



Hear and Say

Annual Report 2022-2023



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Acknowledgment of Country

We acknowledge the Traditional Custodians of all the lands on which we meet, work, and live, and pay our respect to Elders, past and present. We respect their continuing culture, and the contributions Aboriginal and Torres Strait Islander peoples make through their resilience and strength.

We are Hear and Say



Thirty years on, our commitment to children with hearing loss remains resolute.

Communicate and connect.

We are here to help people with hearing loss to communicate, connect, and live their best lives.

Hear and speak.

We help children to hear and speak. We walk alongside them as their Hear and Say family.

Build resilience.

We work with parents and families to build resilience. We offer a place to meet others who have come before and who are willing to share their stories and friendship.

Promote inclusion.

We understand our adult clients and work to promote inclusion, while preventing isolation and loneliness.

Heartfelt gratitude.

We acknowledge the many people who continue to generously support the work we do. We extend our heartfelt gratitude to our volunteers, our partners, our funders, and the many advocates of our people and work.



Welcome from our Chair and CEO



The 2022-2023 financial year commenced with COVID-19 protocols in place, but ended with a far more positive environment for our work.

We are proud that Hear and Say was able to weather the turbulence of the pandemic, ensuring that children could access high-quality care throughout this period, wherever they lived.

Our commitment to access is reflected in the Hear and Say strategy, which extends our ambition to support families throughout Queensland. In 2022-2023, Hear and Say opened a new facility in Rockhampton and commenced audiology outreach services in Wide Bay. While these represent positive steps, there remains no cochlear implant service between the Sunshine Coast and Townsville. This is a concern for families in Central Queensland that we aim to address.

During the pandemic, it became clear that children's communication and language development were being impacted. In the United Kingdom, 96% of schools reported that they were, 'very concerned' or 'quite concerned,' with respect to children who commenced in 2020 and we see evidence of this in the demand for speech pathology services in Queensland. As a result, we are expanding our service offering to help all children who need support to speak.

This will not only help more children and families; it will improve the sustainability of our regional sites by promoting growth and continuity of service. We will increase the capacity of our speech pathology services at every site in Queensland in 2023-2024.

Lack of public awareness of cochlear implant technology remains a concern. Only 6% of Australians are aware that a child can be born deaf, yet have the opportunity to hear and speak with the aid of technology and specialised therapy. To address this, Hear and Say facilitated its first Power of Speech event at Parliament House in 2023. This gave elected representatives the opportunity to listen to the experiences and dreams of children with hearing loss from across Queensland, and understand the uniqueness and importance of Hear and Say's services.

Hear and Say is very fortunate to have supporters that recognise the unique services it provides and the value it offers to families. We are very grateful for their ongoing commitment and aim to honour their generosity by helping more people than ever before, and providing families with moments of magic that they can cherish forever.

Looking ahead our goal is to help more people and through this growth, ensure the long-term sustainability of Hear and Say. Our plans and our success will rely heavily on partnerships to grow, which is easier said than done when working across different sectors and organisations. However, Hear and Say has been fortunate to have been supported by very talented and committed partner agencies for many years. This cooperation has undoubtedly produced better outcomes for the children and as we look ahead, we are reassured that our future growth is underpinned by sound relationships and foundations.



M B Ames

Matthew Ames
Chair

G Elphinston

Greg Elphinston
Chief Executive Officer

Reflections from our Founder, Dr Dimity Dornan AO

Hear and Say's Founder, Dr Dimity Dornan AO retired after 30 years on 8 July 2022. Dimity remains an Executive Director of our Board and continues to play a key role as a Hear and Say ambassador. We thank Dimity for her incredible dedication to children with hearing loss.

Before Hear and Say was established, children with significant hearing problems had been unable to listen and talk clearly. Professionals did not have the hearing technology for children to access sounds, so the hearing part of their brains could not develop like a child with typical hearing. As well as causing problems with listening and speaking, significant delays in learning, social development, and education were potential outcomes.

Everything changed with the advent of the cochlear implant, thanks to Professor Graeme Clark and other pioneers of hearing technology. Today, it is important to acknowledge them, together with the dedicated and experienced professional team at Hear and Say who strive so that children can achieve the same listening and speaking levels as children with typical hearing.

