

OPENING WORLDS



Hear and Say

2017-2018 Annual Report

BUILDING BRIGHTER FUTURES

Our Impact in 2017/18...



GROUP PROGRAMS

Hear and Say's Group Programs combine fun and learning while supporting children to socialise and gain confidence. The number of children participating in the programs has grown, with the addition of two new programs for older children and pre-teens – addressing the changing needs of our clients. With the addition of 'Hear to Live', Hear and Say are assisting our school leavers to make positive, supported transitions to further education, employment and self-advocacy.



ARCHER'S STORY

When Archer was referred to Hear and Say after his newborn hearing test, his parents Alicia and Trent were nervous.

"I remember we were waiting in the lobby at Hear and Say and thinking everything was going to be fine," said Alicia. "Another family came through, their baby had hearing aids too, and they said, 'we remember coming here to get our testing done.'

That was when it all hit home. That was the first time we thought - oh, there could be something more here."

After initial testing, Archer began his individualised plan through our Early Intervention program and soon began meeting developmental milestones at the same time as his hearing peers. Archer's therapy sessions are complemented with age appropriate Group Programs.

"He loves Hear and Say's playgroup LEAP. He has the same friends that he sees all the time," Alicia said. "Archer really enjoys the playing and the learning; he has a great time there and I learn a lot in the sessions, too."

“That is the biggest thing for us, knowing that he's not getting left behind, he's got the best start to life that anyone could possibly give him – not just his education but we worried about him fitting in socially. Hear and Say have provided us with all those skills and tools.

Archer's mum Alicia

HEAR to LEARN SCHOOL HEARING SCREENING

Early detection of hearing difficulties can enable parents and staff to work together and provide early intervention for children. Working with Hear and Say will have lasting benefits for our students.

Glenn Cafferky - Principal, Moranbah East State School

THIESS

FOUNDRY REGIONAL PARTNER

Hear and Say's Hear to Learn – School Hearing Screening Program visits schools to identify children with previously undiagnosed hearing and ear health issues. In 2018 alone, the Program's founding regional partner Thiess, worked with Hear and Say to deliver school screening to 338 students in Central Queensland.



MAKING THE MIRACLE

Hear and Say's community plays a crucial role in helping achieve our mission. Every small action makes a BIG difference as we teach children with hearing loss to hear, listen and speak.



Community Fundraising

From mouth-watering morning teas, to brain-scratching trivia nights, together our community raised an amazing **\$712,321.49!**



Corporate Support

Volunteering, sausage sizzles, sponsorship and workplace giving – our corporate partners make a world of difference to families impacted by hearing loss.



2017 Gala Ball 'Step Back in Time'

400 guests 'Stepped Back in Time' and celebrated 25 years in style.



2017 Loud Shirt Day

The Hear and Say community got wild and whacky for the 10th annual Loud Shirt Day. It was so much fun to have the support of over 200 community groups including corporates and schools!



2018 Ladies Long Lunch

278 ladies enjoyed champagne, fine food and laughter by the river whilst raising vital funds at our Ladies Long Lunch. Thank you to the founders of this wonderful lunch - Alex, Tina and Lisa.



Volunteering

Our wonderful volunteers gave 4979 hours of their time in 2017/18 – THANK YOU!



Partnering with Hand Heart Pocket

We are thrilled to have a partnership with Hand Heart Pocket, the Charity of Freemasons Queensland who granted a transformational **\$500,000** to Hear and Say in April 2018. This support has enabled the continued delivery of our critical Early Intervention programs so that children who are deaf or hard of hearing can learn to hear, listen and speak; go on to their local schools; and live life unlimited by hearing loss.

THANK YOU Hand Heart Pocket!



EARLY INTERVENTION

Listening and Spoken Language Therapy through our Early Intervention Program works in partnership with parents to teach children from birth to 7 years of age to hear, listen and speak. Whilst the core of this program concerns audiology and Listening and Spoken Language Therapy, in 2017/18 we have provided a broader range of services to families, including support in navigating their NDIS journey, and expanding complementary social skills groups in every region.

