



**Hear and Say**

We open up worlds  
for deaf children

**Shaping the 21st Century**

**Hear and Say Generation**

**Annual Report 2012-13**

**Open up your world to Hear and Say**

a firstvoice centre

**For over 21 years  
Hear and Say has opened up  
worlds for deaf children**

**The world of**

**✕ communication**

**✕ education**

**✕ wider career choices**

**✕ family connection**

**✕ social inclusion**

**A world where anything  
and everything is possible**



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## Our Chair

"I continue to remain enthusiastic and committed to Hear and Say, an organisation that in its short life has helped many Queensland children and families. Today we have a new generation of deaf people, who because of Hear and Say, are now studying and working in their areas of choice, some have travelled overseas, a few are now parents – but all are making their own choices in life. This is something we can all be truly grateful for."

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Earlier this year I had the opportunity to speak with all Hear and Say employees at their bi-annual 'all of staff' team workshop day. This provided me the opportunity, on behalf of the Hear and Say Board, to thank this excellent group of dedicated people for their efforts across the year and to engage with them on the year ahead.

The Board's strategic pillars of Sustainability, Excellence and Advocacy continue to be the key platform from which the organisation moves forward. I am pleased to report that the organisation has positioned itself well to deliver on these pillars.

This year we have further improved our financial security from both an operational and 'futures' perspective. Our Leadership team, in conjunction with the Foundation Committee, have implemented a number of initiatives to drive philanthropic, corporate and government support, helping to secure our long term vision.

Turning 21 provided the catalyst for the Board and Leadership team to reflect on what we must do in order to remain relevant for the next 20+ years. An important aspect of this is our understanding of the impact of the national disability insurance scheme, relationships between government, corporates and the wider community, and the changing face of our clinical program.

Another critical aspect of this is our progress in moving to a new headquarters for Hear and Say in the inner city suburb of Ashgrove. Dr Dimity Dornan and Chris McCarthy have focused

steadily, with the support of the Foundation Committee and Funding team, to successfully raise more than 70% of the capital required to make this a reality. Work continues to progress, with key aspects of this campaign, known as 'Project Possibility' to roll out in early 2014.

Hear and Say cannot be sustainable into the future without the support of its many and varied stakeholders. To our families who are committed to supporting the program, our corporate and individual supporters who we are truly indebted to, and our dedicated and passionate employees, thank you.

I also want to acknowledge the work of our volunteers who provide the most valuable of resources – their time. From the young students who assist in our LEAP playgroup each week, our Suncorp volunteers who regularly come in to give a day of support, to our Foundation Committee members who have helped to raise in excess of \$500,000 this financial year towards Project Possibility – each and every person who volunteers their time counts and does make a difference.

My thanks also to the Hear and Say Board members who give their time to help guide the organisation. In particular I thank Daniel Weule who stepped down from the Board in May 2013.

**Paul Laxon**  
Chair  
Hear and Say Board



# Our Founder

## BORN TO HEAR – LISTENING FIRST

“Hear and Say was established to take on the challenge of paediatric hearing loss. It began as a small suburban centre and today, 21 years later, is recognised worldwide as being at the forefront of clinical outcomes, research and professional training practices.”

It is with great pride that I observe that a focus on brain development, and the pivotal role of parents, is in synergy with how Hear and Say has developed from the first time we opened our doors. This focus is today supported by the most recent neurological and hearing research.



*Photo courtesy of The Courier-Mail.*

It illustrates that our philosophy has been proven to be correct. Once the brain is able to access hearing technology, the parents can be empowered, guided and coached to provide speech interaction that will develop their child's listening part of their brain.

During the past year my role has diversified to reflect where we have evolved to, and I have enjoyed using my 21 years of business and personal networks to develop opportunities for Hear and Say's future. A future that includes children who have not yet been born – the 'Children of Tomorrow'.

My efforts have focused on advocating to ensure Hear and Say remains relevant and sustainable, with a key focus on financial return, and on expanding our research and professional training collaborations. This focus reaches far beyond our shores and well into the future.

Within Australia, developing private, corporate and government partners has been key as has the research networks developed through the Queensland Hearing Nexus and the HEARING CRC.

In the international arena, the collaboration provided by the initiation of the Ling Consortium\* and ongoing relationships with the Coalition for Global Hearing Health and the Alexander Graham Bell Association will ensure that Hear and Say stays in touch with the latest in technology on hearing health and treatment.

\*The Ling Consortium is an international consortium of professionals, developing and delivering globally recognised university-based courses on listening and spoken language for children with hearing loss.

“Children with hearing loss are no longer associated with silence, they are associated with greatness.”

**Donald Goldberg**  
Immediate Past Chair of the Academy  
for Listening and Spoken Language,  
AG Bell Association

Hear and Say has been able to demonstrate its ability to bring together the brightest minds and the latest research to support its efforts in providing the best future for children with hearing loss in Queensland.

New formal relationships that have enhanced Hear and Say's work have included the acceptance of the internet co-founder, Dr Vinton Cerf in the role of Internet Adviser and Professor Graeme Clark AC as Hear and Say Emeritus Patron.

We are indebted to the support of these people along with the ongoing support provided by our Patrons: Hear and Say Patron, Ms Penelope Wensley AC, Governor of Queensland; Hear and Say WorldWide Patron in Chief, Ms Quentin Bryce AC, Governor General of Australia, and Vice Patron, Mr Wally Lewis AM, Rugby League Legend.

The growth of Hear and Say over the last 21 years has been more than I could have ever imagined and not only demonstrates the growing demand through parental choice but also reflects the huge advances in hearing technology and the changing face of hearing loss. With all these factors, in 2013 we are ushering in a new generation of listening and speaking deaf children, a generation of Hear and Say children.

*Dimity Dornan*

**Dr Dimity Dornan**  
AM, Executive Director and Founder



Premier of Queensland,  
The Hon Campbell Newman  
congratulating Dimity on becoming  
a 2013 Queensland Great.

In 2013 Dimity received the great honour of becoming a 'Queensland Great', recognising the significant role she has played in the history and development of Queensland.

Dimity was recognised as a pioneer in her field of speech pathology and honoured for her resolve to find an Auditory-Verbal solution for deaf children.

Dimity was also awarded an Order of St John of Jerusalem Knights of Hospitaller, recognising her dedication to helping deaf children.

## Our CEO



"The past year has been about 'positioning' and 'preparing'. We positioned ourselves with our key stakeholders, working closely to secure their awareness and support growing our credibility in the health, disability and education space within Queensland, nationally and internationally. We have also been preparing ourselves for the enormous task ahead of us with Project Possibility. Not just a new building and centre for Hear and Say but in terms of what this will mean for the organisation, families, deaf children and the community at large over the longer term – across the next 21 years."

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### First Voice Update

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Hear and Say is proud to be a member of First Voice, the national voice for member organisations whose primary focus is the provision of listening and spoken language therapies for children who are deaf or hearing impaired.

