



THE FREEDOM TO FLY

A YEARS
JOURNEY
2010/11



Hear and Say

a firstvoice centre

HEARING LOSS

is the number one disability
in newborns globally



Our aim is for all children to achieve speech and language in the normal range for their age by six years giving them the opportunity for a mainstream education, employment of choice and social integration with the hearing world.



THE FREEDOM TO HEAR

HEARING LOSS IS THE
NUMBER ONE DISABILITY
IN NEWBORNS GLOBALLY.

For babies born deaf or hearing
impaired in Queensland each
year there is Hear and Say.

Today we can offer children with
even the most profound hearing
loss the potential to:

- **HEAR** the world around them
- **LISTEN** to their parents,
families and friends
- **SPEAK** like their
hearing friends
- **BELIEVE** they can do
anything they want

Hear and Say was
established in 1992 by
Dr Dimity Dornan with just
six children.

Today it provides services
and programs to over
500 children across five
centres including regional
and remote areas.

Hear and Say is a not-for-
profit organisation and must
raise on average \$10,000
each year, for up to five years,
to teach one hearing impaired
child to listen and speak.

Hear and Say interfaces
state-of-the-art hearing
technology (digital hearing
aids and cochlear implants)
with the Auditory-Verbal
Therapy approach.

Our proven success lies in
the vital role that parents and
caregivers play in teaching
their child to listen and speak.

We require at least one parent
at every Auditory-Verbal
Therapy session and expect
that what both the child and
parent learn is followed up
between sessions.

2010/11 Year Highlights	4
A Years Journey	6
Managing Vision	8
Making Magic Happen	10
Sponsors	22
Financial Statements	24
Staff and Volunteers	30
Hear and Say Awards	31

2010/11 YEAR HIGHLIGHTS

IN 2012 WE WILL
CELEBRATE 20 YEARS



A CELEBRATION THAT RECOGNISES OUR WORLD STANDARD AUDITORY- VERBAL THERAPY PROGRAM AND POSITION AS THE LARGEST PAEDIATRIC COCHLEAR IMPLANT PROGRAM IN QUEENSLAND.

During this time we have demonstrated a 'never say never' attitude to what has been great programs and services taking us from an original six to an estimated 800 children by 2015.

Hear and Say is now recognised as a serious player in hearing health with a number of key outcomes positioning the organisation well for the future.

“Most importantly Hear and Say has never lost its true focus – to provide the best option for children who are hearing impaired so they can realise their full potential.”

*Dr Dimity Dornan AM,
Managing Director and Founder*

- The financial year began with a \$2 million grant from Queensland Health toward a capital campaign and a further \$2.46 million over the next three years.
- Dimity Dornan, Managing Director and Founder of Hear and Say and Chair of First Voice (representing like-minded auditory-verbal organisations nationally) sat on the Federal Government's Better Start for Children with Disabilities 'Expert Panel'.
- Investment in our current and new staff during the year has been critical to reinvigorating our thinking as we look to step up to the plate from an operational, fundraising and clinical perspective.
- We welcomed 73 new children to the Centre and farewelled a further 25. Most importantly all our 2010 graduates went to mainstream schools alongside their natural hearing peers.
- Our first ever social media campaign 'Butterfly Effect' grew our Facebook followers from 200 to 20,000+ positioning us well for future social media campaigns.
- We realised our vision for e-Learning Auditory-Verbal Therapy courses through Hear and Say WorldWide with the first series of courses rolled out in a new e-delivery medium.
- We continued to value our relationships that are crucial to success collaborating with other organisations in the health and allied health sectors across Queensland, Australia and the world including initiation of the inaugural Queensland Hearing Nexus (collaborative research group).
- More critically however is our mature approach with Government, Corporate and Philanthropic partners recognising these ongoing relationships as the key to future success.
- As a reflection of our maturing as an organisation we rolled out a refreshed logo and a new brand 'look and feel'.



100%

of the children who graduated in 2010 from Hear and Say's early intervention Auditory-Verbal Therapy program are attending mainstream educational settings.



AS CHAIR I AM CONTINUALLY REMINDED THAT THROUGH THE EFFORTS OF FEW, THERE IS THE OPPORTUNITY TO HELP MANY.

“ In 2012, we will celebrate our 20 years of operation. As Chair of the Board of Hear and Say, I am proud of what our organisation has achieved excited by the notion that we have come a long way since those very early days. With a visionary Board, visionary leadership and a highly engaged Hear and Say team, we have an exciting future ahead where we have the opportunity to genuinely decimate the effects of deafness in Queensland’s children with hearing loss.

*Paul Laxon,
Chair of Hear and Say Board*

”

After almost 20 years of helping Queensland’s deaf children, Hear and Say is still continuing to set the bar in clinical, training and research excellence. Despite growing numbers and increasing pressure on funding, Hear and Say has stayed the strategic course, delivering on key organisational objectives imperatives, maximising our influence nationally and internationally, and ensuring that core service offerings and capabilities are focused, refined and delivered to those most in need.

This year’s strategic review looked at the successes of the past and the opportunities for the future and discussed the ethical issues surrounding hearing loss and Hear and Say’s role in facilitating access to the basic human right to communicate through listening and speaking. This basic human right thereby enables children with hearing loss to reach their full potential in our hearing world. By drawing a focus focusing on education, advocacy and empowerment, the Hear and Say Board have given the Hear and Say team the mandate to help parents, professionals, policy makers and the wider community to

ask for and to expect more. Hear and Say are challenging traditional thinking and leading the community to expect greater outcomes by empowering children with hearing loss and their families and allowing them to realise their dreams. Through the experience of our world class clinical, research and training teams, and respective program successes and with a better understanding of the human brain, new hearing technology and enhanced Auditory-Verbal Therapy approaches, we are now educating other service providers and professionals in the field. By advocating, marketing, and raising awareness in the wider community, we are targeting funding that supports the child and the family and thus allowing Hear and Say, as the service provider, to deliver on our vision.

