flannery Foundation
J J Richards & Sons Pty Ltd
KFC Collins Foods
McCullough Robertson
Paul McDermott
McDonalds Nambour
Med El
Motormouth Advertising
John & Ngaire Roberts
Suncorp Group
Stuart & Joanna Tait
The Hearing CRC
Thiess
Walter Iezzi Development Group
Wantz Committee
David Wilson
Worldwide Online Printing

Bequests

Estate of Hewton John Baker

Child Sponsors

Glenise Anderson & Ray Balks
Arabon
Ashmore Joinery
Bartercard South Gold Coast
Gavin & Karen Bird
Bosform
Brio Group
Candan Industries Pty Ltd
Caterpillar of Australia Pty Ltd
Caterpillar Global Mining
Cavpower
CGI Consulting
Ron Chapman Caravanning Qld
Chassis Line
Edwards Collins Group

ESCO
Estate of Janina Marcus/McLaughlin
Solicitors
Exceptional Bookkeeping
GC Webb
Geoff Gillette & Co
Hastings Deering
Hills in Hollywood
John and Gay Hull
Italian Week
Vicki and John Landmark
Lions Club of Mooloolaba Inc
Allan & Michele Larkin,
Aspect Property Group
Maries Pizza
Marine Agency
Network Collections
One Steel Reinforcing
Orica Mining Services
P & H MinePro Services
Plough Inn
Quota Club of Nundah
Quota International of Wynnum Manly
Redline EFI
Sammie's Girl Seafoods
Simply Perfect Fruit & Veg Wholesale
Stan & Maureen Duke Foundation
Suncorp Sunshine Coast
Suncorp Stadium
SNZ Management
Thiess Australian Mining
Thiess Building Pty Ltd
Thiess Collinsville Mining Contractors
Thiess Golf Day Sponsors
Thiess Lotus Glen Project
Thiess Pty Ltd
Thiess Services
Towards a Better Future Foundation
Vantage Performance
Westrac
Bevan Whitaker
Noel Whittaker

Grant Bodies: Trusts and Foundations

The Commonwealth Bank Staff
Community Fund
The E Robert Hayles & Alison L Hayles
Charitable Trust, managed by Perpetual

The Ian Potter Foundation
The John Villiers Trust
The Lord Mayor's Community Trust
The May and Stanley Smith
Charitable Trust
The Queensland Government
Gambling Community Benefit Fund
The Sunshine Coast Regional Council
The Tim Fairfax Family Foundation
The Zig Zag Foundation

Government Grants

State Funding:

Department of Education
Training and the Arts
(operational recurrent funding)
Department of Education
Training and the Arts
(Non State Organisations funding –
Commonwealth Special Education)
Queensland Health
(operational recurrent funding)
Queensland Health
(capital grant for new premises)
Department of Communities

Federal Funding:

Department of Families Housing
Community Services and Indigenous
Affairs (Better Start Program)

Donors and Supporters

Babinda Electrics
Beyond Web Development
Cards Only
Kevin Cronin
CS Energy
Catherine Dalton
Foodco Group Pty
Dr Mark Maroney
Mortgage Choice Buderim
Queensland Cricket
Rotary Club of Capalaba
Sovereign Order of St John
of Jerusalem
Sunrise Computers
The Good Guys Foundation
Lady Watson

CHANGING LIVES



"All of the 2011 and 2010 Hear and Say 'graduates' entered a local school at the appropriate age, with listening and speaking like children with normal hearing. These outcomes confirm our belief that Hear and Say continues to be a leader in the provision of world's best practice for children with hearing loss."

Emma Rushbrooke,
Clinical Director

Today Hear and Say is proud to boast that it has one of the largest paediatric cochlear implant programs in Australia, supporting children from infancy through to adulthood.

Across its 20 years Hear and Say has helped nearly 1000 children learn to hear, listen and speak and provided services to thousands of children and families. In 2011/12 more than 500 children have been supported across the range of programs and services.

The Hear and Say Early Intervention Program has continued to provide a quality Auditory-Verbal Therapy program for over 200 children under six years with all degrees of hearing loss, and who wear a wide range of hearing amplification devices.

In addition to our early intervention, cochlear implant and other implantable technologies programs, Hear and Say is

supporting more than 150 families through its Diagnostic Audiology service.

This year 40 cochlear implants were switched-on bringing a total of 210 people in the cochlear implant and implantable technologies program. This equates to 309 implants as more of our children obtain bilateral implants while some of our older children are returning for their second implant.

Advancing with new technology

As hearing technology continues to advance, Hear and Say seeks to provide its children with the most appropriate hearing technology solutions and diagnostic assessment tools to meet their needs.

Hear and Say was the first audiology program in Queensland to incorporate cortical evoked potentials into its diagnostic test battery. This test is automatic and enables the Audiology team to measure a high level brain response which provide information about hearing levels and how well the child's hearing technology is working.