**a firstvoice centre**

It has been a lightning rod for change within the early intervention sector since its inception in 2010, initiating new national funding programs, launching a program for national research, developing best practice therapies for early childhood deafness and implementing innovative new service delivery models.

During the year, the Hear and Say team reflected on its values and together we developed a better sense of what we are as an organisation and where we are heading.

Hear and Say values **Collaboration, Innovation** and **Integrity**. We also value **Family, People** and **Fun!**

### But what does this really mean?

**Collaboration** – Our success has not been possible to achieve on our own. It has required the support of parents, medical, health and education specialists, the government at every level, our supporters, volunteers and donors. This year we have built on the relationships we have developed across all stakeholders in order to enhance our strengths and to prepare for the changing landscape in which we are operating.

**Innovation** – Hear and Say is ushering in a new generation of listening and speaking deaf children and delivering world-class and evidence-based outcomes is only possible if we remain state-of-the-art in terms of technology and therapy. Time and time again we see examples of where our deliverables are setting the benchmark for other organisations, not just in Queensland but internationally. To remain relevant we must continue to foster innovation within the organisation and to encourage innovation in others.

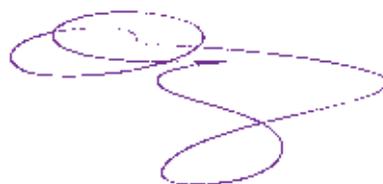
**Integrity** – From humble beginnings, Hear and Say has grown to be recognised as a world-leader in hearing health and education however our principles remain the same. This is reflected in our team culture and family approach. We have never forgotten our purpose – our reason for being.

**People** – Hear and Say's heart and soul belongs to its people. From the newborns who arrive in their mother's arms, to the teenager who attends our social skills program, or the donor who gives us \$50 – to the philanthropist who gives us \$500,000, or the volunteer who gives us a day of their time each week. And of course, our staff who are not just doing a job but are dedicating themselves to a cause which they truly believe in.



**Which leads us to Family** – “It takes a village to raise a child” and Hear and Say is all about being part of that larger village with our families. The children under our care, the parents who work hard to ensure the best outcome for their child, the grandparents, siblings, uncles and aunts, friends, our employees and volunteers. The list goes on but what they all have in common is that they are a part of the Hear and Say family. No matter how large we grow, how many centres we open or how many individual children we support, the word ‘Family’ sits supremely as a value that encompasses so much of what Hear and Say stands for.

**Fun** – Last but not at all least, “If it's not fun it's not working” is one of our Hear and Say mantras and is as true today as it was 21 years ago when Dimity first coined the phrase when working with our original parents to help teach their deaf child to listen and speak.



**Chris McCarthy**  
Chief Executive Officer

# Our People

“The ongoing investment in people has demonstrated organisational commitment to growth and has continued to strengthen Hear and Say’s capacity and capability.”

**Julie Hunter**  
HR Manager

At the time of this report, Hear and Say had a total of 51 employees with a full time equivalent of 40. Due to the nature of our work, approximately 43% of our work force is part time. Hear and Say has capitalised on this situation by increasing the full time equivalent and reducing its headcount from last year. This provides employees with the opportunity to increase their hours and provide greater financial security while enhancing employee engagement.

There has been a strong emphasis on talent management that has led to 3 significant internal promotions in the clinical management team. Also, Hear and Say has continued to invest in new talent by employing 2 speech pathology graduates in early 2013. Through the organisation’s strong reputation, there are no employment vacancy issues

and overall, it is a stable workforce with a low employee turnover rate in comparison to other typical not-for-profit organisations.

There has been an 80% increase in training and development from 1,300 to 2,368 hours on last year, with negligible cost due to a high success rate in acquiring grants and scholarships for professional development. There has also been a strengthening of capacity in our Fundraising team with an emphasis on major gifts that has enabled the significant progress of Project Possibility. Generally, the performance management program continues to focus on greater alignment of individual effort with organisational strategy and values.

A remuneration review was done earlier in the year to profile salaries against industry benchmarks and relevant awards. As well, an external service delivery organisation has been engaged as a salary packaging provider, so employees can better utilise other Public Benevolence Institute tax concessions to optimise their income. Subsequently, these initiatives have resulted in remuneration being more market competitive.

Hear and Say continues to recognise the power of its people in achieving sustainability, excellence and advocacy.

**Jen McMaster** is more than well qualified for her role as Hear and Say Auditory-Verbal Therapist, having achieved Class 1 Honours in her Bachelor of Special Education and diplomas in music theatre and ballet. She has first-hand experience in knowing what it is like to have someone in the family with a hearing loss. Jen’s twin sister Emily has a hearing loss and went through a similar Auditory-Verbal Therapy (AVT) program to Hear and Say when she was young.

As the only staff member in a small regional centre, Jen is frequently called on to represent Hear and Say in the community, as guest speaker to clubs and schools, hosting visits by government officials, liaising with families for fundraising functions, accepting cheques from

supporters and generally being the public face of Hear and Say on the Darling Downs.

“This is my dream job. I get to sing, dance and teach all day and feel privileged to witness first words, giggles, sentences and tantrums. It is very rewarding to know that I am helping to make the world accessible to children who are hearing impaired.”