Hear and Say's continued excellence over 30 years highlights the value of its work and what it means to parents across Queensland and the world. One only has to speak to a parent who hears their child speak for the first time to know what it means to them. It's a modern miracle and I'm so proud of the team at Hear and Say for what they have accomplished.

It is amazing for me to see the babies I taught become grown adults and have children of their own.

Inevitably, we all age and it has been nice to see Hear and Say addressing the link between hearing loss and dementia through its growing services for seniors. I look forward to seeing how this evolves in the coming years.

My love and continued support to Hear and Say.

Dimity

Dr Dimity Dornan AO

Board Director and Founder, Hear and Say.



Hear and Say Strategy 2024-2028

The outlook for the future is exciting, with a new strategic plan framed around four streams:



Help More People

Improve access to services and flexibility in delivery.

It sounds trite for a charity to want to help as many people as possible, but growth in services is not just morally important, it is also a strategic imperative. In the years to come, we aim to increase access to face-to-face services for families, whether this is provided from staff permanently located in regional areas, via satellite services, or through telehealth.

One of the reasons that Ear, Nose, Throat (ENT) waiting lists are growing in the public hospital system, is the lack of access to audiology services. In the absence of an audiology service, people are referred to an ENT. These are the types of needs that Hear and Say can help to address.

In 2022-2023, we opened a new office in Rockhampton, and we aim to improve the sustainability of this service in 2023-2024. The scope, timing and location of other regional service locations will be determined through consultation

with stakeholders, such as Children's Health Queensland, regional Hospital and Health Services (HHS), and our own clientele.

Specialised services can become vulnerable to disruption when they are small and that is often the case for organisations working in regional areas. The decision to expand our range of speech pathology services has the potential to help children with disabilities other than hearing loss. It also creates an opportunity to grow the size of the organisation and improve its resilience.

The ability to recruit skilled personnel is a known strategic challenge for many health organisations. We have been pleased to be able to emerge from the pandemic having retained key clinical personnel; however, our future success will require growth in our clinical capacity.



Collaborative and Curious

Achieve better outcomes by working with others.

A recurring theme in our strategy is the importance of collaboration. The health system in Queensland is decentralised, so our desire to increase access to services will require significant engagement with the regional Hospital and Health Systems. Hear and Say already works extensively with several government departments, ENT specialists, General Practitioners, and a range of other allied health providers. We will need to expand on this work.

In 2022-2023, Hear and Say contracted with CheckUP for the delivery of services to regional

Queensland, representing the start of a new type of partnership for Hear and Say. It is also important to acknowledge the 30-year commitment of Thiess, with which Hear and Say conducts school hearing screening in Central Queensland. There are few corporate philanthropic partnerships that survive a change in management, let alone a generation.

New partnerships will emerge across service delivery, funding, and research, and we will continue to foster a culture of collaboration and openness to new possibilities.



Moments of Magic

Provide magical experiences that people will remember forever.

When a person witnesses a child hearing for the first time, they get goosebumps on their arms. Those memories never fade.

For clients, we plan to lean into this unique profile and explore ways that we can make services as engaging as possible. For staff, it is a central facet of our Employee Value Proposition. Every employer can offer something unique, but few can rival such beautiful moments as a regular feature of work life.

Moments of magic can arise in many ways, from our built environment to the way we provide our services. In 2022-2023, we started to explore ways in which augmented reality can inspire parents and children, and this work will be continued in the coming year.

Increasing the voice of our clients in service design and delivery will help with this evolution, as will partnerships with external agencies such as universities. Together, we can create experiences that enhance outcomes for children and reinforce people's understanding of the Hear and Say brand as one that stands not just for exceptional clinical outcomes, but a dash of magic as well.



Streamlined and Effective

Drive quality and efficiency.

Hear and Say has diverse funding streams with one thing in common, the expectation that money will be used wisely and efficiently. This strategy stream addresses this expectation, underpinned by a robust approach to policies and procedures.

One of the most effective ways to drive efficiency is through Information and Communication Technologies (ICT) and we are currently part of way through a multi-year transformation of our ICT environment.

Systems for payroll, finance, and human resources have been replaced, with plans afoot to replace our

underlying clinic systems. This is challenging work for a non-profit organisation, but it is goes to the root of our ability to do more with less.