This year a further three children received a Med El middle ear implant called the Vibrant Sound Bridge and the first child in Queensland will soon be implanted with a Med El hybrid implant designed for steeply sloping hearing loss. The increasing range of implantable hearing technologies, along with improvements in surgical

Advancing our Auditory-Verbal Therapy and Audiology

techniques and implant design, is meaning better preservation of residual hearing in children and that more children can benefit from an implantable technology. Another exciting first in implantable hearing technologies is the Advanced Bionics Neptune device which has a waterproof external processor. This new ground breaking hearing technology will enable the child to swim with their cochlear implant and our first child will be implanted in September 2012. **This will be another first for Hear and Say and a first for Australia!**

These exciting technological advances are making life for our children as well as their families so much easier.

This year the Audiology team was further challenged as a result of the cochlear implant, C1-512 recall in September. Although a number of our children were impacted requiring new implants, at all times our priority was to the child and their family. Hear and Say has worked very closely with Cochlear Australia to ensure that the recall and new implants have been done as seamlessly as possible.

"The impact of the work we do is far reaching when you consider that for every child Hear and Say helps the family benefits enormously as does the community."

Jane McGovern,
Clinical Manager, Audiology

Right: The Storie family with Hear and Say Graduate and speaker Megan Rowe at the annual Graduation Ceremony.



HOW QUICKLY THEY GROW UP

With 20 years of looking after children it was for Dimity, like becoming a Grandmother again when Hear and Say graduate Christina and husband Steven gave birth to a perfect little girl, Charlotte.

When Christina was asked recently to tell us her favourite sound, as a part of our video being produced for the 2012 Hearing Awareness Week, she told us her favourite sound was 'her six month old daughter giggling'.

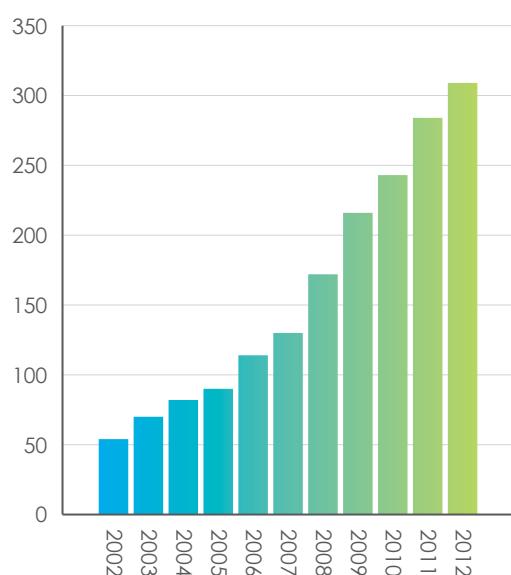
Parents play a major role in helping their children

As we prepared our young children for local school, it was with a sense of great pride that in November we had a graduation for our children as well as a special celebration for our graduating parents who are some of the hardest workers of the Hear and Say family.

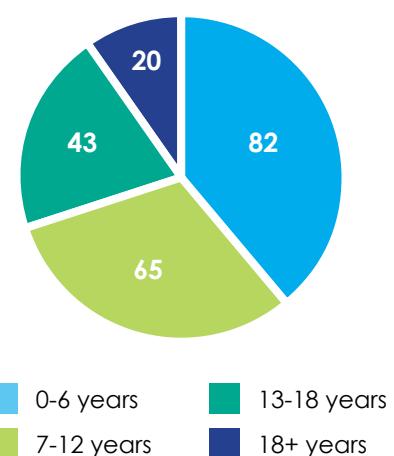
Our Auditory-Verbal Therapists see the child and parent for regular therapy lessons however the parents must continue the lesson goals and focus every day at home. This is not always an easy task however the rewards are enormous.

This year we saw 24 children graduate at the end of 2011 and who have all since started their journey as first graders at their local schools. We monitor the progress of our early graduates and are pleased to report that they are all doing very well.

Growth in Implant Program
Numbers over Time

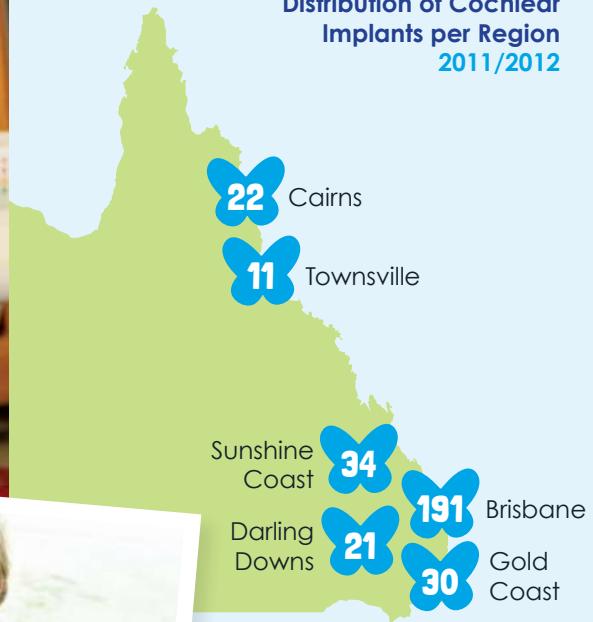


Demographics of the Cochlear Implant Program





Distribution of Cochlear Implants per Region
2011/2012



Remaining accessible

Our regional centres at the Gold Coast, Sunshine Coast, Toowoomba and Cairns continue to provide critical services in these regions.