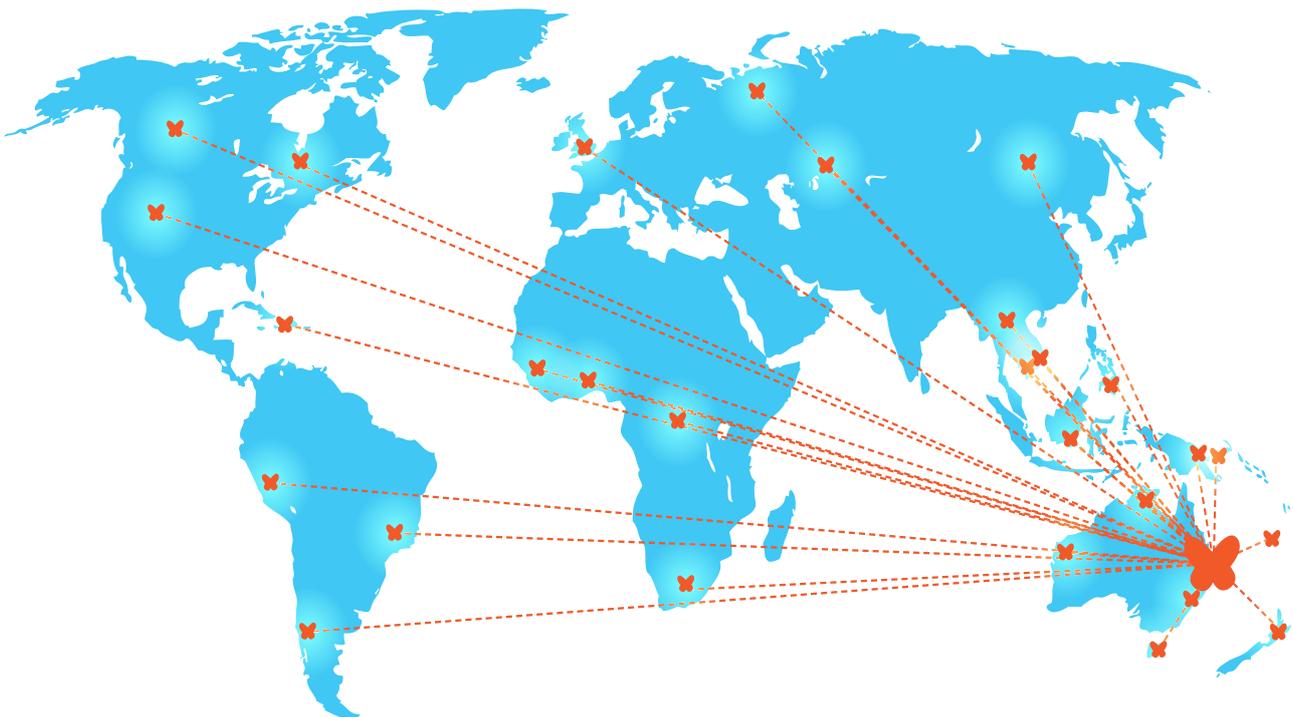
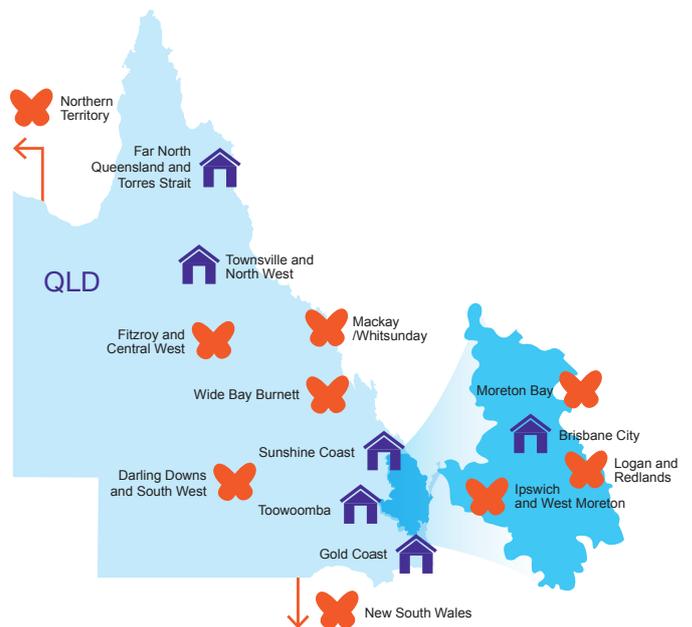
# Opening up worlds

## SPREADING OUR WINGS –

## HEAR AND SAY'S IMPACT REACHES FAR AND WIDE

With six centres located across Queensland and successful eAVT and eAudiology programs, Hear and Say is well-equipped to reach children with hearing loss and their families. This includes families living in major cities, as well as those living in rural and remote locations in Queensland, northern New South Wales, the Northern Territory and in a number of international locations.

Hear and Say is also sharing its knowledge and clinical findings through research and professional training across Australia and globally.



# Spreading the word

Hear and Say has continued to take a proactive role in the social media space.

In addition to successful Facebook and Twitter activities, new websites were rolled out during the year for Hear and Say, WorldWide and Research and Innovation. The Hear and Say blog has increased momentum with staff, parents and graduates sharing their stories. These blogs have also provided an opportunity to not just tell our story but to share the history of Auditory-Verbal Therapy and recognise people and organisations who have helped guide where we are today.

The strength of social media is evidenced in Hear and Say's 21st birthday message that was placed on its Facebook page on Saturday 6 July. By Monday morning the message had reached in excess of 8,000 Facebook followers, including a number of comments from thankful parents.

Hear and Say's focus has continued across metropolitan and regional print, electronic and online media. Of particular note, on line media has increased, resulting in a greater reach for Hear and Say stories and brand visibility. One story that gained strong media attention was the first child in Queensland to receive a waterproof cochlear implant (Feb 2013).

During the year, two Brisbane based radio stations Nova and 97.3FM, ran community service advertisements which helped to raise Hear and Say's brand profile. We are now working with these radio stations, as well as planning television and print advertising for the next phase in the Project Possibility campaign to roll out in September.



"Happy Birthday Hear and Say – from one truly grateful family. You showed us the way, words cannot express how important the centre and Dimity was in our lives all those years ago."

**Terri**

"Congratulations and Happy Birthday Hear and Say! You've helped us so much over the last 11 years. You've made such a difference to Sam and our lives. Thank you."

**Sue**

"Happy Birthday Hear and Say. If it wasn't for you, my daughter, Victoria, wouldn't be the amazing young woman she is today. I thank Dimity and all of the amazing staff from the bottom of my heart."

**Sharon**

# The world of sound

“Hear and Say is keeping pace with worldwide trends in hearing technology and remaining state-of-the-art in service delivery to children with hearing loss and their families.”

**Jane McGovern**  
Clinical Manager, Audiology

The roll out of new technology has meant that the Audiology team has been able to offer a wider choice to parents of children in the program. This new technology has included improved bone conduction aids such as the ‘Ponto’ and ‘Sophono’ brands and the first ver waterproof cochlear implant product – the ‘Neptune’ from Advanced Bionics.

In late 2012, Hear and Say was the first organisation in Australia to implant a child with the Advanced Bionic waterproof cochlear implant. This new device was a natural fit for Charlie as the family live at the Sunshine Coast and are regular visitors to the beach and users of their backyard pool.

Other technology that is providing wider choice for families is the ‘Electric Acoustic Stimulation’ by MED-EL and the ‘422 array’ by Cochlear Ltd. Both devices were fitted during the year and has meant that these children have been able to retain their residual hearing.

In August 2013 a new ‘Bone Bridge’ hearing device and ‘Rondo’ cochlear implant processor will come onto the market that will have nothing sitting behind the ear, providing greater comfort for the user. Of major significance is the increasing evidence from specialists in Australia and overseas that children with single sided deafness may now be considered as candidates for cochlear implantation. This is now being progressed by Hear and Say working with the ENT specialists and the families.

Our successful eAudiology program has continued to expand across the year and, with the help of two new grants from the Ian Potter and Newman Own Foundations, has enabled the expansion of the program and

the purchase of new eHAB video conferencing equipment.

These funds now mean that regional and remote families will have improved access to audiology testing, reducing the cost, time and stress of travelling for regular MAPping and hearing tests.

The eAudiology program has been validated through research as offering the same benefits as face-to-face cochlear implant programming, providing an additional level of comfort to clinical staff and families as the program expands.