Following on from the consistent growth of the organisation and the increased funding provided by the State Government, Hear and Say has been actively looking for a new home in which to better accommodate current needs, expand on existing programs, and to explore new opportunities. The future of Hear and Say still depends heavily on the engagement of the wider community, the corporate sector, philanthropic individuals and organisations, and political decision makers to keep our doors open. The power of possibility lies in the hands of this group of important stakeholders and it will be a key strategy for 2012 for Hear and Say to successfully engage with these groups in order to build upon the recognition provided through last year's funding boost from the Queensland State Government.

This year, through our national alliance of like minded centres ("First Voice") we also commissioned a report by consulting group Econtext to evaluate the economic and social benefits (ie cost/benefit analysis) of early intervention for deaf children. The analysis provided further clear tangible proof of the benefits of our approach. For every dollar invested in early intervention services for deaf children, almost two dollars worth of social, educational, vocational and economic benefit is produced. Surely that is a compelling argument for government and community support of our organisation.

By maintaining a visionary strategy, the Hear and Say Board will continue to be focused on long term sustainability for the organisation. For this coming year, attention will undoubtedly be drawn to the development of an Early Childhood Centre of Excellence with other partners in the field of early childhood. In particular, the work involved in providing a new home for Hear and Say is a key part of the infrastructure needed to support the long term future for the organisation. and the Board are committed to enabling this vision to become a reality.

We are entering a new phase in the growth and development of our centre. It's exciting times and I am confident we have a great team to meet those challenges. Thank you all to my fellow Board members of the Board, to the staff, our volunteers and to our diverse and many partners and supporters, it has been another great year for Hear and Say.



DIMITY DORNAN'S ACHIEVEMENTS ARE RECOGNISED

During the year we were thrilled for Dimity when she was awarded the Suncorp Queenslander of the year 2010/11, an honorary doctorate through the University of Southern Queensland and the status of 2011 University of Queensland's Alumnus of the Year.

Dimity was also awarded her Doctorate in Philosophy from the University of Queensland in April 2011 giving her the well deserved title of Dr Dimity Dornan.



Paul Laxon

Chairman of the Board

MANAGING VISION

MANAGING DIRECTOR'S REPORT



Looking back over not just the year but these nearly two decades I believe our major potential has been as:



Agents for Change



Team of Teams



Constructors of Systems



Brave Thinkers



Industry Pioneers

1. AGENTS FOR CHANGE

Growth comes with its own unique challenges, most importantly the realisation that to continue to advance and grow into the next 20 years we must be agents for change. That means constantly re-thinking where we are going and how we are going to reach there while never losing sight of our reason for being - to empower children with hearing loss to realise their full potential in our hearing world. This has been our key approach this year as we implement our strategies positioning us well for the next phase of our growth and sustainability.

2. TEAM OF TEAMS

Preparing and empowering our staff to achieve is critical as our organisation grows. Our staff work as teams, they respect each other and share ideas, opportunities and successes. And most importantly take learnings from what we don't do so well and look for better solutions moving forward. This year has continued to be one where we have focused on building capability and capacity for the team, including incorporating our parents and partners where we can.

3. CONSTRUCTORS OF SYSTEMS

Systems and processes are a critical part of measuring and monitoring what we do while ensuring consistency in the delivery of accurate programs and services in a timely manner. This year our system improvements have helped provide important efficiencies to our operations. A key focus for this year has been the increased use of technology to support systems including:

- Implementation of a new clinical database.
- With the help of corporate partners the upgrade of over 30% of Hear and Say computers with a key priority in this regard being our regional centres.
- Increased bandwidth and internet connections enabling simultaneous Skype lessons with outreach children, e-Learning courses to multiple participants, as well as normal business use requiring internet linkage.
- Using the intranet for process control, we successfully completed an external audit to maintain Hear and Say's mandated QA accreditation.



No matter how large we grow, or how big our programs become, we continue to provide sanctuary and comfort by maintaining the 'family feel' that has been a cornerstone of who we are.

Dr Dimity Dornan AM, Managing Director and Founder





4. BRAVE THINKERS

We are now at a new fork in the road. We must take the path that will enable us to now move from achieving great outcomes to exceptional outcomes.

In 2010/11 we took bold steps toward our vision to establish an Early Childhood Centre of Excellence offering holistic 'whole of life' programs and services readily available to every deaf child, their parents and their siblings, alongside children with natural hearing. This new vision will now form a key part of our strategic planning for 2011/12.

5. INDUSTRY PIONEERS

In 2010/11 we have taken a lead position in Queensland, Australia and internationally introducing new programs, identifying opportunities and facilitating collaboration. The inaugural meeting of the Queensland Hearing Nexus, a research body with a hearing health focus, was held in June. The Nexus will provide Queensland organisations, with a shared interest in the future of hearing health, to network and collaborate on research projects that will help improve outcomes for deaf and hearing impaired people in the community.

It would be remiss of me not to finish with a very big thank you to the many people who contribute to Hear and Say's ongoing success. Our wonderful staff who are passionate about what they do, our Board who continue to provide the strategic support and direction, and of course our parents, families, volunteers, corporate and individual supporters, donors and partners.

Each and every one of you are a part of our family and play such an important role in helping us to make a difference to the lives of our beautiful children.

Dr Dimity Dornan AM

Managing Director and Founder



FIRST VOICE DEMONSTRATES ECONOMIC BENEFIT

It was a great honour for me to be selected as the Chair of First Voice in February 2011.

First Voice acts as the national voice for member organisations, including Hear and Say, whose primary focus is the provision of listening and spoken language therapy services in Australia and New Zealand.

