



hear and say annual report 2008



Hear and Say Centre
for children who are deaf/hearing impaired
and their families

contents

Chairman's Report	4
Managing Director & Founder's Report	6
Clinical Director's Report	8
Clinical Manager's Report - Auditory-Verbal Therapy	10
Clinical Manager's Report - Audiology	12
Development Manager's Report	14
Financial Statements	18

other donors and sponsors

- AHEPA
- Allifix Pty Ltd
- J & M Barakat
- Simon Barakat
- Marcus & Penny Bell, Studio Impressions
- Robert Clark
- C & D Glass & Aluminium
- Callie Coroneo
- Competitive Concrete
- Cypriot Community Assn of Qld Inc
- Anna Drummond
- Malcolm Duff
- Envestra Limited
- Ernst and Young Workplace Giving
- Daryl Fennell
- FOGS Limited
- Furniture Concepts
- Jamies Garden
- Simon George
- Helensvale State High School
- John Goss Projects
- Helen Kent
- Bede King
- Liberty Real Estate P/L
- Marsh Ticknell Pty Ltd
- Jim & Tricia Martinek
- KV & SM Mason
- McCarthy Durie Ryan Neil Solicitors
- Morgo's Trust
- Order of the Eastern Star -Grand Chapter
- Kim Pradella
- Mrs S M Prowse
- Quota International of Townsville
- Reuben Pelerman Benevolent Foundation
- Simon Richards
- Rotary Club of Alexandra Headland
- Rotary Club of Nambour 74
- Rotary Club of Woombye Sunrise
- Samies Girl Seafood
- Theodore Unmack Lodge No 58
- Total Hire & Sales Pty Ltd
- Joan Urquhart
- Theo Van Nimwegen

major donors and sponsors

Hear and Say is grateful to many people and organisations whose support over the past year has made it possible for us to continue to provide world class, early intervention services to children who are deaf/hearing impaired, which give them the opportunity to live in the hearing community and to achieve their potential. In particular we thank:

- Ashe Morgan Winthrop
- Australian Order of Old Bastards
- Estate of Hewton John Baker
- Bartercard Brisbane West
- BHP Billiton Matched Giving Program
- Dr B & Mrs J Black
- Brisbane Advertising Association
- Robert Bryan
- Build Ezy Construction Pty Ltd
- CADPHC
- Cairns Swap Meet
- Cochlear Limited
- Franco Di Bartolomeo
- DTZ Australia (Queensland) Ltd
- Frank Ferro
- Donna Frater
- Joe Ganim Jnr
- GBST Holdings Limited
- Graeme Wood Foundation
- Lesley-Anne Houghton
- J J Richards & Sons Pty Ltd
- Katie Dight Committee
- KFC Collins Foods
- Alan and Michele Larkin
- Matrix Pty Ltd
- McCullough Robertson
- McMahon Clarke Legal
- Rex Newsome
- Paul Noonan
- Perpetual Investments
- David Pradella
- Quarterback Group
- Quota Club of Wynnum Manly
- Reed Charity Foundation
- Simply Perfect Fruit & Veg Wholesale
- St George Bank Limited
- Bruce Shepherd
- Suncorp
- Sweet Panorama Pty Ltd
- The CM & JA Whitehouse Foundation
- Thiess Pty Ltd
- Shirley Thompson
- Towards a Better Future Foundation
- WHK Greenwoods
- Simone Wetzlar
- Noel Whittaker

government grants

Commonwealth Special Education NSO - Non School Organisations
Dept Tourism, Regional Development and Industry Qld - Innovation Grant
Disability Services Queensland

grants

AACO Foundation
ANZ Staff Foundation
Gambling Community Benefit Fund
Jupiter's Casino Community Benefit Fund
Runaway Bay Sports Super Centre CIN
The Honda Foundation
Xstrata Community Partnerships Program

2007 hear and say awards

Community Champion

Laurie Burrows
John Hyde
Alessandro Sorbello

Ambassador

Anthony Barakat
Greg Biggs
John Mulcahy

Louie White Volunteer of the Year Award

Di Reimer

volunteers

Hear and Say endorses the theme of the 2008 National Volunteer Week... "Volunteers Change our World". Hear and Say volunteers play a significant role in helping to change the world for deaf children.

In Australia 5.4 million volunteers, 34% of the population, give over 700 million hours annually.

Hundreds of these hours were contributed by volunteers at Hear and Say, helping to achieve outstanding outcomes for Hear and Say children.

"Some people want it to happen, some wish it to happen, others make it happen. Volunteers aren't paid, not because they are worthless, but because they are priceless."

The Centre would also like to acknowledge the following volunteers who have helped us in various ways over the past year:

- Bruce Allom
- Chris Berry
- Dawn & Doug Biggs

- Robyn & Greg Biggs
- Lena Crowley
- Anna Earling
- Danyelle Elson
- Ernst & Young volunteer team
- Lin Hives
- John Hyde
- Patricia Jones
- Kristiana Kilvert
- Rosalie Lewis
- Sarah McBratney
- Malcolm McBratney
- Brad McCosker, Board Member
- McCullough Robertson Legal Team
- Rosanna Natoli
- Rose O'Connor
- Di Reimer
- Clayne Sargeant
- Suncorp Butterfly Brigade
- Suncorp Executive team
- Suncorp Volunteers
- Tina Worland
- Petra Walker
- Emma Weedon





Mission Statement

To enable families *in Queensland* to achieve optimal outcomes for their children with hearing loss by teaching them to listen and speak using our world leading end-to-end service delivery model.

Our Vision

To be a leader in the provision of access to listening and speaking for children with hearing loss and their families *worldwide*.

Our Focus

The relationship between our mission and vision is reflected in our focus areas as follows –

1. To consolidate and expand our practice *in Queensland* as a foundation to support children with hearing loss *worldwide*; and
2. To begin the process of providing access to listening and speaking for children with hearing loss and their families *worldwide* in a way that supports our service delivery to children and families *in Queensland*.

Our Values

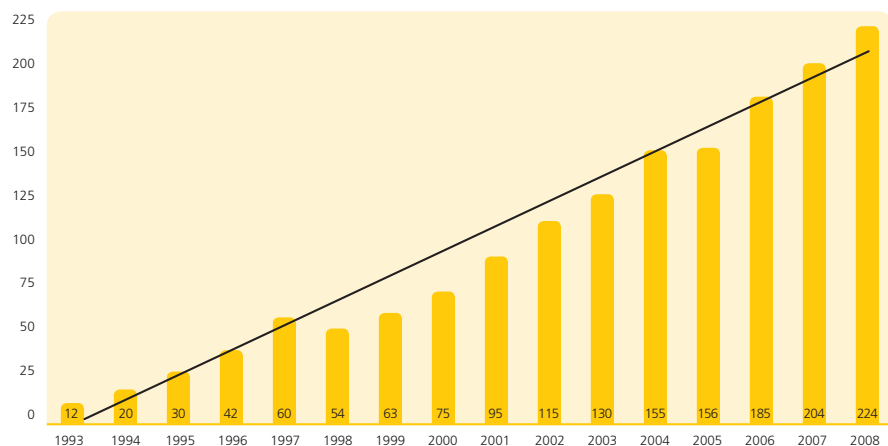
The following values underpin the ethos of the Hear and Say Centre and provide the foundation to achieve both our mission and vision:

- We take a professional approach in all of our activities.
- We demonstrate our trust in each other and our affiliates.
- We operate as a team in the support of families.
- We show empathy to our colleagues, families and stakeholders.
- We maintain a family/client focus

The Hear and Say Adventure is...

- A warm, family atmosphere where dedicated Certified Auditory-Verbal Therapists, Teachers of the Deaf, Speech Pathologists and Audiologists work with the family and the child
 - A registered charity where children who are hearing impaired learn to listen, understand language and speak; and where the main objective is full inclusion into mainstream education
 - A unique early intervention learning opportunity for children who are hearing impaired and their families where each child's specific needs are met with a program which is intensive, personalised and educational
 - A Children's Cochlear Implant Program to eighteen years of age
 - MAPping of the cochlear implant and assessment for cochlear implant children, adolescents and young adults
 - Ongoing audiological management
 - Auditory-Verbal Therapy which recognises the parents as the natural language teachers of the child
 - Early diagnosis and fitting of hearing aids
 - A Parent/Infant Program for newly diagnosed babies to eighteen months
 - An Early Intervention Program from eighteen months
 - An Outreach Program and Webcam/ Videoconferencing Service for country and isolated families
 - A Pre-teen and Adolescent Program to encourage and promote social interaction and life skills
 - Sequential learning following normal child developmental patterns and expectations
 - Liaison with relevant education and medical personnel within the child's community
 - The guarantee that the centre's Auditory-Verbal teaching methods are of international standard
 - Use of current research data
 - A centre that offers parent guidance, counselling and support for the whole family
 - An experience which is made possible by the generosity of the centre's friends and supporters
 - A diverse team of qualified professionals
 - Regional Centres located in North Queensland and the Sunshine and Gold Coasts
 - A visiting service to the Darling Downs
- The Journey So Far...