Just in time for the summer, Cochlear Ltd released its waterproof accessory which has enabled wearers of this device to keep their cochlear implant on while swimming and bathing. For many wearers this has been the first time they have experienced the sounds of water. It has been a joy to share each recipient's rapture as they participate in their first pool parties, games of 'Marco Polo' and dive off the blocks at swimming carnivals in time with all the other children who heard the starting gun.

# The world of speech and language

“Our priority this year has been to maintain the high standard of clinical outcomes for the children. This has resulted in the roll out of innovative new programs and the adaptation of current programs to ensure they remain relevant and best practice.”

**Jessica Balfour-Ogilvy, Clinical Manager, Auditory-Verbal Therapy (AVT).**

A key to these changes has been the testing of the ‘hybrid’ approach to Auditory-Verbal Therapy (AVT) – a mix of face-to-face and online or eAVT. This approach has been monitored with the intent of providing the best solution for families to meet their needs while ensuring the best outcome for their child.

The eAVT program (formerly known as the Outreach program) is now servicing 49 families, up from the 32 families reported in last year’s annual report. This is an excellent result and demonstrates the vital nature of this program enabling remote and rural families to access listening, speech and language therapy for their child without having to travel in to a centre.

This year a new education support program has been piloted. The program involves face-to-face or use of online platforms to support children with hearing loss. The pilot is seeking to provide measures to ensure the classroom, the school environment and teaching methods meet the needs of the child with hearing loss. If successful, and subject to funding, the pilot phase will roll out in 2014.

Parent education remains an important component of the AVT program however, as our lives become busier, many parents were struggling to attend the sessions. In response to this, the flexible delivery methods included having all sessions recorded and available on DVD to borrow from the resource library. The uptake of these DVDs has been very strong. This year has also seen an increase in attendance to parent education sessions held in regional centres.

Changes to the AVT team has resulted in a number of new initiatives, including a team leadership approach to the AVT structure giving clinical staff greater opportunity to grow and develop skills, whilst recognising the more experienced members of the team. This has also resulted in AVT team members taking a larger teaching role in the WorldWide Education and Training courses.

Three members of the AVT team were trained in behaviour management using the ‘Triple P’ approach developed by the University of Queensland. The ‘Triple P’ approach is now being used at Hear and Say to assist parents who may be having difficulty managing their child’s behaviour.

Peer mentoring using video conferencing has resulted in real time and more regular training of regional centre AVT team members, reducing travel and lost time costs to the organisation.

“For the third year running, all children graduating from Hear and Say left to attend their local primary schools. This is an excellent result which demonstrates the success of the Hear and Say early intervention Auditory-Verbal Therapy program.”

**Emma Rushbrooke  
Clinical Manager**

"I first started to champion the need for a Microtia and Atresia program after finding out that my daughter Chelsea had this condition. As a mother trying to make the best choices for my daughter I struggled to find information I needed. It was because of this lack of information Hear and Say started to provide a parent support program."

**Simone Cheadle, Microtia and Atresia Program Coordinator**

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### Microtia and Atresia program grows

In September 2012 Hear and Say launched the Australian Microtia and Atresia Support Centre (AMASC) at its 4th annual Microtia and Atresia Conference in Brisbane.

Hear and Say commenced its Microtia and Atresia program in 2008 and is one of its many initiatives to support families of children with a hearing loss. The program grew out of first-hand experience that there was a lack of information and support for parents of children with **Microtia** and **Atresia**.

The growth of this program demonstrates Hear and Say's willingness to lead the way and to respond to a gap in the community.

AMASC provides face-to-face and online information, resources and support to the families of children with Microtia and Atresia.

Three parent information and support evenings were held, giving families the opportunity to meet other families who also have children with Microtia and Atresia. Families were able to share experiences and support each other, while also being educated on these conditions and hearing from a variety of guest speakers.

Feedback from the 4th Microtia and Atresia Conference was very positive with a number of people (parents and professionals) commenting on the opportunity the conference had provided in terms of collaboration, sharing of ideas and respecting the rights of the parents.



### About Microtia and Atresia

**Microtia** is a congenital disorder that occurs in 1 in 6,000 births worldwide. Microtia causes a deformity of one or both ears in which the outer ear is underdeveloped or absent. Microtia is almost always accompanied by Atresia because the baby's outer ear and the ear canal develop together during pregnancy.

**Atresia** is the absence or narrowing of the external ear canal. Typically children are born with no ear canal and the ear drum and ear bones may also be affected. This means that as there is no canal for sound to travel through, these children are born with a conductive hearing loss.

# The world of social inclusion

A vital part of Hear and Say's work with children and families is ensuring that they are prepared for the important life-stages that they will experience along the way.



Such as the first day at kindy, primary school or high school. These life stages can be difficult for the most stoic child – add to this a hearing loss and a new and noisy environment can be very daunting for the whole family.

Hear and Say's Social Skills program recognises the importance of these key life stages and endeavours to guide the child and family in a positive way so they can better understand what to expect, how to cope and how to react.

Successful funding grants have resulted in a wider series of programs being held across the year. From babies through to teens the Social Skills programs of LEAP, LAUNCH PAD, ROCKET, COMET and STAR have been held in the Brisbane and some regional centres with very positive results.

“Launch Pad has given Ben extra confidence for when he begins school next year. Lessons were conducted in a safe and supportive manner and ensured each child had the opportunity to participate as well as practise and learn new skills.”

This year new components have been included into the programs, such as inviting siblings of the children in the ROCKET program (for prep-aged children) to participate in sessions on 'Hearing and Hearing Loss' and 'Dealing with Grief

and Loss'. Also, a peer mentoring component enabled the older children in the STAR and COMET programs (aged 8-15 years) to mentor the younger children in the ROCKET program. Both of these additions to the programs have further enhanced the children's confidence and preparedness to deal with new or difficult situations.

A new program titled 'Listen Little Star' involving the primary carer and their 'new born' baby is being trialled for the first time in August 2013. We are keen for some of the early social skills programs to roll out in all regional centres in 2014, but this will be subject to external funding beyond 2013.

## VidKids Remote Hearing and Vision Services for Children.

Hear and Say is excited to be a part of the VidKids™ pilot project funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). This project provides services using video conferencing via the NBN to children with vision or hearing loss in remote and outer regional Australia.

The pilot is being run by VidKids, an alliance made up of Vision Australia and the First Voice national service network which includes Hear and Say and Deaf Children Australia.

iPads and Skype are some of the tools available to assist children with accessing lessons and program activities.

Hear and Say will reach its target of 22 children enrolled in the VidKids program by end of September 2013.

## Keeping our doors open

operational  
funding  
and events

This year the Fundraising team introduced a number of new initiatives improving donor relations and database systems which have contributed to the overall operational fundraising success.

**Robyn Symons, Development and Fundraising Manager**

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### Trust and Foundation grants grow

Across the year grants were used to fund social skills programs; regional and remote families visits to the Brisbane centre; a car to enable the Gold Coast centre therapists to visit the children's day-care and educational facilities; IT equipment including laptops, iPads and software licences; AVT and audiology equipment; support for a regional and remote tele-health project; and support for Hear and Say research programs and WorldWide education and training.

