



Hear and Say
Opening worlds

Annual Report 2014-15

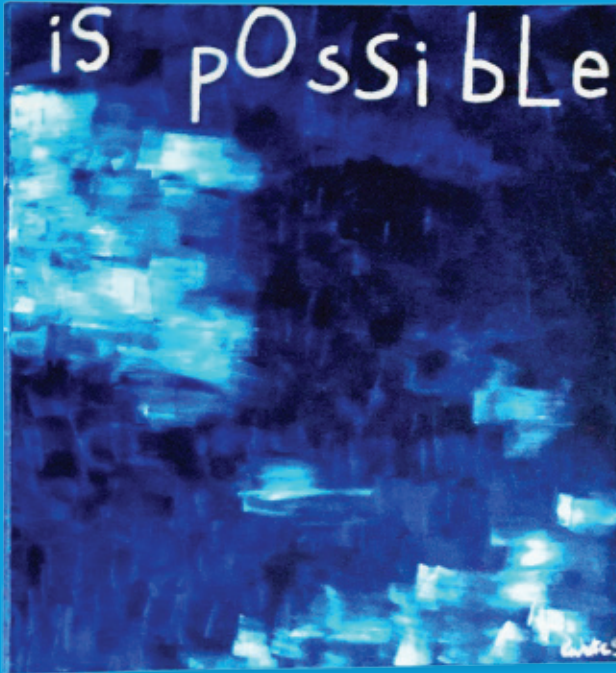




*'You have **brains** in your head.
You have **feet** in your shoes.*

*You can **steer yourself** any direction you choose.
You're on your own. And you know what you know.
And **YOU** are the guy who'll **decide where to go.**'*

Oh, the Places You'll Go by Dr. Seuss has been the inspiration for this year's Annual Report.



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Our journey would not be possible without our heroes. Thank you we are forever grateful.	

Introduction

To put it plainly Hear and Say is about children, family and community.

We are about giving children affected by hearing loss the opportunity to have the very best start in life, so their journey is what they make of it – without limitation.

Like our children and families, our journey over 23 years has been quite remarkable. It has taken us to places we never thought possible.

We have been inspired, we have been challenged and we have been tested, and along the way we have had a lot of fun!

This year's annual report shares the places we have gone, the wonderful journey we are on and the role so many have played in helping us along the way.

Thank you to these heroes and those who continue to help us on our journey transforming the lives of so many children and families.

Let's Talk

The Chair, Founder and CEO share their thoughts with Katie.



Katie is studying journalism at QUT, is profoundly deaf and spent her first five years at Hear and Say learning to hear, listen and to speak.

Sitting in our new Knowledge Hub in Ashgrove, Brisbane, Katie poses some questions to Hear and Say Chairman, Mr Paul Laxon, Founder and Executive Director, Dr Dimity Dornan AO and CEO, Mr Chris McCarthy.

Katie: What do you see as our biggest achievement over the past twelve months?

Chris: The work required in the latter part of 2014 with the build of the new centre was quite extraordinary. We moved in in late December and opened our doors on January 5.

Paul: Every time I walk into this magnificent building I get the impression that Hear and Say is really open for business. There truly is no stopping us from taking the vast skills and knowledge we have built over 23 years and becoming a force to be reckoned with.

There are exciting opportunities ahead but I say that with a note of caution, as we must be ready to ride the wave of change. For example, the work we are doing in preparing for the NDIS is critical to ensuring we can offer the best solution for families seeking a hearing, listening and speaking future for their child with hearing loss.

Dimity: We have much to learn but a willingness to learn is so critical and I truly believe we are ready for the challenges ahead. I often use the quote, 'the best way to predict the future is to invent it', which is why for me the work in the area of human bionics is so exciting. Our knowledge of the 'bionic ear' is playing a critical role in the future of mankind.



Katie: Why is this new building such a key to these future opportunities?