Progression in Child Numbers at 30th June each year





chairmans report



The passing year has seen a number of changes in personnel at Board level with long serving members Alex Bell and Brad McCosker retiring from their positions. Both Alex and Brad have made major contributions to the Centre. Brad's sharp and commercial insight has been well balanced by Alex's input through her first hand experience as a parent of a hearing impaired child attending the Hear and Say Centre.

We have been fortunate to retain a valued relationship at Board level with our legal firm McCullough Robertson through the addition of Tracey Moore, who's legal expertise is complimented by her experience in the Not for Profit arena. The Board is also intending to seek a Parent Committee to provide guidance and insight on matters specifically pertaining to the children at the Centre.

As is the case with other past Board members Brad and Alex will retain a close relationship with Hear and Say and we thank them for their tremendous support.

The Board is currently addressing the complex area of governance and is aiming to develop a program of continuous improvement. Specifically a Board Reference Committee chaired by Alan Whidburn has been initiated which is developing an annual program to monitor and provide assurance to the full Board on matters including occupational health and safety, child safety, insurance, IP issues and other policy matters. An assessment and training program on governance, conducted by a highly qualified external professional, is planned for later this calendar year which will provide the Board members with future direction.

The important topic of communication between Board members and the staff at Hear and Say is being addressed through a series of educational discussions conducted by Leadership Team members on the clinical challenges faced by staff, and an exchange of viewpoints as we look to the future.

The annual strategic retreat attended by board members and senior staff has highlighted a number of specific themes for which measurable goals are currently being determined. These will be reported to the Board throughout the year with the Leadership team providing detail on progress and actions underway or recommended.

Although the welcome introduction of Newborn Hearing Screening tests for all new babies born in Queensland has resulted in earlier detection of hearing loss in babies, it is most rewarding to report that we have operated with a zero "waiting list" for much of the past year, a commendable effort by the Centre's staff.

A further major accomplishment has been the relocation of a number of staff and facilities to the nearby Rivercity Hospital. A leasing agreement has secured much needed premises at the hospital which will provide relief to the overcrowded Munro St premises. The extensive fitout of Rivercity has been made possible with the generous financial assistance provided by the Queensland Government and this is much appreciated.

We owe thanks to a range of private companies who have supported not only this fitout but the necessary renovations at Munro Street, in particular the DWG Group, Gary Hamer Interior Design, P L Architects

P/L, Panmac Pty. Group, and McCullough Robertson.

All Hear and Say families, past and present will be well aware of the outstanding achievements evident in their child's capacity to listen and speak. However such results need to be complimented with the evidence of published research. Such research has been conducted over a number of years and the outcomes have been presented internationally by Dimity Dornan at a recent industry conference. While the specific outcomes are addressed by Dimity it is important to record the outstanding results that validate the Auditory-Verbal approach.

Dimity has expressed the proposition that with the combination of the recently introduced newborn hearing testing, cochlear implants, digital hearing aid technology and the Auditory-Verbal approach we have the capacity to virtually eradicate the serious consequences of deafness in newborn babies. This proposition is being validated by both practical experience at Hear and Say and the research outcomes.

The immediate and longer term benefits at individual, family and community levels are astonishing! The challenge that confronts Hear and Say is to professionally promote this proven proposition to a range of potential beneficiaries. These include parents and families, the relevant state and federal government departments of education, health and disabilities, and the corporate companies that are involved in the industry via manufacture and retailing.

The Board at Hear and Say has the families of hearing impaired children in Queensland



first and foremost in mind and this is clearly supported through a zero waiting list, expanded operating centres in Queensland, and the additional resources provided to families in country areas of Queensland through the generous financial support from mining company Xstrata.

However we also have adopted the philosophy of wishing to support families of hearing impaired children across the rest of Australia and the globe. This is not to say that Hear and Say centres will be opening nationally and internationally. However we do foster the proposal that we can provide expertise and training to individual therapists and health teams in many parts of the world, resulting in the launch of Hear and Say Worldwide.

Clearly the accomplishments of the past and the challenges of the future require significant resources. The financial needs continue to escalate as our child numbers increase and costs in general rise as a consequence. Government financial support meets approximately 16% of the total expenses of Hear and Say with the remaining 84% raised by a dedicated fundraising team and a very generous community. We extend our thanks to those who provide this support and to those who assist by volunteering their personal time on a daily basis.

A handwritten signature in black ink, which appears to read "Ray Reimer".

Ray Reimer

Chairman of Board of Directors





managing director and founder's report



The year 2007 – 2008 has seen the most expansive development in all of the 16 years of the Hear and Say Centre's history. The hallmark of the year has been the opening of the new Hear and Say additional premises at Rivercity Private Hospital, Auchenflower, Brisbane.

Children and Families

The capacity of the professionals at the centre continues to grow thanks to a vigorous professional development program and this increased expertise is mirrored in the range of children we are able to help and in the wealth of the outcomes for the children and families.

The number of children is growing fast, with 88 enquires in the last financial year, 72 initial interviews and 59 new enrolments, many of whom will receive cochlear implants, an increase of 24% from last year. The full details of the children are included in the Clinical Director's report.

Planning, People, Strategy and Operations

During the past year, we strengthened our people and planning capability to ensure that we kept a focus on "where we need to be" and that our people were aligned with this and grew in their skills. This helps us to best achieve our prime outcome, listening and speaking, for children who are deaf. Chris McCarthy, Executive Manager People Planning and Strategy led this focus with Heather Wheatland, Human Resource Manager looking after the people issues. At Hear and Say, most of the team accept additional responsibilities and Chris project managed our emerging WorldWide activities while Heather led our progression towards Certification under the Disability Services Standards.

Operations Manager Tom Barry coordinated the RiverCity building fitout and the subsequent move with ready assistance from Chris and Heather. During the year we continued to improve our ICT capability and this was greatly aided by access to low cost Microsoft software through DonorTech. Our Munro Street building was the recipient of grant funding to provide much needed maintenance and refit and the regional areas were also upgraded to some extent. The regional centres will receive closer focus during the 2008/09 year.

Financial Controller Heather Asanuma led the compilation of the 2008/09 budget using the robust financial systems that she has developed. With 2008/09 emerging as one of the most difficult years for the Australian and international economy, the timeliness and accuracy of our financial systems will assist the Board and management in keeping Hear and Say on track financially.

Research: I HEAR Innovation

The long awaited research results proving the extent of our child outcomes is just becoming evident, as recent research in collaboration with the University of Queensland has shown that a group of children aged 2 – 6 years in the Hear and Say program are able to progress at the same rate as a group of children with normal hearing of the same initial language age. These results are for speech, receptive and expressive language, receptive vocabulary and literacy. The majority of graduates (80%) have speech and language within the normal range. This is the first longitudinal controlled study of its kind world-wide.

The increased successes however bring their own double edged sword - the challenges of keeping a minimal waiting list and future sustainability.

To address these challenges, Hear and Say has decided to do as it has always done and transform itself to meet the needs of the children. Two key initiatives have been instigated, firstly, the development of I HEAR Innovation, our new research and development centre which will be officially opened in November 2008 by the Honorable Andrew Fraser, Treasurer for Queensland. Research alliances have been forged not only with the HEARing CRC but also with the University of Queensland, Queensland Brain Institute, The Bionic Ear Institute (Melbourne), The Centre for Cognitive Neuroscience (Sunshine Coast), The Institute of Health and Biomedical Innovation (QUT), Griffith University and other potential agreements are pending.

