



Hear and Say

Annual Report 2023–2024



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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 respects 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



Communicate and connect.

We are here to help people with hearing loss, speech, literacy, and language concerns 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 parents who share similar experiences and who are willing to share their stories and friendship.

Promote wellbeing.

We understand the impacts of hearing loss and work to promote wellbeing, prevent isolation and loneliness.

Express our 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.

Cartia's story

One-year-old Cartia loves to sing nursery rhymes, read books, and even tries to turn the pages herself! She loves bath time with her siblings and cries when it's time to get out.

Cartia is a very visual person and is happy to observe and watch the world around her. She shows plenty of different facial expressions and always has a smile on her face.

Just after birth, Cartia was diagnosed with cytomegalovirus (CMV), closely followed by a diagnosis of unilateral sensorineural hearing loss in her left ear.

"Cartia failed her newborn hearing screening twice, and then had an audiology hearing test (Auditory Brainstem Response) to confirm the diagnosis," said Jade, Cartia's mum.

"We were devastated at first however also very grateful at the same time that Cartia could still hear our voices with her right ear. So far, she can still hear perfectly out of her right ear, so we are happy," she said.

"Cartia was then fitted with a pretty pink hearing aid at six months old while she awaited surgery for a cochlear implant."

Jade and Erik were familiar with Hear and Say through a friend, and thought the organisation would be a good fit for their family.

"We were already familiar with Hear and Say as we had a friend whose son is also deaf and attends the organisation. We did our research around where the best place for Cartia would be, with therapy and for her cochlear journey, and found that Hear and Say was the best option for our family," said Jade.

"Cartia does fortnightly speech therapy, all of her audiology appointments at Hear and Say and also many appointments pre and post cochlear implant surgery," she said.

"It has opened up the door to a whole new world of hearing. From all of the new listening and language skills we have learnt through lessons that we then teach Cartia at home, to the other parents I have connected with who are going through the exact same thing," she said.

"It's been a long journey with many appointments and therapy sessions, but Cartia has come a long way, and is reaching her listening and language goals, so we are very happy."

Cartia underwent surgery for a cochlear implant at 13 months old with her switch-on at Hear and Say's Ashgrove centre two weeks later.

"Leading up to Cartia's switch-on day, we didn't know what to expect," said Jade.

"We were so nervous yet excited for Cartia's journey and all the new sounds that she would have access to."

Jade and Erik have taken Cartia's diagnosis in their stride, and are confident she will grow up courageous, and be whoever she wishes.

"This is who she is, and nothing will change that so we have learnt to deal with the diagnosis accordingly, and support her as much as we can," said Jade.

"We are incredibly grateful for the lovely staff at Hear and Say who have made our hearing loss journey a great one rather than a sad one."



Our impact



19,178

people supported
across our services



12,585

students screened
across **262 schools
and kindergartens**



209

children attending
free rescreen clinics



635

people who received
Speech Pathology or
Listening and Spoken
Language therapy



92.62%

of children in our early
intervention program
achieved **above average
language scores**
(averaged over five years)



536

children/adults
in the Cochlear
Implant program



23

people who received
cochlear implants and
**2 children who received
OSIA implants**



59

employees (full
and part time), and
17 active volunteers





Welcome from our Chair and CEO



Welcome to Hear and Say's Annual Report for 2023-2024.

This year has seen continued growth in the impact of our services, navigating a landscape of both challenges and opportunities to deliver positive outcomes for our clients. Our commitment to client satisfaction and organisational improvement continues to underpin our activities.

Our Annual Report highlights the work that we have done during the 2023-2024 financial year. It looks back at the services that we have delivered, the families we have supported and the goals that we have achieved. It looks forward, with enthusiasm and excitement, to the plans we have for the future of our organisation.

Successes, partnerships, and challenges are integral components of any organisation's journey. The achievements of the organisation are not possible without our generous partners who have played a vital role this year in the success of our Loud Shirt Day campaign, the strengthening of Hear and Say's speech pathology service offering and our ability to reach more Queenslanders during the year. Supporters play a crucial role in facilitating these successes by bringing together diverse skills, resources, and perspectives allowing us in 2023-2024

to expand service opportunities into rural and remote parts of Queensland and allowing us to meet one of our main strategic goals of growth. While successes and partnerships facilitate growth, the resilience born from overcoming challenges fosters adaptability which can strengthen partnerships and lead to even greater success. Hear and Say has faced many of the same worldwide challenges confronting other health organisations including workforce recruitment and retention, the increased demand for services and the complexity of the infrastructure needed to provide these services over the last year. The delicate balance of celebrating achievements while addressing challenges together builds long-term growth and sustainable progress.