A key part of the work that First Voice achieved in 2011 was the commissioning and national release (in August 2011) of a cost benefit analysis that has demonstrated that every dollar invested in early intervention services for deaf children produces almost two dollars worth of social, educational, vocational and economic benefit.

The report, by consulting group *Econtext*, showed that transforming the lives of deaf children, by delivering the gift of speech, is only part of the equation when it comes to early intervention. It demonstrates clear, tangible, economic benefits as well.



MAKING MAGIC HAPPEN



“ Nothing can compare to seeing a child hear for the very first time. The joy in the child’s eyes and the overwhelming relief in the parents’ faces are priceless.

Emma Rushbrooke, Clinical Director

”

“ It is a joy to welcome back our children now as young adults and to know that the first steps they took when they left Hear and Say has resulted in fine young people who are now moving to that next stage in their adult lives.

Jane McGovern,
Clinical Manager Audiology

During the last financial year, Hear and Say has supported over 500 families. Our Early Intervention Program continues to provide a quality Auditory-Verbal Therapy program for over 200 children with all degrees of hearing loss, and who wear a wide range of hearing amplification devices. The outcomes for children in our programs confirms our belief that Hear and Say continues to be a leader in the provision of world's best practice of services for children with hearing loss and their families.

We continue to be the largest paediatric cochlear implant program in Queensland, supporting children from infancy through to their adulthood.

In addition to our early intervention and implantable technology programs, we presently support 200 families through our diagnosis and audiology service. Babies and children are referred privately, or through the Queensland Government's Healthy Hearing program, which targets children who have a refer on their hearing screening test at birth, or who passed their hearing screen but are at risk of developing a hearing loss.

Currently the Hear and Say paediatric audiology program supports all hearing implant technologies including all brands of cochlear implants; auditory brainstem implants; and middle ear implants.

Our implantable technologies program grew by 40 implants in the past year (157 children and 244 implants by July 2010 to 177 children and 284 implants by July 2011).

This growth reflects the increasing demand for bilateral cochlear implants, as well as the need for a program that offers a range of implantable devices to better support the specific needs of children with different types of hearing loss.

Each year we say a teary but proud farewell to a group of parents and their young children in the early intervention program who are now fully prepared to enter mainstream school with speech and language at the same levels to their hearing peers.

This year we saw 25 children start their journey as first graders in mainstream schools and by all accounts are achieving well both academically and socially. And the great thing is that we continue to see these children regularly as a part of our program of services.

FIGURE 1

Growth in Implant Program Numbers Over Time

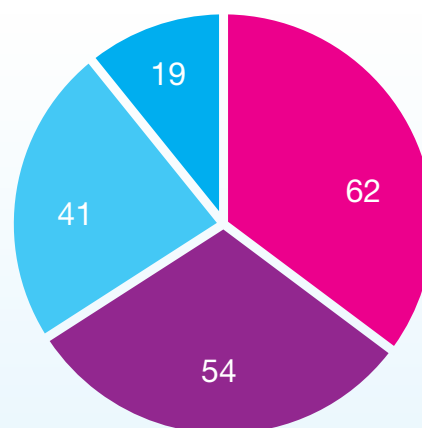
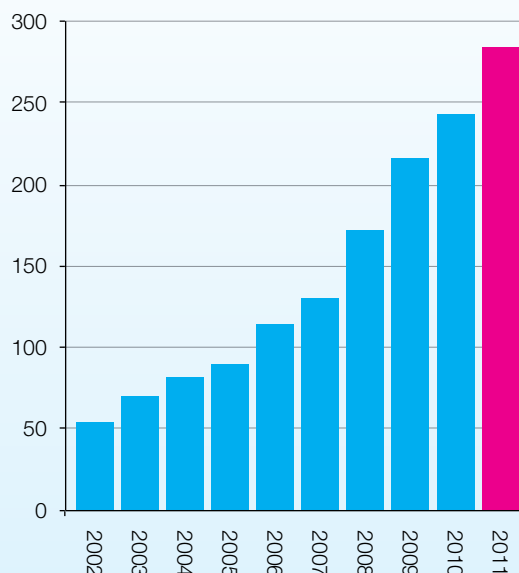


FIGURE 2

Demographics of the Cochlear Implant Program





OUR THERAPISTS KEEP ON LEARNING

Our Auditory-Verbal Therapy and Audiology teams have worked tirelessly this year to maintain and expand programs to ensure our children and families continue to achieve the best outcomes.

This year three of our Auditory-Verbal Therapists Jessica Balfour-Ogilvy, Kirsty MacKenzie and Michelle Ryan achieved international Certification from the AG Bell Academy as Listening and Spoken Language Specialists.

There are only 400 Certified Auditory-Verbal Therapists worldwide with eight of these currently working at Hear and Say.

We were also proud to be hosting this year's international certification exam.



SOME FIRSTS FOR HEAR AND SAY

- **VIBRANT SOUND BRIDGE WAS A FIRST FOR AUSTRALIA**

The first child in Australia was implanted with a middle ear implant system, the Med El Vibrant Soundbridge, in October 2010 through the Hear and Say program.

Our audiology department is proud to support this emerging technology which will provide improved listening opportunities for those children who would benefit from this specific technology. We welcome and expect growth in this emerging field in 2011/12.

- **FIRST CLINIC IN QUEENSLAND TO USE THE NEW HEARLAB CORTICAL EVOKED POTENTIAL EQUIPMENT**

This technological advancement has enabled us to assess very young children for cochlear implant candidacy with more accuracy, and from a younger age, than ever before.

For children who are diagnosed at birth and fitted with hearing aids shortly afterwards, we can now evaluate, immediately after fitting, how much benefit they are receiving from those hearing aids.