Dimity: I recall a parent arriving to the new Brisbane Centre for the first time remarking, 'Now you have a building that matches the world class services Hear and Say has been delivering for so long.' This new space has become an enabler for us to become involved in areas that we had previously only considered.

Chris: That is so true Dimity and already we are seeing the rewards of this increased capacity. A case in point being our School Screening Pilot, which has identified that more than 15% of Queensland school children are going to school with some level of hearing loss. Even a temporary hearing loss will impact on a child's ability to learn during these critical formative school years.

This is an area where we can make a real impact. We already had the paediatric skills and the knowledge and now we have the capacity.



Paul: We shouldn't underestimate the work that is happening in our regions. Our North Queensland Townsville and Cairns Centres have

both had injections of funds from supporters, which means that we have been able to increase our capacity in these areas too. The impact of this is that children and families in these regions are getting the best access to services and programs in their own communities. This is a great outcome.



Katie: The future of ‘not for profit’ or ‘for purpose’ organisations lies in their being sustainable into the future, what does this mean for Hear and Say?

Chris: You’re spot on Katie, it does and it is an area for us that we must be prepared for. This year with the roll out of the School Hearing Screening Program our reach has grown however there are more children we can reach.

This means working hand in hand with government, businesses, philanthropists and the wider community to identify the opportunities and to ensure we have a sound business plan and strategic direction in place.

Paul: The Board is working closely with management to ensure that our business strategy is sound and capable of taking the organisation to the next level. We want to reach larger numbers of people with hearing loss or speech and language delays with the greatest social impact. But we must work smart if we are to be there for the long haul. Charities can no longer wait for the money to come to them; we need to be well resourced and well planned. The words ‘for purpose’ are critical to this future.



Dimity:

It is interesting when we consider that our oldest ‘child’ is now in his 30s, that today we truly do offer a ‘whole of life’ program and

have the skills to open our world to so many more people not just in Queensland but globally. Today our future extends so much further than what I had ever imagined it could.

Katie: Where do our donors and supporters fit into this sustainable future?

Paul: Our loyal donors and supporters are more valuable to us than ever and our role in this is ensuring that we have a sustainable relationship. It is absolutely critical we get this right and is an area we can always do better.

Each year I thank the many people and organisations who have played a role in getting us to where we are today. From government, business, donors and supporters to our dedicated staff, our volunteers, our Board and Foundation members. These words of thanks are not hollow. I know that we cannot be sustainable into the future without each of you.



Chris:

I agree Paul, we truly have some remarkable people who year-on-year continue to support our work and each year

we welcome new supporters and donors to our ever-growing family. My hope is that they will remain with us for the benefit of the children and families who need us today and those who will look to us tomorrow.



Oh, the places we have gone...

Come with us on our journey over the last twelve months.



With help from the Gambling Community Benefit Fund we **opened new premises in Cairns.**

Hear and Say Ambassador Jamie-Lee Lewis received her second cochlear implants and set an example for other children and young adults to do the same. 1

A young man named Joel **supports Hear and Say in lieu of birthday presents** for his 21st birthday.

We were grateful for the financial support of the Danks Trust and Dick Smith Foods.

Hear and Say also **reached new heights** with its logo appearing on a giant 46 metre sky lift.

The **Employee Assistance Program** is made available to all staff providing them with a confidential third-party to speak to for work or personal matters.

Hear and Say were proud to once again take part in the First Voice Power of Speech Awards at Parliament House Canberra.



Claudia and CJ travelled to Canberra **representing Queensland and they did us proud.**

Claudia was ecstatic when the then Prime Minister, Tony Abbott, awarded her with the best speech in the 9-12 year age group. 2



Our annual fundraising ball **'Back to the 80s'** sold out three weeks ahead with 670 people in the room – a record attendance. 3

We were invited to present at the Early Childhood Intervention Australia Queensland Chapter on social inclusion of children in everyday activities.

Professor Carol Flexer presented to staff, families and professionals on **'How to Grow a Child's Brain for Listening, Talking, Reading, Learning and Making Friends'.**

Hear and Say gets on board to support the 'I Communicate' project during **Speech Pathology week** in August.