The achievements we have seen in 2023-2024 would not have been possible without the dedicated staff we have, who consistently work diligently to provide the best outcomes for our families daily.

As we look ahead, we remain focused on our mission to improve access to services and the way they are delivered, consistently driven by the desire to provide magical experiences that people will remember forever. This will ensure that we continue to create value for our clients, staff, partners, and communities.



Matthew Ames
Chair

Sharon Stokell
Acting Chief Executive Officer,
Chief Operating Officer

Hear and Say Strategy 2024-2028



Our 2024-2028 strategy is underpinned by four pillars. Over the past year, against these pillars, we have opened our services to more of the Queensland population, strengthened the organisational framework of Hear and Say and continued our vision to support more people to hear, listen and speak.



Help More People

Improve access to services and flexibility in delivery.

Increased the number of clients supported through our core services in Audiology, Speech Pathology, Listening and Spoken Language and Hearing screening. A significant area of growth has been within the Speech Pathology stream which has resulted in a 500% increase in occasions of services compared to the previous year.



Moments of Magic

Provide magical experiences that people will remember forever.

We sometimes forget the everyday happiness that our little clients bring to our centres. They walk through our corridors, smiling, waving, and reminding us of the wonders of childhood. In the 2023-2024 financial year we have recognised a 52% increase in client numbers. That is a 52% increase in our moments of magic.



Collaborative and Curious

Achieve better outcomes by working with others.

Launched partnerships with the Department of Education to bring diagnostic audiology services to regional areas previously not serviced (Hervey Bay and Maryborough).

We sourced a partnership with Griffith University to provide more services along the Gold Coast/ Brisbane South corridor including Logan.

We supported audiology and speech pathology university student placements across all our centres and strengthened our university relationships across the state.



Streamlined and Effective

Drive quality and efficiency.

A major focus has been on process improvement in the areas of ICT, data management and cybersecurity, both administratively and clinically over the last year. This has increased efficiency, allowing the staff to focus more broadly on service delivery.

These achievements and the continued attention on continuous improvement positions us well for future growth and innovation.



Multi-disciplinary, client-centred care

Meeting the individual needs of our clients and families is always the primary goal in our clinical care.

Whether clients require support for cochlear implants, listening and spoken language therapy, speech pathology, group programs or playgroups, our allied health team works together to provide individualised and evidence informed care through a client-centred practice philosophy.

We know the key to the best outcomes for each client is working collaboratively in a multi-disciplinary team, with clear goals and open communication. We tailor each client care team to the specific needs of the individual and their family and we focus on providing the best wraparound support. Our client care teams comprise the client, their family, our dedicated staff, and professionals from outside of Hear and Say.

We know that the program of supports we offer gives clients and families the opportunity to access the pieces that work for them. Every individual requires different support at various times in their lives, so it is fabulous to offer a broad range of specialised supports to help each of our clients achieve their goals.



A family-centred approach for our young clients

Our philosophy encourages families to play a prominent role in providing support for children as they navigate their hearing journey.

We emphasise the importance of involving parents/guardians in decision-making, everyday therapy routines and support strategies. This helps create a personalised and nurturing environment for our children.

1. Empowerment

Parents/guardians are encouraged to take an active role in their child's care, which helps enhance their confidence. Parents/guardians receive training and resources to help them understand their child's needs and how best to address them.

2. Advocacy

Parents/guardians become advocates for their child's needs, navigating systems and resources to secure appropriate services and support.

When combined with professional support and resources from healthcare providers, educators, and therapists, our family-centred approach ensures that children receive individualised comprehensive support to assist them to reach their goals.

3. Flexibility

Family-centred care can be tailored to fit the unique needs of the child and family, allowing for adjustments as circumstances change.

4. Improved Outcomes

Active parental involvement can lead to better developmental outcomes for children. Children benefit from a stable environment where caregivers are familiar and invested in their well-being.



A new service stream for clients

There is a large demand for speech pathology services in Queensland. In response, we have introduced this service across the state and are actively recruiting staff to help drive this expansion.

In the past year, our dedicated team conducted hundreds of assessments and therapy sessions, focusing on individualised treatments. Collaboration with families and interdisciplinary teams has been a cornerstone of our approach, fostering a supportive environment to help our clients to achieve their communication goals. Speech pathology services, for clients without a hearing loss, are now available in each of our centres.