As with our other strategy streams, partnerships will play a role in this area. Our ability to find suitable service locations will rely heavily on partnerships, as will our use of infrastructure that may belong to other parties. We will also seek expertise from outside our organisation to ensure the most efficient use of our own infrastructure and reduce costs wherever possible.



Highlights of the past 12 months

Supporting Regional Queensland

It is well understood that it is harder for families in regional areas to access health services. Distance and limited specialist services availability can mean costly and time-consuming travel for families and children with hearing loss. This is especially true for families of children with cochlear implants, who typically travel to Brisbane or Townsville for services due to the lack of specialised audiology support between South-East and North Queensland.

To address this 1,350km gap, Hear and Say established a presence in Rockhampton for the first time in 2022-2023.

Our goal is to grow our service footprint in Central Queensland and to establish a paediatric audiology service, including diagnostic tests, cochlear implant mapping and assessments, and ENT support.

Clients supported
between 1 July 2022
and 30 June 2023



869

Listening and
Spoken Language



1,463

Audiology



12,905

School Hearing Screening





Audrey



Charlie



Emmy



Jonathan

When I grow up, I know I can be anything I want to be...

Power of Speech, Brisbane 22 February 2022.

Every day at Hear and Say, we delight in seeing children of all ages dancing through our corridors. They put smiles on our faces when they wave to us, and we celebrate their listening and speaking achievements. The magic happens so frequently for us, it's easy to forget how moving it can be for those who don't have this daily privilege.

In February 2022, four young children addressed an audience of parliamentarians and stakeholders at Queensland Parliament House. Audrey, Charlie, Emily, and Jonathan spoke with poise and confidence well beyond their years. They shared insights of living with hearing loss and enchanted us with their hopes and dreams.

Power of Speech showcases the ability of children with hearing loss to be powerful and confident communicators. It highlights the miraculous results that can be achieved by children who use hearing technology and undertake our Listening and Spoken Language program.

Partnerships to reduce wait lists

Our audiologists travel to Wide Bay March 2023.

One of the most important achievements of the year was the launch of a paediatric audiology outreach service for children in the Hervey Bay and Maryborough area. This service emerged following dialogue with Children's Health Queensland's Healthy Hearing Program and the Queensland Department of Education's Hearing Pathways program. Prior to our service, children with suspected hearing loss were referred to the Sunshine Coast University Hospital. Distance and travel time can act as a disincentive for families to seek care resulting in undiagnosed hearing loss. It is important to acknowledge the support received from the [Tim Fairfax Family Foundation](#) and CheckUP, which enabled this service to commence.

During the pilot service in March 2023, 11 children were assessed. Nine children were found to have conductive hearing loss and one was diagnosed with a permanent or sensorineural hearing loss. Approximately half of the children tested identified as Aboriginal and/or Torres Strait Islander.

The effect of an undiagnosed hearing loss is significant. Without an audiology assessment, a family cannot access hearing technologies, important therapy supports, or funding to pay for these services. In this case, these diagnoses enabled the Queensland Department of Education to put extra learning supports in place, and in some instances, classroom amplification systems.

School Screening



One to two in every thousand babies born in Australia have a significant and permanent hearing loss. The earlier that hearing loss is identified, the better the potential outcomes for a child’s learning and development. Universal newborn hearing screening plays a critical role in identifying hearing loss at birth but hearing loss can develop at any time. Indeed, the number of children with hearing loss doubles by the time they reach school age.

Over 100,000 students screened across Queensland

Since its inception in 2016, Hear and Say’s School Hearing Screening program has screened 102,669 children across Queensland. In 2022-2023, 12,905 children were screened in Prep classes across the state, a slight financial year-on-year fall due to scheduling changes. This is approximately 30% of the number of children enrolled in Prep in Queensland.

We aim to provide every child with the best opportunity for healthy hearing and the ability to learn and grow.

Of the children tested, 1,472 children were referred for diagnosis by an audiologist. The heat map indicates areas with higher referral rates from the Hear and Say School Hearing Screening program.

Did you know?