TARGETED INTERVENTION

Once children graduate from Early Intervention at 7 years old, our new Targeted Intervention program can support them further to strengthen their literacy and spoken language skills. With NDIS funding options available to support these particular outcomes, Targeted Intervention enrolments are steadily increasing.



HEARING IMPLANT PROGRAM

An exciting change in our Hearing Implant Program was our recent transition to accepting Hear and Say family and friend referrals for adults interested in cochlear implant services. As a result, we have switched on two adults.

Our highly-trained audiologists continue delivering our world-leading Hearing Implant Program, inclusive of providing specialist diagnostic audiology services across the lifespan.



“Knowing that Jock can receive support and guidance from Hear and Say from our remote station has given us so much relief.
Jock's mum, Jade

TELEPRACTICE

Our Telepractice Program ensures children in rural and remote areas are able to hear, speak and live to their full potential from the comfort of their home. In 2017/18, we've expanded Telepractice to offer families:

- a new 'Hybrid Program' (combination of face-to-face and digital therapy for busy families who find travelling to our centres difficult);
- occupational therapy, physiotherapy, social work and psychology services; and
- building parent-to-parent support via a Parent Training Program.

Research shows that Hear and Say's Telepractice service achieves the same (or higher) listening and speaking results as families with centre-based support receiving therapy.



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**Dimity Dornan AO,
Founder and Executive Director
and 2018 Senior Queensland
Australian of the Year:**

This year, the trend towards digitisation and personalisation of healthcare has marked Hear and Say's ongoing development. Our services are expanding as technological change takes us past the tipping point in healthcare when we can never turn back.

This point marks the beginning of a new era, and it happened in our 26th year!



WORLDWIDE TRAINING AND EDUCATION

Hear and Say WorldWide provides education and training programs, working with professionals across the globe to change the way the world thinks about and treats children with hearing loss.

This year, our Sunset Series (also available online) ventured beyond hearing loss and were excited to welcome our first Sunset Series corporate sponsor, Morgans.

A highlight of the Worldwide calendar was a two-day professional development workshop with Dr Carol Flexer, an internationally renowned paediatric audiologist.

WorldWide is in the final stages of production of the revised Individual Education Plan Writer and Curriculum – a valuable resource for parents and professionals working in all areas of early childhood.



RESEARCH AND INNOVATION

Hear and Say Research supported nine external studies in 2017/18 examining:

- Music education and auditory processing in children with hearing loss
- Caregiver experiences of the diagnosis of permanent childhood hearing loss
- Patient preference in ear reconstruction

Internal studies have focused on outcomes for specific populations of children with hearing loss for whom research is lacking, namely children with single-sided deafness and children with microtia and atresia.

We also continued our contributions to the Hearing CRC's programs of paediatric research.

Our research findings were disseminated widely, with eight peer-reviewed publications published or accepted in premier international journals; six papers presented at national and international conferences and the delivery of three research-based professional development events on Auditory Processing Disorder, Literacy development in children with hearing loss who use spoken language only, and the "Fearless" program for childhood anxiety.



9TH ANNUAL MICROTIA AND ATRESIA CONFERENCE

In 2017 we were proud to welcome 90 participants from around Australia and New Zealand for the 9th Australian Microtia and Atresia Conference. This unique meeting was an opportunity for parents of children with microtia and atresia to come together, network and learn more about the condition and to gain the support from medical professionals from around the world.

Microtia causes a deformity of one or both ears in which the outer ear is underdeveloped or absent. Atresia is the absence of an external ear canal and, often parts of the ear drum and ear bones are affected.