Our Speech Pathology service has included support to individuals with transient middle ear conditions, language delay, speech concerns, literacy concerns, fluency difficulties, social communication difficulties and other communication goals.

It has been fabulous to be able to accept referrals from our Audiology team, where permanent childhood hearing loss has been ruled out, but speech and language concerns remain. Where we offer diagnostic hearing tests (all centres except Rockhampton) this means clients have a streamlined pathway to speech pathology support.

Our speech pathology service complements our 30 years of specialised experience in Listening and Spoken Language (LSL) therapies.

Both highlight the need to “think hearing first!”

Supporting our regional and remote families

Over the past year, our commitment to supporting regional families through telepractice services has seen a growth in the number of clients accessing this type of service.

By leveraging technology, we have expanded access to essential hearing, listening, and speaking services for those in remote areas, reducing barriers related to cost, travel, and time.

Our telepractice service allows families to engage in therapy sessions from the comfort of their homes, ensuring continuity of care and fostering stronger connections between therapists and clients.

We have tailored our programs to meet the unique challenges faced by regional families, offering flexible scheduling and individualised support. Feedback from clients has been overwhelmingly positive, highlighting the convenience and effectiveness of virtual sessions.

This year, we supported over 50 families under school age living in regional and remote areas of Queensland via telepractice.

Our annual Telepractice Intensive camp was attended by 14 families who received listening and spoken language lessons, speech and language assessments, audiology appointments, occupation therapy appointments, playgroup, and parent

education sessions. It is always a wonderful few days connecting parents/guardians with young children from around Queensland.

As we move forward, we remain dedicated to enhancing our telepractice offerings and continuing to bridge the gap in healthcare access for all families in our community.

RETAIN Program

In 2021, in partnership with QCoal Foundation, Hear and Say developed the RETAIN (**RE**gional **T**argeted **I**ntervention) program, which provides listening and spoken language therapy support to school-aged children with hearing loss, living in regional Queensland.

February 2024 sees us into our 4th year of support from QCoal Foundation.

To date, through the continued support from QCoal Foundation, we have provided therapies and support to 98 children. This equals 52% of all school aged children receiving our targeted intervention in Queensland.



Audiology

In the past year, we have expanded the services that we provide to regional areas of Queensland.

With trips to Cairns and Rockhampton, we have successfully reduced the travel requirements for families to access cochlear implant services. In Cairns, we provided mapping services from the premises of Hearing Australia and, since November 2023, we provided service in Rockhampton from our own centre.

During the 2023-2024 year, we delivered diagnostic audiology services in Hervey Bay, Maryborough, and Rockhampton, supporting the Department of Education's Hearing Pathways work. The travel costs for these trips were supported by CheckUP and the costs of the audiology services were supported through a generous donation from the Mazda Foundation.

Our diagnostic audiology services in FY24 have supported:



1,347

paediatric hearing tests



135

adult hearing tests



These outreach trips resulted in:



Hervey Bay and Maryborough

29

children assessed



19

children with hearing loss (**5 permanent**)

Rockhampton

29

children assessed

18

children with hearing loss (**4 permanent**)

Cochlear implant services

Our cochlear implant services continue to grow. Our strong partnership with the implanting Ear, Nose Throat (ENT) surgeons, the Queensland Children's Hospital and the Townsville University Hospital allow us to offer families pathways to cochlear implant that include audiology and speech pathology services from Hear and Say, making their cochlear implant journey more seamless.

In this financial year we have supported over 500 clients:



23

people received cochlear implants (22 children, 1 adult) via Hear and Say



536

people in the cochlear implant program (children and adults)

Hearing Screening

This year, with the continued support of our generous partners we have extended our hearing screening services in regional communities.

Through these partnerships and our metropolitan work, we conducted over 12,585 screenings, identifying early hearing issues and facilitating timely referrals for further evaluation and intervention.

Through the generous support of Anglo American, children in Banana, Bauhinia, Moura, and Theodore were screened. We are already scheduled to visit again in early 2025.

Thanks to the long-term partnership with Thiess, 3,500 children have been screened to date.

In 2023–2024, we visited schools in Comet, Blackwater, Bluff, Dingo, Duaringa, Scottville, Collinsville, Bowen, Moranbah, Coppabella, Nebo, Valkyrie, Middlemount, and Dysart.

