



2019 - 2020
**ANNUAL
REPORT**

Opening worlds to create better futures



Hear and Say
Opening worlds

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Shreyas' story

Shreyas may be yet to celebrate his first birthday, but he has already earned himself the title of “Adventurer”.

The bright-eyed little boy recently learnt to crawl, and his family has delighted in watching Shreyas using his newfound freedom to explore his surroundings – including picking up whatever toys he can lay his hands on.

“We do not have that constant worry, questioning if he has heard a sound or if he’s understanding something or missing out on conversations. With assistance from Hear and Say, we know that we have done the best we can to give Shreyas every opportunity to reach his full potential.”

– Kanika and Kalesh, parents to seven-month-old Shreyas

Shreyas, seven
months old



Our Impact 2019-20

We are proud to have continued working together with our community, government, philanthropic and corporate partners to open worlds for people of all ages impacted by hearing loss.

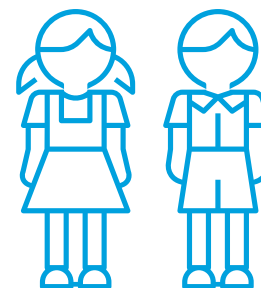


Children and adults were supported to hear optimally with technology, with

597 total implants in our program. More than one implant each fortnight was switched on to sound this year - **that's 24 children and three adults!**



Over 400 children were supported in their journey learning to hear, listen and speak.



97% of children transitioning from our Early Intervention program **achieved language scores within or above the average range.¹**



9,169 students' hearing health was screened across 262 schools to maximise their learning.

Improving access for

81% of families who are now supported to receive services via NDIS funding.

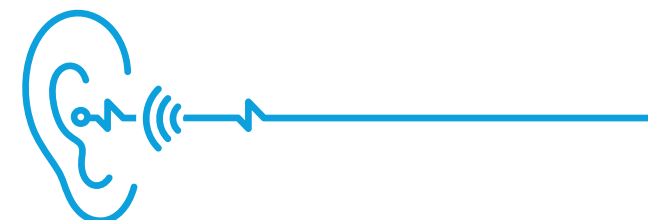
Over 200 participants were kept informed online or in-person via the 11th annual Australian Microtia and Atresia Conference and Mini Conferences.



48 children started Prep at their local school with speech, language and listening on **par with their peers.**



97% of families and clients were very satisfied or satisfied with the overall Hear and Say experience.²



21% of students screened were identified with hearing or ear health issues requiring follow-up or ongoing monitoring.

The 50,000th student was screened through the Hear to Learn - School Hearing Screening program since 2015.



288 people from around the world upskilled via the online and face-to-face WorldWide Training and Education program.

¹Children otherwise typically developing and whose diagnosis was not delayed.
²2019 Hear and Say Family and Client Survey.

Who We Are

World-leading experts in hearing technology and listening and spoken language therapy

As a not-for-profit organisation working across Queensland and throughout the globe for almost 30 years, Hear and Say is dedicated to opening worlds for all people with hearing loss. Our team empowers individuals to live life connected with their friends, family and community. We shape our work around the latest research and hearing technology to best support the needs of children and adults impacted by hearing loss and other sensory concerns.

Together with families and health professionals, our interdisciplinary Early Intervention program strives to give children the gifts of hearing, listening and speaking, supporting them to reach milestones at the same rate as their peers and live life unlimited by hearing loss.

Hear and Say promotes early identification of hearing loss by supporting screening at birth, through our school program and via our Adult Hearing program, and provides evidence-based training for professionals and parents. The work we do is underpinned by our values, and relies on the generous support of our passionate community, government and philanthropic partners to create impactful and sustainable change.

Vision



Opening worlds to create better futures.

Mission



To optimise our unique approach to research, service delivery and transformative technology to ensure the best outcomes for people with hearing loss and beyond.

Our values



Exploration

Pursue new frontiers and continue to harness knowledge and share learnings through partnerships, technology and science.



Community

Create opportunities for the community so they can connect with and expand their world.



Collaboration

Collaborate to deliver the best outcomes for our community of families, clients, partners and staff.



Integrity

Be transparent in our approach. Manage expectations through open and honest communication.



Joy

Be fulfilled and energised by celebrating every individual story and success.



Babies Born Deaf Can't Wait

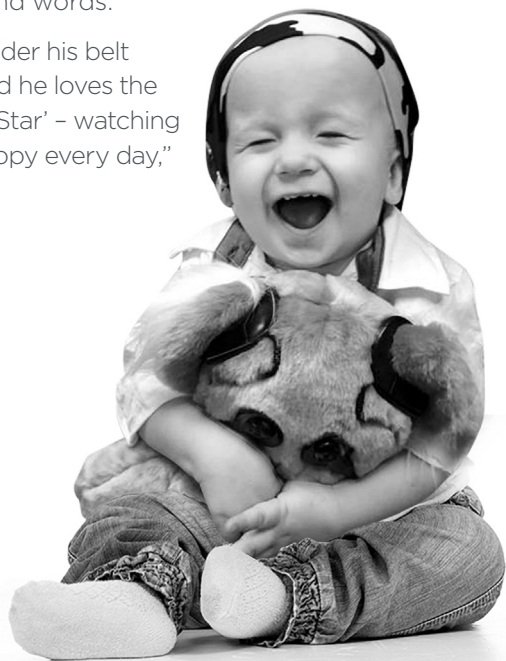
“We don’t look at Harry thinking, ‘Oh, he won’t be able to do this or that.’ We just look at his hearing loss and go, ‘Well, he’s got this but it’s not going to stop him from doing anything.’ It hasn’t yet, and I don’t think it will in the future.” – Kate, mum to 15-month-old Harry.

Harry was born with severe hearing loss and received cochlear implants in March, during the coronavirus pandemic. Harry is now undertaking years of early intervention to develop listening and speaking skills that will be on par with his sister, Stella and friends around him.

“When we found out Harry had severe hearing loss, it came as a very big shock for our family. My biggest concern was the unknown – was he going to be able to talk clearly? Would he hear us? We just wanted him to be in the best position and to give him the strongest opportunity to move forward, learn and live life,” said Kate.

Harry continues to make great strides in his hearing and speaking journey, including understanding simple phrases, responding to his name and attempting new sounds and words.

