

Hear and Say

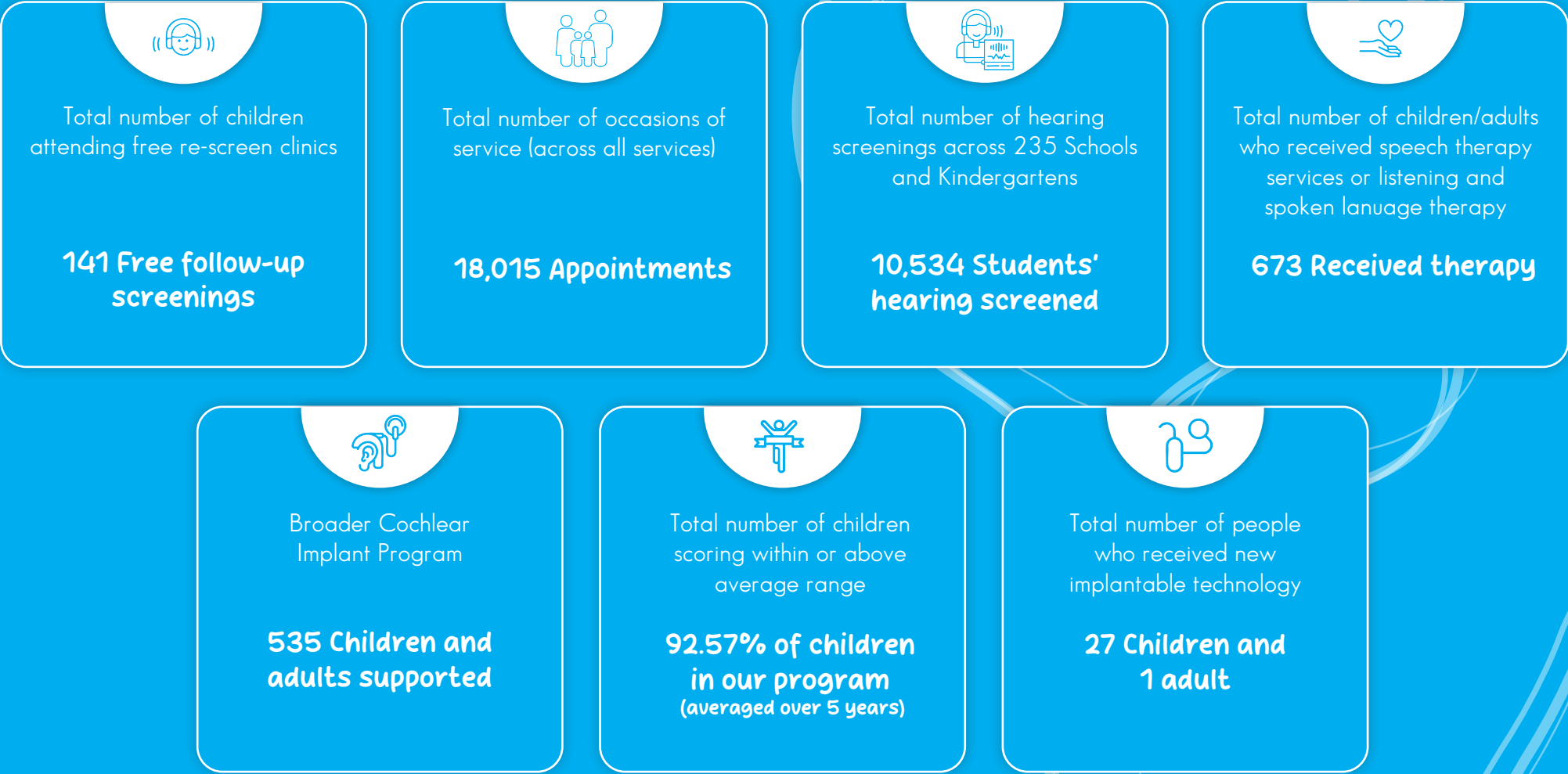
2024-2025 ANNUAL REPORT



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Our Impact



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This is higher than the typical hearing population (about 84%); showing that early support leads to excellent outcomes.

Acknowledgement 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.

Image source: Children's Health Queensland Deadly Ears Program,
<https://www.childrens.health.qld.gov.au/our-work/deadly-ears>

Welcome



Matthew Ames
Chair of the Board



Michael Kightley
Interim Chief
Executive Officer

This past year has been one of change, reflection, and renewal. Like many organisations in the health and community sector, Hear and Say has navigated a landscape shaped by shifting needs, workforce challenges, and a rapidly evolving service environment. Through these changes, our focus has remained constant - supporting people of all ages to hear, listen, speak, and connect. Together, our teams have continued to deliver exceptional outcomes for families, responding to new challenges with creativity and compassion. Across more than 18,000 occasions of service, Hear and Say clinicians and staff have supported children and adults through hearing screening, audiology, speech pathology, and Cochlear Implant Programs.

Amidst change, there have been many bright moments. We celebrated the reopening of our Toowoomba Centre and the establishment of a new Centre at Upper Mount Gravatt; milestones that expand access to early intervention and speech therapy for families in both regional and metropolitan Queensland. The Ashgrove Centre also marked its 10-year anniversary, reminding us of what is possible when communities, donors, and dedicated teams come together around a shared purpose. We were honoured this year to host our Patron, Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland, at our Ashgrove Playgroup. Her Excellency's visit shone a light on the importance of our early intervention work and the joy, skill, and connection that underpin every Hear and Say session.