Our efforts not only increase awareness about the importance of hearing health but also provide essential resources for families. Moving forward, we will continue to strengthen these collaborations to ensure that children have access to critical hearing screenings and the resources they need for optimal hearing health.



12,585

children receiving hearing screenings



262

schools and kindies visited



948

children needing medical follow up



13

children identified with permanent hearing loss



1,241

children needing audiology follow up



209

people accessed rescreen clinics (17%)





Rescreen clinics in 2023–2024

The free rescreen hearing clinics that we launched in May 2023, have continued to grow. These clinics were designed to remove barriers for children who are referred for further investigation to seek further care. This includes removing the need for families to visit a GP to obtain a referral, which can be costly and time consuming.

This year, we received part-funding from the Cecilia Kilkeary Foundation towards the running of these clinics and we identified 13 children with permanent childhood hearing loss.



209

children
attending



78

children
receiving
audiology
assessment
on the day



57

children with
conductive/
temporary hearing
loss/needing
medical referral



13

children with
permanent
hearing loss



4

Locations

Ashgrove,
Sunshine Coast,
Gold Coast and
Woodridge State
School (Logan)

Kindy Inclusion Service

The Kindergarten Inclusion Service commenced in 2023 and is designed to increase the confidence, knowledge, and skills of early childhood educators through professional development, support, and enhanced access for children with hearing loss.

During the 2023–2024 FY we visited 43 kindergartens. Approximately half of the visited centres went on to schedule professional development sessions for their whole team.

Supporting children with hearing loss requires thoughtful strategies and additional resources to effectively promote inclusion, ensuring that every child can succeed. We have received very positive feedback and ongoing growth in requests for support.

Many centres comment on the value of learning about the acoustic environment and how to improve it.

“The shift in the learning environment is fantastic... Think of all the children who will benefit now and in the future from building staff capability.”

—Regional Senior Advisor for State
Delivered Kindergartens



Power of Speech



Hear and Say held the second annual Power of Speech on Wednesday, 6 March 2024 at Queensland Parliament House.

The uplifting bi-partisan event is a celebration of children with hearing loss and their remarkable ability to become confident and powerful speakers, thanks to hearing technology and early intervention therapy.

This year, Power of Speech coincided with Hearing Awareness Week and featured four Hear and Say children telling their stories, sharing their successes, challenges, and hopes for the future to a room full of politicians, philanthropists, and corporate partners.

It also included a panel discussion with Catherine Rivett alongside her five-year-old daughter, Charlotte.

The event highlighted the key role that the Queensland Government, Queensland Health, and the Department of Education have played in enabling children with hearing loss and many others to fulfil their full potential.

Thanks to Catherine's own, lived experience, the audience also heard how much work needs to be done to ensure that regional families have access to the same level of care that metropolitan families enjoy.

Our speakers delighted the audience with their stories and their aspirations, led beautifully by our MC, Claudia Worland, herself a Hear and Say alumni.

This year's event was made possible through the generosity of QCoal Foundation as a part of our regional partnership funding for RETAIN—thank you QCoal Foundation.



Bernadette's story



From being a qualified children's librarian to sharing literature with families and professionals, a love of words has shaped both Bernadette's personal and professional life.

Bernadette was born deaf before the Newborn Hearing Screening was introduced, and diagnosed with hearing loss at the age of four years old.

"Born hard of hearing, I got by with my limited hearing and, over the years, I taught myself to lip read," she said.

However, after noticing a slow but gradual decrease in her hearing as she got older, Bernadette started to look into hearing aids as an option.

"I was struggling to hear in noisy situations and hear people speak in low/quiet tones. I wanted to preserve what hearing I did have, with the assistance of hearing aids," she said.

After searching for a provider for hearing aids and trying a couple of places, Bernadette was excited to find out that Hear and Say was now offering hearing tests and hearing aids for adults.

"My first appointment, I was very nervous. I was not sure what to expect. The audiologist was very understanding, explaining every step of the way what she was doing. I was in awe to see the setup at Hear and Say," said Bernadette.

Bernadette was initially hesitant about wearing hearing aids due to the stigma of wearing them but a chance encounter with one of Hear and Say's young clients changed her outlook.

"My problem was my 'hang up' about wearing aids. I thought people would treat me differently," she said.

"When I visited Hear and Say, I sat waiting for my appointment in the reception area. Suddenly, a door opened and out walked a young boy. As he walked past me, I saw he had a hearing aid behind his ear.

"He looked at me and smiled a brilliant smile. I smiled back and said to myself, if this little boy is brave enough to wear a hearing aid, then so am I."