“Harry now has a number of words under his belt including Mum, Dad, up and oh no, and he loves the nursery rhyme, ‘Twinkle Twinkle Little Star’ – watching his speech really take off makes us happy every day,” said Kate.



First-ever Giving Day

With the impact of coronavirus forcing the cancellation of three key fundraising events in 2020, Hear and Say faced an urgent shortage in funds for frontline services. This resulted in our first-ever online Giving Day on 28 May.

From all corners of the Hear and Say community came an incredible show of dedication to opening worlds for babies born deaf, with a collaboration of 12 donors pledging to match all gifts dollar for dollar. Through generous donations or helping to spread awareness, over 680 individuals, families, community groups and businesses lent their support, many from Hear and Say’s earliest days.

\$345,300+
raised by
687
incredible supporters
43 million
media reach

“Thanks to the incredible generosity of so many through the Hear and Say: Here to Stay Giving Day, we will continue to ensure that children born deaf or hard of hearing aren’t left behind through this pandemic and beyond, and can go on to reach their lifelong goals. We cannot thank our community enough.”

– Chris McCarthy, Chief Executive Officer

Welcome

For the hundreds of families whose babies are born into a world without sound, and the many people of all ages living with hearing loss, the profound events of 2020 have presented many unique and immediate challenges.

Throughout these ever-evolving times, Hear and Say has worked innovatively to continue supporting parents in their journey teaching their children to hear, listen and speak, as well as minimise disruptions to our broad range of community programs wherever possible.

The backbone of Hear and Say has always been the strength and dedication of our community, and in 2020 this has shone through stronger than ever before. The following pages of the Hear and Say Annual Report for 2019-20 reflect the outcomes we have together achieved for people of all ages impacted by hearing loss, and the organisation's ongoing growth. Despite the volatile external landscape and the financial impact this has had for the social sector at large, we have continued to:

- support early diagnosis to ensure children have the best opportunity to reach key milestones
- provide audiology services to give children and adults access to the best possible hearing technology, including increased use of remotely enabled technology, and
- deliver early intervention, teaching children with hearing loss and their families the strategies required to hear, listen and speak.

As a charity, the financial landscape continues to change, particularly within the current unchartered environment of the coronavirus pandemic. Like many, Hear and Say has had a tough year relying upon the Australian Government JobKeeper



Paul Laxon OAM
and Chris McCarthy

payment scheme to ensure we could continue offering services to support our families and clients. With our existing Telepractice program already in place, we were able to transition 70 per cent of our families to online services in just two weeks to continue to help children and families in need.

In 2019-20, Hear and Say received 24 per cent of our revenue through the generosity of our community, corporate and philanthropic partnerships; 25 per cent was generated by Queensland Government funding agreements; and 51 per cent was earned through services delivery under National Disability Insurance Scheme (NDIS), Medicare and our private programs.

We also undertook a review of Hear and Say's overarching systems, procedures and resourcing, with particular focus on areas for improved efficiencies and processes. Key learnings are driving change across the organisation, ensuring both a high level of support for our families and clients throughout their journey with Hear and Say, as well as reinforcing longer-term financial sustainability.

Hear and Say is well-equipped for the challenges and opportunities ahead, and remains indebted to our community, government, philanthropic and corporate partners in ensuring more children and families can have their worlds opened to hearing, listening and speaking. We cannot thank you enough for making this critical work possible.

Farewell to Chair, Paul Laxon OAM

It was with heartfelt gratitude that we said farewell as of 16 June 2020 to Paul Laxon OAM in his role as Board Chair, following more than a decade of inspiring leadership. Paul has been unfaltering in his personal generosity and steadfast leadership; and his diverse knowledge, network, expertise and experience across a range of sectors has been invaluable. The Hear and Say community wishes Paul all the very best in his next chapter.

Introducing new Chair, Matthew Ames

The Hear and Say community, team and board directors are delighted to welcome Matthew Ames to the role of Hear and Say Board Chair. Matthew has been a member of the Board for almost four years and brings a unique mix of professional and personal experience to his role as Chair, with an in-depth understanding of strategy, risk and cultural change. Looking ahead, Matthew and the Board will look to secure the organisation's sustainability and seek opportunities for Hear and Say to maximise its social impact.



Mr Paul Laxon OAM
Chair

Mr Matthew Ames
Chair (as of July 2020)

Mr Chris McCarthy
Chief Executive Officer

Audiology

Providing children and adults access to world-class audiology and hearing technology

Hear and Say's experienced team of audiologists provide people of all ages with access to world-class, evidence-based services and hearing technology, optimising individuals' hearing and enabling them to communicate with their loved ones.

In 2019-20, our audiologists supported families across a range of services, encouraging early identification of hearing loss to achieve the best possible outcomes.

Community services

Community referrals made up almost one-third of our paediatric audiology services, supporting children referred to Hear and Say by their general practitioner, specialist, Queensland Health's Healthy Hearing newborn screening or by our Hear to Learn – School Hearing Screening program.

Our Audiology team delivered 547 paediatric hearing tests in 2019-20, providing families and carers with recommendations to guide next steps for their loved ones.

Cochlear implant cohort

2019-20 saw 317 children in Hear and Say's paediatric implant cohort, which supports children who either currently or have previously accessed our Early Intervention program. This cohort consisted of over two-thirds of the paediatric appointments we provided.

A child who is yet to receive an implant, or is in the early stages of their cochlear implant journey, may be seen up to 15 times by our Audiology team in the first year alone, to ensure the implant "MAP" or program is optimised to suit the individual. Children who already have an implant will typically attend twice-yearly MAPping and assessment appointments, to ensure their hearing technology is continuing to best meet their hearing needs.

Maximising change

In response to coronavirus, our Audiology program shifted to align with physical distancing requirements and increased hygiene protocols to support the safety of our families and staff. Whilst most of our services continued to run face-to-face, the pandemic presented an opportunity to offer some services via videoconference and remotely-enabled equipment. Families and hearing technology users were able to continue to receive audiological support and troubleshoot any hearing technology issues.

We also reviewed our practices to enhance our productivity and efficiency, resulting in faster reporting turnaround times and increased appointment availability for clients.