I HEAR has a neuroscience and hearing innovation focus and has new rooms at the Hear and Say Rivercity complex. A number of research projects are already underway including a study of outcomes for newborns identified with hearing loss, a study of children's auditory brain development following cochlear implantation, and research on the structure and function of individual brain cells in the auditory cortex. These and other research outcomes will be immediately translated into benefits for our children and families.



Hear and Say WorldWide

The second way in which we have supported our work with Queensland children is through the ongoing development of Hear and Say WorldWide, our global professional training program. Through Hear and Say WorldWide we are sharing with the world our knowledge on how to create optimal outcomes for children with hearing loss. Already considerable progress has been made. The legal and business foundation for Hear and Say WorldWide has been established and we have been active in areas as diverse as Russia, Sri Lanka, Asia, Mexico and the South Pacific areas.

Hear and Say WorldWide successfully completed a project for screening the children at an indigenous community in Utopia, Northern Territory in May this year. As another example of our successes, our first "all of country" project was completed in Samoa in August with the final training of two professionals and the news that AusAID will now be assisting this country with newborn hearing screening, hearing technology and education services. This will make a profound difference for young children born deaf in Samoa. Also we have been able to provide training on modern hearing technology techniques to the principal of the Centre for the Education of Hearing Impaired Children in Sri Lanka who will immediately pass her training onto 25 teachers of her staff. This, with a technology package of 40 hearing aids will create a "Centre for Excellence" for Sri Lanka. Projects are also currently underway in P.N.G. and East Timor.

And the latest news is that we are delighted to announce that the Governor-General of Australia, Her Excellency Ms Quentin Bryce AC has accepted patronage of Hear and Say WorldWide

Children of Tomorrow

Hear and Say is putting much energy into creating a sustainable future and making sure we are able to grow to meet the expected needs of the children of Queensland. One of the plans is to work with a wider group of projects to encourage major sponsorship, as this increases the impact of our work. A group of 5 significant core projects named "Children of Tomorrow" has been formed with the support of Dr Vinton Cerf, co-founder of the internet and current Google Chief Internet Evangelist and Vice President of Google. These projects are One Laptop per Child (a laptop for every child in the developing world), SolarNet One (internet café in a box for developing countries), Google.org (who intend to put every book in the world on-line) and the Growing Connection (sustainable food with 80% less water). Other internet-based projects such as the Fairest Trade of All (micro enterprise), StimNet (visionary thinking), Share (young people with social solutions) and Everyday Hero (network fundraising vehicle) will be partners in "Children of Tomorrow". This all shows exciting promise but none as exciting as the face of a young child who hears sound for the first time with his cochlear implant.

What a wealth of opportunity we can offer him today! Opportunities like being able to listen, to speak, to read and to have a career like a hearing person and for the children of the world who are deaf we can offer freedom from educational, emotional and financial poverty.

In this last year, Hear and Say has taken its place in the world of research and in the international arena. I would like to thank our very special staff and our board of directors who have made this possible.

Dimity Dornan

Managing Director & Founder





Hear and Say has seen considerable growth over the last financial year with a significant increase in the number of enrolments. By the end of June 2008 we had received 88 enquiries, conducted 72 initial interviews and processed 59 enrolments as opposed to 29 enrolments in the previous financial year.

Additional clinical staff and staff flexibility have allowed us to accommodate these new families, avoid a significant waiting list and provide services to all families who chose Hear and Say as their early intervention centre.

Current Trends

33 of the children enrolled this past year were referred via the Universal Newborn Hearing Screening program. The needs of families with infants are different to those referred at an older age and our specific Parent/Infant Program combined with our clinical team experience have allowed us to adapt to this changing demographic.

We know that the earlier the diagnosis and intervention the better the outcomes for children. There is anecdotal evidence of good progress in this younger population, and our research project which is looking at the outcomes for children fitted with hearing aids before 6 months of age, continues.

A significant number of children are progressing to bilateral implantation with many children receiving both cochlear implants prior to 12 months of age. This is now becoming the standard of care for children who meet the criteria.

Professional Training

Hear and Say views professional development as an essential part of our program and philosophy, as these opportunities allow our staff to remain at the cutting edge in our area of specialty, and to pass on the knowledge gained to our families.

Our mentoring program enables us to provide clinical and training support to our clinical staff. Two of our Auditory-Verbal Therapists will be sitting the Auditory-Verbal Therapy certification exam in November 2008.

The *Hearing is Believing* Auditory-Verbal Therapy training courses were well attended and our audiology team provided professional training to Education Queensland staff.

A significant number of staff have attended both local and international conferences, including the Audiological Society of Australia conference in Canberra, NHS 2008 conference in Italy and the AG Bell International Talk for a Lifetime conference in Washington DC. One staff member received a Quota scholarship to cover travel and conference costs.

New Programs/Services

Over the past year an increasing number of children with Microtia have been referred to Hear and Say. This is a condition which affects the formation of the outer ear and is often accompanied by the absence of an ear canal (atresia) which results in hearing loss. Many children only have this condition on one side (unilateral) and as such were not referred to us in the past because they have normal hearing in one ear. However many children with unilateral hearing loss have learning and listening difficulties for which they need support. Increased awareness of this need and universal newborn hearing screening are the likely reasons for the current trend of increased referrals.

We have created a Microtia Support Group because the families in this group have specialized needs as they have to consider issues such as reconstruction and plastic surgery as well as addressing the hearing loss. The group meetings have been very well received by this population and we intend to have meetings and information evenings at least four times a year.

Our Social Worker continues to implement initiatives to provide extra parent/ family support.

Two clinical staff members received Triple P (Positive Parenting Program) training which will enable them to work with families who require assistance with behaviour management.

Research

Through the IHIC we will continue to be involved in a significant number of research programs which include:



NAL/CRC Outcomes of children with Hearing Impairment study:

This is an Australia wide project which commenced in April 2004 and is designed to look at the outcomes of children with a hearing loss over an extended period of time (proposed up to 21 years). Recruitment has now finished for this program and we currently have 35 families participating in the project.

Teleaudiology— A Hearing CRC/ University of Qld project:

Assessing the reliability and validity of remote programming of cochlear implants for implantees in regional and remote areas. The research will commence with children/ adults (older than 10 years) and then move to younger groups.

Outcomes of an Auditory-Verbal Program

Children 2-6 yrs with hearing loss compared with children with normal hearing in collaboration with the Hearing CRC, the University of Queensland and Professor Merv Hyde.

Speech and Language Outcomes for Children with hearing loss in an A-V program who are fitted with amplification before 6 months of age.

ARC and Griffith University Project:

A comparison of anticipated benefits and the personal educational and social outcomes of cochlear implantation in deaf children:

Our families and Auditory-Verbal therapists were invited to participate in this research by completing a questionnaire.

Potential future research projects include:

Central Auditory Processing (CAP) Disorders:

A proposed CRC project looking at CAP in children with hearing loss.

Cortical Evoked Response Testing for Bilateral Cochlear Implant (CI) Candidacy:

A project that has been proposed in the hope that some useful candidacy information may be elicited using aided cortical testing (pre and post implantation)

Outcomes for Bilateral Implants:

A University of Melbourne project on which we have been asked to collaborate.

Fast ABR:

Trialing a new Auditory Brainstem Response system which has been developed by UQ and Ausonex.

We also continue to collaborate with the Centre for Cortical Neuro-science, the Queensland Brain Institute, University of Queensland and the Wesley CMR for a number of proposed projects in the areas of auditory brain growth and critical periods of brain development.

Affiliations

In addition to the above research affiliations we are pleased to have continued liaison with the Alexander Graham Bell Association and several government departments including Education, Health and Disability Services.

Outcomes

94% of Hear and Say graduates obtain full inclusion into mainstream, educational settings. We strive to achieve optimum outcomes for all families who enrol in our program and our aim is for all children to reach their full potential.

Our commitment to the advancement of our clinical knowledge and skills and our continued research projects will ensure we continue to achieve these excellent outcomes.

Emma Rushbrooke

Clinical Director





clinical manager's report - auditory-verbal therapy



At the end of this financial year, 224 children were receiving support in the Hear and Say program. Of these, 128 children were enrolled in the Auditory-Verbal Early Intervention program; another 80 were receiving purely cochlear implant audiological services, with the remainder being children on recall. A minimum of one new inquiry or interview was received every week during the year.