Increased demand has meant that each of the current five centres across Queensland have been stretched resulting in the appointment of new Auditory-Verbal Therapists (AVT) and Audiologists.

Additional clinical hours have been made possible with new staff appointed in Brisbane, Sunshine Coast, Gold Coast and Toowoomba.

The Toowoomba centre has outgrown its capacity and planning is now underway for additional space including enough room to run a small playgroup activity from the centre rather than in a hired space. The new expanded centre will open in late 2012.

We were also excited to announce in late August 2012 a part time AVT/Audiologist commenced working in Townsville providing one day a fortnight to assist local children and families.

This year our Toowoomba office commenced operating five days a week and both the Toowoomba and Cairns centres started to provide Outreach programs.



We have also maintained a close watch on demand in other regions and have identified Rockhampton as another region where the demand for our services is growing.

We now have 32 children and families living in rural and remote areas receiving regular lessons via Skype as a part of the Hear and Say Outreach program.

Although limited by funds we were able to include two visits to our Outreach families during the financial year. The vast majority of our Outreach families were also able to attend our Brisbane centre so that they could obtain audiology testing and mapping as well as face-to-face AVT lessons.

The Outreach program will be further supplemented in 2012/13 by the new VidKids program. This is a Federal Government funded, combined First Voice and Vision Australia project. The initiative is to provide remote hearing and vision services for a limited number of children over a three year period using the new NBN network wherever possible.

"Happy 20th Birthday Hear and Say!! My son Mason was lucky enough to have the help and support of the lovely Roxanne and Liz at the Nambour Centre in 2008/2009.

I'm proud to say that my son achieves A's & B's in school and loves it dearly! And I know for certain that those two women were responsible for where my son is today! They were definitely his angels!

We will never be able to thank them enough for what they did for Mason. Best of luck for the next 20 years..."

Amanda, Peter, Mason & Declan McNutt



Microtia and Atresia Conference provides important information for families and professionals

Microtia is a condition characterised by an incomplete or underdeveloped ear. It literally comes from the words 'micro' (small) and 'otia' (ear) while Atresia is the absence or closure of the ear canal.

Most people with Microtia also have Atresia because the outer ear and the middle ear develop from one common block of tissue at the same time of development in the womb.

The Hear and Say Microtia and Atresia Program is one of many initiatives to support families of children with a hearing loss. Our program aims to provide information, resources and support to the families of children with Microtia and Atresia.

The Hear and Say Microtia and Atresia Conference grew out of recognition that families of this lesser known condition were finding it increasingly difficult to get access to information on the most up-to-date treatment and intervention options.

Now moving into its 4th year the conference has proven to be a very successful initiative that is gathering interest from families, professional and specialists across Australia and internationally.

Professional development a key to future growth

Our clinical teams have worked tirelessly to maintain and expand programs to ensure our children and families continue to achieve world best outcomes.

Attending and speaking at national and international conferences is an important part of our employee's professional development as well as establishing our presence beyond Queensland.

During the year Emma Rushbrooke travelled to Korea to present at the APSCI conference on Hear and Say's success with Tele-health and remote MAPping of cochlear implants via the internet. Emma also successfully completed her masters thesis on remote MAPping for children with cochlear implants from the University of Queensland.

Emma subsequently hosted a workshop at the Audiological Society of Australia national conference in Adelaide, educating fellow audiologists in TeleMAPping. Jane McGovern presented on the Vibrant Soundbridge middle ear implant at the same conference and both presentations were well received.

Four members of the Auditory-Verbal Therapy team took the opportunity to attend the bi-annual AG Bell Convention as a part of their professional

development. Jessica Balfour-Ogilvy was awarded a Quota Scholarship providing her with the funds to travel. In the true spirit of 'family', Teresa Daniels took her young daughter Lara, who wears hearing aids, with her so that she could experience international travel and a chance to meet children with hearing loss from other countries.

Jackie Brown and Lynda Close presented at the convention. Jackie spoke on the Hear and Say Outreach Program and Lynda presented on AVT mentoring as a part of her role on the International Mentoring Committee of AG Bell.

Dimity continued her international speaking engagements across the year including travel to India, South Africa, United States, Italy and United Arab Emirates.

Building our children's confidence

An important part of the work we do is to build each child's confidence, especially as they approach the ages when they will soon be attending kindergarten and prep.

Hear and Say provides a range of social skills programs to assist children with questions they may be asked and situations they may face in the 'real' world.

During the year our very successful 'playgroup' program for under 5s, their siblings and family members was reviewed to ensure the program content reflected the changing needs of our children and families.

This program is now called LEAP – Little Explorers Auditory-Verbal Program.

LEAP is a play-based educational program with activities designed to have an emphasis on the acquisition of speech and language. In line with our other Social Skills programs, it is based on facilitating the development of the child's:

- resilience
- self esteem
- self confidence
- social skills appropriate to the child's age
- positive attitude towards hearing loss
- effective coping mechanisms
- effective communication skills
- peer support and friendships.

The name change brings our playgroup in line with our other Hear and Say Social Skills programs.