34
adults hearing
better through
hearing aids

An additional
24
children and
3
adults now hearing
optimally via
cochlear implants

Adult Hearing program

Research suggests that almost half of us know someone with some level of hearing loss.¹ 2019 saw the launch of Hear and Say's Adult Hearing program, providing best-practice, independent and holistic audiological care for adults with a hearing loss. As a not-for-profit, this service supports the wider charity work of Hear and Say in working with children who are born deaf or hard of hearing.

Following the launch, 460 appointments were undertaken including diagnostic hearing tests, hearing aid fittings, cochlear implant assessments, ear plugs and tinnitus assessments. Although the coronavirus pandemic had a significant impact on the initial momentum gained, Hear and Say continued to offer in-centre appointments where safe to do so, as well as phone consultations to provide follow-up appointments, fine-tuning and programming services for people already using hearing aids.

"I have noticed a remarkable difference in my day-to-day activities – from the ability to stream teleconference calls straight to my ears, to utilising a special program which enhances my favourite hobby of cycling by minimising wind and filtering other background noise. Once you find out about the technology available, it's quite amazing." – John, fitted with hearing aids

Sarah's Story

12-year-old Sarah participating in the STAR Group Social Skills program

Going back to school after the coronavirus-induced hiatus, 12-year-old Sarah had an exciting piece of technology to bring back to the classroom. After being diagnosed with a permanent hearing loss in her left ear in 2019, Sarah underwent cochlear implant surgery in April – and amidst the stringent conditions of a global pandemic, had her implant switched on to sound.

“When it came to switch-on day, my excitement was mixed with nervousness as it felt like I had been waiting forever to hear again. Mum and Dad kept saying that it would sound different than normal hearing, but it was impossible to know what this difference might be like,” said Sarah.

“As soon as I heard some sounds, my nervousness stopped and I felt only excitement – and once my ‘good ear’ was masked, I was amazed that I could distinguish between different sounds and understand some words.”

¹ Cochlear, The State of Hearing Report, 2019



Listening and Spoken Language

Working with families to develop children's speech and language through listening

For children born deaf or hard of hearing, every day without sound can limit their potential. The early years are crucial to give children the best opportunity to grow up learning to hear, listen and speak, just like their siblings and peers.

Early intervention

Using the Auditory-Verbal Therapy philosophy, our listening and spoken language specialists worked with 400 families to develop their children's auditory skills, language and speech, through regular therapy lessons and using listening and learning techniques.

In conjunction with our expert audiologists and the best possible hearing technology, our therapists guided and coached families to teach their children the critical skills needed to train their brains to listen, process speech and talk like others around them. This was undertaken through a variety of strategies, such as interactive play, book sharing and storytelling.

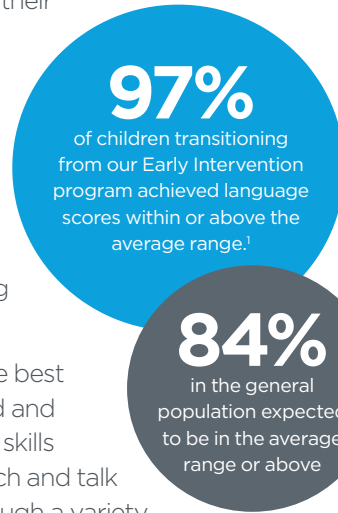
During 2019-20 year, we saw 110 new children with hearing loss enrol in the Early Intervention program and begin their journey to achieve their developmental goals, such as saying their first words.

Telepractice delivering vital services

Our world-class Telepractice program continued to support children and families, regardless of where they live, to access listening and spoken language therapy via videoconferencing technology.

This service delivery model was particularly key to delivering vital services during the coronavirus pandemic, with almost 70 per cent of our families supported via telepractice or a combination of telepractice

¹Children otherwise typically developing and whose diagnosis was not delayed.



and face-to-face services during this time. As some families transitioned back to in-centre support, others now choose to receive support via a hybrid approach, offering a combination of in-centre and telepractice therapy sessions.

Expanding our service offering

This year we expanded our services further with the introduction of a social worker, holistically supporting families through the many aspects of their lives. This included difficulties adjusting to their child's hearing loss, financial hardship or other challenges, to more general guidance around mental health and wellbeing, as well as support for children being considered for a hearing implant.

Targeted intervention and school-aged support

Hear and Say's Targeted Intervention program supported school-aged children and young adults with hearing loss, focusing on education, guidance and strategies to foster speech and literacy. Our experienced listening and spoken language specialists tracked and monitored each client's progress through regular appointments to ensure they had the best opportunity to learn at school and achieve what is important to them and their family.

Thanks to the support of Education Queensland's Specialist Disability Support in Schools Program, our listening and spoken language specialists also undertook school visits to deliver consultative services to teachers and support students to achieve their academic potential.



families learning to hear, listen and speak



48

children started at their local school



375

clinician visits to a child's home, daycare, kindergarten or school

lyla's Story



lyla is an inquisitive four-year-old who loves making treasure maps, going camping, dancing, doing puzzles and singing.

“The world is full of opportunities and we would love lyla to be able to follow any path in life she chooses and not to be held back for any reason,” said Brooke, lyla’s mum.

“When lyla had her cochlear implants switched on at 18 months old, it was an amazing moment because we knew it was all up from there for our little girl.

“Hear and Say has changed our life immensely, not only teaching lyla speech and language skills through our telepractice lessons, but also teaching us how to guide her through any obstacles she fears along the way.”

Four-year-old lyla, supported in our
Early Intervention program

Group Social Skills Programs

Building resilience and wellbeing

Hear and Say's Group Social Skills programs equip children and young adults with the skills they need to overcome common issues faced in social and education settings. Our team delivered 18 Group Social Skills programs last year across our five centres, for newborns through to school leavers – nearly two per month.

The programs are specifically aligned to age groups and developmental stages, and provide a welcoming environment for participants to foster their interpersonal skills and confidence through connection with peers.

In 2019-20, age-appropriate activities were designed to encourage children and young adults to practice communication techniques, develop their ability to regulate and manage emotions as well as practice conflict resolution. The programs also worked to show areas where language and communication can be improved with the support of targeted intervention.

Regular early intervention group programs

We delivered the Listen Little Stars, Little LEAP and LEAP regular Group Social Skills programs each term as part of the Early Intervention program, including via videoconference during coronavirus restrictions. Through everyday experiences, these programs teach parents and carers of newborns through to kindergarten-age children the necessary skills to help their child develop auditory skills and to learn to talk. The programs also support families to better understand their child's hearing loss and hearing technology.