Central to our achievements are our people, who live our purpose every day and make a meaningful impact on the lives of all our families. We thank each and every one of them for their dedication, adaptability, professionalism and their high level of care. We extend our thanks for the extraordinary support of our corporate and philanthropic partners. Longstanding relationships, including those with Mettle, Anglo American, Thiess, Mazda Foundation, and many others, have enabled us to deliver free re-screen clinics, expand regional services, and continue reaching families who might otherwise miss early support. The generosity and belief of our supporters, through campaigns such as Giving Day and Loud Shirt Day, remind us that community truly lies at the heart of our success. Hear and Say's strength this year has been found not only in outcomes, but in people. Our 64 employees and volunteers, whose dedication and adaptability have been unwavering. Their professionalism and care ensured that families continued to receive high-quality services, even in times of transition.

Looking ahead, our strategy provides the path forward: to help more people, work collaboratively and curiously, create moments of magic, and deliver streamlined, effective services. With this renewed focus, we move into the next chapter confident in our direction and inspired by the trust and support of our community.

Thank you to everyone who continues to stand beside us; our families, partners, funders, and staff. Together, we are building a future where every person has the opportunity to communicate, connect, and live their best life.

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 for life.

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 well being, 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.

Hear and Say Strategy 2024-2028

Our 2024-2028 strategy is underpinned by four pillars to support more people to hear, listen and speak.



Help more people

Improve access to services and flexibility in delivery.



Collaborative & curious

Achieve better outcomes by working with others.



Moments of magic

Provide magical experiences that people will remember forever.



Streamlined & effective

Drive quality and efficiency.

Her Excellency's February Visit to Ashgrove Playgroup

Earlier this year, Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland and Patron of Hear and Say, visited families and staff at the Ashgrove Playgroup. The visit provided Her Excellency with a first-hand view of the life-changing work that unfolds daily at Hear and Say. Where children with hearing loss learn to hear, listen, and speak with confidence.

During the morning, Her Excellency conversed with families and staff to more deeply understand the evidence-based Early Intervention Programs at the heart of Hear and Say's approach. She observed and participated in play-based learning activities that support children's communication development, social participation, and progress across all the developmental domains. Her Excellency witnessed how skilled therapists integrate listening and spoken language techniques into everyday interactions, building the confidence and skills children need to thrive at home, in education, and within their communities.

Since its establishment in 1992 by Dr Dmitry Dornan AO, Hear and Say has served as Queensland's specialist provider of audiology and speech pathology services for more than three decades. The organisation continues to advance Dr Dornan's founding vision: creating a world where everyone can communicate, connect, and live their best lives.

The Governor's visit reinforced what lies at the centre of Hear and Say's success. A community of care built on partnership between families, professionals, and supporters, all working together; to ensure every child can participate fully in life in their community.



Audiology

Julie Decker

In the past year, we have continued to deliver audiology services in five of our Centres. Expansion of services is planned in FY26 for Upper Mount Gravatt and Toowoomba.

During the 2024-2025 year, we continued the delivery of 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.

Overall, these outreach trips resulted in:

- Number of children assessed in Hervey Bay and Maryborough: **27**
- Number of children with hearing loss in Hervey Bay and Maryborough: **23** (1 permanent)
- Number of children assessed in Rockhampton: **10**
- Number of children with hearing loss in Rockhampton: **7** (none permanent)