The Hear and Say Social Skills programs are:

- **LEAP** – From birth to school age, plus siblings
- **Launch Pad** – Kindergarten age
- **Rocket** – Prep age
- **Comet** – Years 3 to 5 (8-11 years of age)
- **STAR** – Years 7 to 10 (adolescents 12-15 years of age)

Growing the confidence and knowledge of our parents and carers

In addition to the support that LEAP provides to our children it also provides the opportunity for parents and extended family to:

- learn how to use Auditory-Verbal techniques in everyday situations
- meet other families whose children have a hearing loss
- share experiences and learnings with other parents
- benefit from and provide peer support.

This year we continued our Parent Education program providing support to families with meetings covering a range of topics.

We started the new year with a favourite topic 'Where are they now?' where new parents had the opportunity to hear from and meet some of our older graduates in order to truly understand what is possible for their child.

Other topics for 2011/12 included, 'A focus on technology', 'AVT on the go', and 'An introduction to FMs and Soundfield systems in the classroom'.

JACKIE BROWN TAKES ON A NEW CHALLENGE AT HEAR AND SAY

After six years as Clinical Manager, AVT, Jackie Brown takes on a position as Education and Development Manager for Hear and Say WorldWide (commencing in September 2012).

Jackie has touched many families over this time and has played a significant role in establishing the Auditory-Verbal Therapy (AVT) program and team.

Although Jackie will be missed she will continue to play a significant role in her new position as she establishes and grows Hear and Say WorldWide.

"I am very excited about my new role and the opportunity that this will present for me personally and for my professional development however I will miss the regular engagement that I have had with the children, parents and family members. I also wish to acknowledge the members of the AVT team whom I have had the pleasure of working with and supporting."

Jackie Brown, Clinical Manager, AVT (January 2003-August 2012)





KEEPING OUR DOORS OPEN – FUNDING

Vicky and John Landmark with Zoe and her family at the switch on



The Gold Wings Child Sponsorship helps our children take flight

Our Gold Wings Child Sponsor Program was launched some five years ago and continues to be one of our most popular fundraising programs. Today we have over 50 child sponsors including individuals and organisations. Many of these have sponsored year-on-year with the same or, as children graduate, a new child.

Sponsorship is valued at \$10,000 annually. This is the annual cost to Hear and Say of providing our early intervention program to just one child until such time they 'graduate' by entering their first year of school. It is the gap that we must raise so our children and their families have access to the full range of services and programs.

Children like Zoe, a new year baby and the second for parents Michelle and Luke and a baby sister to Joshua, 2 ½ years, who is also in the program and is sponsored by Quota Club of Nundah.

As a result of newborn hearing screening Zoe, like her brother, was diagnosed with a profound hearing loss at birth. The family came to Hear and Say immediately and Zoe has since been switched on to sound.

"Although we had prepared ourselves for the possibility that our precious baby, like Joshua, could be deaf, nothing really prepares you for those words – "your baby cannot hear you". This time however we knew who to turn to. The team at Hear and Say were there for us the first time and again with Zoe. They will be forever in our gratitude."

Michelle, Zoe and Joshua's Mum

Zoe is sponsored by Vicky and John Landmark who offered sponsorship after hearing a couple speaking at the Thiess Hear and Say Ball in August 2011.

"That night was very special to us as it gave us a real insight in to what Hear and Say is doing and the difference they are making to children born deaf. We have since gained a better understanding of the real cost to Hear and Say to deliver sound and speech to deaf children. We feel honoured to be Zoe's child sponsors and are looking forward to being at the switch on and meeting the family."

Vicki Landmark,
Hear and Say Child Sponsor



Left: Saskia and her father, Steve, speaking on the night of the ball

Below: Cathy Robinson, Thiess



Corporate Partners Suncorp and Thiess help Hear and Say reach its 20 year milestone

For 18 years Suncorp and Thiess have played a critical role partnering with Hear and Say.

Their support has included partnering with major events such as Suncorp's support of the Annual Butterfly Appeal and staff volunteering.

Thiess has supported the annual Hear and Say Fundraising Ball and Golf Day.

The 2011 16th Thiess Annual Fundraising Ball was a night of 'glitz, glamour and opulence'.

Guests dressed in their most glamorous outfits and came out to party in style. They also contributed to the success of the night with generous pledges and purchase of auctioned items.

There was not a dry eye in the room when graduate Saskia and dad Steve came up on stage to share their story of how Hear and Say has helped little Saskia to learn to hear, listen and speak.

By the end of the night a record amount in excess of \$150,000 had been raised.

Recognising 16 years of personal support

For more than 16 years Thiess has supported Hear and Say, and staff member Cathy Robinson, has been a constant internal advocate and a passionate believer in Hear and Say's work.

"It's been a labour of love for me. I am passionate about Hear and Say and the outcomes it has achieved. It has been a privilege to be able to help and I'm proud to be able to be a part of Hear and Say reaching its 20th anniversary!"

Cathy Robinson, Thiess

Spreading the Hear and Say message

The online social media campaign – The Butterfly Effect – introduced in 2010 with the help of Suncorp has provided the impetus for Hear and Say to continue an ongoing communication with its supporters, families and graduates via social media. Of particular note Facebook, Twitter and the Hear and Say blog have now grown as key communication tools to promote events and activities and announce major milestones.