"I enjoyed talking to the other kids and the different activities each lesson. I learnt that there are other kids like me. I looked forward to the fortnightly lessons on Zoom and wish they were every week."

- Seven-year-old PLANET participant, Hudson

Archie and Evie participating in the LEAP regular Group Social Skills program

1,108

occasions of attendance where children boosted their confidence through Group Social Skills programs

A group program first

Our PLANET Group Social Skills program, for children aged six and seven years, ran for the second time in Brisbane in 2020 and focused on building resilience and positive mental wellbeing. This year, the five-session program took place virtually due to the coronavirus pandemic – a unique opportunity for regional children, who typically are unable to attend centre-based group programs, to also take part.

Eight children participated in the workshops which included targeted activities incorporating art, cooking, sport and science experiments to achieve program goals.

These included:

- building confidence in social settings
- establishing new peer relationships
- expressing and managing emotions in difficult situations
- conflict resolution amongst groups, and
- developing the ability to talk about personal strengths and qualities.





Our Programs

0 - 4 years Listen Little Stars, Little LEAP, LEAP

3 - 4 years Munch and Learn

4 - 5 years LAUNCHPad

5 - 6 years ROCKET

6 - 7 years PLANET

8 - 12 years COMET, MARS

12 - 15 years STAR

16+ years Hear to Live

Screening Services

Early identification leads to improved outcomes, empowering children to make the most of their education.

Despite the coronavirus pandemic restrictions, in 2019-20 our Hear to Learn – School Hearing Screening program provided hearing screening to 262 schools across Queensland, helping to ensure hearing issues were not a barrier to children's education. A total of 9,169 students were screened, with approximately 21 per cent of children flagged as having hearing or ear health issues requiring follow up or ongoing monitoring.

This screening consists of three assessments undertaken by our trained screeners, with clinical oversight by Hear and Say's paediatric audiologists. This includes an examination of the ear canal and ear drum, testing the function of the middle ear and testing the hearing ability of each ear.

Due to the coronavirus pandemic, approximately 8,000 screenings over 110 schools between March and June 2020 were postponed to comply with government health and safety recommendations. Almost all schools were able to be rescheduled to terms three and four.

Partnering to extend reach

The support of our incredible founding regional partner, Thiess and others including North Coast Aboriginal Corporation for Community Health, Brisbane Catholic Education, Save the Children Foundation, Count Charitable Foundation and the Department of Social Services, enabled Hear and Say to continue extending the reach of Hear to Learn, providing best-practice screening throughout South-East and Central Queensland.

Vision screening

One in five school-aged children has an undiagnosed vision disorder.¹ For the first time, Hear and Say piloted vision screening in 2020 as part of the Hear to Learn program, with 10 schools and around 700 students having their vision screened. Using the latest clinical photographic technology, the vision screening aimed to identify children who may have sight problems, so they could receive support and reach their full academic potential. To finalise the pilot, second tier testing will be undertaken in collaboration with an optometrist, with the view to launch the full program in 2021.

School screener, Sally
screening children's ear health



Our community impact

To gain a greater understanding of the wider impact of our Hear to Learn – School Hearing Screening program, research was undertaken to confirm the next steps taken by families after their child received a 'refer' result from their screening.

Of the 1,600 children who received a recommendation to have follow-up testing in 2019, over 62 per cent took part in the research survey. Results demonstrated that almost 70 per cent of families had completed follow-up testing, such as an appointment with a general practitioner or specialist, a hearing test through an audiology provider, or a combination of both. Of the children who had followed up with a full hearing test, 21 per cent were diagnosed with a hearing loss.

Such results demonstrate the importance of regularly checking hearing health, to ensure support is received where needed to maximise children's hearing and educational outcomes.



100,000 ears screened

It was a milestone worth loudly celebrating when our Hear to Learn – School Hearing Screening program reached its 50,000th student screened in February. Oakleigh State School in Brisbane's Ashgrove, saw the first student screened during the program's pilot in 2015. It was back in those very same schoolgrounds where Prep student, Harvey became the 50,000th child to receive screening through Hear to Learn. As of end-June 2020, Hear to Learn had screened over 53,200 children across South-East and Central Queensland.

¹ Australian Institute of Health and Welfare 2008. Eye health among children. Cat.No.PHE 105. Canberra:AIHW

Finn's Story



Although Finn passed his newborn hearing screening with flying colours, as he grew older his parents questioned if he was having difficulty hearing.

“We had noticed that Finn had the television and iPad turned up quite loud, or he would often ask me to repeat myself,” said Lucinda, Finn’s mum.

“Finn started Prep in 2019 and when the opportunity for hearing screening came up at school it was perfect timing because we had our suspicions. Soon after the screen, I got a phone call from Hear and Say to let me know there had been some inconsistencies, and we were recommended to take Finn for further hearing tests.

“Finn was fitted with hearing aids in April 2020 and he can now pick up on little sounds and doesn’t have to struggle to hear a conversation. It’s been incredible to see him loving music, singing and dancing.”

Five-year-old Finn

WorldWide Training and Education

Building skills and knowledge

Our WorldWide Training and Education program upskilled 288 audiologists, speech pathologists, educators and parents of children who are deaf or hard of hearing from around the globe, to build their skills and knowledge in working with children with hearing loss.

This bespoke online and face-to-face training provided professionals and parents with access to current knowledge about listening and spoken language practice using the Auditory-Verbal Therapy philosophy, through practical evidence-based insights and clinical expertise.

Hear and Say's self-paced online training programs, Foundations of the Auditory-Verbal Approach and Advanced Skills in Auditory-Verbal Practice, continued to attract participants from Australia and internationally, providing expert-led training, knowledge and skills.

Sunset Series

Hear and Say's Sunset Series provided professional development for audiologists, speech pathologists and teachers, with over 115 attendees joining live across three events. Topics covered music and auditory development, counselling families through their hearing journey, and auditory neuropathy spectrum disorder. Workshops later in the year shifted to webinar format to accommodate coronavirus restrictions, providing an opportunity for greater reach, both nationally and overseas.