**'You won't lag behind, because you'll have the speed.
You'll pass the whole gang and you'll soon
take the lead.'**

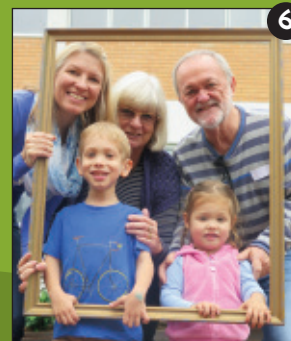
'The work that we are doing to help educate professionals and parents globally through our Hear and Say WorldWide arm is incredibly important as it enables us to share the knowledge we have learnt in the hope that no deaf child, no matter where they live, misses out on access to sound, speech and language.'

Dr Dimity Dornan AO, Founder of Hear and Say



Kids young and young at heart were thrilled to have **Emergency Services** visit our **Gold Coast Centre**. **4**

We recognised the work of our grandparents by celebrating **Grandparent's Day** during our LEAP playgroup. **5 6**



The launch of the **Cochlear Aqua** waterproof accessory created much anticipated excitement and a new freedom for cochlear implant recipients to explore. **Hear and Say Advocate, Jamie-Lee Lewis**, who has two cochlear implants, remarked that for the first time she could hear what bubbles sounded like under water. **7**



‘With banner flip-flapping, once more you’ll ride high!’

Ready for anything under the sky.

Ready because you’re that kind of a guy!

Oh, the places you’ll go!’



‘Australia is very lucky to have this conference, as a parent we have the responsibility to become informed and quickly so we can help our children receive appropriate intervention in a timely manner, thank you Hear and Say.’

Parent of a child with Microtia and Atresia who attended the conference



Our 6th Annual Microtia and Atresia Conference was held with positive feedback from parents and professionals.

Community support continues to play a major role in raising our profile.

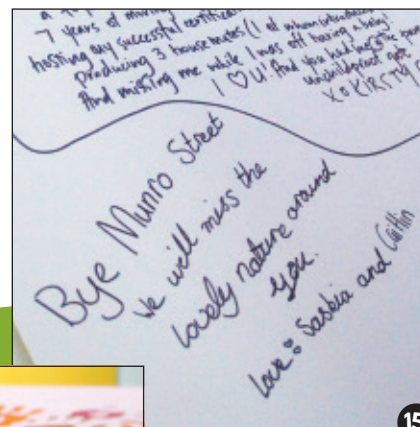
On the Sunshine Coast, **Classical Cupcakes at Buderim** continued to be a key feature on the local events calendar.

Our friends at Queensland Ballet joined us at our **LEAP playgroup to share their love of dance with our little ones**, with tutus as the costume of choice. **8 9**

The countdown to the long awaited completion of our new Brisbane Centre and Head Office had truly begun. **And never has a labour of love been so well supported across government, philanthropists, corporates and the wider community.**

‘Every day we are thankful for the life changing technology in Zia’s cochlear implant and hearing aid. And every day we are thankful for the coaching and support we have received from Hear and Say that has ensured our bright little spark has been able to shine her light!’

Parents, Heidi and Stephen



15



11



12

And why not celebrate LOUD with our annual Loud Shirt Day supported by Vice Patron Wally Lewis, Professor David Coman, Paediatrician, Metabolic Physician and Clinical Geneticist at the Wesley Hospital, along with 250+ other people across Queensland. 10

With the support of VidKids and Jetstar we welcomed 36 children and families for the very last time at our centre in Auchenflower for our annual eAVT intensive Outreach Camp.

While long-time supporters Suncorp Stadium held their **annual Golf Day** with Hear and Say Vice Patron Wally Lewis pitching in, literally! 11

And even more reasons to celebrate as: **Dimity receives a Life Time Achievement Award at the Lord Mayor’s Business Awards.** 12



13

Hear and Say Ambassador Jamie-Lee Lewis is selected as a finalist in the Queensland Young Australian of the Year Awards and international celebrity Jay Chou is announced as a Hear and Say WorldWide Ambassador.