Support from the Community Gambling Benefit Fund obtained during the year has enabled Hear and Say to develop a new website further enhancing its social media presence.

Media activity across every region has increased with the appointment of Lois Shuttleworth as Marketing, PR and Communications Manager in May 2011.

This additional media activity has enabled Hear and Say to raise its profile across the communities it touches. Media stories have covered children's achievements, program activity, events and milestones.

In particular the Hear and Say Butterfly Appeal and 20th anniversary milestone were of particular interest to regional and city media during the year.



SHARING OUTCOMES

After 20 years of clinical excellence, Hear and Say is well positioned to showcase its outcomes through HSRI, and to broaden its scope of translational research beyond paediatric hearing loss as a result of the clinical and research expertise in HSRI.



Hear and Say Research & Innovation (HSRI) is the research and development arm of Hear and Say. Through HSRI, the clinical work at Hear and Say is supported by research, allowing for the provision of evidence-based services for children with hearing loss and their families.

This financial year HSRI has been involved in 13 major research projects that span neuroscience, innovation in hearing technology, habilitation and telemedicine. The full project listing is available on the HSRI website, google 'Hear and Say Research & Innovation' and look for the research pages.

HSRI has celebrated additional success with a Master of Philosophy awarded to Emma Rushbrooke, Clinical Director for her research on Remote MAPping for Children with Cochlear Implants.

The following key projects were completed or recognised at a critical stage of progress during the year:

Project	Key Findings	Contributors
Satisfaction with Outreach AVT Program	<p>This world first research has demonstrated the potential of telemedicine for teaching listening and spoken language to children with hearing loss in rural and remote areas of Australia.</p> <p>Parents and therapists showed high satisfaction with the audio and video quality, equipment use, general interaction and communication, service delivery and convenience over videoconferencing.</p> <p>The published journal article is available on our website.</p> <p>Constantinescu, G. (2012). Satisfaction with telemedicine for teaching listening and spoken language to children with hearing loss. <i>Journal of Telemedicine and Telecare</i>, 18, 267-272.</p>	Hear and Say
Remote MAPping for Children with Cochlear Implants. Emma Rushbrooke's Master of Philosophy Thesis	<p>This world first research has validated the use of telemedicine for MAPping of cochlear implants.</p> <p>Non-significant differences were obtained in MAPping results between the telemedicine and traditional face-to-face environments for children with cochlear implants aged 5 to 23 years.</p> <p>This thesis is available on our website.</p>	Hear and Say The University of Queensland
Conductive Hearing Loss in Children from a Rural Aboriginal and Torres Strait Islander Community	<p>This research is investigating the nature and degree of conductive hearing loss amongst Aboriginal and Torres Strait Islander children.</p> <p>The study involves the implementation and evaluation of a rural-remote audiology service delivery model with potential application across other communities in Australia.</p>	Hear and Say The Deadly Ears Program, Queensland Health The Bryan Foundation



"This is an exciting time for HSRI where research is supporting clinical practice, clinical questions can be explored through research, and all benefiting children with hearing loss and their families."

Dr Gabriella Constantinescu,
Lead Researcher

HSRI continues to collaborate closely with the HEARing Co-operative Research Centre, a group of 25 universities, hearing healthcare companies, professional associations and clinical service agencies.

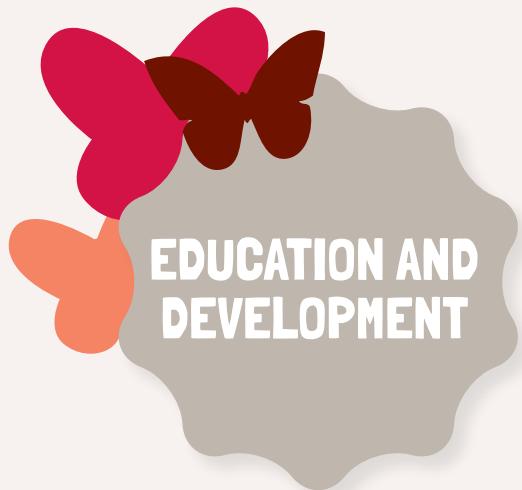
HSRI partnered with the major institutions across Australia including:

The Centre for Cognitive Neuroscience, First Voice, HEARing CRC, National Acoustic Laboratories, Queensland Health – Deadly Ears Program,

Queensland Health – Healthy Hearing, The University of Melbourne, The University of Queensland, The University of Southern Queensland.

In addition to project collaborations, HSRI has played a key role in initiating, supporting and progressing the Queensland Hearing Nexus, a group of like-minded clinical and research organisations with an interest in the hearing health of Queenslanders. Under the QHN banner, a number of project

collaborations are currently underway which will enhance knowledge in the field of adult and paediatric cognition and hearing loss. HSRI is also actively involved in the Queensland Healthy Hearing Research Committee and The Children's Institute which is a collaboration between Hear and Say, AEIOU, The Cerebral Palsy League, Down Syndrome Associations of Queensland, Endeavour Foundation and The University of Southern Queensland.



EDUCATION AND DEVELOPMENT

In 2011/12 alone we have provided training courses to professionals in India, Philippines, Malaysia, United Kingdom, Mexico, Papua New Guinea, Zimbabwe as well as across Australia.