Supporting Children with Hearing Loss in the Classroom

Our face-to-face workshop for teachers, early childhood educators and childcare providers saw 50 attendees across the year, covering topics including the latest in hearing technology, the impact of a hearing loss on the development of social skills, and strategies and techniques to help children who are deaf or hard of hearing to access the curriculum equitably.

Information for parents and carers

Our parent information sessions provided face-to-face and online sessions focusing on everyday tips and strategies to help children with hearing loss. Topics included supporting development of social skills, insights into the experience of families whose children are diagnosed with hearing loss, and behaviour management.

Telepractice listening and spoken language therapy education session





The North Queensland town of Tully getting loud for Loud Shirt Day

Loud Shirt Day

Loud Shirt Day is an international campaign raising funds to help children born deaf or hard of hearing to listen and speak. We are truly grateful for the community of 166 supporters who came together to get loud for Hear and Say in 2019.

\$150,000
raised
80%
increase from
2018



Watpac raises the bar

Hear and Say was blown away by the outstanding support from the team at Watpac North Queensland Stadium who got behind their Contracts Administrator, Leigh Van in 2019. The Watpac team raised an incredible \$30,150 in support of a cause close to Leigh, and his wife, Chloe's hearts. Their now six-year-old daughter, Maia, was born with two rare conditions known as microtia and atresia and has been coming to Hear and Say for regular listening and spoken language therapy since 2013. Thank you to Watpac and everyone who got loud to open worlds for children with hearing loss.

Queensland's Loudest Town

2019 saw the first-ever Queensland's Loudest Town competition where regional communities – Aramac, Yeppoon and Tully – battled it out to determine who would take top place. Loud Shirt Day ambassador, Eli and the town of Tully ultimately earned the crown, with the three towns collectively raising a staggering \$25,300.

Congratulations to Eli from Tully

"People and businesses were approaching us with donations and ideas. I think this was because it was a competition and it was about the community. Eli and I are still getting congratulated by people. Every kid and adult in Tully now knows him a little better and he has even more arms wrapped around him keeping him safe. It has been an amazing experience."

- Linda Waddell, mum to 24-year-old Eli

Driving Research

Research bridges the gap between science and better hearing for all, providing hope for people with hearing loss as well as the evidence-base which underpins Hear and Say's work.

Our team worked in collaboration with world-class researchers in 2019-20 to continue advancing our knowledge around listening and spoken language outcomes for children with hearing loss. Such research enables Hear and Say to ensure these children achieve the best possible outcomes through our clinical practice. Thank you to our Research Advisory Committee members for their ongoing support and dedication to ensuring important research is made possible.

Research in action: Telepractice research

To gain a better understanding of the effectiveness of telepractice-based early intervention for children with hearing loss, Hear and Say is undertaking a study comparing the outcomes of three different groups of children within the same age range – those enrolled in a telepractice early intervention program, enrolled in an in-centre program and a control group with typical hearing.

The initial results for all three groups were in line with what would be expected from children with typical hearing, where 84 per cent and above would be expected to be within the average range. Six months after initial testing, 100 per cent of the telepractice cohort were within the average range, suggesting there is no significant difference between virtual and face-to-face listening and spoken language intervention.

It was these initial learnings which provided Hear and Say with even greater confidence in the decision to rapidly transfer centre-based families to telepractice following the initial pandemic restrictions. Further learnings will inform improvements and expansion in the use of telepractice both within Hear and Say and more broadly, providing better access to intervention for all children with hearing loss.

The study was made possible with the philanthropic support of The E Robert Hayles & Alison L Hayles Charitable Trust.

Hugh and his mother undertaking listening and spoken language therapy via telepractice with specialist Elise



A spotlight on research: Outcomes for school-aged children with aural atresia

Together with researcher, Anna Hyland, Hear and Say worked to demonstrate how early hearing amplification technology can achieve fantastic outcomes for children with congenital condition, aural atresia (absence of the ear canal). A comprehensive study of the language, reading, classroom, and quality of life outcomes of primary school-aged children with aural atresia was compared with typically developing children of the same age. These early research findings were published in *The Journal of Deaf Studies and Deaf Education*, and are integral to the services and support we provide. They help inform tailored planning and educational resource allocation in our clinical support.

Microtia and Atresia

Hear and Say's Australian Microtia and Atresia Support Centre is the only centre of its kind in the country. In 2019-20, the centre provided services, education and training, support and advocacy for health professionals and families of children born with these two rare conditions which affect the formation of the ear and ear canal. Microtia is a congenital condition that occurs in one in 4,500 – 12,500 births worldwide. Microtia is often accompanied by atresia, as the baby's outer ear and the ear canal develop together during pregnancy.¹

Our team worked to build the skills of families to support their confidence and ensure an informed navigation of their child's ongoing care and treatment.

Providing education

Microtia and Atresia Mini Conferences

In July 2019, Hear and Say hosted the first half-day Mini Conference in Melbourne, as well as the inaugural Perth Mini Conference in March 2020. These events featured the latest evidence-based information for families, and covered topics including understanding the hearing system and types of hearing loss, deciphering audiograms, and the latest updates in ear reconstruction and hearing technology. The events also featured personal insights from Hear and Say alumni, Chelsea, as well as discussions from a parent's perspective.

Microtia and Atresia Conference

The 11th annual Australian Microtia and Atresia Conference was held in Brisbane in September 2019. Over 140 families and health professionals joined both face-to-face and online, for presentations from Australian and international experts. The comprehensive two-day program featured information to support families in making informed decisions for their child; one-on-one consultations with a variety of microtia and atresia specialists; the Group Social Skills program fostering resilience and wellbeing; and a Family Fun Day.

¹Varela Luquetti, D., Leoncini, E. & Mastroiacovo, P. (2011). Microtia-Anotia: A Global Review of Prevalence Rates. Wiley Online Library, 91(9). <https://doi.org/10.1002/bdra.20836>



“Attending the conference is the first time we received comprehensive information regarding our child's condition and options in caring for him as he grows. The educational material gave us insight not only to his life now, but necessary information to empower us to plan for his physical, emotional and psychological welfare in the near and distant future.

We benefited tremendously in gaining understanding of the surgical and non-surgical options to assist in ear reconstruction and implantation of hearing devices to improve his overall life quality. More than anything we met families who care for children with microtia and atresia, as well as other children with these conditions. This information has improved our mental and emotional selves as parents who felt isolated and unnoticed by the medical world.”