Diagnostic Audiology Services: FY25



1,523 ^13%

Total number of
paediatric hearing test



179 ^33%

Total number of adult
hearing tests

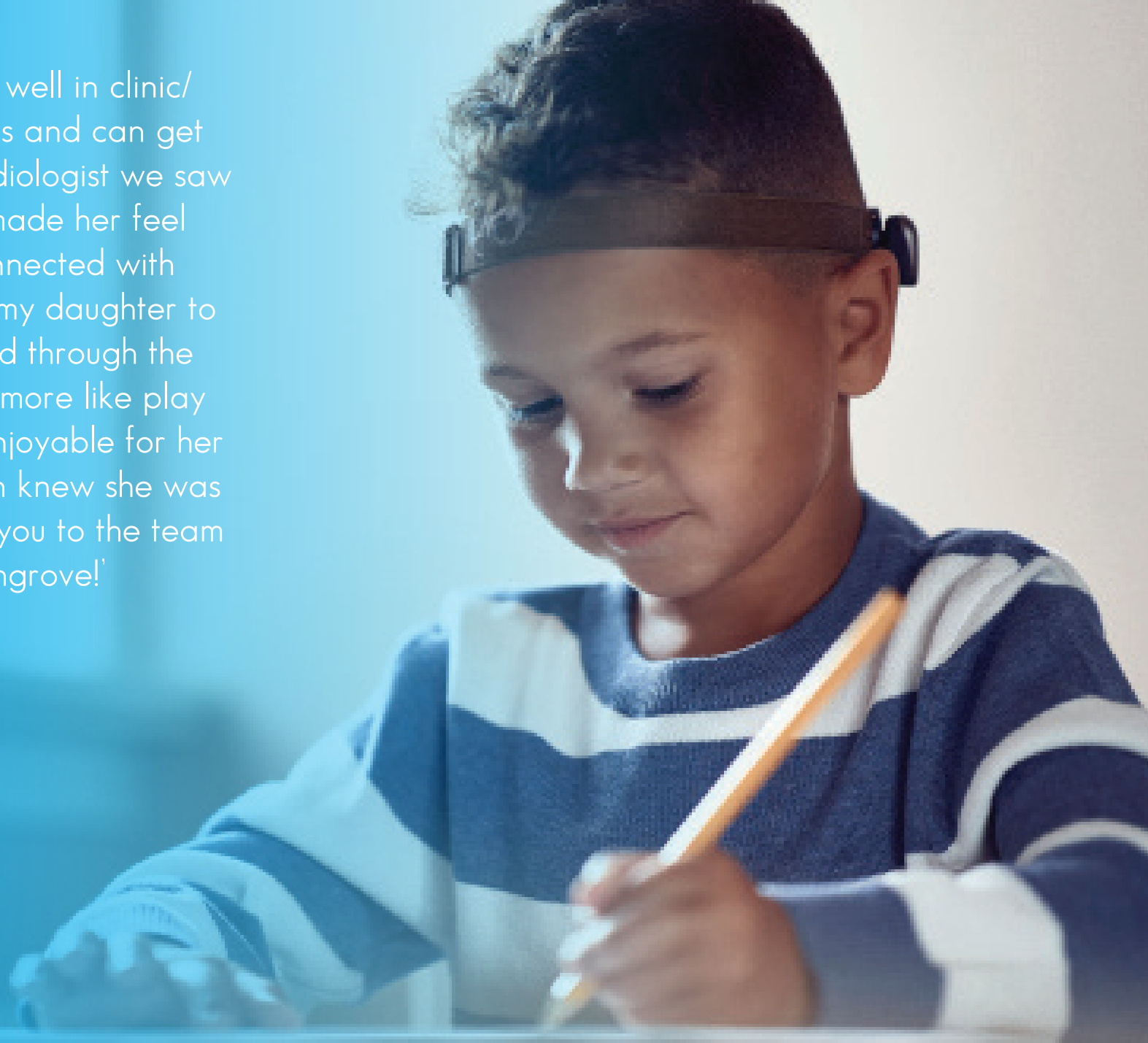
'Being able to hear, listen and speak has honestly changed my life forever, and most definitely for the better! I have been able to go to the same school as my older sister, actively play a role within my cohort, and do things like listen to music, watch movies with my family and participate in sport'

Saskia | Cochlear Implant Recipient



'My girl does not do well in clinic/ doctors office settings and can get really upset... the audiologist we saw today was patient, made her feel comfortable and connected with her well enough for my daughter to trust her and breezed through the hearing test... it was more like play activities so it was enjoyable for her and I doubt she even knew she was taking a test. Thank you to the team at Hear and Say Ashgrove!'

Danielle | Parent



Cochlear Implant Services

Julie Decker

Our cochlear implant services continue to grow, supported by strong partnerships with implanting ENT surgeons, the Queensland Children's Hospital, and the Townsville University Hospital. Through these collaborations, families can access integrated pathways to cochlear implantation that include both audiology and speech pathology services from Hear and Say, creating a coordinated and seamless experience throughout their cochlear implant journey.

In this financial year, we supported more than 500 clients through our Cochlear Implant Program, including:

- **27** children and one adult who received cochlear implants via Hear and Say (a total of 28 new recipients)
- **535** children and adults supported through the broader Cochlear Implant Program

Hear and Say continues to deliver remote mapping services across Queensland, enabling families to access timely and appropriate care, while reducing the need for travel. This approach has been especially valuable for newly implanted families living in north Queensland.



Hearing Screening Helen Ridgway

This year, we introduced our new SnapForms platform. This innovative tool has streamlined our processes, enabling online screening consent forms, real-time data import, school record storage, and automated Service Agreements. Despite the steep learning curve, the team has come together, united in purpose.

We are grateful for the ongoing support of key partners, including Anglo American and Thiess, who continue to back our Hear to Learn Program in regional Queensland. We're also thankful for the sponsorship from Brisbane Catholic Education, North Coast Aboriginal Corporation for Community Health (Manngoor Dja), and Quota, which enables us to deliver screening services to numerous schools.

A generous grant from the Cecilia Kilkeary Foundation has been instrumental in helping to fund free re-screen clinics, ensuring a referral pathway for our school screening families.

- Children receiving hearing screen **10,534**
- Schools and kindies visited **235**
- Children needing medical follow-up **777**
- Children identified with permanent hearing loss **15**
- Children needing audiology follow-up **71**

'My almost 4mo daughter was assessed at Hear and Say Ashgrove. Annika was wonderful. Patient, friendly, very detailed on her assessment and she took the time to explain me everything and put my heart at ease. I left really pleased with the whole experience from start to finish'

Will I Parent





A walk down memory lane. Back to the early therapy sessions at Munro Street, Auchenflower. Inside the former church that stands today as a heritage listed reminder of Hear and Say's first chapter.



Lecture Series at James Cook University Liza Bowen

During the February to April 2025 period, our Senior Audiologist, LSL Specialist, and Speech Pathologist, Liza Bowen, was guest lecturing at James Cook University for their second-year Bachelor of Speech Pathology students.

Across ten sessions, the students explored topics including hearing loss and audiograms, the role of speech pathologists in auditory habilitation, and technology supports for hearing loss.

Liza continues to make an impact in shaping future professionals and championing inclusive, evidence-based care for children with hearing challenges.



Kindy Inclusion Support Matt Parr

In 2024-25, Hear and Say supported 70 kindergartens through the Kindergarten Inclusion Support (KIS) program, delivering 62 site visits and 23 workshops. Indirectly, this work supported 41 children with hearing loss across these centres.