This year our online AVT courses have expanded and now include Preliminary, Intermediate, Advanced and Extension courses.

In 2013 the Hear and Say WorldWide education program will be further expanded to include short courses and courses to meet specialised training certification. There is also discussion currently underway for AVT training for professionals in Papua New Guinea.

In order for Hear and Say WorldWide to continue to expand its programs it was recognised that as a part of the organisational restructure that there was a need for someone to focus specifically on education, training and development. Jackie Brown has since been appointed to the role

of Education and Development Manager, Hear and Say WorldWide, commencing September 2012.

Special projects:

Hear and Say worked with Education Queensland in the Redlands area on an e-Learning pilot project. This project is a first for Hear and Say and Queensland as it took our e-Learning courses to an entirely new market – educators working with normal hearing pre-school children. The opportunity for us to develop this pilot came from a concern from Education Queensland that pre-school children in the Redlands area were behind their peers in speech and language.

Hear and Say also commenced a pilot project with over 19 Russian speaking professionals across nine countries. This involved using our e-learning technology through an interpreter – not always an easy feat.

The first in the Listen series launched as an e-book

The first in the Listen series, Listen Little Star for newborns to 1 year olds was launched during the year as an e-book. The next book in the series Listen and Sparkle, for 1-3 year olds is now being written and will be published in 2013.

International collaboration through the Ling Consortium

On 29 June 2012 the Ling Consortium was officially launched at the prestigious AG Bell Convention in Arizona. Hear and Say WorldWide has been a key contributor in the development of this prestigious international group.

The Ling Consortium is an international consortium of professionals developing and delivering globally recognised university-based courses on listening and spoken language. It is named in honour of the foundational work and extraordinary contributions of the late Dr Daniel Ling, O.C, a pioneer of Auditory-Verbal practice for children with hearing loss.

Dimity Dornan attended the launch event along with other members of the Ling Consortium from the University of Ottawa, York University, Toronto, Aston University, Birmingham, Fontbonne University, St Louis, Missouri, and University of Akron.





STAFF, VOLUNTEERS AND BOARD ARE RECOGNISED

EMPLOYEES

Auditory-Verbal Therapist (AVT)

Elise Alexander
Jessica Balfour-Ogilvy
Simone Cheadle
Lynda Close
Natalie Comas
Teresa Daniel
Claire Flanagan
Kirsty Gibson
Roxanne Innes
Nicole Lyons
Jennifer McMaster
Matthew Parr
Michelle Ryan
Dr Jan Stenton
Vicki Tamandl
Natalie Teakle

Amanda Tinney
Fiona Toohey

Audiologist

Beth Atkinson
Jenny Bergman
Trudie Dowell
Carolyn Evans
Rachel Finbow
Iva Djula
Katy Hives
Greer McDonald

Clinical Management

Jackie Brown
Jane McGovern
Emma Rushbrooke

Clinical Support

Lisa Bath
Robyn Keene
Liz Morosini

BOARD MEMBERS

The Hear and Say Board have worked tirelessly to assist Hear and Say with its strategic direction and planning. The Board have also been active participants in fundraising initiatives for Hear and Say.

Paul Laxon

B.Com
Chairman
Board Member since 1999

Dr Dimity Dornan A.M.

PhD UQ; HonDUniv USQ; B.SpThy;
FSPAA; CpSp; LSLS Cert AVT
Executive Director and Founder
Board Member since 2005

Stephanie Manger

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

Melanie Alpar

BBus (Marketing)
Board Member from July 2012

Professor Bruce Black

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

Jane Black

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

Maree Blake

B.Bus; Grad Cert Management
GAICD, FCPA, FCSA
Board Member since 2011

Cameron MacMillan

MBA; B.Bus; GAICD
Board Member since 2009

Tracey Moore

B.A.; LLB (Hons); M.A. (1st Hons)
Board member since 2008
(resigned May 2012)

Administrative Support

Josi McCormack
Renee O'Ryan
Georgia Paul
Chris Wheatland
Carly Williams

Executive

Dr Dimity Dornan A.M.
Chris McCarthy

Fundraising, Development & Communications

Karen Descovich
Dani Dickinson (Maternity Leave)
Cathy Holland
Kristina Martin
Lois Shuttleworth
Tamara Smith
Robyn Symons
Karen Von Homeyer (Maternity Leave)

Finance, Operations & HR

Tom Barry
Lea Bohan
Kerrie McDonald
Heather Mitchell
Heather Wheatland (Maternity Leave)

Research & Innovation

Dr Gabriella Constantinescu
Dr Monique Waite

Dr Margaret Steinberg A.M.

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

Daniel Weule

BTch (Hons); MBA
Director since 2010

Alan Whidburn

DipMgt
Board Member since 1997
(resigned February 2012)

With thanks to our Patron,
Her Excellency,
Ms Penelope Wensley, AC
Governor of Queensland

And

Wally Lewis, Vice Patron and family members **Jackie Lewis** and **Jamie Lee Lewis** for their unfailing support during the year.