– Lauren and Renata, parents to four-year-old Malachi, who has two-sided microtia and one-sided atresia

Thank You

We extend our heartfelt thanks to our families, donors, partners, and all involved in building the ongoing Hear and Say story. We are blown away by what our community continues to make possible for children and families in need.

We are sincerely grateful for your ongoing generosity, support and passion in opening worlds to create better futures for families impacted by hearing loss.

Hear and Say is incredibly proud to share our journey with so many supporters in the community, from donations and corporate partnerships, to events, challenges and workplace giving. Your critical support ensures we can continue giving children the tools to hear, speak and live life to their full potential.

Creating change with Thies

For 24 years, Thies has partnered with Hear and Say across a diverse range of projects to drive lasting change for children and families impacted by hearing loss.

From board functions, to organising fundraising events including annual gala balls and charity golf days, Thies has played a pivotal role in the growth of Hear and Say across almost three decades.

As founding regional partner of the Hear to Learn – School Hearing Screening program, Thies has supported the screening of over 1,800 children in Central Queensland schools, with an average 19 per cent of students identified with a hearing or ear health issue in 2019 alone.

“Thies is dedicated to delivering positive social benefits and sustainable outcomes in the local communities in which our people work and live. Our support of the Hear to Learn program plays a significant role in this,” said Thies Managing Director, Douglas Thompson.

“We are proud to work with Hear and Say to support the early screening of hearing and ear health issues in young school children within regional Queensland, and empower students to reach their full learning potential now and into the future.”

School screening in Central Queensland thanks to founding regional partner, Thies



Hear and Say
Opening worlds

THIESS

HEAR to LEARN



Cause for
Cocktails



The Courier Mail
children's fund



Glen and
Lisa Richards
Foundation



mettle



Reuben Pelerman
Benevolent
Foundation

The Samuel
and Eileen Gluyas
Charitable Trust



Stan and
Maureen Duke
Foundation



THIESS



Australian Government

- Community Health and Hospitals Program
- Department of Industry, Innovation and Science
- Department of Infrastructure, Transport, Cities and Regional Development
- Department of Justice and Attorney-General
- Department of Social Services

Queensland Government

- Department of Communities, Child Safety and Disability Services
- Non-State Special Needs Organisations Program, Department of Education
- Queensland Health
- Specialist Disability Support in Schools Program, Department of Education

Our People

The work of our team is underpinned by our values of exploration, community, collaboration, integrity and joy.

Our dedicated team of staff, volunteers, board directors and committees form the strength of Hear and Say. The work we do attracts people who genuinely care, and are passionate about creating positive outcomes and working together to open worlds for people of all ages to reach their full potential.

Despite the uniquely challenging times, and a temporary shift to 80 per cent capacity, the Hear and Say team demonstrated true resilience and adaptability. They rallied together to ensure children, families and clients remained connected, with minimal disruptions to service delivery, and led innovations to business and fundraising practices. Quarterly staff wellbeing surveys were undertaken to understand and respond to overall morale and feedback on the processes implemented during the pandemic.

During 2019-20, a review of Hear and Say's systems, procedures and resourcing was undertaken to help streamline our client journey; safeguard continued delivery of support for families and clients; increase efficiency by reducing duplication and manual entry; consolidate roles; and ultimately protect the financial sustainability of Hear and Say. Findings from this review are driving positive change across the organisation, whilst also prioritising our families and clients.

91%
of respondents
indicated feeling
optimistic about the
future of
Hear and Say¹

98%
of respondents
expressed pride in
team achievements
during this time²

Volunteers

Volunteers contribute immeasurable value to the Hear and Say community – from helping to raise vital funds, to supporting children at Group Social Skills programs, to aiding audiologists during appointments. We celebrate and thank the many incredible people who generously donate their time and expertise across all our centres. It is only with the help of these fantastic volunteers that we can create life-changing outcomes for families impacted by hearing loss.

Equal to
\$120,000
donated in
volunteer hours

¹Hear and Say Wellbeing Pulse Survey – May 2020

²Hear and Say Wellbeing Pulse Survey – July 2020

"I love the friendly and welcoming atmosphere from all the staff and families. When I leave for the day everyone always thanks me, but I tell them 'thank you' for allowing me to work in the most happy environment. Volunteering with Hear and Say has been one of the most rewarding experiences in my life and I hope I can continue to volunteer for many years to come."

- Sue, Hear and Say volunteer



Meet Our Team

Our dedicated Executive Management team brings a vast range of skills and expertise to deliver the Hear and Say strategic plan and achieve our vision and mission.



Dr Dimity Dornan AO Founder and Executive Director

Dimity is a qualified speech pathologist and the Founder and Executive Director of Hear and Say. Dimity is an integral part of our team and continues to support business development and the Board.

Full biography on page 26.



Chris McCarthy

Chief Executive Officer

Chris is an experienced director, chair and proven leader in the not-for-profit sector with a strong background in facilitating change. Chris graduated from the Royal Military College, Duntroon and served for 12 years as an officer in the Australian Regular before embarking upon a career in the private sector. Chris joined the Hear and Say team in 2007 and was appointed as CEO in 2012.

Chris is dedicated to facilitating the strong working relationships between government, non-government, philanthropic and community groups required to transform the lives of children, families and communities affected by hearing loss. He is committed to challenging the public's perception of deafness and hearing loss, and helping individuals and communities affected by hearing loss to achieve their full potential.



Emma Rushbrooke

Clinical Director

Emma is an audiologist and listening and spoken language specialist (certified Auditory-Verbal Therapist), specialising in implantable hearing technology and listening and spoken language therapy. Emma joined Hear and Say in March 2000 as an Audiologist, then Clinical Manager from 2000 to 2006, before transitioning to her current role of Clinical Director in 2007.

Emma provides oversight for the clinical programs at Hear and Say, including Listening and Spoken Language Therapy, Audiology, the Australian Microtia and Atresia Support Centre, WorldWide Training and Education, Group Social Skills programs and Research. Emma is passionate about providing the best possible family-centric support and delivering programs and services underpinned by evidence-based clinical practice and research.



Bridget Murray

General Manager

Bridget is an experienced senior leader who comes from an accounting and finance background. She brings a broad array of experience working with large corporations, small-and-medium enterprises and start-ups, delivering proven results in the areas of strategy development, operations, business analysis, design and implementation of cost-saving initiatives, risk minimisation and financial management.