### Events continue to capture the attention of the community and corporates

The annual Thiess charity ball 'Saturday Night Fever' was the backdrop for tight satin pants and platform shoes for the men and floral minis for the women raising sufficient funds to support 3 children for a 12 month period.

The gala evening, La Dolce Vita, coordinated by a graduate parent, Tina Worland, along with Hear and Say's events team was 'the sweet life' at its best, with The Three Waiters serenading guests with stirring Italian favourites and raising sponsorship for 3 children.

A record 28 teams signed up for the Annual Thiess Golf Day which raises funds for the ongoing sponsorship of Hear and Say child, Noah.

In 2012, a new event, the Brismazing Race, was specifically designed for a younger demographic and raises funds through peer-to-peer fundraising. BHP Billiton has signed up to sponsor the 2013 event.



### Gold Wings child sponsorship continues to take flight

This popular fundraising initiative provides donors with the opportunity to follow a child through one year in the program, sharing their journey into the world of sound and speech.

Sponsorships vary from supporting a child for one or over many years to sponsoring multiple children.

The programs flexibility has meant that groups and businesses have been able to jointly sponsor a child and foundations are able to sponsor groups of children.

### Enhancing our systems approach

A dedicated database assistant has enabled the Fundraising team to introduce more effective processes across all areas of fundraising and ensures vital data is accurate and reportable.

The Fundraising team is now trialling the use of new technologies to improve internal systems and to augment fundraising and marketing programs. This includes using the features in the database system to manage major fundraising events more effectively, efficiently and accurately.

# Funding our Future

This year we diversified our fundraising offering and established our donor-focused philanthropy program including the appointment of a Philanthropy Manager. This has resulted in a wider range of ways in which individuals, philanthropic organisations, businesses and the community can engage with Hear and Say, helping to open up worlds for deaf children, and experience the unique satisfaction which can arise from giving.



“When something has enriched your life and when its melody lingers on in your heart, the contribution is endless.”

**Michael Rosengren**  
Hear and Say Foundation Committee Chair

Work has commenced on the planning for the public engagement phase of Project Possibility which will roll out from September 2013. There is a range of activities scheduled including electronic, print and on-line advertising and publicity as we announce our future plans for Hear and Say to the wider community.

We will continue to invite the community and businesses to support Hear and Say as this will help ensure our success.

“Our philanthropy program is growing and integrated with our fundraising program, so that gifts of all sizes truly make an impact and transform the lives of deaf children. We would not be where we are today, at the cusp of the next major phase of Hear and Say, without the many donors who have helped us come this far and to them we say thank you!”

**Lyn Moorfoot,**  
Philanthropy Manager

## Reaching new heights ‘Project Possibility’

Project Possibility is raising the funds to build a new home for Hear and Say and a new future for deaf children. At the time of writing, we have achieved more than 70% of funds toward our target which is in excess of \$12 million, leaving a funding gap of just over \$2 million.

Late in the year we received a cash injection of \$2 million over two years from the Queensland Government and a pledge from an existing supporter of Hear and Say for a transformational gift of \$4 million.

The voluntary Foundation Leadership Committee members together with community organisations have raised over \$1 million. We have been fortunate to have some funds matched through employee giving schemes. The Foundation members have been innovative in their use of social media, and they continue to help us grow our bequest program (gifts made in a will to Hear and Say).

### Foundation Leadership Committee members:

- Michael Rosengren, Chair
- Airlie Bell OAM DSJ
- Fiona Fairfax
- James Noone
- Melanie Alpar (representing the Hear and Say Board)

These much needed boosts to our funds will ultimately mean that we can act sooner on our vision for a new future for deaf children and commence construction of our new home.

# Meet our Hear and Say Heroes

thank  
you

## Major Supporters and Partners

Ashintosh Foundation  
Airlie and David Bell  
Alex and Bruce Bell  
Better Hearing Aust  
Sunshine Coast  
Beyond Web  
Development  
BHP Billiton Matched  
Giving Program  
Gavin and Karen Bird  
Brisbane Convention  
& Exhibition Centre  
Cairns Swap Meet,  
Car & Bike Show  
Wendy Coward  
CS Energy Workplace  
Giving  
Mari Du Plessis  
Hear IP Pty Ltd  
HSE Mining Pty Ltd  
J J Richards & Sons  
Pty Ltd  
Allan and Michele  
Larkin – Aspect  
Property Group  
Paul and Dianna Laxon  
KFC Collins Foods  
Oly's Friendly Grocer  
Order of St John of  
Jerusalem Mooloolaba  
Oticon Australia  
Peter and June Poland  
Michael Rosengren  
Rotary Club of Noosa  
Heads Daybreak  
Peter Scudamore-Smith  
Sedgman Ltd  
Daniel Storey  
Sullivan & Nicolaidis  
Pathology  
Suncorp Agribusiness  
Customer D/ment  
Sunshine Coast Turf Club  
Tattersall's Club

Towards a Better Future  
Foundation

Jenny Whitton  
Sonia Winter  
David Wilson  
Worldwide Online  
Printing  
Dr Felice Zaccari

## Child Sponsors

Glenise Anderson and  
Ray Balks  
Arabon  
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Cavpower  
Ron Chapman  
Caravanning Qld  
Chassis Line  
Count Charitable  
Foundation  
Dormway  
Edwards Collins Group  
Ernst Young  
Estate of Janina  
Marcus/McLaughlin  
Solicitors  
Form Reo Pour  
G and N Fairweather  
David Grehan  
Hills in Hollywood  
John and Gay Hull  
Italian Week  
Vicky and John  
Landmark  
Allan and Michele  
Larkin – Aspect  
Property Group  
Marine Agency  
MBA Partnership  
Network Collections  
NWCI Qld Pty Ltd  
Orica  
Mark and Michelle  
Peterswald  
P & H MinePro Services

Plough Inn  
Quota Club of  
Nundah/Clayfield  
Quota International of  
Wynnum Manly  
Ray White Ascot  
Sammie's Girl Seafoods  
Simply Perfect Fruit &  
Veg Wholesale  
Stan and Maureen  
Duke Foundation  
Suncorp Sunshine  
Coast  
Suncorp Stadium  
SNZ Management  
Thiess Australian Mining  
Thiess Building  
Thiess Golf Day  
Sponsors  
Thiess Pty Ltd  
Thiess Queensland  
Towards a Better Future  
Foundation  
Westrac  
Bevan Whitaker  
Noel Whittaker

## Trusts and Foundations

Bryan Foundation  
Coca-Cola Australia  
Foundation  
Coopers Brewery  
Foundation  
Flannery Foundation  
Gambling Community  
Benefit Fund  
James N. Kirby  
Foundation  
John T Reid Charitable  
Trust  
Jupiters Casino  
Community Benefit Fund  
Lord Mayor's  
Community Trust  
Marion & E. H. Flack Trust