Feedback from educators has been overwhelmingly positive, with many valuing the practical insights provided on how to assess and improve the acoustic environment of their classrooms, as well as tailored coaching on strategies that foster inclusion and support children's communication and social development. Additionally, several kindergarten staff members with hearing loss have benefited from our support through the program.

Centre Openings & Ashgrove's Ten Year Anniversary

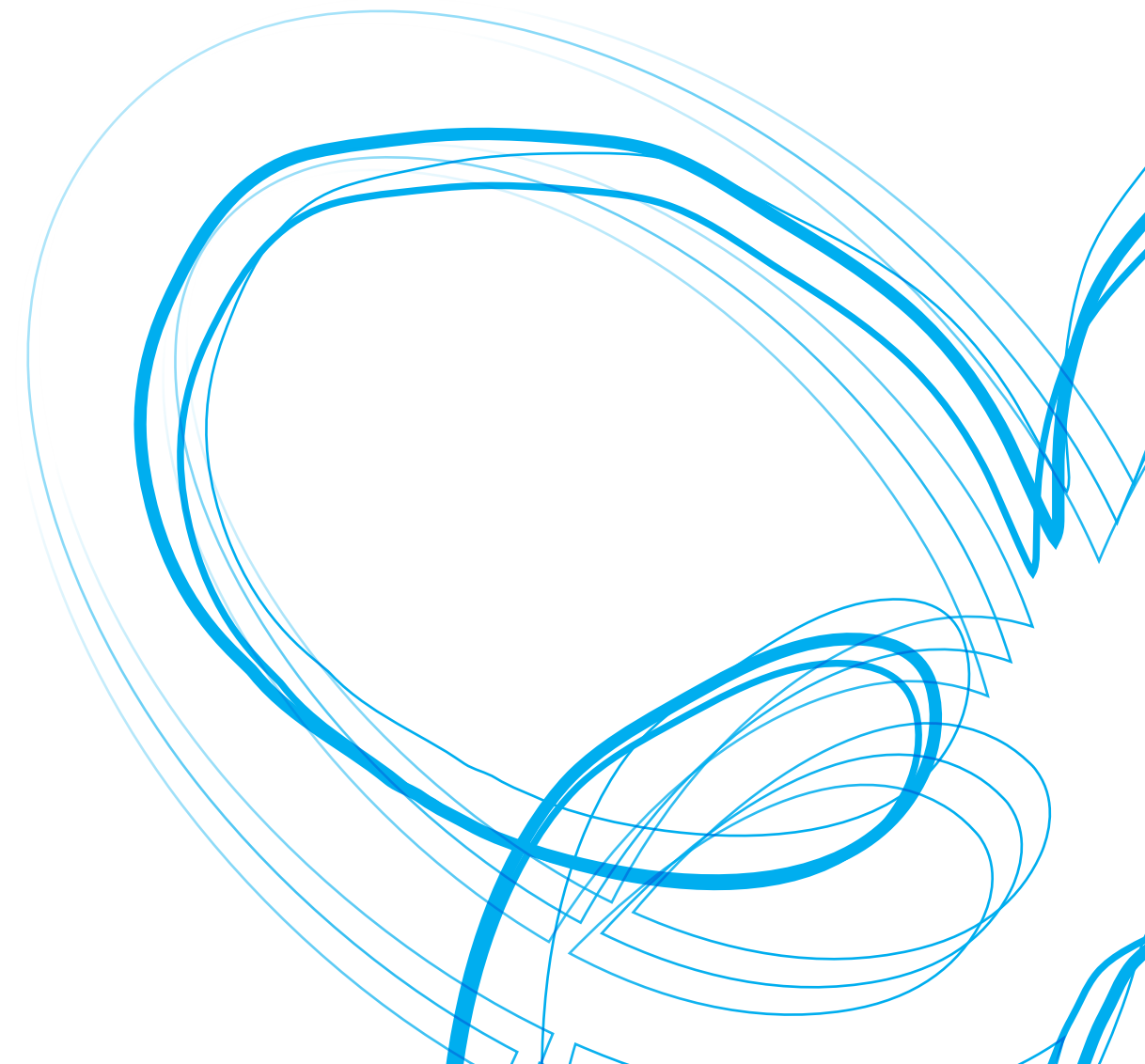


In 2025, Hear and Say strengthened its commitment to supporting families across Queensland with the re-opening of a centre in Toowoomba, at 2/202 Hume Street. Having previously operated in the region, our return marks an important milestone in ensuring families in regional communities once again have local access to high-quality speech therapy and early intervention services. The Toowoomba centre now operates with a full-time Speech Pathologist supported by a part-time Allied Health Assistant and part-time Business Support Assistant, enabling consistent, family-centred care throughout the week.

This year also saw the establishment of a new Hear and Say centre in Upper Mount Gravatt, located at Unit 11/2092 Logan Road. The centre offers speech therapy services, with a full-time Speech Pathologist, two part-time Speech Pathologists, and a part-time Business Support Assistant. Together, these centres reflect Hear and Say's ongoing focus on expanding access to specialised speech and language services, particularly for families in regional and growing urban areas. Ensuring that every child has the opportunity to listen, speak and thrive closer to home.