Bridget joined Hear and Say in mid-2019 as Head of Corporate Services, before transitioning to the role of General Manager in November 2019. Bridget is leading change across Hear and Say's overarching systems, procedures and resourcing, focusing on creating efficiencies and financial sustainability.



Amanda Williams

Fundraising and Communications Director

Amanda holds a Bachelor of Applied Sociology (Hons) and brings extensive philanthropy, fundraising and communications experience, having previously worked for some of the United Kingdom's highest profile charities. These include Make-A-Wish Foundation, Action on Addiction and Breast Cancer Campaign, where she led teams to the next level of growth within each organisation. Amanda joined Hear and Say in 2016 where she is responsible for leading strategies to build relationships on all levels to diversify income streams for Hear and Say's longer-term sustainability.

Meet Our Board

The Hear and Say Board consists of eight directors (as at 30 June 2020) who volunteer their time and expertise to lead Hear and Say in ensuring the organisation can continue to grow and support anyone who is deaf or hard of hearing.

Led by Chair Paul Laxon OAM (May 2010 – June 2020), our board delegates operational responsibility to our Chief Executive Officer, who together with the Executive Management team is accountable to the board.

Mr Paul Laxon OAM Chair (until 30 June 2020)

Paul is the former Managing Partner of EY in Queensland and their former Oceania Energy and Infrastructure Tax Leader. Paul retired from EY on 30 June 2018.

Paul was also a former member of the EY Board of Partners in Oceania and a former member of the EY Asia Pacific Board of Partners. Paul joined the board of Hear and Say in 1999 and held the position of Chair from May 2010 to June 2020.

Mr Matthew Ames Board Director (Chair as of 1 July 2020)

Matthew has a unique mix of professional and personal experience, with an in-depth understanding of strategy, risk and cultural change. With a grounding of almost 20 years in the energy and resources industry, he has found innovative ways to apply his skills after the loss of all four of his limbs and significant hearing loss in 2012. Through collaboration across numerous sectors, both domestically and internationally, he has found new ways to achieve independence and contribute to the community. In addition to Hear and Say, Matthew is a board member of Bionics Queensland and Xavier Children's Support Network, a council member for Centacare and a member of a number of steering committees for Queensland Health. Matthew was elected Chair of the Hear and Say Board in June 2020.

Dr Jane Black Deputy Chair

Jane has a longstanding career in clinical management of paediatric disorders, with particular application to the related supportive corporate

activities. She has played a key role in the development of Hear and Say from its inception to its current leading place as the premier childhood deafness centre. She served as the Chair from 1996 to 2008 and continuing to-date as the Deputy Chair, together with long-term hands-on experience in Hear and Say's committees. She is currently Chair of the Research Advisory Committee. Jane has a proven record of executive leadership, having worked for both for-profit and not-for-profit organisations. She is a current member of the Board of Directors of the Children's Hospital Foundation and serves on the Finance Audit and Risk Management Committee. Jane has a strong focus on health innovation and research, early intervention and clinical ethics.

Dr Dimity Dornan AO Executive Director and Founder

Dimity is a qualified speech pathologist, and Founder and Executive Director of Hear and Say. Dimity is also Founder of Human-Bionics Interface, linking professionals nationally in the human bionics field, and Founder and Chair of

Bionics Queensland. Dimity is an Adjunct Associate Professor at The University of Queensland (UQ), Griffith University and Queensland University of Technology (QUT); Honorary Associate at Macquarie University, and a current member of the UQ Senate. She has received numerous awards including Fellow of the Queensland Academy of Arts and Sciences (2020); Member of Chief Executive Women (2019); Senior Australian of the Year for Queensland (2018); Australia Not For Profit Technology Awards 2018 Lifetime Achievement award; Business Leader of the Year for India Australia Business and Community Awards (2017); QUT Business Leaders Hall of Fame (2017); and Fellow of Academy of Technology and Science (2016).

Dr Margaret Steinberg AM Non-executive Director

Margaret brings to the Board expertise in ethical decision-making as a clinician, academic and administrator. A former Commissioner, including of the Criminal Justice and Crime and

Misconduct Commissions, Margaret currently sits on several boards and tribunals, and was previously on the Metro North Hospital and Health Service Board. Awards include a Churchill Fellowship (disability and early intervention), National Health and Medical Research Council Travelling Fellowship (telemedicine) and World Health Organization Study (HIV/AIDS). She was made a Member of the Order of Australia in 2003 in recognition of her work in public health, discrimination, ageing, HIV/AIDS and social justice.

Mr Andrew Fraser
Non-executive Director

After a career in public office in which he held the position of Treasurer of Queensland from 2007 to 2012, Andrew now serves on a diverse a range of boards. Previous Head of Strategy and Investment at the NRL, he is now an independent director and Chair of Sunsuper, a top 10 Australian superannuation fund with more than one million members. He is a director of Watpac, NZRL, Motorsport Australia and 3rd Space. Since 2019 he has also been Chair of Orange Sky

Australia. He graduated from Griffith with degrees in law and commerce, in which he achieved first-class honours and won the University Medal.

Peter W Riddles AM
Non-executive Director

Peter seeks to contribute to sustainable development through realising and applying the benefits of innovation from science. He is presently a board member of the CSIRO, Chair of the Experimental Development Program and advisor to several health technology enterprises. Peter was the inaugural Chair and President of Life Sciences Queensland, building on his experience as a founder and inaugural president of AusBiotech. He is an Elected Member of Chatham House, a Fellow of the Royal Society for Arts, Manufacture and Commerce, and a Fellow of the Australian Institute for Company Directors.