Three new "Auditory-Verbal Therapists in Training" have joined our staff: a Teacher of the Deaf is now working at our North Queensland centre and we have employed two new full time Speech Pathologists in the Brisbane centre. These Speech Pathologists completed a practicum at Hear and Say during their third year of University, so we were thrilled to be able to invite them to join our team.

We value the different skills each member brings to our multi-disciplinary team. However professionals new to the field of Auditory-Verbal Therapy require in-house training to learn the specific skills and techniques required to maintain Hear and Say's dedication to providing a quality program that helps young children with a hearing loss learn to listen and speak. Senior clinical staff devote a significant amount of time to mentoring new staff members in the specific professional skills needed to become an Auditory-Verbal Therapist.

Brisbane Centre

Auditory-Verbal Therapy lessons are offered five days a week in the Brisbane centre and there are always several audiologists on site. This past year has been challenging for therapists and families due to the lack of adequate space in our Auchenflower building. Staff have been sharing rooms and have even taken over the Board Room floor space as work stations. All staff have been remarkably patient and caring of each other during this time, as we have determined that the families and their precious children will not suffer from the overcrowding. Volunteer support at both the Gold Coast and Sunshine Coast Centres has been appreciated, particularly with the running of the Playgroup sessions.

Regional Centres

The Gold Coast, Sunshine Coast, North Queensland and Toowoomba centres all continue to provide a weekly Auditory-Verbal Therapy program for families and we have been able to increase the hours that these centres are open in response to increased enrolments. Audiology support is also provided at each of these centres on a regular basis. Volunteer support has been particularly valued at the Gold Coast and Sunshine Coast centres, particularly with the running of Playgroup sessions.

Outreach Program

At the present time there are 26 children in the Outreach program, with two of the Brisbane families who have relocated to Dubai transferring to the Outreach program. Thanks to a most generous donation from Xstrata, we have been able to offer additional support to the Outreach families this year. The Xstrata funds provide travel and accommodation costs for each family to travel to the Brisbane centre twice each year.

During their short visit the families receive lessons, audiology if required, attend Playgroup and, when possible, a Parent Education meeting.

The funds have also enabled the Brisbane based Auditory-Verbal Therapists to travel to the home town of each of the families, in places such as Mt Isa, Winton, Mackay or Rockhampton, to spend two days working with the families, visiting the child's inclusive education setting and liaising with other relevant professionals in the area. The opportunity for face-to-face time has enabled us to improve the quality of our support to these isolated families.

The funding has also enabled me, as the Clinical Manager, to travel with the Outreach Auditory-Verbal Therapists to visit each family once during the year. These visits provided me with a most valuable opportunity to meet with the families and get to know the children. It also brought home to me how challenging life is for many country families – as good as technology is at helping to bridge the tyranny of distance, linking up for a lesson over webcam is never as successful as meeting face-to-face.

At the end of 2007 we held a most successful camp in Brisbane for our Outreach families. The families who attended had the opportunity to meet other country families as well as our city families and to be fully immersed in the Hear and Say program.

Parent-Infant Program - birth to 18 months

Newborn Hearing screening has been rolled out in Queensland for a few years now – what a difference it has made! This year, the majority of new enrolments were for families with newborn babies, and because of their early diagnosis and intervention, we anticipate great outcomes for these children. However, we are very conscious of the fact that we need to provide support



to assist the families negotiate this difficult, traumatic time. As working with families at this time of early diagnosis can be emotionally draining for professionals, we have provided in-service support for clinical staff to address this issue.

Early Intervention - 18 months to 6 years

The Early Intervention program is an extension of the Parent-Infant program. Most of the children receive weekly Auditory-Verbal Therapy, with a few reduced to less intensive fortnightly or monthly sessions if that is all that is required. Families are encouraged to enrol their children, at the appropriate age, in a regular Pre-prep or Prep class, in their local community. Auditory-Verbal Therapists visit the children once each term in these mainstream settings, to provide support to the professionals, and to observe the child's ability to interact in a socially appropriate way in that environment. This is an important step along the road to full inclusion in mainstream schooling at the appropriate time.

Auditory-Verbal Therapy Bilaterally

Many of our graduated children have returned for additional Auditory-Verbal Therapy after receiving a bilateral cochlear implant. This has increased the work load for our clinical team, but it has been rewarding to see the positive outcomes for the majority of these children. For these children, mostly aged from 8 to 15 years, "learning to listen" all over again presents a challenge and requires courage. It has also been challenging for our Auditory-Verbal Therapists to devise techniques to encourage the children to persevere in those first months of teaching a "dead" ear to interpret the sounds of speech.

Family Support Services

The Hear and Say program supports the whole family; we see the parents as the pivotal people who will help their child to listen and to speak. We offer support to our parents and extended families in many ways including:

- **A Social Worker** who is based in the Brisbane centre but visits each of the other centres several times during the year. In the Regional centres, a "baby-sitting" service for the families, after Playgroup, has allowed parents to have the opportunity for an uninterrupted group meeting with the Social Worker to discuss parenting and family management issues.
- **Parent Education Classes** are run twice each term in Brisbane, with at least two classes in regional centres during the year. The Brisbane meetings are recorded and loaned out to families who are unable to attend. Topics are wide ranging, covering parenting and behaviour management, language development, audiology issues and medical topics of interest to families.
- **Playgroup** operates weekly at the Brisbane centre and as regularly as possible in regional centres. Playgroup provides the opportunity for parents and children to meet and make friendships, as well as assisting the children to learn those early social interaction skills which will be needed once they enter a mainstream education setting. It is a joy to see the children singing and playing together! Playgroup is invaluable for new families, giving them the opportunity to observe the positive progress of other children, which in turn encourages them to nurture the belief that their child too will be able to learn to hear, listen and speak.
- **Social Skills Program** is provided for children with hearing aids or cochlear implants who have graduated from the Early Intervention program. So far we have offered an adolescent program "STAR", and a lower primary program "Comet". The response to these programs from both the parents and the children has been very positive and we are now challenged to find funds to continue to provide this much needed support. The six young boys who completed Comet this year learned to negotiate, discuss and trust each other – and all asked to come back again next year! There is an

urgent need to expand this program.

The parents and children have established such close bonds with Hear and Say in their early years – what a perfect foundation for assisting them to grow and mature into well-adjusted young adolescents and adults.

Hear and Say continues to grow and expand its program to children and families in Queensland and beyond. Our clinical staff are passionate about our program and the reward we have is to hear the children talking with their friends and families, as they learn to maximise the opportunities provided by the modern technologies of digital hearing aids and cochlear implants. Hearing is indeed powerful!



Jackie Brown

Clinical Manager – Auditory-Verbal Therapy





clinical manager's report - audiology



Cochlear Implant Program

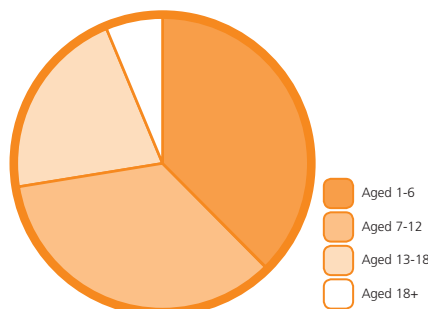
The role of the Cochlear Implant Audiologist is to provide services which assist children with cochlear implants to achieve and sustain optimal hearing. Optimal hearing is necessary for effective Auditory-Verbal Therapy and once speech and language have developed, is essential for facilitating socialisation and maximising educational opportunities.

Services offered by the Hear and Say Cochlear Implant Program begin with assessing a child's candidacy for implantation and continue lifelong with regular programming of their implant, assessments of their listening skills, identification and rectification of equipment faults, provision of loaner processers in cases of breakdown, fitting of equipment upgrades and issue of replacement parts. Hear and Say Audiologists offer ongoing advice and support for children and their significant others as they progress through Early Intervention into primary school, high school and early working life.

Children in the Hear and Say Cochlear Implant Program continue to access our services long after they graduate from Early Intervention, and as a result we are now servicing a wider age demographic, with almost two thirds of our children now school or tertiary aged (figure 1).