In 2025, Hear and Say also celebrated the 10-year anniversary of our Ashgrove Centre with a morning tea event filled with laughter, reflection, and gratitude. Families, supporters, and community partners joined staff to mark a decade since the centre first opened its doors. "Project Possibility" transformed the once derelict building into a vibrant hub for children learning to listen and speak. Guests heard from Hear and Say Founder, Dr Dimity Dornan AO, who shared memories of the centre's early days and the community effort that brought it to life. We were also honoured to welcome local State Member, Jonty Bush MP, who opened the formal proceedings as well as key donors and partners, including Children's Health Queensland, Perpetual, Mettle, GB-A, Meridian Urban, Quota clubs, and AMEB.

The celebration was a heartfelt acknowledgement of everyone who has contributed to Ashgrove's success over the past decade and a toast to the next ten years of possibility, progress, and partnership.



Life Changing Stories

Zia's Poem

Hear and Say's 10th Anniversary Celebration

Hear

Wake up
No noise
Stand slowly
No noise
Walk over
No noise
Open doors
No noise
Unhinge case
No noise
Construct ears
Sudden rush---
Like taking a breath
Like opening eyes
Like tasting food
Hear

Distant voices
Faint birdsong
Far away siren
Smile

Because every day You get
to wake up and claim this

This world of sound
This world of noise
This world of music

For your own And no-one
can take that away

Head upstairs

Hear footsteps

Greet family
Hear their voices
Make breakfast
Hear water flow
Smile

Because you
can hear!

And you love it!

Beyond Expectations

Vivek's Journey from Silence to Leadership

When one-year-old Vivek was diagnosed with bilateral profound hearing loss in India, his parents Ajay and Bindu were devastated. With no history of hearing loss in their family, the diagnosis came as a shock that left them uncertain about their son's future. "We were devastated, shocked, sad and confused about how this could happen," recalls Bindu. "However, our Christian faith in a living God gave us the strength to face it and be determined to do our best to give Vivek all opportunities to achieve his potential." Just before Vivek's first cochlear implant surgery, Vivek's dad received a job opportunity in Australia.

Through internet searches, the family discovered Hear and Say. "The thoughtful responses from the Hear and Say Team helped my parents make the decision to relocate to Brisbane."

A Remarkable Transformation

The journey that followed has been nothing short of extraordinary. Vivek, who wasn't even babbling at age two, began receiving auditory verbal therapy at Hear and Say in 2009. The results were remarkable.

"It is unbelievable now when we look back, how technology and therapy worked together to equip Vivek to hear and speak beautifully in a short span of about 2-3 years," his parents share. "He was soon confidently presenting 'show and tells,' made the debating team in Primary school, picked up playing the keyboard, and enjoys sports." Now 18 and using Cochlear Nucleus Technology with an N8 processor, Vivek has blossomed into a well-rounded young

man. He plays soccer for his local club, enjoys cricket, outdoor activities, and plays keyboard. His academic achievements are equally impressive.

Finding His Voice on National Stages

In 2014, Vivek had the opportunity to speak at the Power of Speech conference at the National Press Club in Canberra. Later that year, he addressed the World Audiology conference in Brisbane with Professor Graeme Clark, the inventor of the multi-channel cochlear implant, in attendance.

These experiences, along with numerous school achievements, have shaped Vivek into a confident communicator and leader. He was awarded the World of Difference award in Year six, has represented his school on the debating team, and served as a student mentor.

His leadership qualities culminated in being elected Student President in 2024, his final year of high school. Vivek is currently studying Engineering at university.

A Journey of Gratitude

For Ajay and Bindu, watching their son thrive has been beyond their wildest expectations. "As parents, our hearts overflow with gratitude," they share. "We are truly grateful to God to have changed us during this journey to become empathetic, aware and supportive of hearing loss and other disabilities."

The family expresses deep thankfulness to Professor Graeme Clark, the doctors who performed the surgeries, the hospital medical facilities, and crucially, for the speech therapy support from Hear and Say over the years. "Cochlear implants are a medical miracle and the work of speech therapists is like magic," Vivek reflects. "The benefits are amazing and

life-changing. We are so thankful for the Hear and Say team."

From a child unable to hear to a confident young leader with a bright future ahead, Vivek's journey stands as a powerful testament to what's possible with the right support, technology, and determination.



Our Group Programs



Vivienne Kerr
Listening and Spoken Language Specialist

Group Programs are a special part of the services offered at Hear and Say, and are just one of many ways we create a connected and supportive community, one that we believe captures “Moments of Magic”

Hear and Say group supports begin with playgroups, which provide opportunities for parents/guardians to connect with their children while exploring play and learning together.

The two programs we currently run in this age group include:

Listen Little Stars

A listening and spoken language program for parents and caregivers of babies with hearing loss. It enables families to connect with others experiencing a similar 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.

This year we welcomed a few special guests into our playgroup, including Ocean Life and Music Beat. We also held a question-and-answer session, inviting a parent of a school aged child and a young adult, both of whom have come through our program, to share their lived experience with hearing loss.

We look forward to welcoming more families

Once a child starts kindergarten, we offer group programs during school holidays!



LAUNCHPAD (Kindergarten)

Learning and Using New Communication Habits



ROCKET (Pre-Primary)

Responsible, Confident Kids Empowering Through Social Skills

- 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

Playing and Learning About Negotiating Emotions and Teamwork

- Designed for years one and two (children aged six and seven), 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

Communication and Education Through Teamwork

- Designed for years three to six (children aged eight to ten) to help develop skills through teamwork.



STAR

Solutions Through Adventure and Recreation

- Designed for years six to ten (children aged 11 to 15) to participate in challenge activities and find solutions through adventure and recreation.