Mr Rod Solomons
Non-executive Director

Educated in Australia and France, Rod has held several senior

international roles, including Managing Director of the leasing arm of a major international bank based in the Netherlands (ABN Amro); head of a major division (Software) of one of the world's leading IT companies (IBM) across many geographies; and Australian Trade Commissioner, based in India and responsible for the South Asia region. Rod has lived and worked in several countries, including Australia, France, the United Kingdom, the United States, China and India. Since returning to Australia, Rod has been a non-executive director on several boards, including Chair of two India-based international

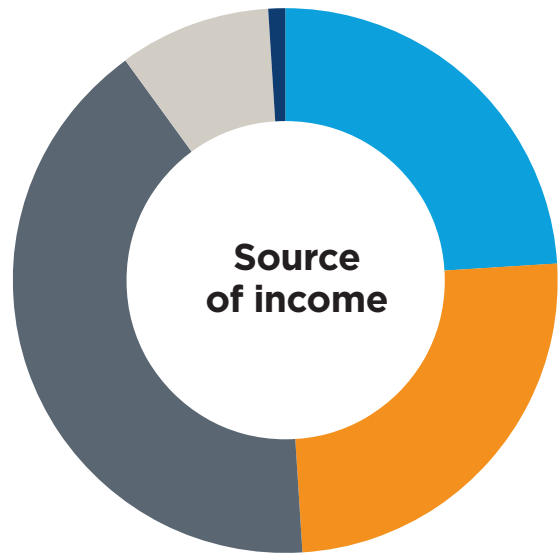
IT organisations, a director of a medical not-for-profit organisation, a director and advisory board member of an international vocational education company, a director of an international packaging company and a director of an international mining equipment company. Rod also consults in the area of exports to Asia, works pro bono as a business mentor through Business Mentoring (Noosa), and is involved with Tennis Australia.



Paul Laxon OAM, Jane Black, Andrew Fraser, Mario Pennisi AM*, Darren Sumich*, Matthew Ames, Dimity Dornan AO, Peter Riddles AM, Evelyn Goggin*, Margaret Steinberg AM. Absent: Rod Solomons

*Joined Board within 2020-21 financial year.

Financials 2019-20



- Philanthropy and fundraising (24%)
- Government service agreements (25%)
- Government streams and rebates (40%)
- Clinical and private (9%)
- Parent co-payment (1%)



- Community and events (32%)
- Appeals (6%)
- Corporate and major gifts (31%)
- Philanthropy and grants (31%)



- Audiology (19%)
- Listening and spoken language (46%)
- Fundraising (18%)
- Research (1%)
- Hear to Learn - School Hearing Screening program (11%)
- WorldWide Training and Education (5%)

*Sources of income excludes government assistance related to coronavirus (COVID-19).

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2020

	2020	2019
INCOME	\$	\$
Clinical services	3,190,938	2,642,224
Fundraising event revenue	156,109	263,803
Government grants	1,643,375	1,471,187
Non-government grants and donations	1,393,193	1,674,815
Gain on disposal of assets	617	6,290
Interest revenue	7,175	19,645
Government assistance - COVID-19	464,000	-
Other income	80,459	36,495
Total income	6,935,866	6,114,459
EXPENDITURE		
Advertising and promotion	20,081	12,074
Bad and doubtful debts	39,177	55,833
Board governance	30,000	40,000
Cleaning	54,000	44,795
Clinical services	54,033	68,159
Consultant fees	180,591	419,711
Depreciation and impairment charges	473,751	516,595
Employee benefits expense	4,938,809	4,425,018
Fundraising expense	82,364	208,672
Insurance	69,715	63,873
Interest expense	5,038	2,205
Licenses and fees	53,875	110,640
Occupancy costs	115,617	102,477
Other expenses	135,210	103,769
Postage, printing and stationery	78,653	62,345
Repairs and maintenance	207,680	221,005
Telephone and internet	47,331	127,723
Travel and accommodation	84,836	128,715
Total expenditure	6,670,761	6,713,609
Total comprehensive income for the year	265,105	(599,150)

Statement of Financial Position

30 June 2020

	2020	2019
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,990,126	1,265,467
Trade and other receivables	288,562	471,639
Inventories	7,495	2,751
Other assets	127,255	64,691
TOTAL CURRENT ASSETS	2,413,438	1,804,548
NON-CURRENT ASSETS		
Property, plant and equipment	12,828,985	13,100,467
Other financial assets	10,000	10,000
TOTAL NON-CURRENT ASSETS	12,838,985	13,110,467
TOTAL ASSETS	15,252,423	14,915,015
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	656,928	627,226
Provision for employee benefits	559,085	491,662
Other liabilities	227,000	270,918
TOTAL CURRENT LIABILITIES	1,443,011	1,389,805
NON-CURRENT LIABILITIES		
Provision for employee benefits	58,943	39,846
TOTAL NON-CURRENT LIABILITIES	58,943	39,846
TOTAL LIABILITIES	1,501,954	1,429,651
NET ASSETS	13,750,469	13,485,364
EQUITY		
Asset revaluation reserve	2,495,597	2,495,597
Retained earnings	11,254,872	10,989,767
TOTAL EQUITY	13,750,469	13,485,364

Statement of Cash Flows

For the year ended 30 June 2020

	2020	2019
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from appeals, supporters and services	7,067,850	5,854,986
Payments to suppliers and employees	(6,143,059)	(5,933,371)
Interest received	7,175	19,645
Interest paid	(5,038)	(2,205)
Net cash provided by/(used in) operating activities	926,928	(60,945)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Movement in property, plant and equipment	(202,269)	(203,039)
Movement in investment	-	20,013
Net cash used by investing activities	(202,269)	(183,026)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase/(decrease) in cash and cash equivalents held	724,659	(243,971)
Cash and cash equivalents at beginning of year	1,265,467	1,509,438
Cash and cash equivalents at end of financial year	1,990,126	1,265,467

Statement of Changes in Equity

For the year ended 30 June 2020

2020	Retained Earnings	Asset Revaluation Reserve	Total
	\$	\$	\$
Balance at 1 July 2019	10,989,767	2,495,597	13,485,364
Profit/(Loss) for the year	265,105	-	265,105
Balance at 30 June 2020	11,254,872	2,495,597	13,750,469
2019	Retained Earnings	Asset Revaluation Reserve	Total
	\$	\$	\$
Balance at 1 July 2018	11,588,917	2,495,597	14,084,514
Profit/(Loss) for the year	(599,150)	-	(599,150)
Balance at 30 June 2019	10,989,767	2,495,597	13,485,364



Hear and Say
Opening worlds

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Brisbane | Sunshine Coast | Gold Coast | Darling Downs | North Queensland

ABN 32 058 430 069

How we can open worlds together

- Give a regular gift ✓
- Donate now ✓
- Volunteer with us ✓
- Partner with us ✓
- Leave a bequest ✓
- Attend our events ✓