- **COCHLEAR SOUND PROCESSOR UPGRADE PROVIDES IMPROVED TECHNOLOGY FOR OUR CHILDREN**

115 children with Freedom cochlear implants received an upgrade to the Nucleus 5 sound processor in the past year.

This has been a significant challenge for the team to facilitate but has resulted in the most up to date technology for these children, enabling them to hear in the presence of background noise significantly better. Another benefit for children is that it is a much smaller and lighter device.

- **MICROTIA AND ATRESIA CONFERENCE IS NOW RECOGNISED OVERSEAS**

Our second Microtia and Atresia Conference proved a big success. Families and professionals attended from all over Australia and internationally. One family travelled from Denmark to learn about all available options, in the hope that their child with Microtia and Atresia would benefit from clinical outcomes being achieved in Australia.

The outcome has been that Hear and Say's success with management of children with Microtia and Atresia has now resulted in Denmark changing some of their management protocols.



“For children who are diagnosed at birth and fitted with hearing aids shortly afterwards, we can now evaluate, immediately after fitting, how much benefit they are receiving from those hearing aids.”

*Emma Rushbrooke,
Clinical Director*



AND NOW THERE ARE FIVE

From our small beginning 19 years ago in borrowed rooms in Brisbane, Hear and Say today has grown to five centres spread across Queensland. Each centre offers a range of services in addition to our core Auditory-Verbal Therapy program.

Playgroup is now offered in all Regional centres as well as in Brisbane, providing families with the opportunity to meet with others who are travelling a similar journey and also of course providing the children with a wonderful interactive fun program to encourage the early development of their social interaction skills.

Hear and Say offers a series of social skills programs from kindergarten age through to adolescence. It is hoped in the future that we will be able to receive a grant to fund publications of these four programs, as the skills being facilitated apply to all children, not just to children with hearing loss. At the present time, these programs are based in our Brisbane centre only, but there are plans to extend the programs to our Regional centres.

The Hear and Say Parent Education Program provides important information and support to families, with meetings covering a range of topics such as "Understanding your Child's Audiogram", "Behaviour Management Strategies", "Understanding Language Development" and of course our most popular evening "Where are they now?" Graduates of our Early Intervention Program speak to newer families, sharing their journey, challenges and achievements. As always, this particular evening is a great inspiration and encouragement to families, as they witness the end outcome of the families' hard work.

All centres have experienced growth in the past financial year. From July 2010 to June 2011, 81 new families have enrolled at Hear and Say, increasing our need for additional Auditory-Verbal Therapists and the professional training required to support them.



OUR TOOWOOMBA FAMILIES GET THEIR OWN CENTRE

Our Toowoomba program has been operating for a number of years now for one day a week out of borrowed rooms at the Toowoomba Base Hospital. In late 2010, due to a growing demand for our services in the Toowoomba and surrounding regions, we opened a dedicated centre in Ruthven Street Toowoomba.



One of my jobs as Clinical Manager is to meet with families when they first approach Hear and Say to enquire about our program. I am privileged to be able to hear their stories and then to be able to provide them with HOPE that their precious child will be able to learn to listen and speak.

Jackie Brown,
Clinical Manager



WE SEEK THEM HERE WE SEEK THEM THERE

KEEPING IN TOUCH WITH OUR REMOTE CHILDREN AND FAMILIES

OUTREACH FAMILIES LINKED ON-LINE

Thanks to the research led by Clinical Director Emma Rushbrooke, Telemapping (remote programming) of children's cochlear implants is now a reality and it is planned to soon become a regular part of the Hear and Say program.

This technical advance now enables children in remote areas, and in some regional centres, to access more regular MAPping in their home area, with more convenience to families by reducing the strain of travelling to Brisbane for appointments. Our goal for 2012 is to be able to raise sufficient funds to purchase enough telemapping equipment to fulfil the needs of Hear and Say families, wherever they may live.

'KIDS' IS ROLLED OUT

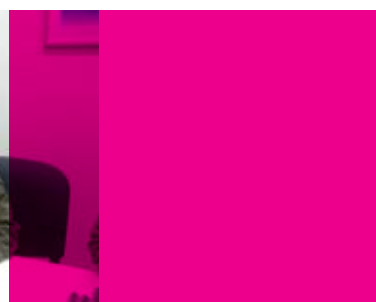
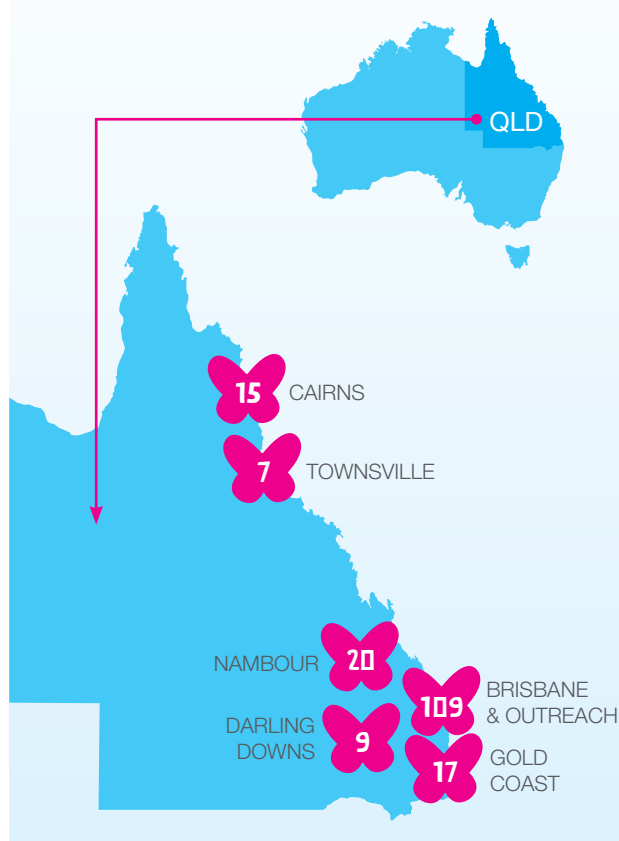
The simplest things in life are often the most difficult. Keeping track of our children's progress and families movements is critical for us to be able to monitor child outcomes and communicate effectively with families. The collection and storage of this important information is needed to not only run the organisation but most importantly to measure the success of our programs.