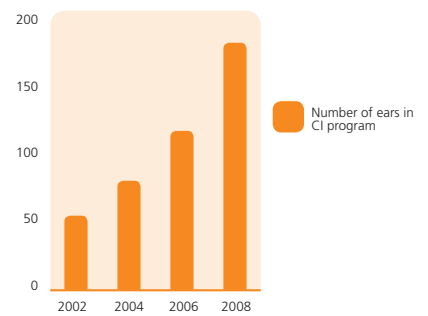


Figure 1. Age demographics of the Cochlear Implant Program



Over the past year we have continued to see significant growth in our Cochlear Implant Program (Figure 2). The Hear and Say Cochlear Implant Program is now the largest paediatric cochlear implant program in Queensland, and provides cochlear implant related services to children from both the private and public sectors. Factors which have contributed to an increased demand for services include the implementation of the statewide infant Healthy Hearing screening program, the trend toward bilateral implantation, our partnership with the Royal Children's Hospital Cochlear Implant Program, and technological improvements which have resulted in a greater number of children being considered appropriate candidates for cochlear implantation.

Figure 2. Growth in the Cochlear Implant Program



In 2008 the Audiology department has expanded to include 3.5 fulltime equivalent Audiologists and a Clinical Support Co-ordinator. We have also implemented a new electronic practice management system which has improved the efficiency and professionalism of the department. Additional mapping and soundbooth facilities have recently been acquired at the Rivercity premises and we plan to expand our services across the two Brisbane locations later this year.

Healthy Hearing Diagnostic Services

All Queensland children are now screened for hearing loss at birth. Hear and Say Audiology Department provides follow-up diagnostic testing for children who receive a "refer" result at birth, or who are identified as being "at risk" for hearing loss. Children with risk factors for hearing loss undergo hearing assessments at regular intervals up to the age of 6 years. Hear and Say Audiology Department currently has 52 children under surveillance for hearing loss.

Regional Services

The Audiology Department provides fortnightly cochlear implant services at the Gold Coast. We have also launched a Paediatric Diagnostic Hearing Assessment Unit for private non-Healthy Hearing children at the Gold Coast Centre and funds raised assist Hear and Say in meeting its operating costs.

Brisbane-based Audiologists offer cochlear implant services at our Toowoomba and Sunshine Coast centres on a three-monthly basis. We also have a Cairns based Audiologist who provides cochlear implant services on an "as needs" basis.

Achievements

In April 2008, the Hear and Say Audiology Department provided two paediatric audiologists to the Northern Territory Government to assess the hearing of children at the aboriginal settlement of Utopia.

Hear and Say Audiology staff have been involved in the care of the first Australian child to receive an Auditory Brainstem Implant.

Hear and Say Audiologists have contributed to community awareness of hearing loss and cochlear implants through presentations at parent education evenings, public hospital staff development programs, Education Queensland and Australian Hearing staff training days and professional conferences.



Katy Hives

Clinical Manager-Audiology





development manager's report



Once again we have been amazed by the outstanding support Hear and Say has received over the past twelve months! And it is only with this kind of support that we can continue to provide our life changing program for children who are deaf, giving them the chance to learn to hear, listen and speak so that they can live, work and play in our world of sound.

Our sincere thanks must go to corporate and community Queenslanders for their support this past year, whether it be monetary, in kind or volunteer. We are most grateful to our long term partners Suncorp, Thiess and Matrix for their continued support over many years and we look forward to further developing our relationships with supporters who have joined us over the past year.

We acknowledge the many community groups who work tirelessly to support their local communities to which Hear and Say belongs including the Quota and Rotary clubs in many parts of Queensland.

A particular thank you to the many individuals who quietly and regularly give donations to help us with our work. You are all very special people!

Our successful outcomes this year are due to the small but hard working fundraising team of Karen Dahlskog and Cathy Holland in Brisbane, Jen Worthington in the Gold Coast Centre and Karen von Homeyer in the Sunshine Coast Centre.



“We make a living by what we get,
but we make a life by what we give”

Winston Churchill

Fundraising Events and Appeals

March

"Hear the Dream III" An Absolutely Fabulous Evening!

And it was! This biennial fundraising dinner is organised by Tina Worland, a Hear and Say parent whose aim is to raise funds to help "give back" for the services her family has received. The Victoria Park Function Centre was the setting, Ab Fab's Edina and Patsy provided the entertainment and Jessica and Darcy, Hear and Say graduates humbled the audience with their inspired speeches helping to raise over \$60,000 during the evening.

April

Butterfly Appeal - "Help give a deaf child wings!"

The Centre's major annual statewide appeal has been supported by major sponsor Suncorp and KFC since its inception in 2001 and continues to be a great success!

This year thanks to Suncorp branches and generous Queenslanders, \$124,000 was raised through the appeal, only a 3% shortfall on 2007's record result!

Butterfly merchandise was sold in all Suncorp branches and KFC outlets in Queensland during the appeal with the Suncorp Sunshine Coast Regional branches combining to raise over \$14,000 to win Highest Fundraising Region Award. Brisbane North branches won the Best Dressed competition and Albany Creek branch received a special mention for once again creating a magnificent "butterfly garden" in their branch!

Once again we are indebted to Suncorp volunteers who assembled and packed the boxes and assisted with the Butterfly Brigade and launch in Brisbane, and the Gold and Sunshine Coasts.

Queensland schools once again enthusiastically supported the appeal with Kelvin Grove State College a receiving a special mention for their magnificent efforts.

www.butterflyappeal.com has details of the 2009 Butterfly Appeal

May

Loud Shirt Day – getting "deaf kids talking"!

Queenslanders needed sunglasses on 16th May when 30,000 Loud Shirt Day supporters turned up for work in their loudest shirts! Hear and Say supporter Bartercard Brisbane West organised a colourful dinner to round off the appeal raising \$35,000 in the process.

The "deaf kids talking" national appeal raised over \$81,000 in Queensland alone and provided a day of loud shirts and fun in schools, businesses and retail outlets throughout the state! Details for 2009 can be found on www.loudshirtday.com.au



August

"The Magical Mystery Tour" Thies Annual Charity Ball

A record 450 guests were enticed to this magical evening at the BCEC to see Matt Hollywood weave his magic and hear Hear and Say graduate Jessica's inspiring story. And the \$104,000 raised through the event helped Hear and Say weave its own magic for deaf children.

November

Thies Golf Day

This traditional end of year charity day at Royal Queensland Golf Club was both a welcome day away from the office and a successful fundraiser with \$46,000 raised mostly due to the expertise of our voluntary auctioneer Chris Berry from Loscam and the persuasive skills of Hear and Say graduate, 10 year old Darcy!

Clubs

We are indebted to many community groups including Quota and Rotary throughout Queensland who raise funds for Hear and Say, in particular the Quota Club of Wynnum Manly who each year work so hard to run their very successful annual charity auction day. The club has now raised a total of \$56,000 for the Centre.

National Campaigns

BIG W, Best and Less, Lowes Menswear supported our national "I Love My Dad" appeal, a fundraising project of the Six Centre Alliance, comprising The Shepherd Centre in NSW, Taralye in Victoria, Cora Barclay in South Australia, Telethon Speech and Hearing in West Australia and Hearing House in New Zealand.



Sponsorships

Child Sponsorship

Sponsoring a child through the Centre's program enables a deaf child to receive the lifelong gifts of sound and speech. We gratefully acknowledge the members of "Golden Wings" for helping to change the lives of deaf children and their families!

Multiple Sponsorships

- Brisbane Advertising Association (BAA)
- Katie Dight Committee
- Runaway Bay Sports Super Centre
- Children in Need Foundation

Individual Sponsorship

- Lesley- Anne Houghton
- Allan & Michele Larkin
- Rex Newsome
- Quota Club of Wynnum Manly Inc
- Noel Whittaker

Group Sponsorship

- Allifix Pty Ltd
- Bartercard Australia Southport
- Bartercard Brisbane West
- Enzo Bartilomo
- Franco di Bartolomeo
- C & D Glass & Aluminium
- Edwards Collins Dental Group
- Callie Coroneo
- Competitive Concrete
- Face Value Dental Brisbane
- Frank Ferro
- Donna Frater
- Furniture Concepts
- Halycon Management
- Johnston Rorke
- Joe Ganim Jnr
- Helen Kent
- Liberty Real Estate
- Lifetime Developments
- Tricia & Jim Martinek
- Paul Noonan
- Proactive Therapy
- Andrew Tessman
- Terry White Pharmacy Fairfield
- Simone Wetzlar
- Zupps Group of Companies

Gold Coast Centre

Fundraising Co-ordinator Jen Worthington

Thank you to the many people and organisations who have helped in some way over the past year to ensure Hear and Say Gold Coast continues to be able to provide vital therapy for local deaf children.