Sue Schwartz

**LOUIE WHITE
VOLUNTEER
OF THE YEAR**

"We also acknowledge the many families, children and child graduates who supported us during the year by speaking at events and functions. Your words of support and thanks mean more than you know."

Chris McCarthy, CEO

**HEAR AND SAY
CHAMPIONS**

Sandra Conte
Rod Fishwick
Donna Kelly
Nantha Lingam
Elke Rupp
Kate Sloane

VOLUNTEERS

Doreen Awabdy
Alex Barry
Caroline Conn
Merlene Finbow
Bonnie Hayes
Chelsea Hayward
Maddie Kneebone
Eddie Lei
Denise Lynn-Nicholson

Julie Mahairas
Stefanie Nash
Laurence Quinlivan Grad RMC, BA
Di Reimer
Sue Schwartz
Annie Sen
Mary Kate Sloan
Suncorp Team
The Womens College –
University of Queensland
Sam White
Lee Williams



CONCISE FINANCIAL REPORT

For year ended
30 June 2012

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Auditor: Jason O'Connor B.Com CPA
www.joconnorptyltd.com.au

STATEMENT OF COMPREHENSIVE INCOME
for the Year Ended 30 June 2012

	2012 \$	2011 \$
INCOME		
Clinic income	652,534	487,535
Donations	404,093	306,887
Fundraising event revenue	629,111	565,811
Fundraising general	615,116	644,718
Appeals	181,878	85,896
Interest revenue	37,149	37,887
Grants - trusts and foundations	685,373	511,226
Grants - operating government	1,264,806	1,244,010
Grants - non operating Queensland Health	1,884,010	-
Other income	194,509	29,816
Total Income	6,548,579	3,913,786
EXPENDITURE		
Bad and doubtful debts	68,927	34,528
Cleaning	21,150	22,673
Clinical services	26,231	21,615
Consultant fees	95,388	191,311
Depreciation and impairment charges	396,089	305,716
Diminution in shares	18,573	-
Dues and subscriptions	44,385	8,322
Employee benefits expense	2,768,378	2,445,476
Fundraising expense	478,828	326,236
Insurance	59,945	62,356
Legal and accounting fees	1,800	38,757
Occupancy costs	234,941	133,808
Other expenses	62,151	52,601
Postage, printing and stationery	113,915	78,490
Repairs and maintenance	133,008	104,900
Telephone	42,299	33,895
Travel	84,346	88,150
Total Expenditure	4,650,354	3,948,834
Surplus / (Deficit) before income tax expense	1,898,225	(35,048)
Income tax expense	-	-
Surplus / (Deficit) after income tax expense for the year attributable to the members	1,898,225	(35,048)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year attributable to the members.	1,898,225	(35,048)

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION
as at 30 June 2012

	2012 \$	2011 \$
CURRENT ASSETS		
Cash and cash equivalents	1,527,055	1,147,165
Trade and other receivables	348,722	211,935
Prepayments	32,796	33,432
Total Current Assets	1,908,573	1,392,532
NON CURRENT ASSETS		
Available for sale financial assets	15,411	35,984
Queensland Community Foundation	10,000	10,000
Property, plant and equipment	5,756,344	4,205,183
Total Non Current Assets	5,781,755	4,251,167
Total Assets	7,690,328	5,643,699
CURRENT LIABILITIES		
Trade payables	386,154	224,510
Provision for employee benefits	163,546	224,076
Committed funds	115,990	180,000
Other liabilities	229,712	131,601
Total Current Liabilities	895,402	760,187
NON CURRENT LIABILITIES		
Provision for employee benefits	98,052	81,693
Total Non Current Liabilities	98,052	81,693
TOTAL LIABILITIES	993,454	841,880
NET ASSETS	6,696,874	4,801,819
EQUITY		
Asset revaluation reserve	2,445,597	2,445,597
Share reserve	-	3,170
Accumulated surplus	4,251,277	2,353,052
Total Assets	6,696,874	4,801,819

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2012

	Asset Revaluation Reserve \$	Share Reserve \$	Accumulated Surplus \$	Total \$
Opening balance 1st July 2010	2,445,597	(923)	2,388,100	4,832,774
Revaluation in property			-	-
Revaluation in shares	-	4,093	-	4,093
Plus current year surplus	-	-	(35,048)	(35,048)
Closing balance 30th June 2011	2,445,597	3,170	2,353,052	4,801,819
Opening balance 1st July 2011	2,445,597	3,170	2,353,052	4,801,819
Revaluation in property	-	-	-	-
Revaluation in shares	-	(3,170)	-	(3,170)
Plus current year surplus	-	-	1,898,225	1,898,225
Closing balance 30th June 2012	2,445,597	-	4,251,277	6,696,874

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2012

	2012 \$	2011 \$
CASH FLOWS FROM INVESTING ACTIVITIES		
Receipts from customers and grants	2,233,628	1,739,150
Payments to suppliers and employees	(4,565,338)	(3,756,455)
Interest received	37,149	37,887
Dividends received	1,567	1,972
Donations received	404,093	306,887
Grants received	4,217,608	1,914,803
Net cash from operating activities	2,328,707	244,244
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(1,947,250)	(121,998)
Payments for shares	(1,567)	(1,972)
Net cash used in investment activities	(1,948,817)	(123,970)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net cash used in financing activities	-	-
Net increase in cash held	379,890	120,274
Cash and cash equivalents at the beginning of the year	1,147,165	1,026,891
Cash and cash equivalents at the end of the year	1,527,055	1,147,165

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 30 June 2012

Note 1: statement of significant accounting policies

The financial statements, specific disclosures and other information included in the concise financial report are derived from, and are consistent with, the full financial report of Hear and Say Centre for Deaf Children. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Hear and Say Centre for Deaf Children as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report of Hear and Say Centre for Deaf Children complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

Note 2: events after the balance sheet date

There are no known events subsequent to reporting date.