November 2014 and Brisbane is host to the G20. Hear and Say is honoured to take an international presence at the Global Café and I20.

Hear and Say teenager, Izak and his family travelled to Sydney as the latest participants in a study using the world-first Cochlear Implant MEG scanner. The study is a joint project between the ARC Centre of Excellence in Cognition and its Disorders and Hear and Say. Scientists are using a brain imaging technique called MEG, or magnetoencephalography, to measure brain function in recipients of cochlear implants. The new device is able to produce images of brain activity without distortion by the cochlear implant device, enabling researchers to gain valuable insight into this established and effective solution for people with hearing loss. 13

Christmas has a special meaning for Hear and Say this year, as we said a fond farewell to our Brisbane Centre in Auchenflower and prepared for the move to Ashgrove. We did so with many happy memories, many cherished occasions and lots of smiles, giggles and laughter. 11 15

As we celebrated the achievements of 40 children and their families who transitioned from the intensive listening and spoken language program to join their local school in 2015 we also recognised the work of some special people.

The annual Louie White Award recognising the **work of our volunteers** was presented on **International Volunteers Day** to Natasha Anderson. Natasha wears cochlear implants and has been through our early intervention program. Today, as a young adult, she is giving back by volunteering her time each week at our LEAP playgroup.

Microtia and Atresia Program Coordinator, Simone Cheadle, was recognised in the United Nations Association Queensland Community Awards at Government House.

**'And will you succeed?
Yes! You will, indeed! (98 and 3/4 per cent guaranteed.)
Kid, you'll move mountains!'**



January arrived and we were now ready to take on new challenges... 2015 here we come!

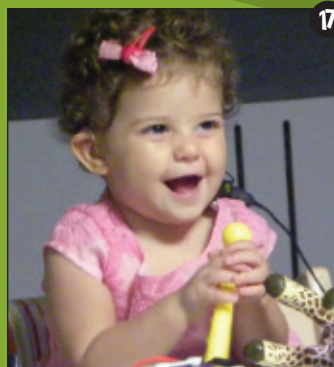
January 5 2015 was a day to remember as we opened our doors for business in our brand new Brisbane Centre and Head Office in Ashgrove. **16**

Our move included seamless access to technology particularly important when...

Only a day after we opened we had our first 'switch on' for sound of 15 year old Ashleigh who received her second cochlear implant.

And three days later we hosted our first event in our stunning new auditorium when Professor Donald Goldberg conducted an interactive workshop on the topic of 'thinking out of the box' about therapy games, and activities.

February 4th and our first baby for the year is switched on - gorgeous little Indii and her family from the Gold Coast celebrate the joy of Indii's first sounds. **17**



The **Hear and Say Leaders Program is launched** with Leaders across all areas of the organisation participating in the 10 month program.

March 3rd saw the official opening of the Hear and Say Brisbane Centre with Hear and Say Patron the Governor of Queensland, His Excellency The Honourable Paul de Jersey AC and Mrs de Jersey, Premier of Queensland, the Honourable Anastacia Palaszczuk, and Minister for Education and Local Member for Ashgrove the Honourable Kate Jones with us to help celebrate. **18**

"One of the messages we had left with Jonathan was the importance of not losing his school hat. We explained that hats were expensive to replace and if we had to buy him a new hat it might mean we wouldn't be able to buy other things that he wanted. So day one Jonathan comes home as proud as punch. Not only did he not lose his hat he had four more in his bag. Lateral thinking J-man!"