1 in 6

adults has hearing loss and over half the population aged between 60 and 70 has a hearing loss



Hear and Say provides services to adults in our Ashgrove centre. We are independent of manufacturers and do not pay staff based on hearing aid sales.

Locations with the highest audiology referral rates in Queensland





Free rescreen clinics

Reducing false positives and fast-tracking early intervention.

On average, approximately 10% of the children screened in our School Hearing Screening program receive a recommendation for further investigation.

In May 2023, we launched a free rescreen hearing screening clinic, for children who were referred for further investigation, or children that could not attend the first screen. The purpose of this new service was to:

- provide a free channel for clients to get confirmation without barriers,
- reduce the number of false positives, reducing costs for families and the audiology provider, and
- ensure that children who require more detailed diagnostic assessment with an audiologist or medical intervention can be promptly referred and assessed.

Rescreen clinics were conducted in Brisbane and the Gold Coast, with audiologists on hand to see children who received a 'refer' result. The benefit of this approach is that it is cost-effective and fast for families. The challenge is that such a program relies heavily on philanthropic support, which can be sporadic.

Thiess school screening

A big thank you to our Hear to Learn program's founding regional partner, Thiess. With their support children in Collinsville, Blackwater and Moranbah are regularly screened.



69

children who attended a clinic



24

children referred to an Audiologist on the day

Of those referred:

23

with **temporary** hearing loss

1

with **permanent** hearing loss



Audiology



Once a child has been identified as having hearing loss, a diagnostic audiology assessment is needed to determine the extent and nature of the hearing loss. It is a critical step to enable families to access hearing technologies, therapeutic supports, and funding to subsidise these services.

Archibald's story

Diagnosed with bilateral profound hearing loss at three weeks old, Archibald was 11 weeks old when he was first fitted with hearing aids. At nine months, he underwent cochlear implant surgery, and his implant was switched on two weeks later.

"We had the switch-on at Hear and Say and are now continuing to come in regularly for audiology appointments to program the cochlear implant as well as speech therapy fortnightly to help catch Archibald up to his peers," said Cassandra, his mum.

Cochlear implant mapping

In 2022-2023, public concern followed the identification of issues with cochlear implant mapping in two states, including Queensland. While these events did not relate to Hear and Say's services, they did raise questions about the outcomes associated with cochlear implants more broadly.

The South Australian review, published in August 2023, drew attention to the importance of paediatric experience and specialised training. It also highlighted the value of clinical protocols and a collaborative, case management philosophy. Reassuringly, these principles are deeply embedded in Hear and Say's culture and methods. Our clients access audiology and listening and spoken language therapy together, while having access to other allied health services, ENT specialists, and professionals in the public health system. The report rightly recognised the importance of this collaborative ecosystem.





An Australian first

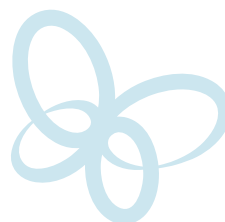
Ear reconstruction and Cochlear™ Osia® implant

Little Harriet was born with microtia and atresia, two separate conditions that relate to the development of the outer ear and the ear canal respectively. Harriet wore bilateral Cochlear™ Baha® 5 processors on a headband but, over time, she experienced significant sensory issues, making the headband, at times, very challenging to put on.

At six years old, Harriet had ear reconstruction surgery, with her new ear modelled on her mum's. In September 2022 in an Australian first, Harriet became the youngest child to undergo combined ear reconstruction surgery with a paediatric Cochlear Osia implant.

In September 2022, her bone conduction device, the Osia, was turned on for the first time.

In June 2023, Harriet's progress was assessed and is showing excellent hearing with her Osia. Her score for listening to sentences in noise is close to that of an adult with normal hearing.



21

switch-ons



358

adult clients



Listening and Spoken Language



A child's hearing journey doesn't end once they are fitted with hearing aids or their cochlear implant is switched on. Regular listening and spoken language therapy is needed for them to learn to listen, interpret sound, and speak. During these years, it is critical to provide training and support to parents, teachers, and other people in the child's life.

Our Listening and Spoken Language program provides therapeutic support for individuals with a hearing loss and their families. Every client is different, so we work with families to set goals and provide individual therapy sessions based on their needs. In every session, we support technology use and check the client's hearing. Optimal access to sound in all waking moments is our goal, and these ongoing tests act as an early warning system if the client is not accessing sound.