Note 3: contingent liabilities

There are no known contingent liabilities as at reporting date.

DIRECTORS' DECLARATION

The directors of the **Hear and Say Centre for Deaf Children** declare that the concise financial report of **Hear and Say Centre for Deaf Children** for the financial year ended 30 June 2012, as set out on pages 24 to 27:

- complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- is an extract from the full financial report for the year ended 30 June 2012 and has been derived from and is consistent with the full financial report of the **Hear and Say Centre for Deaf Children**.

Signed in accordance with a resolution of the directors made pursuant to section 295(5) of the Corporations Act 2001.

On behalf of the directors



Paul Laxon,
Chair of Hear and Say Board

Dated this 12th day of October 2012.

INDEPENDENT AUDIT REPORT

To the members of the Hear and Say Centre for Deaf Children.

Report on the concise financial report

The accompanying concise financial report of the Hear and Say Centre for Deaf Children (the Company) comprises the statement of financial position as at 30 June 2012, the statement of comprehensive income, statement of changes in equity and statement of cash flow for the year then ended and related notes, derived from the audited financial report of Hear and Say Centre for Deaf Children for the year ended 30 June 2012, and the discussion and analysis.

The concise financial report does not contain all the disclosures required by Australian Accounting Standards.

Boards' responsibility for the concise financial report

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; selecting and applying the 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 concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Hear and Say Centre for Deaf Children for the year ended 30 June 2012. Our audit report on the financial report for the year was signed and was not subject to any modification. Australian 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 for the year is free from material misstatement. Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements

laid down in AASB 1039. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's opinion

In our opinion, the concise financial report of the Hear and Say Centre for Deaf Children for the year ended 30 June 2012 complies with Accounting Standard AASB 1039: Concise Financial Reports.



Jason O'Connor B.Com CPA

Registered Company Auditor
(No. 353931)

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 16th day of October 2012

Jason O'Connor B.Com CPA

P.O. Box 5480
BRENDALE DC QLD 4500

T (07) 3040 5320
M 0402 32 7773

auditor@joconnorptyltd.com.au
www.joconnorptyltd.com.au



Letter written in 2007 by
Hear and Say graduate
Christina Reid who was
then 13 years old –
now 18 years old

Dearest Dimity,

There comes a time in everyone's young life when they reflect on their past. I have turned 13 and seeing you the other day brought a lot of past memories of the centre rushing to me and this has given me the urge to write it down and express my feelings and thoughts as I want to remember it was this age it had struck me that you have been my 'Mother Theresa'. The one I look up to.

I can always remember entering into the centre (even as early as the 'Mouse House') and everyone entertaining me, feeding me and cleaning me. I felt like a princess and that I was special. It has hit me that I was then and still now, a very fortunate and lucky girl to have had and continue to get help from everyone at the Hear and Say Centre.

Sometimes high school gets tough and I wish I was little again attending the Hear and Say Centre but I realize also that I need to grow and become famous so that I can repay you for everything you have done in giving me the opportunity to lead a normal life. I have the feelings inside that I want to help others like you do. When I do help someone, I get a good feeling inside and I realised you must feel this every day, all day.

Dimity, you have taught me so much more than just listening and speech and I think I can speak for us all, kids. I think I am confident to speak for all the parents too. I know my parents see you as part of their family.

Come to think of it Dimity, does anyone leave the centre?

Again you have given us so much more. You are truly everyone's 'Mother Theresa'.

God Bless You

Your Princess
Christina Reid



Hear and Say

a firstvoice centre

Registered Office

The Hear and Say Centre
40-44 Munro Street,
Auchenflower QLD 4066

PO Box 930,
Toowong QLD 4066
T (07) 3870 2221
F (07) 3870 3998
mail@hearandsay.com.au
www.hearandsay.com.au

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

Regional Centres

Gold Coast

8 Bellvue Drive,
Varsity Lakes QLD 4226
PO Box 4190, Robina TC 4230
T (07) 5562 1877
F (07) 5562 2873

Sunshine Coast

60 Windsor Road,
Nambour QLD 4560
PO Box 5343,
Sunshine Coast MC 4560
T (07) 5441 0400
F (07) 5441 5400

Darling Downs

Suite 4/610 Ruthven Street,
Toowoomba QLD 4350
T (07) 4639 6425

North Queensland

Cairns

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

Townsville

111 Charters Towers,
Townsville QLD 4810
Tel/Fax: contact our Registered
Office in Auchenflower

Designed by proud Gold Wings Sponsor

Brio
GROUP