Now fitted with hearing aids, Bernadette credits them with significantly enhancing her quality of life.

"I wish I had done it years ago! It has changed my life and now I do not leave the house without them," said Bernadette.

"I enjoy social settings so much more now. With volume adjustments, I can moderate the aids to suit the occasion."



Hear us RAW

Resilience and Well Being Group Programs



Hear and Say has a continuum of group programs from babies through to young adults.

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

Our support begins with playgroups—connecting parents/guardians and children together through play and learning.

- **Listen Little Stars**—babies playgroup. Parents/guardians meet with other parents/guardians travelling the hearing loss journey.
- **LEAP (little explorers auditory-verbal program)**—once a child is walking this group provides a play and activity-based setting supporting the development of listening, language, social interaction, and motor skills. Parents/guardians connect and share as their little people learn through play.

Once a child starts kindergarten, we offer group programs at various times throughout the school holidays. Mentors from the groups for older children connect with the early primary school groups to encourage learning. This is the highlight of the programs for both sets of children involved.

- **Launchpad** (kindergarten) and **Rocket** (Prep) are run in parallel allowing these children to learn from each other with a focus on self-advocacy and communication as they settle into the early years of structured learning.
- **Planet** (Years one and two)—aimed at meeting the needs of children in their early primary school years.

To support older school-aged children, we have group programs aligned to age and developmental stage, designed to provide a safe and welcoming environment to learn and practice transferable skills which are used in social, education, and work environments.

- **Comet**—designed for years three to six (children aged eight to 10) to help develop skills through teamwork.
- **Star**—for children in years seven to ten (aged 11 to 15) to participate in challenge activities and find solutions through adventure and recreation.

As many in this cohort no longer attend regular sessions at Hear and Say, we also administer a screening communication assessment which helps to identify any areas of concern with the option of referral for a full speech and language assessment and possible enrolment into our Targeted Intervention program.

Programs were delivered from our Brisbane and Townsville sites and in addition to those living locally, participants travelled from Cairns, Yungaburra, Toowoomba, Northern NSW, the Gold, and Sunshine Coast.

A revision of the program curriculum was undertaken, resources were updated, and reporting was improved. One substantial change this year was offering different programs for first time participants and for those returning. It is pleasing to see participants return year after year.





20

Listen Little Stars playgroups were run across the year in Brisbane



73

Playgroups and family gatherings were run across all our regions



60%

return rate for participants attending another program after Comet and Star



17

out of 36 (46%) parents/guardians who completed the CC-2, were recommended full speech and language evaluation



22

participants attended our kindergarten, prep, and years 1 and 2 programs



52

participants attend our grades 3-6 (COMET) and our grades 7 to 10 (STAR) programs



14%

new participants to Hear and Say, Comet and Star programs



On-line AVT Courses—Foundations and Advanced

In addition to all new LSL staff completing these courses we have had six external professionals (national and international) complete courses over the year.

Education and training

In addition to the professional development support provided through our Kindy Inclusion Services program, Hear and Say have provided education and training through conference presentations and the delivery of our on-line training courses:

- Two presentations delivered at AG Bell International Symposium in June 2024:
 - Group Programs
 - Single Sided Deafness (SSD) outcomes
- Department of Education “Community Practice Workshop” presentation in May 2024 on the topic of cochlear implant programming. Positive feedback was received, and we are looking at opportunities/topics for future presentations to continue this partnership.





Research

Hear and Say supports research that will benefit people with hearing loss and welcomes collaborations with researchers outside of our organisation.

During the 2023–2024 financial year we reviewed our research priorities in alignment with our strategic priorities.

Our current research priorities are:

- Maximise outcomes for children with hearing loss who have additional considerations
- Outcomes for adolescents and adults with hearing loss
- Adult rehabilitation
- Evaluation of new testing methods, service supports, or technologies
- Projects of outstanding scientific merit

Through university and hospital partnerships we have participated and contributed to five research projects:

- Single sided deafness
- The experiences of young adults who have participated in Listening and Spoken Language early intervention
- Stakeholder engagement with telepractice
- Professional and caregiver experiences of psychosocial and behavioural difficulties
- A stem cell cartilage and 3D technology project

Our focus is to develop new partnerships and strengthen existing ones to increase the number of joint grant applications where we are a guiding partner.



Our people

Our dedicated team are the driving force behind our work. With passion and commitment, they deliver on our promise to help people to hear, listen and speak.