Our support extends beyond listening and spoken language support to consider the family situation. Where needed, clients are connected to other supports such as occupational therapy, social work, audiology, playgroups, and social skills. We also visit our clients in their educational setting to provide consultation and support to teachers, so everyone is equipped with the right information and strategies to create the best listening and learning environment.

Telepractice Camp

Families living in regional and remote Queensland often rely on telepractice to enjoy regular lessons, ongoing assessment, and advice. Unlike families living close to a centre, they may be the only people in their community who have a child with a diagnosis of hearing loss. This can be isolating. With generous funding from Quota International and the Tim Fairfax Family Foundation, we were able to hold two Telepractice Camps in October 2022 and May 2023.

The Telepractice Camp is an opportunity for regional families to connect with others facing the same challenges, in a friendly environment away from the busy routine of home. They often see children who are further along in their hearing and speaking journey and build friendships and networks that continue after they return home. This sense of belonging and support is invaluable.

From a clinical perspective, therapists can interact with children across the three-day Telepractice Camp, helping them strengthen their relationships and understanding of the child's needs. Social skills, occupational therapy, and parent education needs are often identified in this environment.

It's a wonderful and uplifting experience for us—to feel part of a thriving community and a team of positive and expert professionals. A real highlight of our calendar, and we always leave feeling so encouraged and optimistic about our daughter's future.





Child Championships

The Child Championship program provides financial support to families who have children with hearing loss but lack the means to access specialised services.

The program is available to children of all ages and for the duration of their therapy, sponsors receive reports on the child's progress. Once completed, they have the satisfaction of knowing that they have given a family and their child the lifelong gift of sound and speech.

In 2022-2023, 18 children were sponsored. As services expand to lower socio-economic areas, we expect demand for support to grow and we hope to encourage more champions to join our program.

RETAIN Program

In partnership with QCoal Foundation, Hear and Say developed the RETAIN (REgional TArgeted INtervention) program. This initiative has increased Hear and Say's awareness of the many challenges that regional and remote school-aged Queenslanders with hearing loss face. It has enabled us to be flexible and provide a diverse range of supports.

The Foundation's care and concern for the children has been evident throughout the partnership and as a result of RETAIN, children living in areas from Toowoomba and the Darling Downs, Wide Bay, Central, Western, Northern and Far North Queensland have been able to achieve tremendous outcomes. Hear and Say's ongoing priority is to provide families with access to our specialised programs wherever they live in Queensland.

Emily is a graduate of our RETAIN program.



QSO delights children at Playgroup

Music has the power to inspire and elevate. As part of the Queensland Government's Health and Wellbeing program, the Queensland Symphony Orchestra (QSO) enthralled children at Ashgrove centre playgroups, helping to create special memories for them and their families.

On Giving Day, QSO musicians made us giggle in anticipation with the theme song from Jaws, had everyone singing along to Happy Birthday and, in a spectacular finale, inspired young and old stallions and mares to gallop to the rousing strains of the William Tell Overture.

Children and adults alike were beaming with delight, but the real thrill was seeing our young clients take up the instruments and make their own music.

For the families, our staff, and supporters, the moment captured the magic of Hear and Say.



339

of children in Early Intervention



4,588

of appointments for Early Intervention (in-centre and telepractice)

169

children in Targeted Intervention (school-aged children)

1,585

appointments for Targeted Intervention (in-centre and telepractice)

Resilience and Wellbeing

Hear and Say has a portfolio of group programs for each stage of the hearing journey, from babies to young adults, to build upon their resilience and wellbeing skills.

These programs combine fun and learning to support the development of skills that are essential for relationship-building with peers. They also promote positive self-image, resilience and emotional well-being, self-confidence, self-advocacy, communication and social skills.

In 2022-2023, Group Social Skills programs were conducted in Brisbane, Gold Coast and Townsville. We experienced a 43% increase in attendance with 85 participants across the age range.

For babies and toddlers, playgroups were conducted across our Brisbane, Sunshine Coast, and Gold Coast centres. The groups have a dual goal of providing a developmentally-focused program for children, while connecting parents.