The Butterfly Appeal was launched at the Glades Golf Club charity golf day organised by Angie Spall of Signextreme to raise funds for the Centre as part of her Memorable Challenge Trek in Nepal.

Once again hundreds of butterflies flew around Gold Coast schools with Helensvale State High School and Varsity Lakes Junior College receiving special mention awards for their fundraising efforts

The Delfin Christmas Carols were held on 2nd December on a fine evening with no rain in sight! A great evening with a large crowd and an opportunity to profile Hear and Say to the local community.

Matrix Charity Golf Day was held on the 20th July and guest speaker, cute Hear and Say child Billee May, helped raise approximately \$25,000.

New Chairs! Thanks to the efforts of Graham Teys, CEO and his team at Minter Ellison our Centre now has 8 leather boardroom chairs for our general meeting room.

Her Serene Highness Princess Maya of Lichtenberg hosted a dinner in March and pledged a donation.

Thanks to the Australian Order of Old Bastards for donating funds which allowed us to purchase a new sunshade and sandpit cover.

The BRB Group hosted a fundraiser for the centre with the local Varsity Lakes community at Waterdale Jewellery.





Sunshine Coast Centre

Centre Co-ordinator and Fundraiser Karen von Homeyer.

Although the Sunshine Coast Centre is only small we are continually heartened by the support we receive from the local community which allows us to change the lives of hearing impaired Sunshine Coast children.

Dancing with the Stars II was even more successful than the inaugural event both in funds raised and a great night! Over \$50,000 was raised, diamonds were raffled and celebrities and guests enjoyed an evening of glitz and glamour and a very competitive dance off by local personalities. Celebrity guest judge was once again Channel 7's own Dancing with the Stars judge Mark Wilson!

Butterfly Appeal...was launched at the popular Ginger Factory with children enjoying face painting and free rides on "Overboard" and concluding with the release of live butterflies to mark the official launch the appeal. Channel 7 covered the launch and Hear and Say received the first funds collected from the Wishing Well at the Ginger Factory. Suncorp's Butterfly Brigade made sure every visitor to the attraction purchased a butterfly and children received a butterfly tattoo. Once again the Sunshine Coast business community was very supportive of the campaign with over 150 boxes being distributed across the Coast.

Peregian Springs & Hear and Say Centre Charity Golf day..... voted a great day by the teams who fought it out for the honours of victory in a very competitive field. Players enjoyed a BBQ lunch with local personality Benny Pike as MC.

Friends and supporters

Greg Biggs of McDonald's Nambour received the Hear and Say Community Champion for his ongoing support of the Sunshine Coast Centre and Dancing with the Local Stars event.

Community Groups

Hear and Say Sunshine Coast thanks the following community groups for their invaluable support:

- B & C Entertainment
- McDonalds Sunshine Coast
- Nambour Masonic Lodge
- Quota Clubs of the Sunshine Coast
- Rotary Clubs of the Sunshine Coast

Robyn Symons

Development Manager



directors report

For the year ended 30 June 2008

The directors of Hear & Say Centre for Deaf Children present their report together with the financial report of Hear & Say Centre for Deaf Children ("the Company") for the year ended 30 June 2008 and the auditor's report thereon.

1. Directors

The names of the directors of the Company in office at any time during or since the end of the year are:

Alex Bell Resigned 18 September 2007
Bruce Black
Jane Black
Dimity Dornan
Paul Laxon
Brad McCosker Resigned 8 July 2008
Tracey Moore Appointed 8 July 2008
Ray Reimer
Margaret Steinberg
Alan Whidburn

Directors have been in the office since the start of the financial year to the date of this report unless otherwise stated.

2. Principal Activities

The principal activity of the Company during the financial year was to act as a charitable body operating to teach children who are hearing impaired in Queensland, Australia to listen and speak.

No significant change in the nature of these activities occurred during the year.

3. Operating Results

The surplus of the Company for the financial year after providing for income tax amounted to \$82,512 (2007: \$167,966).

4. Events Subsequent to Reporting Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Company, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company, in future financial years.

5. Likely Developments

The Company expects to maintain the present status and level of operations and hence there are no likely developments that will significantly change the Company's operations.

6. Environmental Regulation

The Company's operations are not subject to any significant environmental regulations under either Commonwealth or State legislation.

7. Indemnification and Insurance of Officers

Indemnification

Since the end of the previous financial year, the Company has not indemnified or made a relevant agreement for indemnifying against a liability any person who is or has been an officer of the Company.

Insurance Premiums

During the financial year the Company has paid premiums in respect of directors'

and officers' liability and legal expenses insurance contracts for the year ended 30 June 2008 and since the financial year, the Company has paid or agreed to pay premiums in respect of such insurance contracts for the year ending 30 June 2009. Such insurance contracts insure against certain liability (subject to specific exclusions) persons who are or have been directors or executive officers of the Company.

The directors have not included details of the nature of the liabilities covered or the amount of the premiums paid in respect of the directors' and officers' liability and legal expenses insurance contracts, as such disclosure is prohibited under the terms of the contract.

8. Lead auditor's independence declaration

The lead auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 5 and forms part of the directors' report for financial year 2008.

This report is made with a resolution of the directors.



Ray Reimer



Paul Laxon

Dated at Brisbane 30 September 2008

lead auditor's independence declaration

under Section 307C of the Corporations Act 2001

To: the directors of Hear and Say Centre for Deaf Children

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2008 there have been:

- (a) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.



KPMG



Scott Guse
Partner

Brisbane
Date: 30 September 2008

financial statements

for the year ended 30 June 2008

Income Statement

For the year ended 30 June 2008

	Notes	2008 \$	2007 \$
Revenue			
Fundraising revenue	2	2,803,029	2,161,129
Interest revenue		111,500	90,623
Other revenue		299,955	383,830
Total Revenue		3,214,484	2,635,582
Expenses			
Employee benefits expense		1,653,487	1,275,055
Fundraising expense	2	615,160	539,318
Depreciation expense		267,257	164,468
Other Expenses		596,068	488,775
Total Expenses		3,131,972	2,467,616
Profit from ordinary activities		82,512	167,966

The above income statement is to be read in conjunction with the notes to the financial statements set out on page 20 to 24.

Statement of Changes in Equity

For the year ended 30 June 2008

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Available for Sale Reserve \$	Total \$
At 1 July 2006	2,851,506	441,159	12,342	3,305,007
Surplus for the year	167,966	-	-	167,966
Revaluation of Land and Buildings	-	1,875,233	-	1,875,233
Revaluation of financial assets available for sale	-	-	34,188	34,188
At 30 June 2007	3,019,472	2,316,392	46,530	5,382,394
Surplus for the year	82,512	-	-	82,512
Revaluation of financial assets available for sale	-	-	(38,801)	(38,801)
At 30 June 2008	3,101,984	2,316,392	7,729	5,426,105

The available for sale reserve relates to an unrealised gain resulting from a change in the fair value of shares held.

The statement of changes in equity is to be read in conjunction with the notes to the financial statements set out on page 20 to 24.