May and Stanley Smith  
Charitable Trust  
NAB Community  
Engagement &  
Giving, Corporate  
Responsibility  
Newman's Own  
Foundation  
Reef Hotel Community  
Benefit Fund  
Tim Fairfax Family  
Foundation  
Trust Company

## Government Grants

Dept of Communities  
Dept of Education,  
Training & the Arts  
Education Queensland  
GAPS funding  
Queensland Health

## Donors and Supporters

Cochlear Ltd  
Workplace Giving  
Allan and Coral  
Dimmick  
DTC Pty Ltd  
Otto and Denise  
Hofstetter  
William Jackson  
Lateral Medical  
McCullough Robertson  
McDonalds Nambour  
Daniel and Peter Milos  
Rex Newsome  
Drs DJ and GJ Ritchie  
Rotary Club of  
Toowoomba  
Garden City  
Solaris Solar Energy  
Sovereign Order of St  
John of Jerusalem  
Darryl Stevens  
Maureen Stevenson  
Toowoomba Quilter's  
Club Inc

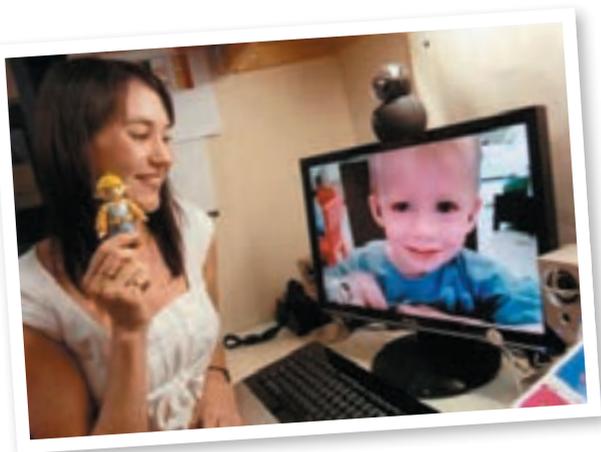
# Leading the way

## Excellence in research outcomes

This year, Hear and Say Research and Innovation showcased its main research outcomes at a number of international conferences, and in two journal articles submitted for publication internationally in peer-reviewed journals. Hear and Say has a strong focus on translational research, with the outcomes from the studies providing clinical benefits for children and families.

Hear and Say conducted the first research study worldwide in telepractice and Auditory-Verbal Therapy (AVT), showing that children with hearing loss in rural and remote areas accessing our eAVT program via Skype were able to achieve language outcomes in line with children receiving the traditional AVT services face-to-face, and also in line with their hearing peers. This research has also highlighted the benefit of the eAVT program in providing equal opportunities for children and families in rural and remote areas to access listening and spoken language services.

Another world first for Hear and Say was the research study tracking the language performance of young children in the AVT program who were identified with hearing loss at birth, fitted with amplification (hearing aids and/or cochlear implants) before 12 months of age, and enrolled in AVT before 12 months of age. This study was the first to show how early the children were achieving language outcomes in line with hearing peers, which was 6 months after optimal amplification, and around 12 months of age.



## Keep an eye out for these publications in the coming year:

- Constantinescu, G., Waite, M., Dornan, D., Rushbrooke, E., Brown, J., Close, L., & McGovern, J. (submitted). *Outcomes of an Auditory-Verbal Therapy program for young children with hearing loss.*
- Constantinescu, G., Waite, M., Dornan, D., Rushbrooke, E., Brown, J., Ryan, M., McGovern, J., & Hill, A. (submitted). *A pilot study of telepractice delivery for teaching listening and spoken language to children with hearing loss.*

## Projects and collaboration

This year Hear and Say Research and Innovation has been involved in 13 major research projects that span neuroscience, innovation in hearing technology as well as habilitation and telemedicine. The full project listing is available on the Hear and Say Research and Innovation website under 'Our Research'.

Hear and Say Research and Innovation has partnered with the major institutions across Australia including The Centre for Cognitive Neuroscience, First Voice, HEARing CRC, National Acoustic Laboratories, Queensland Hearing Nexus, The University of Melbourne, The University of Queensland, and The University of Southern Queensland.

“Research and Innovation will continue to develop research partnerships and deliver on translational research outcomes to benefit children and families. This important work is helping to achieve and to maintain Hear and Say as a world leader in hearing health provision.”

**Dr Gabriella Constantinescu**  
Lead Researcher, Research and Innovation



**Hear and Say**

Research & Innovation

“At Hear and Say we have integrated research with a multidisciplinary practical approach that relies on the parent to deliver measurable outcomes in the bid to give every deaf child the very best outcome in life.”

**Dr Dimity Dornan AM, Founder and Executive Director Hear and Say**

.....

“Hearing loss affects one in six Australians, reducing their ability to communicate and in turn impacting on education, employment and relationships. For children, hearing is critical to development of auditory skills as well as speech and language – difficulty hearing often impacts on literacy and learning.”

**The HEARing CRC Annual Report 2012**



# Sharing our knowledge

“Hear and Say WorldWide strives to share knowledge with hearing health and education professionals as well as parents across Queensland, Australia and internationally. In addition, Hear and Say is on a continual path of growing its knowledge by attending national and international conferences and symposiums.”

**Jackie Brown, Hear and Say WorldWide Education and Development Manager**

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## **Presentations by Hear and Say clinical team members have included:**

- Hearing Hub and ANZCED Conferences presenting on Telepractice and Social Skills Programs
- RIDBC Research Symposium presenting new research outcomes of Auditory-Verbal Therapy
- AG Bell, USA conducting a workshop on Telepractice
- DETE and Connected Australia Conferences presenting on Telepractice and Top Tips for Teachers
- Spectronics Conference presenting on iPad and App Usage in Auditory-Verbal Therapy

The priority this financial year has been the review of the Hear and Say WorldWide education and training courses to ensure they remain relevant and up to date with current research.

This has involved renaming the courses so that they more accurately reflect their content. Each course's content has been reviewed, with the incorporation of more video and interactive components in order to enhance the learning experience both with face-to-face and eLearning courses. A key area of review has been the delivery mode of the eLearning courses, with the intent of providing greater flexibility for accessing the courses.

In addition, a new 'Extension' course is being introduced, with the on-campus and eLearning formats to roll out in early 2014.

New professional development opportunities in 2013 were the reintroduction of The Sunset

Series for professionals and students and a Listening and Spoken Language Conference, with the theme this year of 'Listening, for Learning, for Life'.

The Sunset Series was held in March 2013 and was titled 'The Changing Face of Hearing Loss in 2013'. Topics included the potential for young children with hearing loss to develop listening and spoken language, rapid advances in the range of hearing technologies and surgical techniques, changing candidacy criteria for cochlear implants and the importance of combining best hearing technology with evidence-based Auditory-Verbal Therapy.