At times, different grade cohorts are brought together to promote collaboration between older and younger participants. This can lead to magical moments for participants when the children share their experiences, learn from one another and have fun.

“One parent commented that after the session on hearing loss, her daughter came home, and they had one of the most open and honest discussions about hearing loss since this journey started.”

**- Paula Johnson,
Group Programs Coordinator.**



Kindergarten Inclusion Services

Building capacity of early childhood teachers and staff.



Hear and Say is proud to be one of four specialist organisations funded by the Queensland Department of Education to deliver the Kindergarten Inclusion Service (KIS).

KIS commenced operations in January 2023 and Hear and Say's scope includes disability inclusion education, training, and support to early childhood educators across Queensland.

By increasing early childhood teacher confidence and skills, the program aims to improve educational outcomes for children, strengthen referral pathways, and help children reach their full potential.

Research

In 2022-2023 Hear and Say participated in three research projects, which are not due to publish findings until 2023-2024 or later. The projects are:

1. Outcomes of the cochlear implant program for children with single-sided deafness (SSD)

This research partnership with the Queensland Children's Hospital is aimed at investigating the assessment process for children with SSD, the factors that may affect their candidacy and the outcomes of cochlear implantation. Cochlear implantation for children with SSD is a relatively new intervention, so this research will help to determine the efficacy of this approach.

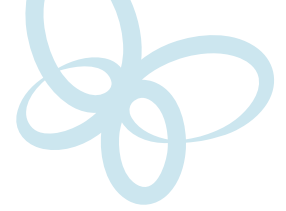
2. ARISTOCRAT—Stem cell cartilage and 3D technology project

This research aims to develop innovative therapies for people with microtia (absent or small ear) and osteoarthritis. If successful, it will accelerate the delivery of the bio-printed ear to the bedside, using 3D-printed stem cell therapies to grow human cartilage. This is a multi-partner collaborative project with Medical Research Future Fund (MRFF) grant funding and our contribution will relate to the patient experience and clinician needs.

3. Long-Term Listening, Language, and Literacy Outcomes for Children and Adolescents with Hearing Loss Following Early Intervention

This research is being conducted to examine whether children with hearing loss maintain positive outcomes after graduating from early intervention using a listening and spoken language approach. The first stage of the project was a retrospective review in collaboration with the University of Queensland, with funding support from QCoal Foundation.

The review showed that, on average, participant groups in the study demonstrated age-appropriate performance. However, when we reviewed individual rather than group means, there was some variability and below-average performance in some areas. This was particularly evident for those children with additional disabilities or needs. Over time and with targeted support, we saw improvement in these areas of concern.



About Hear and Say

Hear and Say is a leading provider of paediatric audiology and listening and spoken language services in Queensland.

We work with families, teachers, and health professionals so that children can reach their potential.

We operate five Hear and Say centres throughout Queensland, together with a telepractice program for regional and remote families. Our centres are located in Brisbane, Gold Coast, Rockhampton, Sunshine Coast and Townsville.

Key services include school hearing screening, diagnostic audiology services, hearing technologies, listening and spoken language therapy, speech pathology, occupational therapy, social work, and group social skills programs.

Our Board of Directors



Mr Matthew Ames

Chair
People and Culture Committee

Dr Dimity Dornan AO

Non-executive Director, and Founder
People and Culture Committee

Dr Jane Black

Deputy Chair
Finance and Risk Committee
Client, Quality and Impact Committee

Mr Andrew Fraser

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People and Culture Committee, Chair

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Mr Mario Pennisi AM

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Client, Quality and Impact Committee, Chair

Dr Margaret Steinberg AM

Non-executive Director
Client, Quality and Impact Committee

Mr Darren Sumich

Non-executive Director
Finance and Risk Committee



Statement of Profit or Loss and Other Comprehensive Income

	2023	2022
	\$	\$
Revenue		
Revenue from continuing operations	6,665,328	6,842,824
Interest income	49,422	881
Other income	12,009	35,191
Total revenue	6,726,760	6,878,896
Expenses		
Employee benefits expense	4,826,344	5,212,625
Depreciation and amortisation expenses	639,659	708,881
Operating expenses	1,753,644	1,513,893
Total expenses	7,219,647	7,435,399
Net operating profit/(loss)	(492,887)	(556,502)
Other comprehensive income for the year	-	-
Items that will not be reclassified subsequently to profit or loss		
Gain on revaluation of land and buildings	5,132,364	-
Total comprehensive income/(loss) for the year	4,639,477	(556,502)