It was also pleasing to see so many participants attend the follow-up day delivered 3 months after the workshop. It is great to see children continue to develop upon the skills learnt and develop friendships over a few months.

During these programs, the highlights of the program are often our external excursions on the last day. This year we have done a variety of different activities such as paint splatter rooms, escape rooms, mosaic classes, and outdoor survival adventure challenges.

It is so lovely to hear positive feedback from parents about these group programs.

This year we reintroduced Hear to Live, which is designed for Grades 11 and 12 focussing on specific self-advocacy skills that are crucial to post-school success. The highlights of this program included learning about how to advocate for your hearing loss in a job environment, mentoring opportunity with younger children with a hearing loss, and building self-advocacy skills.

We had participants travel to our programs from Cairns, Toowoomba, Sunshine Coast, Gold Coast, Tenterfield and Dysart.

“It is wonderful to see participants return year after year. Given the popularity, we have numerous curriculae developed to suit participants’ needs, interests, and parental concerns.”

We look forward to running more Social Group Programs next year!

“After my child attended the COMET program, she has been inspired to wear her hearing aids more; and now advocates and talks to her friends about her hearing loss. She has even put the resources she used during the program up on her wall and is very proud. Thank you again for such a great program”.

Hear & Say Parent

Resilience & Wellbeing Group Programs

20

Listen Little
Star Baby
Playgroups

37%

New participants
to Hear and Say,
COMET, STAR
and HEAR
to LIVE

39%

Parents guardians who completed
the Children's Communication
Checklist-2, were recommended
full speech and language
evaluation

24

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

35

LEAP Playgroups

66%

Return rate following
COMET or STAR
Programs

Listening and Spoken Language, Speech Pathology and Occupational Therapy Services



Lynda Farwell

The Listening and Spoken Language, Speech Pathology and Occupational Therapy team provide assessment and intervention for children who have assessment and therapeutic needs. These services are spread across our seven centres, and also via telepractice, allowing for flexible provision of support and equity of access for clients and their families, no matter where they live. Care and client goals are the centre of our support, and we endeavour to individualise support and therapy to assist each client work towards their goals.

For our regional and remote families, we travel to visit on outreach trips throughout the year to connect with them in their communities. In addition to this, we invite them to attend a camp in our Ashgrove centre for in person assessments, lessons, parent education and playgroups. Our services support babies through to adults - and we support individuals with a hearing loss and other speech, language, literacy, balance, school readiness, sensory integration and other communication difficulties.

Throughout this financial year, we have expanded the team in our existing centres and expanded the team to service our two new centres in Toowoomba and Upper Mount Gravatt. This team growth included 6 new graduate Speech Pathologists in January 2025.

About Our Services

- Total clients supported **673**
- Number of therapy sessions completed for individuals with hearing loss **6,919**
- Number of therapy sessions for children with hearing loss via telepractice **1,666**
- Speech Pathology support for children with communication difficulties **1,589**

We continue to be in awe of our clients and what is possible! It is a privilege to travel their journey with them and help to guide and grow their skills. We would like to acknowledge all of the parents, carers and family who attend alongside them and for all they do to support therapy goals in life, every day!

Thank you to our supporters and partners who make it possible for children with hearing loss to access the therapy they need to learn to listen and speak. These partners include:

- Children's Health Queensland - Healthy Hearing
- Department of Education - SDSS Program
- Department of Education - NSSNO Program
- Q Coal - 4 years of support for RETAIN program (REgional TArgeted INtervention)
- Quota Wynnum Manly, Duke Foundation - Child Championship

Saskia & Katie

Where Are They Now?

Timeline

Queensland introduced newborn hearing screening in December 2006 with the launch of the Universal Newborn Hearing Screening program. Before this, hearing loss was often not diagnosed until months or even years later. Hear and Say, in collaboration with Quota International and other committed organisations and individuals, played a significant role in helping bring this important initiative to life.

Katie - "When I was a baby, I would peacefully sleep through the sounds of my cousins running around and shouting - while my mum credited it to her parenting skills, my aunt was suspicious and conducted secret hearing tests to see if I would react (spoiler: I did not). After failing multiple hearing tests at the local clinic, I was diagnosed with a severe to profound hearing loss".

Katie's diagnosis was at a time when cochlear implants were relatively new, and the criteria didn't extend to those with less than a profound level of hearing loss. As a result, she was fitted with hearing aids on both ears and began auditory-verbal therapy lessons at Hear and Say.

Saskia - "I was born with a profound hearing loss just before the newborn hearing screening

came into hospitals, so my parents didn't find out until I was 18 months old". After Saskia's parents discovered her hearing loss, she was quickly fitted with hearing aids on both ears.

Switch On

The switch on, when the cochlear implant is fitted and activated, marked the beginning of Saskia and Katie's hearing journey. From there, they developed their listening and speaking skills through Hear and Say's Early Intervention Program, supported by audiologists and specialised listening and spoken language therapists.

Katie - "At four years old, I knew only 50 words, far fewer than the average 1,500. After receiving my first cochlear implant shortly after my fourth birthday, and with support from Hear and Say and my family, I was ready to start school alongside my peers the following year"

Saskia - "I received my first cochlear implant when I had just turned 3 years old on my right side and continued to wear a hearing aid on my left side."

Playgroup

As part of the Early Intervention Program, playgroup sessions are held at the Ashgrove, Sunshine Coast, and Gold Coast centres to support children in developing communication and social skills before starting school. These sessions also give children a chance to practise what they've learned in therapy and help families connect with one another.