Balance Sheet

As at 30 June 2008

	Note	2008 \$	2007 \$
CURRENT ASSETS			
Cash and cash equivalents	3	1,703,292	1,572,211
Trade and other receivables	4	34,587	12,825
Prepayments	5	34,281	15,365
Total current assets		1,772,160	1,600,401
NON CURRENT ASSETS			
Available for sale financial assets	6	20,020	56,970
Property, plant and equipment	7	4,568,350	4,447,843
Total non-current assets		4,588,370	4,504,813
Total assets		6,360,530	6,105,214
CURRENT LIABILITIES			
Trade payables	8	114,717	36,108
Employee Benefits	10	160,276	144,077
Other liabilities	9	518,763	427,366
Total current liabilities		793,756	607,551

continue ►



financial statements

for the year ended 30 June 2008

NON-CURRENT LIABILITIES			
Employee Benefits	10	140,669	115,269
Total non-current liabilities		140,669	115,269
Total Liabilities		934,425	722,820
Net Assets		5,426,105	5,382,394
EQUITY			
Reserves		2,324,121	2,362,922
Accumulated Surplus		3,101,984	3,019,472
Total Equity		5,426,105	5,382,394
The above balance sheet is to be read in conjunction with the notes to the financial statements set out on page 20 to 24			
Statement of Cash flows			
For the year ended 30 June 2008			
		2008	2007
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash receipts in the course of operations		3,315,519	2,541,168
Cash payments in the course of operations		(2,912,767)	(2,264,134)
Interest and other income received		115,190	90,623
Net cash provided by operating activities		517,942	367,657
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of shares		(3,582)	(3,711)
Sale of investment property		-	494,487
Dividends received		2,754	1,360
Payments for property, plant and equipments		(386,033)	(254,095)
Net cash used in investing activities		(386,861)	238,041
CASH FLOW FROM FINANCING ACTIVITIES			
Net cash provided by financing activities		-	-
Net increase in cash held		131,081	605,698
Cash and cash equivalents at 1 July		1,572,211	966,513
Cash and cash equivalents at 30 June		1,703,292	1,572,211
The above cash flow is to be read in conjunction with the notes to the financial statements set out on page 20 to 24.			

notes to the financial statements

For the year ended 30 June 2008

1. Significant accounting policies

The financial report is for the entity Hear & Say Centre for Deaf Children as an individual entity. Hear & Say Centre for Deaf Children is a company limited by guarantee, incorporated and domiciled in Australia.

The financial report was authorised for issue by the directors on 30 September 2008

1.1 Statement of compliance

In the opinion of the Directors, the Company is not a reporting entity. The financial report of the Company has been drawn up as a special purpose financial report for distribution to the members and for the purpose of fulfilling the requirements of the Corporations Act 2001.

The special purpose financial report has been prepared in accordance with the requirements of the Corporations Act

2001, the recognition and measurement aspects of all applicable Australian Accounting Standards ("AASBs") (including Australian Accounting Interpretations) adopted by the Australian Accounting Standards Board ("AASB").

The financial report does not include the disclosure requirements of the following pronouncements having a material effect:

AASB 114 Segment Reporting
AASB 124 Related party disclosures.
AASB 7 Financial Instruments

notes to the financial statements

For the year ended 30 June 2008

1.2 Basis of Preparation

The financial report is presented in Australian Dollars.

The financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The preparation of a financial report in conformity with Australian Accounting Standards requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgments about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Judgments made by management in the application of Australian Accounting Standards that have significant effect on the financial report and estimates with a significant risk of material adjustment in the next year are discussed in the applicable accounting policies.

The following is a summary of the material accounting policies adopted by the company in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

1.3 Income Tax

No provision for income tax has been raised as the Company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

1.4 Property, Plant and Equipment

Each class of property plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

Property

Freehold land and buildings are measured on the fair value basis being the amount

which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. It is the policy of the Company to have an independent valuation every 3 three years, with annual appraisals made by the directors.

Plant and equipment

Plant and equipment is measured on the cost basis.

The carrying amount of plant and equipment is reviewed annually by the directors to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, are depreciated over their useful lives to the Company commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are amortised over the shorter of either unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and useful lives used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates	Depreciation basis
Buildings	1.7-10%	Diminishing value
Plant & Equipment	11-40%	Diminishing value
Motor vehicles	22.5%	Diminishing value

Impairment

Carrying values of plant and equipment are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs. If any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets or cash-generating units are written down to their recoverable amount.

The recoverable amount of plant and equipment is the greater of fair value less costs to sell and value in use, where value in use is depreciated replacement cost when the future economic benefits of the

asset are not primarily dependent on the asset's ability to generate net cash inflows and where the entity would, if deprived of the asset, replace its remaining future economic benefits.

Impairment losses are recognised in the income statement.

An item of property, plant and equipment on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the item) is included in the income statement in the year the item is derecognised.

1.5 Investments

All investments are initially recognised at cost, being the fair value of the consideration given and including acquisition charges associated with the investment. Where an asset is acquired at no cost, or for a nominal cost, the cost is its fair value as at the date of acquisition.

After initial recognition, investments, which are classified as available for sale, are measured at fair value. Gains and losses on available for sale investments are recognised as a separate component of equity until the investment is sold, collected or otherwise disposed of, or until the investment is determined to be impaired, at which time the cumulative gain or loss previously reported in equity is included in this classification.

For investments that are actively traded in organised financial markets, fair value is determined by reference to Stock Exchange quoted market bid prices at the close of business on the balance sheet date. For investments where there is no quoted market price, fair value is determined by reference to the current market value of another instrument which is substantially the same or is calculated based on the expected cash flows of the underlying net asset base of the investment.

Purchases and sales of financial assets that require delivery of assets within the time frame generally established by regulation or convention in the market place are recognised on the trade date i.e. the date that the Group commits to purchase the asset.

1.6 Employee Benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries and annual leave which will be settled after one year, have been measured at the amounts expected to be paid when

notes to the financial statements

For the year ended 30 June 2008

the liability is settled plus related on-costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the Company to an employee superannuation fund and are charged as expenses when incurred.

1.7 Cash and cash equivalents

Cash and short-term deposits in the balance sheet comprises cash at bank and in hand and short-term deposits with an original maturity of three months or less.

For the purposes of the Cash Flow Statement, cash and cash equivalents consist of cash equivalents as defined above, net of outstanding bank overdrafts.

1.8 Revenue

Interest revenue

Interest revenue is recognised on an accruals

basis taking into account the interest rates applicable to the financial assets.

Dividends

Dividend revenue is recognised when the right to receive a dividend has been established.

Donations/Grants/Fundraising Activities

Contributions received via non-specific donations, bequests or fundraising activities and contributions to assist in the acquisition of assets, being non-reciprocal transfers, are measured at the fair value of the asset received and are recognised when the Company receives the donation or bequest or conducts the fundraising activity.

Contributions received by way of donations, bequests or fundraising activities which represent reciprocal transfers (repayable if conditions attached to contribution not met) and are measured at the fair value of the asset received and recognised as revenue when the Company expends the funds

received for the specific purposes for which the contribution was made.

1.9 Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

2. Fundraising revenue and expense

Funds raised are used to operate the Companies charitable paediatric auditory-verbal and cochlear implant centre for hearing-impaired children.

	2008 \$	2007 \$
FUNDRAISING REVENUE		
Operating grants	1,011,509	571,603
Donations	587,736	517,833
Fundraising event revenue	589,691	793,167
Appeals	121,187	79,984
Other fundraising revenue	492,906	198,542
	2,803,029	2,161,129
FUNDRAISING EXPENSE		
Total fundraising expense	615,160	539,318
Net surplus from fundraising activities	2,187,869	1,621,811
3. Cash and cash equivalents		
	2008 \$	2007 \$
Cash at bank and in hand	1,703,292	1,572,211
	1,703,292	1,572,211
4. Trade and other receivables		
	2008 \$	2007 \$
Trade debtors	23,335	11,159
Provision for doubtful debts	(8,727)	(5,730)
Other Debtors	18,741	3,471
Loans to associates	1,238	3,925
	34,587	12,825
5. Prepayments		
	2008 \$	2007 \$
Prepayments	34,281	15,365
	34,281	15,365

6. Available for sale financial assets

	2008 \$	2007 \$
Shares – Watpac (Fair Value)	20,020	56,970
	20,020	56,970

7. Property, plant and equipment

	Land and buildings	Leasehold Improvement	Plant and equipment	Motor vehicles	Total
COST					
Balance at 1 July 2007	4,070,000	-	701,046	21,894	4,792,940
Additions	-	229,211	158,553	-	387,764
Disposals	-	-	(600)	-	(600)
Balance at 30 June 2008	4,070,000	229,211	858,999	21,894	5,180,104
ACCUMULATED DEPRECIATION					
Balance at 1 July 2007	-	-	(327,679)	(17,418)	(345,097)
Depreciation expense	(140,750)	-	(125,499)	(1,008)	(267,257)
Accumulated depreciation of disposals	-	-	600	-	600
Balance at 30 June 2008	(140,750)	-	(452,578)	(18,426)	(611,754)
NET BOOK VALUE					
Balance at 1 July 2007	4,070,000	-	373,367	4,476	4,447,843
Balance at 30 June 2008	3,929,250	229,211	406,421	3,468	4,568,350

8. Trade payables

	2008 \$	2007 \$
Trade payables	114,717	36,108
	114,717	36,108

9. Other liabilities

	2008 \$	2007 \$
Accrued Expenses	35,482	23,376
Prepaid event income	35,609	37,526
Restricted funds (1)	447,672	366,464
	518,763	427,366

(1) Grant, fundraising and donation income received but not recognised in the income statement. Balance to unwind to the profit and loss account in future periods when revenue recognition criteria have been satisfied.