**Hear and Say**

WorldWide

Over 50 hearing health professionals and students attended the Sunset Series with strong and positive feedback from attendees.

“Inspirational! You have challenged me to encourage children to think along the lines of looking at options for best listening outcomes outside of hearing aid technology.”

**Wendy, Audiologist**

“It’s great to get updates like this and to hear from young adult cochlear implant users.”

**Lindsay, Speech Pathologist**

“Very interesting learning about the new technology and the cochlear implant candidacy criteria.”

**Janet, Audiologist**

The Sunset Series program will continue in 2014.

During the year, planning for the Listening and Spoken Language Conference for professionals, students and parents has progressed, including sponsorship support from MED-EL and Cochlear Ltd. The conference will be held in October 2013. Professor Graeme Clark AC, Emeritus Patron of Hear and Say and inventor of the multi-channel cochlear implant, will give the Joanna Nicholls Cheng memorial lecture at the conference.

Interest in Hear and Say WorldWide courses, symposiums and conferences has grown by 20% compared with the previous year.

Another valuable addition to the education and training program is the development of the Hear and Say curriculum planned for publication in late 2013. This curriculum will be used for guiding individual programs and setting children’s goals. It will be available for purchase both as an eBook and as software for writing Individual Education Plans.

In addition, new relationships have been formed across the year to help supplement Hear and Say’s own education and training program. Most significantly is the new collaboration with RIDBC which has resulted in the joint running of a two-day workshop in Brisbane in December 2013.



# Meet our extended family

## OUR EMPLOYEES

### **Auditory-Verbal Therapy (AVT)**

Elise Alexander  
Liza Bowen  
Simone Cheadle  
Lynda Close  
Teresa Daniel  
Claire Flanagan  
Susan Hayne  
Mia Hosking  
Roxanne Innes  
Nicole Davolio  
Kirsty Gibson  
Jennifer McMaster  
Phoebe Newsome  
Matthew Parr  
Michelle Ryan  
Jan Stenton  
Vicki Tamandl  
Natalie Teakle  
Amanda Tinney  
Fiona Toohey

### **Audiology**

Beth Atkinson  
Jenny Bergman  
Trudie Dowell  
Carolyn Evans  
Rachel Finbow  
Sharon Bruna  
Katie Hives  
Greer McDonald

### **Clinical Management**

Jessica Balfour-Ogilvy  
Jane McGovern  
Emma Rushbrooke

### **Clinical Support**

Lisa Bath  
Terri Chalmers  
Jillian Dudley  
Kirsty Farrow  
Robyn Keene  
Liz Morosini

### **Executive**

Dimity Dornan AM  
Chris McCarthy

### **Research and Innovation**

Gabriella Constantinescu  
Monique Waite  
Christine Wheatland

### **WorldWide Education and Training**

Jackie Brown

### **Finance, Operations and HR**

Tom Barry  
Lea Bohan  
Julie Hunter  
Heather Mitchell  
Heather Wheatland

### **Fundraising, Development and Communications**

Karen Descovich  
Dani Dickinson (maternity leave)  
Cathy Holland  
Lyn Moorfoot  
Georgia Paul  
Lois Shuttleworth  
Tamara Smith  
Robyn Symons  
Karen Von Homeyer

### **Administrative Support**

Renee O'Ryan  
Carly Williams

#### **Auditory-Verbal Therapist, Matt Parr**

was awarded the 2013 Founder's Award which recognises a team member who goes over and beyond their expected duties. Matt had shown great leadership potential in his involvement in the Social Skills Program during the year. As well, he is a wonderful role model of Hear and Say values in his interactions with families, colleagues and external associates.



## OUR BOARD AND PATRONS

The Board members volunteer their time to assist Hear and Say with its strategic direction and planning. The Board also continues to take an active role in fundraising initiatives for Hear and Say.

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### **Paul Laxon**

B.Com  
Chairman  
Board member since 1999

### **Dr Dimity Dornan AM**

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 Director since 2004

### **Melanie Alpar**

B.Bus (Marketing)  
Board member since 2012

### **Professor Bruce Black**

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

### **Dr Jane Black**

PhD UQ; BSW (Class 1 Hons); Dip.Rad  
Board member since 1995

### **Maree Black**

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

### **Cameron MacMillan**

MBA; B.Bus; GAICD  
Board member since 2009

### **Dr Margaret Steinberg AM**

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

### **Daniel Weule**

BTch (Hons); MBA  
Board member since 2010  
(resigned May 2013)

With thanks to our Patrons

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### **Her Excellency Ms Quentin Bryce AC**

Governor-General of Australia  
Patron in Chief of Hear  
and Say WorldWide

### **Her Excellency Ms Penelope Wensley AC**

Governor of Queensland  
Hear and Say Patron

### **Mr Wally Lewis AM**

Rugby League Legend and Parent  
of a Hear and Say Graduate  
Hear and Say Vice Patron

### **Professor Graeme Clark AC**

Inventor of the Cochlear Implant  
Hear and Say Emeritus Patron

### **Dr Vinton Cerf**

Co-founder of the internet, Senior Vice  
President and Chief Evangelist for Google  
Hear and Say Internet Adviser

## SALUTING OUR CHAMPIONS AND VOLUNTEERS

“Those who can, do. Those who can do more, volunteer.” **Author Unknown**

We are forever grateful to the people who donate their time to assist us. This support is truly invaluable.

### Hear and Say Champions

#### Louie White Volunteer of the Year

Airlie Bell

### Hear and Say Ambassadors

Ted Lieh-Ming Liao  
Hannah Quinlivan  
Patrick Quinlivan

### Community Champions

Ayesha Dellit  
Allan Graham  
Jackie Lewis  
Fred and Ernene Smedley  
Geoff Smith

### Volunteers

Bruce Allom  
Alex Barry  
Sarah Beile  
Chris Berry  
Christine Burnie  
Lisa Carne-Perre  
Brittany Cheadle  
Glen Cheadle  
Josh Cheadle  
Chelsea Cheadle  
Anita Clements  
Emma Cockburn  
Caroline Conn  
Emma Connell  
Annelise  
Dornan-Lund  
Jesse Fung

Mark Gillies  
Tania Hagelberg  
Bonnie Hayes  
Chelsea Hayward  
Jaqueline Jaco  
Anita Jones  
Jamie Joy  
Robyn Keene  
Madeline Kneebone  
Frank Knight  
Alice Lethbridge  
Georgia Lund  
Denise  
Lynn-Nicholson  
Julie Mahairas  
Terry McCarthy  
Emma Mooney  
Stefanie Nash

Alison Parker  
Claire Pullen  
Laurence Quinlivan  
Michael Rosengren  
Ian Ryan  
Julia Sax  
Sue Schwartz  
Suncorp Staff  
Mary Kate Sloan  
Kathleen Smith  
Carly Stephens  
Lauren Thomas  
Phoebe White  
Samantha White  
Lee Williams  
Caitlin Williamson

### Airlie Bell – 2012 Louie White Volunteer of the Year

Airlie Bell has dedicated a great deal of her life to helping others. As the grandmother of two children born profoundly deaf, Airlie has enthusiastically and energetically supported Hear and Say over the past 12 years as an advocate and a fundraiser. And although Airlie's grandchildren are now in high school, her willingness to make a difference to other children has not faltered.