Katie - "From singing Wheels on the Bus to wreaking havoc with the costume box, I have so many fun memories of playgroup time. My favourite memory is the same as Saskia's where

the firefighters would show up with their truck and we got to sit in the truck and use the hose"

Saskia - "I have so many memories from the playgroup, including making some lifelong friends who I still see today. I absolutely loved the home corner at playgroup and love that they still have the original kitchen stuff. My favourite sessions of playgroup were when the firefighters came to Munro Street, and we got to use the big hose. We also always loved celebrating birthdays at playgroup and would have a birthday cake and sing happy birthday"

Group Social Skills Programs

The Group Social Skills programs support children and young adults in building resilience and wellbeing for everyday life, as well as in social and educational settings. Tailored to different ages and developmental stages, the programs also help identify areas where targeted support in language and communication may be needed.

Saskia - Saskia said participating in the Group Social Skills programs over the years were some of her "most memorable experiences at Hear and Say". "Being able to meet so many children with hearing loss and listen to them share experiences was amazing, and the fact that I could relate so much to them when I was their age told me how important it is for all of us to help each other"

Butterfly Symbol

Hear and Say's original logo, Mac the Mouse, was inspired by the shape of a cochlear implant. It later evolved into the butterfly, symbolising the transformation children with hearing loss experience as they enter the world of sound. Like cochlear implants, which convert sound into signals the brain can interpret, butterflies detect sound

through vibrations using specialised organs on their wings or bodies.

As part of Hear and Say's annual Butterfly Appeal, Saskia and Katie took part in fundraising events to raise awareness and support for children with hearing loss. Katie - "I kickstarted my (short-lived) acting career when I was asked to be in a commercial for Hear and Say's Butterfly Appeal that was sponsored by Suncorp. It was a pretty amazing feeling to see the ad on TV and help spread the word about the work Hear and Say does".

Saskia - "I have been involved in the Butterfly Appeal launch and my dance company actually danced for it at South Bank too."

Technology

Cochlear implant technology has improved greatly in the last few decades improving the quality of sound and life for recipients. From Bluetooth compatibility to water resistance, the cochlear implant has seen advancements in wearability, streaming, and sound processing.

Katie - "When I got my cochlear implant at four years old, it was the size of a mini backpack and involved wearing a harness to strap it on my back with a long wire leading up to behind my ears"

Today, the cochlear implant is a lightweight and small behind-the-ear accessory that comes with Bluetooth compatibility.

Saskia - "I use the Roger Touchscreen microphone at University and have my tutors wear it. All my lectures are pre-recorded and most of the time they have closed captions, which I put on so that it is easier to follow." "I will never forget when cochlear first brought out the water accessory that was basically a plastic bag that covered the external processor. When I first tried it I was so scared to put my head under as I didn't want

the water to leak in and break my processor. However, once my parents assured me it would be okay, I went under and heard my own bubbles for the first time. I was mesmerised by the sound of the water"

Working at Hear and Say

In a meaningful full-circle moment, both Katie and Saskia returned to Hear and Say as staff members. Saskia joined the Business Support team (BST) in 2022, while Katie became part of the Marketing and Communications team in 2023 before moving on to an exciting opportunity in the tech industry with a crypto software company.

Katie - "Hear and Say set up the foundations for a lifetime of opportunities, so it was quite a full-circle moment to work in the Marketing & Communications team and build my career there, as well as help the centre continue to opening worlds of sound for children with hearing loss"

Saskia - "Working at Hear and Say has always been a dream of mine. I have always wanted to give back to an organisation that has given me so much in life. I love being part of BST as I get to see all the families come in and see the joy on the children's faces; some of the children are absolutely amazed when I show them that "I have matching ears to them". I know when I was growing up, I didn't have many people with the same ears as me, so I want to make sure that the generations coming through now know that it is okay and there are many other people with their special superpower ears too."

How has Hear and Say Changed Your Life?

Katie - "I cannot express enough how grateful I am for Hear and Say and their incredible team. They truly make the impossible, possible. Despite being born deaf, I live in a world of sound where I can hear my family and friends talk and laugh, listen to music and other everyday sounds that people with hearing can often take for granted."

Saskia - "Being able to hear, listen and speak has honestly changed my life forever, and most definitely for the better! I have been able to go to the same school as my older sister, actively play a role within my cohort, and do things like listen to music, watch movies with my family and participate in sport"

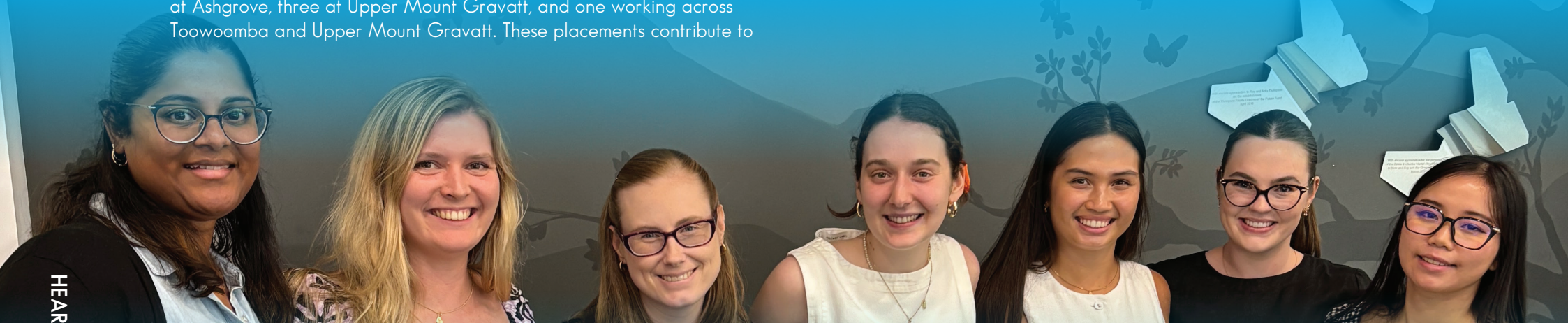
Our People

Hear and Say's team continued to evolve in response to community needs. Our organisation includes 64 staff, with a full-time equivalent of 47.5. Three team members were on parental leave, consistent with our ongoing support for staff across different stages of life.