Updated tools and frameworks

To deliver on our commitment to developing the skills and knowledge of staff an annual compliance refresher training program was developed and is now in use.

A new onboarding and induction framework was implemented, coinciding with our new employees commencing in January 2024.

To enhance and support a culture of safety, an update of the Work Health Safety and Wellbeing policy was implemented and rolled out together with "Our Golden Safety Rules".



Find out more
about our people



59

employees (total
full time equivalent
of 44.21)

Clinical workforce

27.5

full time equivalent

7

**new graduate
speech pathologists**

17

active volunteers



100%

compliance
professional
memberships

34%

**increase in
engagement**
score on Employee
Engagement Survey





About Hear and Say

Hear and Say is a Queensland non-profit organisation, helping people to hear, listen and speak.

We operate state-wide and support people of all ages, from babies to adults. 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 in Brisbane, Gold Coast, Rockhampton, Sunshine Coast, and Townsville.

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



Our Board of Directors

Mr Matthew Ames

Chair of the Board
People and Culture Committee

Professor Helen Chenery

Deputy Chair of the Board
Chair, Client, Quality and Impact Committee

Dr Dimity Dornan AO

Founder
Chair, People and Culture Committee

Mr Andrew Fraser

People and Culture Committee

Mrs Evelyn Goggin

Chair, Finance and Risk Committee

Mr Stephen Burmester

Client, Quality and Impact Committee

Dr Margaret Steinberg AM

Client, Quality and Impact Committee

Mr Darren Sumich

Finance and Risk Committee

Ms Tamarin Wilmott

Finance and Risk Committee



**Find out more
about our board**

Statement of Profit or Loss and Other Comprehensive Income

	2024	2023	2022
	\$	\$	\$
Revenue			
Revenue from continuing operations	6,968,976	6,665,328	6,842,824
Interest income	116,238	49,422	881
Other income	86,167	12,009	35,191
Total revenue	7,171,381	6,726,759	6,878,896
Expenses			
Employee benefits expense	5,245,982	4,826,344	5,212,625
Depreciation and amortisation expenses	883,336	639,659	708,881
Operating expenses	1,686,826	1,753,644	1,513,893
Total expenses	7,816,144	7,219,647	7,435,399
Net operating profit/(loss)	(644,763)	(492,888)	(556,503)
Other comprehensive income for the year			
Non operating revenue			
Bequests	2,079,712	-	-
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	1,434,949	4,639,476	(556,503)





Statement of Financial Position

	2024	2023	2022
	\$	\$	\$
Assets			
Current assets			
Cash and cash equivalents	2,669,890	4,770,274	5,099,132
Accounts receivable and other debtors	236,143	238,512	114,903
Inventories (at cost)	23,027	18,675	22,889
Prepayments and other assets	120,480	201,376	97,160
Total current assets	3,049,540	5,228,837	5,334,084
Non-current assets			
Financial assets	6,153,018	–	–
Property, plant, and equipment	12,103,054	14,288,377	9,682,424
Right-of-use assets	18,270	9,986	50,792
Total non-current assets	18,274,342	14,298,363	9,733,216
Total assets	21,323,882	19,527,200	15,067,300
Liabilities			
Current liabilities			
Accounts payable and other payables	373,399	319,232	449,248
Provision for employee entitlements	368,525	325,762	296,999
Lease liabilities	7,088	10,537	42,069
Other financial liabilities	262,507	4,394	1,866
Total current liabilities	1,011,519	659,925	790,182
Non-current liabilities			
Provision for employee entitlements	44,438	45,744	84,105
Lease liabilities	11,445	–	10,958
Total non-current liabilities	55,883	45,744	95,063
Total liabilities	1,067,402	705,699	885,245
Net assets	20,256,480	18,821,531	14,182,055
Equity			
Asset revaluation reserve	7,460,393	7,627,961	2,495,597
Accumulated surplus	12,796,087	11,193,570	11,686,457
Total equity	20,256,480	18,821,531	14,182,054

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 can 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 \$525,000. Congratulations and thank you for your efforts.



-
- | | |
|-------------------------------------|--|
| • Ash Family Trust | • Goldburg Family Foundation |
| • Estate of David Boag | • Quota Club of Wynnum Manly |
| • Estate of Laurel Youngman | • Stan and Maureen Duke Foundation |
| • Glen and Lisa Richards Foundation | • The E Robert Hayles & Alison L Hayles Charitable Trust |
-

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



**Queensland
Government**



**Queensland
Government**

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



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