Statement of Financial Position

	2023	2022
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	4,770,274	5,099,132
Accounts receivable and other debtors	238,511	114,903
Inventories (at cost)	18,675	22,889
Prepayments and other assets	201,376	97,160
Total current assets	5,228,837	5,334,084
Non-current assets		
Property, plant, and equipment	14,288,377	9,682,424
Right-of-use assets	9,986	50,792
Total non-current assets	14,298,363	9,733,216
Total assets	19,527,200	15,067,300
Liabilities		
Current liabilities		
Accounts payable and other payables	319,232	449,248
Provision for employee entitlements	325,762	296,999
Lease liabilities	10,537	42,069
Other financial liabilities	4,394	1,866
Total current liabilities	659,925	790,183
Non-current liability		
Provision for employee entitlements	45,744	84,105
Lease liabilities	-	10,958
Total non-current liabilities	45,744	95,063
Total liabilities	705,670	885,246
Net assets	18,821,530	14,182,054
Equity		
Asset revaluation reserve	7,627,961	2,495,597
Accumulated surplus	11,193,570	11,686,457
Total equity	18,821,530	14,182,054

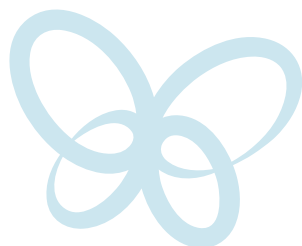
Statement of Changes in Equity

	Accumulated Surplus	Asset Revaluation Reserve	Total Equity
	\$	\$	\$
Balance as at 1 July 2021	12,242,960	2,495,597	14,738,556
Net operating loss for the year	(556,502)	-	(556,502)
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	(556,502)	-	(556,502)
Balance as at 30 June 2022	11,686,457	2,495,597	14,182,054
Balance as at 1 July 2022	11,686,457	2,495,597	14,182,054
Net operating loss for the year	(492,887)	-	(492,887)
Other comprehensive income for the year	-	5,132,364	5,132,364
Total comprehensive income for the year	(492,887)	5,132,364	4,639,477
Balance as at 30 June 2023	11,193,570	7,627,961	18,821,530



Statement of Cash Flows

	2023	2022
	\$	\$
Cash flows from operating activities		
Receipts from donations, grants, and customers	6,567,347	6,567,945
Payments to suppliers and employees	(6,821,948)	(7,007,217)
Interest income	49,422	881
Net cash flows from operating activities	(205,178)	(438,392)
Cash flows from investing activities		
Purchase of property, plant and equipment	(81,651)	(27,400)
Net cash flows from investing activities	(81,651)	(27,400)
Cash flows from financing activities		
Repayment of borrowings and lease liabilities	(42,029)	(214,797)
Net cash flows from financing activities	(42,029)	(214,797)
Net increase / (decrease) in cash held	(328,858)	(680,589)
Cash at the beginning of the financial year	5,099,132	5,779,721
Cash at the end of the financial year	4,770,274	5,099,132



Acknowledgements

We thank our Patron, Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland for her ongoing support.

To our many philanthropic partners, on behalf of our children, families, and staff, thank you for your loyalty, generosity, and continuous support. Your financial support is why we are able to continue to provide the unique and special service that changes the lives of families all over Queensland.

To our incredible fundraisers who continue to get loud and make the community aware of the impact of hearing loss, your support of Giving Day and Loud Shirt Day raised over \$590,000. Congratulations and thank you for your efforts.



-
- Glen and Lisa Richards Foundation
 - Goldberg Family Foundation
 - Guymer Bailey Architects
 - Maha & Yoga Sinnathamby AM
 - Mrs Maureen Stevenson
 - Quota Club of Wynnum Manly
 - Stan and Maureen Duke Foundation
-

**Children's Health Queensland
Hospital and Health Service**



**Queensland
Government**



**Queensland
Government**

- Kindy Inclusion Service, The Department of Education
- Non-State Special Needs Organisations Program, The Department of Education



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