MEET THE BOARD

Paul Laxon – Chairman
Dr Jane Black – Deputy Chairman
Matthew Ames – Director
Dr Dimity Dornan AO – Director
Andrew Fraser – Director
Dr John Quayle – Director
Dr Peter Riddles – Director
Rod Solomons – Director
Dr Margaret Steinberg AM – Director



RESEARCH AND ETHICAL ADVISORY COMMITTEE

Dr Jane Black – Chair
Dr Marc Kamke, The University of Queensland
Dr John Quayle, Hear and Say Board
Prof David Coman, The Wesley Hospital/
Lady Cilento Children's Hospital
Dr Wendy Arnott, Hear and Say
Dr Dimity Dornan AO, Hear and Say
Emma Rushbrooke, Hear and Say

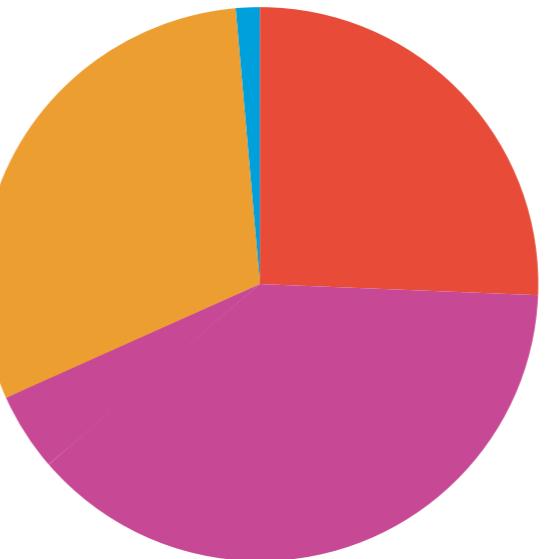
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Chris McCarthy,
CEO:

Hear and Say continues to work with families to deliver outstanding listening and spoken language outcomes for children with hearing loss in an increasingly complex operating environment. The funding landscape has changed significantly for the organisation under NDIS and much of the year has been spent working with new and existing families to ensure we are providing as much advocacy and practical support as possible for them as the scheme continues to roll out across Queensland.

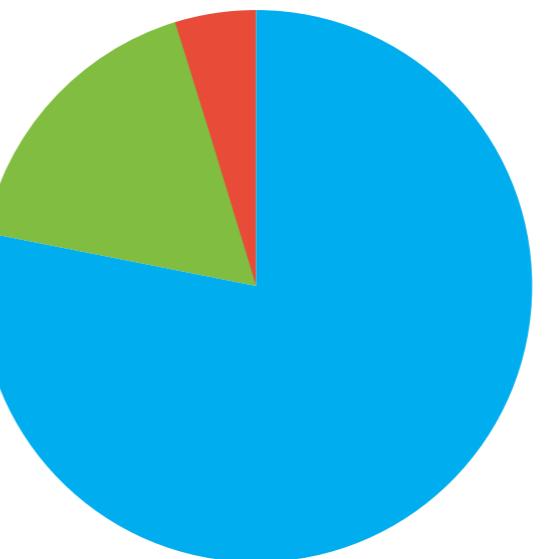
Our service offering is also continuing to expand as we further develop our 'whole of life' hearing loss programs whilst continuing to acknowledge the critical importance of early intervention and building on our wealth of expertise in the paediatric hearing space.

FINANCIALS



WHERE THE MONEY COMES FROM

- Government Grants (26%)
- Clinical Services (30%)
- Interest and Other (1%)
- Non-Government Grants and Fundraising Revenue (42%)



WHERE THE MONEY GOES

- Clinical Programs and Service Delivery (78%)
- Fundraising and Communications (17%)
- Research, Training and Education (5%)

THANK YOU

To our donors, partners, friends, families and community – thank you for your wonderful support in 2017/18, we would not be able to open worlds for people impacted by hearing loss without your passion and generosity.



Department of
Communities, Child
Safety and Disability
Services, Queensland
Government

Glen and
Lisa Richards
Foundation



Non-State Special Needs
Organisations Program,
Department of Education
and Training

Non School
Organisations Program,
Department of Education
and Training



Queensland Health



Quota International of
Wynnum Manly Inc



The E Robert Hayles
& Alison L Hayles
Charitable Trust

The Stan and Maureen
Duke Foundation

THIESS



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