In early 2025, six new graduates commenced across our centres: two at Ashgrove, three at Upper Mount Gravatt, and one working across Toowoomba and Upper Mount Gravatt. These placements contribute to

building future workforce capacity and ensuring continuity of high-quality services for families across Queensland.

Hear and Say maintained 100 per cent compliance across all required areas, including professional memberships, and NDIS and Blue Card obligations. This reflects our commitment to operating safely, responsibly, and in line with relevant standards.



Our Services

Audiology Services

- All of Life Cochlear Implant Program
- Electrophysiological Assessment (under 3 months)
- Paediatric Hearing Assessment (under 3.5 years)
- Hearing Assessment (3.5 years and over)
- Hearing Aid Assessments and Fittings (26 years and over)
- School Hearing Screenings

Speech Therapy Services

- Speech, language and literacy (assessment and therapy)
- Listening and spoken language therapy (assessment and therapy)
- Adult listening and spoken language therapy (post hearing aid and or cochlear implant fitting)
- Group Programs



Telehealth is available for selected services, giving families flexible support without the need to travel.

Board of Directors



Matthew Ames

Chair of the Board
People and Culture Committee



Dr Dimity Dornan AO

Founder
Chair, People and Culture Committee



Stephen Burmester

Chair, Client, Quality, and Impact Committee



Andrew Fraser

People and Culture Committee



Professor Emeritus Lindy McAllister AM

(Appointed February 2025)
Client, Quality, and Impact Committee



Veréna Preston

(Appointed November 2024)
Finance and Risk Committee



Darren Sumich

Chair of Finance and Risk Committee



Claire Welshe

(Appointed November 2024)
Client Quality and Impact Committee

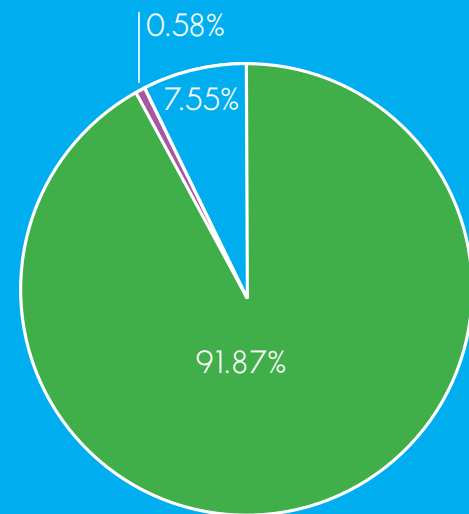


Tamarin Willmot

Finance and Risk Committee

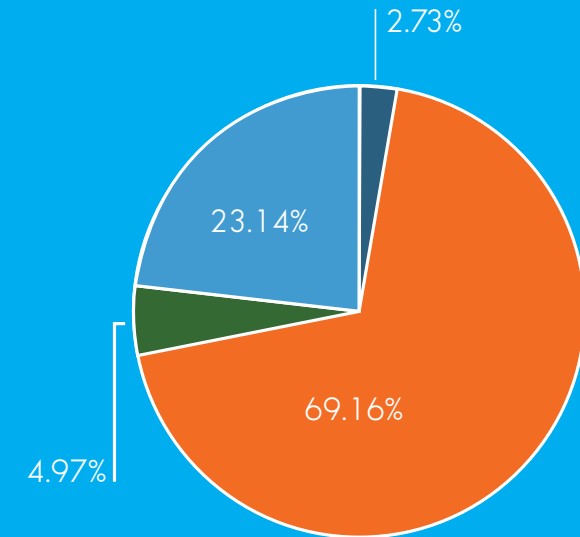
Revenue and Expenditure

Revenue 2025 Total Revenue \$8,233,176



- Revenue from continuing operations
- Interest income
- Other income

Expenditure 2025 Total Expenditure \$8,509,838



- Cost of sales
- Employee benefits expense
- Depreciation and amortisation expenses
- Operating expenses



Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland during her visit to Hear and Say's Playgroup.

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 and service delivery partners, on behalf of our children, families and staff, thank you for your loyalty, generosity and continuous support. Your financial support enables us to provide the unique and special services that change 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 Loud Shirt Day raised over \$270,000. Congratulations and thank you for your efforts.







- The E Robert Hayles & Alison L Hayles Charitable Trust
 - Estate of Edward Franz Reye
- Estate of Heather Joan Grebert
 - Goldberg Family Foundation
 - Quota Club of Wynnum Manly
- Russell McKimmin Charitable Trust
 - The Samuel and Eileen Gluyas Charitable Trust
 - Stan and Maureen Duke Foundation



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



The team at Hear and Say thanks every **individual** and business that contributed in 2025. **Your support** made our mission **possible!**