Our new FileMaker Pro KIDS database (Kids Information Database System) was rolled out during the year and has proven to be extremely successful and efficient in the management and measurement of both clinical and demographic information.

The system has enabled us to gather all the information that was previously in multiple locations and spreadsheets into one central system. Some of the features include full details of present and past service and amplification pathways and validated parent email distribution lists for better communication with parents by location and type of services.

FIGURE 3

Distribution of Cochlear Implant and Implantable Technologies Recipients per Region 2010/11





MONEY HELPS MAKE THE WORLD GO ROUND

THE BUTTERFLY EFFECT HELPS THE BUTTERFLY APPEAL ACHIEVE ITS BEST RESULT EVER!

Thanks to Suncorp and Brainheart who together supported Hear and Say to develop the Butterfly Effect, the new online component of the 2011 Butterfly Appeal, a record result of over \$150,000 was raised, the most funds raised since the appeal's inception in 2000.

The Butterfly Effect was launched at the same time as the appeal and asked for 20,000 people to 'like' our Facebook page over a two week period. These 'likes' were then matched by Suncorp at \$1.00 for every 'like'.

Five of Hear and Say's children's stories featured on the Hear and Say Facebook page helping us to reach our target within ten days!

This online media exposure along with other Butterfly Appeal TV, radio and print media throughout Queensland contributed to the record outcome and had a flow on effect to other fundraising campaigns which followed.



CHILD SPONSORSHIP PROGRAM - "GOLD WINGS"

Give them wings so they can fly!

"Although it could be perceived by most people as being a wonderful thing to do, it is actually one of the most selfishly rewarding things we have ever done. The joy we get in our lives from the sponsorship infinitely outweighs any financial contribution we make. That we would ever have the opportunity to impact on someone's life so dramatically for so little is a wonder in itself."

These words from one of our child sponsors illustrate why our supporters are choosing this program to assist Hear and Say's work. We thank each and every one of them for joining this group of community benefactors who have invested in the future of Queensland's youth.

BOLLYWOOD, RIO CARNIVAL & DANCING WITH THE STARS!

These three gala evenings ensured Hear and Say supporters in Brisbane, the Sunshine Coast and the Gold Coast had an opportunity to dance the night away and raise funds for Hear and Say centres in these regions.

These events are made possible and successful by the support of Hear and Say's local sponsors. Thiess, McDonald's Nambour, Varsity Lakes Travel and Bartercard continue to support and sponsor these three evenings which are so important to the continuation of our local centres, both raising funds and promoting Hear and Say's work in these areas.



This has been a year of firsts for the fundraising team. It was exciting to try our hand at combining our successful Butterfly Appeal with our first ever social media campaign 'The Butterfly Effect'. Even better was the feedback we got from our on-line followers and the overall positive results we achieved by combining social media with our other campaign activity.

Robyn Symons, Fundraising Manager





HEAR AND SAY HEROES

Thank you all our Hear and Say Heroes who contribute in some way to Hear and Say's children's future... our families, community groups, Everyday Heroes, volunteers and our loyal donors!



GRANT FUNDING REMAINS A KEY FOCUS

This year a number of grant funds were obtained. These grants have provided significant benefit as a funding source.

In 2010/11 our grants included:

- Department of Education and Training
- Department of Communities
- Education Queensland
- The Flannery Foundation
- Gambling Community Benefit Fund – replacement car for therapist visits
- Queensland Health
- The Bryan Foundation
- The E Robert Hayles & Alison L Hayles Charitable Trust
- Tim Fairfax Family Foundation



HEAR AND SAY CHOIR SINGS OUR PRAISES

In late 2010 Gordon Hamilton, Conductor for the very successful The Australian Voices Choir, helped Hear and Say to establish its first ever Hear and Say Choir, called the *Wings of Sound Choir*.

The choir is made up of children who have graduated from our Early Intervention Program and their siblings.

The Choir performed for the first time at the launch of the 2011 Butterfly Appeal in front of their parents, staff, many of our supporters and the public.

It has been a wonderful new venture and has reinforced the belief held by Hear and Say that children with hearing loss can achieve whatever they set their hearts on. Not only do these children have great listening and speaking skills, but they also have demonstrated musical singing voices and are learning a love of music.





HEAR AND SAY RESEARCH & INNOVATION



Hear and Say
Research & Innovation

Hear and Say Research and Innovation (HSRI) is the research and development arm of Hear and Say.

Working in collaboration with other parties, HSRI provides an evidence base for the vital work that Hear and Say does clinically each day for our children with hearing impairment and their families. It is a catalyst for bringing together many innovative minds, working towards enhancing hearing health globally, and ensuring our professional training courses are leading edge.

HSRI collaborates closely with the HEARing Co-operative Research Centre, which is a group of 25 universities, hearing healthcare companies, professional associations and clinical service agencies.

This year HSRI has been involved in 17 major research projects that span neuroscience, innovation in hearing technology and habilitation, and telemedicine. The full project listing is available at www.ihear.org.au.

HSRI has celebrated additional success with doctorates awarded to Dr Dimity Dornan, Founder and Managing Director of Hear and Say, and Dr Gabriella Constantinescu, Lead Researcher. These achievements demonstrate the calibre of research expertise in HSRI.