Airlie is also a founding member of the Hear and Say Foundation Leadership Committee. She works tirelessly to raise funds for Project Possibility. This year Airlie wrote to over 750 of her own contacts asking for their support



for the building project, raising \$100,000 which became \$200,000 when matched by BHP Billiton. She then hand wrote a thank you to everyone who contributed. Quite an amazing feat!

**Hear and Say is truly indebted to this wonderful lady.**

# Concise Financial Report

for year  
ended 30  
June 2013

## STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
<b>INCOME</b>		
Clinic income	899,431	652,534
Donations	440,114	404,093
Fundraising event revenue	387,635	629,111
Fundraising general	728,190	615,116
Appeals	125,329	181,878
Interest revenue	26,531	37,149
Grants - trusts and foundations	643,906	685,373
Grants - operating government	1,371,643	1,264,806
Grants - non operating Queensland Health	-	1,884,010
Other income	70,797	194,509
<b>Total Income</b>	<b>4,693,576</b>	<b>6,548,579</b>
<b>EXPENDITURE</b>		
Bad and doubtful debts	25,984	68,927
Cleaning	21,529	21,150
Clinical services	44,396	26,231
Consultant fees	92,662	95,388
Depreciation and impairment charges	247,303	396,089
Diminution in shares	670	18,573
Dues and subscriptions	10,476	44,385
Employee benefits expense	3,031,423	2,768,378
Fundraising expense	472,700	478,828
Insurance	60,940	59,945
Legal and accounting fees	13,185	1,800
Occupancy costs	199,193	234,941
Other expenses	94,661	62,151
Postage, printing and stationery	102,702	113,915
Repairs and maintenance	128,420	133,008
Telephone	53,046	42,299
Travel	78,548	84,346
<b>Total Expenditure</b>	<b>4,677,838</b>	<b>4,650,354</b>
Surplus / (Deficit) before income tax expense	15,738	1,898,225
Income tax expense	-	-
<b>Surplus / (Deficit) after income tax expense for the year attributable to the members</b>	<b>15,738</b>	<b>1,898,225</b>
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive income for the year attributable to the members.</b>	<b>15,738</b>	<b>1,898,225</b>

## STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2013

	2013	2012
	\$	\$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	1,513,463	1,527,055
Trade and other receivables	324,459	348,722
Prepayments	27,529	32,796
<b>Total Current Assets</b>	<b>1,865,451</b>	<b>1,908,573</b>
<b>NON CURRENT ASSETS</b>		
Available for sale financial assets	14,741	15,411
Queensland Community Foundation	10,000	10,000
Property, plant and equipment	5,813,522	5,756,344
<b>Total Non Current Assets</b>	<b>5,838,263</b>	<b>5,781,755</b>
<b>TOTAL ASSETS</b>	<b>7,703,714</b>	<b>7,690,328</b>
<b>CURRENT LIABILITIES</b>		
Trade payables	137,785	386,154
Provision for employee benefits	152,658	163,546
Committed funds	233,393	115,990
Other liabilities	347,669	229,712
<b>Total Current Liabilities</b>	<b>871,505</b>	<b>895,402</b>
<b>NON CURRENT LIABILITIES</b>		
Provision for employee benefits	119,597	98,052
<b>Total Non Current Liabilities</b>	<b>119,597</b>	<b>98,052</b>
<b>TOTAL LIABILITIES</b>	<b>991,102</b>	<b>993,454</b>
<b>NET ASSETS</b>	<b>6,712,612</b>	<b>6,696,874</b>
<b>EQUITY</b>		
Asset revaluation reserve	2,445,597	2,445,597
Accumulated surplus	4,267,015	4,251,277
<b>TOTAL ASSETS</b>	<b>6,712,612</b>	<b>6,696,874</b>

## STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2013

	Asset Revaluation Reserve \$	Share Reserve \$	Accumulated Surplus \$	Total \$
Opening balance 1st July 2011	2,445,597	3,170	2,353,052	4,801,819
Revaluation in shares	-	(3,170)	-	(3,170)
Other comprehensive income for the year, net of tax	-	-	-	-
Plus current year surplus	-	-	1,898,225	1,898,225
<b>Closing balance 30th June 2012</b>	<b>2,445,597</b>	<b>-</b>	<b>4,251,277</b>	<b>6,696,874</b>
Opening balance 1st July 2012	2,445,597	-	4,251,277	6,696,874
Other comprehensive income for the year, net of tax	-	-	-	-
Plus current year surplus	-	-	15,738	15,738
<b>Closing balance 30th June 2013</b>	<b>2,445,597</b>	<b>-</b>	<b>4,267,015</b>	<b>6,712,612</b>

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Receipts from customers and grants		2,354,307	2,235,194
Payments to suppliers and employees		(4,848,630)	(4,565,338)
Interest received		26,531	37,149
Donations received		440,114	404,093
Grants received		2,334,507	4,217,608
<b>Net cash from operating activities</b>		<b>306,829</b>	<b>2,328,707</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for plant and equipment		(320,421)	(1,947,250)
Payments for shares		-	(1,567)
<b>Net cash used in investment activities</b>		<b>(320,421)</b>	<b>(1,948,817)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net cash used in financing activities		-	-
Net increase in cash held		(13,592)	379,890
Cash and cash equivalents at 1 July		1,527,055	1,147,165
<b>Cash and cash equivalents at 30 June</b>		<b>1,513,463</b>	<b>1,527,055</b>



## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2013

### 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

Since the 30th June 2013, Hear and Say received a number of conditional grants towards the rebuilding of premises at Ithaca as part of Project Possibility. One generous donor has committed \$4 Million towards this project and the Queensland State Government has announced a further \$2 Million over two years. The Board is undertaking appropriate risk and governance analysis as to the organisation's financial and operational capability to enter into a construction contract during the current financial year. These financial statements have not been adjusted for these events.

There are no other 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 2013, as set out on pages one to four:

- complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- is an extract from the full financial report for the year ended 30 June 2013 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, Chairman

Dated this 1<sup>st</sup> day of October 2013.



## 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 2013**, 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 2013**, 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 2013. 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 2013 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 *4<sup>th</sup>* day of *October* 2013.

**Jason O'Connor B.Com CPA**

P.O. Box 5480  
BRENDALE DC QLD 4500

Telephone: (07) 3040 5320  
Mobile: 0402 32 7773

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



# Hear and Say

We open up worlds  
for deaf children

## 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

**Brio**  
GROUP