10. Employee Benefits

	2008 \$	2007 \$
CURRENT		
Employee benefits – Annual Leave	160,276	125,241
Payroll liability	-	18,836
	160,276	144,077
NON-CURRENT		
Employee benefits – Long Service	140,669	115,269
Total Employee Benefits	300,945	259,346

notes to the financial statements

For the year ended 30 June 2008

11. Reconciliation of cash flows from operating activities

	2008 \$	2007 \$
NET SURPLUS AFTER TAX	82,512	167,966
Adjustments for:		
Depreciation	267,257	164,468
Loss on sale of investment property	-	13,080
Dividend received	(2,754)	(1,360)
Changes in assets and liabilities:		
Decrease/(Increase) in trade debtors	(21,762)	(3,327)
Decrease/(Increase) in prepayments	(18,916)	22,837
(Decrease)/Increase in trade and other payables	78,609	(32,642)
(Decrease)/Increase in provisions	41,599	78,454
(Decrease)/Increase in prepaid income / other liabilities	91,397	(41,819)
Cash flow from operating activities	517,942	367,657

12. Auditors Remuneration

No amounts were paid or are payable to the auditors in respect of the year ended 30 June 2008 (2007: nil).

13. Subsequent events

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Company, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company, in future financial years.

14. Queensland Community Foundation

Hear and Say Centre for Deaf Children has established a fund with the Queensland Community Foundation (QCF) for the purposes of creating a specific fund for Hear and Say to generate future income and donations. All contributions made to this named fund within QCF are held in Trust and invested in perpetuity with net income distributed to Hear and Say at the discretion of the Trustee in accordance with the Queensland Community Fund Declaration of Trust. At balance date this fund is valued at \$9,473. During the financial year Hear and Say earned \$405 (2007: nil) as a return on the amount held in this fund.

directors' declaration

In the opinion of the directors of Hear & Say for Deaf Children Ltd ("the Company"):

- (a) the Company is not a reporting entity;
- (b) the financial statements and notes, set out on pages 19 to 24, are in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the financial position of the Company as at 30 June 2008 and of its performance, as represented by the results of its operations and its cash flows, for the financial year

ended on that date in accordance with the statement of compliance and basis of preparation described in Note 1; and

- (ii) complying with Australian Accounting Standards, other mandatory professional reporting requirements to the extent described in Note 1, and the Corporations Regulations 2001; and

- (c) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Directors



Ray Reimer



Paul Laxon

30 September 2008

independent audit report

to the members of Hear and Say Centre for Deaf Children

REPORT ON THE FINANCIAL REPORT

We have audited the accompanying financial report, being a special purpose financial report, of Hear and Say Centre for Deaf Children (the company), comprising the balance sheet as at 30 June 2008, the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the directors' declaration set out on pages 19 to 25.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the requirements of the Corporations Act 2001 and are appropriate to meet the needs of the members. The directors' responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying 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 financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of members. We conducted our audit

in accordance with Australian Auditing Standards. These 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 is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the basis of accounting described in Note 1 to the financial statements so as to present a view which is consistent with our understanding of the company's financial position, and of its performance.

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting obligations under the Corporations Act 2001.

We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

AUDITOR'S OPINION

In our opinion:

(a) the financial report presents fairly, in all material respects, the financial position of Hear and Say Centre for Deaf Children as of 30 June 2008 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements; and

(b) the financial report also complies with Australian Accounting Standards as disclosed in note 1.



KPMG



Scott Guse
Partner

Brisbane
30 September 2008

patron

**Her Excellency
Ms Quentin Bryce AC**
Governor of Queensland

vice patron

Wally Lewis

board status & qualifications

Raymond (Ray) Reimer
Chairman

Dimity Dornan A.M.
Managing Director and Founder
Ba.Sp.Th.; F.S.P.A.A; Cert. AVT; CP. SP

Dr Margaret Steinberg A.M.
Director, B. Health & Ed; M. Phty; B. Phty
(Hons); Dip. Phty

Professor Bruce Black
Director, MD; FRACS; FRCS (Ed); FRCS

Paul Laxon
Director, B. Comm.

Alan Whidburn
Director, Ass. Dip. T; Dip. Man

Jane Black
Director, B.SW (Hons); Dip. Rad

Brad McCosker
Director, B. Law (Hons)

Stephanie Manger
Secretary – Company, BA; LLB

our staff as at june 2008

Leadership Team

Dimity Dornan
Managing Director & Founder

Heather Asanuma
Financial Controller

Tom Barry
Operations Manager

Jacqueline (Jackie) Brown
Clinical Manager / Cert.
Auditory-Verbal Therapist

Katye Hives
Audiologist in Charge

Chris McCarthy
Executive Manager – People
Planning & Strategy

Emma Rushbrooke
Clinical Director / Cert. Auditory-
Verbal Therapist

Robyn Symons
Development Manager

Heather Wheatland
Regional & HR Manager

Brisbane Therapy

Jessica Balfour-Ogilvy
Auditory-Verbal Therapist

Liza Bowen
Auditory-Verbal Therapist

Natalie Comas
Auditory-Verbal Therapist

Rebecca Claridge
Auditory-Verbal Therapist

Lynda Close
Auditory-Verbal Therapist

Sue Hayne
Auditory-Verbal Mentor / Cert.
Auditory-Verbal Therapist

Kirsty Mackenzie
Auditory-Verbal Therapist

Jane Newcombe
Auditory-Verbal Therapist

Michelle Ryan
Outreach Program Coordinator/
Auditory-Verbal Therapist

Claire Worley
Auditory-Verbal Therapist

Playgroup

Sara Wenck
Playgroup Coordinator

Yvette Phillips
Playgroup Assistant

Audiology

Jennifer Bergman
Audiologist

Jane Chapple
Audiologist

Greer McDonald
Audiologist

Adrienne Olsen
Audiologist

Bill Raymond
Audiologist

Counselling

Rhonda Foots
Social Worker

Fundraising

Karen Dahlskog
Events/Corporate Relations

Cathy Holland
Community Relations

Corporate Administration

Ivana Cox
Finance Officer

Renee O’Ryan
Executive Assistant to Managing
Director

Clinical Administration

Anna Bennett
Receptionist

Jane Thompson
Clinical Administration Assistant

WorldWide

Gabriella Constantinescu
Research Coordinator

Simon White
International Fundraiser

Darling Downs

Rebecca Spargo
Centre Coordinator / Auditory-
Verbal Therapist

Gold Coast

Teresa Daniel
Centre Coordinator / Cert.
Auditory-Verbal Therapist

Fiona Toohey
Auditory-Verbal Therapist

Vicki Tamandl
Auditory-Verbal Therapist

Jen Worthington
Gold Coast Fundraising Co-
ordinator

North Queensland

Sara Jane Adams
Auditory-Verbal Therapist

Philippa (Pip) Haywood
Audiologist (sessional)

Sunshine Coast

Roxanne Innes
Auditory-Verbal Therapist

Josi McCormack
Administration Assistant

Rosemary O’Connor
Playgroup Assistant

Karen von Homeyer
Fundraising & Centre
Coordinator

Registered Office

The Hear and Say Centre

40-44 Munro St, Auchenflower Q 4066
PO Box 930 Toowong 4066
Tel: (07) 3870 2221
Fax: (07) 3870 3998
Email: mail@hearandsaycentre.com.au
Website: www.hearandsaycentre.com.au

Regional Centres

Gold Coast

8 Bellvue Drive, Varsity Lakes Q 4226
PO Box 4190 Robina TC 4230
Tel: (07) 5562 1877
Fax: (07) 5562 2873

Sunshine Coast

60 Windsor Rd, Nambour Q 4560
PO Box 5343, Sunshine Coast MC 4560
Tel: (07) 5441 0400
Fax: (07) 5441 5400

North Queensland

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

Darling Downs

c/- PO Box 930, Toowong Q 4066



Hear and Say Centre

for children who are deaf/hearing impaired
and their families

Hear and Say Centre for Deaf Children Ltd

ACN 058 430 069

ABN 32 058 430 069