HSRI HAS PARTNERED WITH MAJOR INSTITUTIONS ACROSS QUEENSLAND INCLUDING:

The Centre for Cognitive Neuroscience, Griffith University, HEARing CRC, National Acoustic Laboratories, National Sun Yat-sen University and Taiwan E-Learning and Digital Archives Program, The Queensland Brain Institute, Queensland Heath – Deadly Ears Program, Queensland Heath – Healthy Hearing, The University of Melbourne, The University of Queensland, The University of Southern Queensland.



Auditory nerve cell - Courtesy of Dr Guy Elston, Centre for Cognitive Neuroscience



Staining of auditory nerve cell - Courtesy of Dr Guy Elston, Centre for Cognitive Neuroscience



FIGURE 4

The following key projects were completed or recognised as at a critical stage of progress during the year:

PROJECT	KEY FINDINGS	CONTRIBUTORS
Structure and Function of Auditory Cortical Cells	Ground breaking research based in Japan has suggested that auditory nerve cells have an extended period of growth of up to 7 months after birth, compared to up to 3.5 months for visual nerve cells. This finding provides support for early intervention and Auditory-Verbal Therapy (AVT) to access and stimulate the auditory brain.	<i>Centre for Cognitive Neuroscience</i>
Outcomes for Young Children with Hearing Loss in an Auditory-Verbal Therapy Program (2-6 years) – Dimity Dornan's Doctoral Thesis	This world first research has shown that children with hearing loss who received AVT developed language, vocabulary, and speech skills at the same rate as children with typical hearing of the same initial language age. Comparable reading and mathematics skills and self esteem were also found.	<i>University of Queensland</i>
The Development of Language and Thinking in Hearing Impaired Children	The children with hearing loss aged 3-7 years in this study receiving AVT matched the performance of the children with typical hearing on vocabulary and cognitive skills such as theory of mind and executive function. This is the first study of its kind to demonstrate the benefits of AVT on cognitive skills.	<i>Griffith University</i>



HEAR AND SAY WORLDWIDE

The Hear and Say WorldWide Program is a world-first hearing health professional training program that was initiated by Hear and Say in 2007.

The goal of the program is to decimate the effects of hearing loss in Queensland and Australia, and around the world, by training more professionals to use modern hearing devices and Auditory-Verbal Therapy to teach children with hearing loss, their families and communities to listen and speak.

The program is based on 'The Hear and Say Way', a world-renowned listening-speaking approach pioneered by Hear and Say.



THE FACTS

- Hearing loss is the most common disability in newborns worldwide
- 278 million people worldwide are affected with permanent hearing impairment. Two thirds of these live in developing countries
- Hearing impairment is also very common in adults and may cause depression and isolation
- At present only 8% of all children and adults with hearing loss worldwide can receive effective treatment from a trained listening and speaking professional due to the chronic global shortage of Auditory-Verbal Therapists.

The flagship of Hear and Say WorldWide is the e-Learning Program, launched in early 2010 using state-of-the-art technology to deliver world-class e-learning hearing health professional training building on previous successful collaboration with Education Queensland. Hear and Say WorldWide continues to provide education services in many forms to parents, professionals and the wider community and is playing a key international role in advocating for improved outcomes for children with hearing loss and their families.

With the support of international and national partners, Hear and Say is now successfully delivering back-to-back courses on the state-of-the-art Learning Management System, the Collaborative Cyber Community (3C) platform.

COURSES DEVELOPED AND CONDUCTED FOR E-LEARNING DURING 2010-2011:

- The Hear and Say WorldWide Intermediate (Level 1) and
- The Hear and Say WorldWide Advanced (Level 2)

These courses are being delivered in Queensland and throughout Australia and internationally and have gained accreditation from the University of Southern Queensland (USQ) and are continuing to attract attention from other academic institutions.

Successful completion of these two courses currently earns participants credit points towards a Graduate Certificate or Masters in Education for eligible candidates. Feedback from course participants this year has consistently been positive and has been reflected in the willingness of course participants to remain actively engaged with Hear and Say WorldWide and their ongoing desire to participate in the development of an international network of likeminded professionals. This e-learning program continues to assist with addressing the significant shortfall in Listening and Spoken Language Specialists changing the lives of deaf children around the globe.

TEACHER PROFESSIONAL DEVELOPMENT PROGRAM

In a further adaptation of the Hear and Say WorldWide e-Learning program for hearing health professionals, a Teacher Professional Development program has been developed for delivery in mainstream educational settings.

This original program has been specifically designed to address language and learning delay, in the areas of speaking and listening, for early childhood learners who are being educated in international schools outside of Australia.

In conjunction with Education Queensland, this same program has been even further refined for use in a pilot project commencing in South East Queensland in October 2011. This pilot project has been instigated as part of an overall response designed to assist with addressing education and community concerns about what seems to be an increasing trend of speech, language and learning delay in early childhood.



“ The Hear and Say WorldWide e-Learning Program is one of the first of its kind in the world and an exemplar of best practice in training in Auditory-Verbal Therapy. It was rolled out with the goal to meet the chronic international shortage of Listening and Spoken Language Specialists and presents Hear and Say with a very real market opportunity to meet a rapidly increasing global service demand for Auditory-Verbal Therapy. ”

Chris McCarthy, General Manager



Hear and Say
WorldWide



KEY MILESTONES OVER THE PAST 12 MONTHS:

- **Development of the Hear and Say WorldWide e-Learning Courses:** Preliminary, Intermediate (Level 1) and Advanced (Level 2)
- **A-VT Course Participation:** eighteen participants from Australia, Papua New Guinea, Zimbabwe, the United Kingdom and Serbia have completed Intermediate (Level 1) and Advanced (Level 2) using a Blended Cyber mode of delivery via the Collaborative Cyber Community (3C) platform
- **Tertiary Institution Collaborations:** with the University of Southern Queensland (USQ), Australian National University (ANU) Canberra, Australian Capital Territory, and the National Sun Yat-Sen University (NSYSU), Taiwan.
- **Interagency Collaboration:** with Education Queensland and Brisbane School of Distance Education
- **Teacher Professional Development Program Development:** development of the 'The Hear and Say Way' for teachers of early childhood students with normal hearing at Queensland schools as well as an Australian International school in the United Arab Emirates
- **Professional Conferences:** 3rd Annual Microtia and Atresia Conference with renowned national and international speakers in the field

Quote from a participant in the 2011 Intermediate e-Learning Course, who is living and practising in an Eastern European country

"I am very excited and grateful for all your help and also, to be honest, I am a little bit proud to be the first one from my country who will participate in your courses.

I would like to gain as much as possible from the course. Thank you for all the help and support, it means the world to me.

Maybe I will be a 'lighthouse' for my country, but you are my 'lighthouse' now. I still have a lot to learn, but I am glad I've found dedicated people who are happy to share knowledge and experience. Thank you so much! This is my dream come true!"



SPONSORS

Recognising those people and organisations that help us to help our children.

Our heartfelt thanks goes to each and every individual and organisation that in some way supported our work in 2010/11.



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- *Dr Bruce Black*
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- *Dr Tony Parker*
- *Dr Chris Que Hee*
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Vantage Performance
Varsity Lakes Financial Services
Wagner Group of Companies
Noel Whittaker
The Zig Zag Foundation



BEQUESTS

Estate of Cecil John Rowe
Estate of Hewton Baker



CONCISE FINANCIAL REPORT

FOR THE YEAR ENDED
30 JUNE 2011

Statement of Comprehensive Income	25
Statement of Financial Position	26
Statement of Changes in Equity	27
Statement of Cash Flows	27
Notes to the Financial Statements	28
Directors' Declaration	28
Independent Audit Report	29

Auditor: Jason O'Connor B.Com CPA | Registered Company Auditor (No. 353931) | www.joconnorptyltd.com.au



STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
INCOME		
Clinic income	487,535	396,066
Donations	306,887	550,567
Fundraising event revenue	565,811	570,084
Fundraising general	644,718	236,539
Appeals	85,896	82,481
Interest revenue	37,887	37,861
Grants - trusts and foundations	511,226	539,083
Grants - operating government	1,244,010	706,224
Other income	29,816	27,092
Total Income	3,913,786	3,145,997
EXPENDITURE		
Employee benefits expense	2,475,508	2,101,582
Fundraising expenditure	326,236	414,808
Depreciation expenses	305,716	313,782
Occupancy costs	118,153	113,137
Other expenditure	723,221	445,164
Total Expenditure	3,948,834	3,388,473
Deficit	(35,048)	(242,476)
Income tax expense	-	-
Deficit attributable to the members	(35,048)	(242,476)



During the last financial year,
Hear and Say has supported over...

500 **FAMILIES**





STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2011

	2011 \$	2010 \$
CURRENT ASSETS		
Cash and cash equivalents	1,282,457	1,162,183
Trade and other receivables	76,643	58,553
Prepayments	33,432	32,193
Total Current Assets	1,392,532	1,252,929
NON CURRENT ASSETS		
Available for sale financial assets	35,984	29,919
Queensland Community Foundation	10,000	10,000
Property, plant and equipment	4,205,183	4,388,901
Total Non Current Assets	4,251,167	4,428,820
TOTAL ASSETS	5,643,699	5,681,749
CURRENT LIABILITIES		
Trade payables	224,510	175,917
Provision for employee benefits	224,076	164,023
Committed funds	180,000	347,323
Other liabilities	131,601	55,218
Total Current Liabilities	760,187	742,481
NON CURRENT LIABILITIES		
Provision for employee benefits	81,693	106,494
Total Non Current Liabilities	81,693	106,494
TOTAL LIABILITIES	841,880	848,975
NET ASSETS	4,801,819	4,832,774
EQUITY		
Asset revaluation reserve	2,445,597	2,445,597
Share reserve	3,170	(923)
Accumulated surplus	2,353,052	2,388,100
TOTAL ASSETS	4,801,819	4,832,774



Our Implantable
Technologies Program
grew by...

40 **IMPLANTS**
IN THE PAST YEAR



The accompanying notes form part of these financial statements.



STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2011

	Asset Revaluation Reserve \$	Share Reserve \$	Accumulated Surplus \$	Total \$
Opening balance 1st July 2009	2,316,392	(1,099)	2,630,576	4,945,869
Revaluation in property	129,205	-	-	129,205
Revaluation in shares	-	176	-	176
Plus current year surplus	-	-	(242,476)	(242,476)
Closing balance 30th June 2010	2,445,597	(923)	2,388,100	4,832,774
Opening balance 1st July 2010	2,445,597	(923)	2,388,100	4,832,774
Revaluation in property	-	-	-	-
Revaluation in shares	-	4,093	-	4,093
Plus current year surplus	-	-	(35,048)	(35,048)
Closing balance 30th June 2011	2,445,597	3,170	2,353,052	4,801,819



STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
CASH FLOWS FROM INVESTING ACTIVITIES		
Receipts from customers and grants	1,739,150	1,609,517
Payments to suppliers and employees	(3,756,455)	(3,367,552)
Interest received	37,887	37,861
Dividends received	1,972	1,964
Donations received	306,887	550,567
Grants received	1,914,803	1,245,307
Net cash from operating activities	244,244	77,664
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(121,998)	(75,523)
Payments for shares	(1,972)	(16,906)
Net cash used in investment activities	(123,970)	(92,429)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net cash used in financing activities	-	-
Net increase in cash held	120,274	(14,765)
Cash and cash equivalents at 1 July	1,162,183	1,176,948
Cash and cash equivalents at 30 June	1,282,457	1,162,183

The accompanying notes form part of these financial statements.



NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2011

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements, specific disclosures and other information included in the concise financial report are derived from, and are consistent with, the full financial report of **Hear and Say Centre for Deaf Children**. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of **Hear and Say Centre for Deaf Children** as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report of **Hear and Say Centre for Deaf Children** complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

NOTE 2: EVENTS AFTER THE BALANCE SHEET DATE

There are no known events subsequent to reporting date.

NOTE 3: CONTINGENT LIABILITIES

There are no known contingent liabilities as at reporting date.



DIRECTORS' DECLARATION

The directors of the **Hear and Say Centre for Deaf Children** declare that the concise financial report of **Hear and Say Centre for Deaf Children** for the financial year ended 30 June 2011, as set out on pages 25 to 28:

- complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- is an extract from the full financial report for the year ended 30 June 2011 and has been derived from and is consistent with the full financial report of the **Hear and Say Centre for Deaf Children**.

Signed in accordance with a resolution of the directors made pursuant to section 295(5) of the Corporations Act 2001.

On behalf of the directors

Paul Laxon, Chairman

Dated this 25th day of October 2011.

We continue to be the largest
paediatric cochlear implant
program in Queensland,

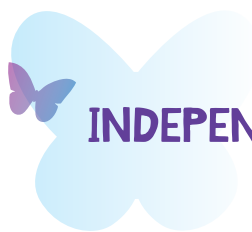


SUPPORTING CHILDREN



from infancy
through to their
adulthood.





INDEPENDENT AUDIT REPORT

To the members of the Hear and Say Centre for Deaf Children.

REPORT ON THE CONCISE FINANCIAL REPORT

The accompanying concise financial report of the **Hear and Say Centre for Deaf Children** (the Company) comprises the statement of financial position as at **30 June 2011**, the statement of comprehensive income, statement of changes in equity and statement of cash flow for the year then ended and related notes, derived from the audited financial report of **Hear and Say Centre for Deaf Children** for the year ended **30 June 2011**, and the discussion and analysis.

The concise financial report does not contain all the disclosures required by Australian Accounting Standards.

BOARDS' RESPONSIBILITY FOR THE CONCISE FINANCIAL REPORT

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; selecting and applying the appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of **Hear and Say Centre for Deaf Children** for the year ended

30 June 2011. Our audit report on the financial report for the year was signed and was not subject to any modification. Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement. Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

INDEPENDENCE

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

AUDITOR'S OPINION

In our opinion, the concise financial report of the **Hear and Say Centre for Deaf Children** for the year ended 30 June 2011 complies with Accounting Standard AASB 1039: Concise Financial Reports.



Jason O'Connor B.Com CPA

Registered Company Auditor (No. 353931)

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 28th day of October 2011.

Jason O'Connor B.Com CPA

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BRENDALE DC QLD 4500

Telephone: (07) 3040 5320
Mobile: 0402 32 7773

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Natalie Teakle
Amanda Tinney
Karen Von Homeyer
Heather Wheatland
Chris Wheatland
Peter Wotherspoon



For any not-for-profit organisation help from volunteers is precious and our sincere thanks goes to everyone who has set aside their valuable time to help out.

OF PARTICULAR NOTE WE RECOGNISE:

Linda Austin
Bruce Allom
Greg Biggs
Jane Black
Mugure Chege
Tony Dobbyn
Fassifern Junior Rugby
League Football Club
Gordon Hamilton
Bonnie Hayes
Carol Jackson
Patricia Jones
Annette Long

Denise Lynn-Nicholson
Julie Mahairas
Tess Morgan
Terry McCarthy
Heather McCarthy
Nick Pye
Laurence Quinlivan
Deanna Smith
Sue Swartz
Suncorp Teams
(too numerous to mention)
Clarke Tunstall
Samantha White



In March 2009 Sue retired from her job and shortly found herself at a loss with keeping herself busy.

Although she treasured the time she spent with her grandchildren, Sue missed the buzz of working in an office.

Now two years on Sue visits the Centre at Auchenflower every Tuesday without fail. She provides valuable support to Audiology, Playgroup and with general administration.



Each year we recognise special individuals who give over and above their time and support to Hear and Say.

LOUIE WHITE VOLUNTEER OF THE YEAR

Tess Morgan

FOUNDERS AWARD

Jane Black

AMBASSADORS

Billy Lee Long
Michael Rosengren
David Wilson

COMMUNITY CHAMPIONS

Linda Austin
Gordon Hamilton
Kevin and Jody Hart
Carol Jackson
Tess Morgan
Nick Pye
Deanna Smith
Clarke Tunstall





“THE ‘POWER OF POSSIBILITY’
IS WHAT WE ARE PROVIDING
AT HEAR AND SAY.

The ‘POWER’ for a parent to expect more for and from
their deaf child. The ‘POWER’ of the child to develop
alongside his/her peers and in time to surpass them with
whatever skill(s) they choose along the way.

THIS ‘POWER’ IS ‘GOLD’ AND IT
IS FOR ALL OF US TO PROVIDE.

”

*Dr Dimity Doman AM,
Managing Director and Founder*



Hear and Say

a firstvoice centre

REGISTERED OFFICE

The Hear and Say Centre
40-44 Munro Street, Auchenflower QLD 4066
PO Box 930, Toowong QLD 4066
T (07) 3870 2221 | F (07) 3870 3998

mail@hearandsaycentre.com.au
www.hearandsaycentre.com.au

Hear and Say Centre for Deaf Children Ltd
ACN 058 430 069
ABN 32 058 430 069

REGIONAL CENTRES

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Report
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GROUP

We would like to thank Janet Pogorelc for her photographic contribution.