Mum Angela shares Jonathan's first day at school



This special day is followed by a Community Open Day and Friday pop-in afternoons as we continue to **welcome with open arms donors, supporters and the local community to our new Brisbane Centre.**

Our promise, that increased capacity will bring with it new programs is realised with the commencement of a School Hearing Screening Pilot at Oakleigh State School. By the end of July a further three schools and over 500 prep and year one students were given the opportunity to have their hearing checked. **19**

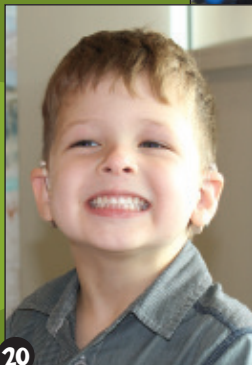
Townsville receives a funding grant from local company Glencore to enhance the capacity of the Hear and Say Townsville Centre. **20**

'The new Brisbane Centre that Hear and Say has just moved into in Ashgrove is absolutely amazing. For everyone involved in making it happen, congratulations, I feel so lucky to have this facility in my own suburb, I can even ride my bike, or walk there these days. The support provided by Hear and Say has changed my life, and for this I will be forever grateful. This amazing journey and support has inspired me to set myself the goal of being an audiologist when I grow up, so I too, can help other people like me. Perhaps one day, I may even be able to walk to work at Hear and Say!'

Cochlear Implant recipient Saskia (aged 12) speaking at the Thiess 20-year recognition event



19



20

Easter bought with it something more precious than chocolate when **Hear and Say was presented with a significant funding injection to enable the School Hearing Screening Program to be rolled out across Queensland. The Thompson Family Children of the Future Fund is born.**

Hear and Say introduces Occupational Therapy into its Listening and Spoken Language Program filling an important and previously unmet need that children in the program were missing out on.

Another milestone is celebrated with corporate partners Thiess recognised for a 20 year partnership helping 'open worlds' for so many children.

The inaugural Super Heroes event at Aussie World is a hit with some great costumes on show.

Hear and Say continues its strong global representation with clinical team members Matt Parr and Elise Alexander achieving **Certified Listening and Spoken Language Specialist status** through the AG Bell Academy.

Bringing our total number of Certified Listening and Spoken Language Specialists to ten.

A new Performance Coaching Program is launched giving our 63 staff members a more streamlined approach to discuss and monitor their performance.

The 3-year VidKids Pilot Project comes to an end. The Project was a financial enabler for the continued success of the Hear and Say Telepractice Program which by the end the year had reached 49 children and families in rural and remote locations across Queensland.

Our Gold Coast Centre celebrates 10 years, Cairns programs are expanded thanks to local funding support and our expansion in North Queensland is complete with the new Townsville Centre at James Cook University officially opened.

Jamie-Lee Lewis is nominated for Queensland Community Foundation Young Philanthropist of the Year and Sunshine Coast staff member **Karen von Homeyer** recognised for her commitment to the community as a finalist in the 2015 Sunshine Coast Business Women of the Year Awards.

The financial year closes with a final funding push and our Tax Appeal raises in excess of \$90,000 and declared our best ever!

Our year at a glance

OUR PEOPLE

109 HOURS OF MENTORING

3,465 HOURS OF
PROFESSIONAL TRAINING



**63 TEAM
MEMBERS**
=48.75 FTE



**10 AG BELL
CERTIFIED
LISTENING AND
SPOKEN LANGUAGE
SPECIALISTS**

OUR KNOWLEDGE

DELIVERED 18
INTERNATIONAL (4)
AND NATIONAL (14)
**CONFERENCE
PRESENTATIONS
AND PAPERS**



428 PEOPLE TRAINED
BY HEAR AND SAY WORLDWIDE
EDUCATION AND TRAINING COURSES,
WORKSHOPS, SYMPOSIUMS AND CONFERENCES

**7 RESEARCH PAPERS PUBLISHED/
SUBMITTED AND 2 REVIEW ARTICLES**



OUR IMPACT ON CHILDREN, FAMILIES AND COMMUNITY

501

SCHOOL-AGE
CHILDREN
RECEIVED
SCHOOL
HEARING
SCREENING

49

FAMILIES RECEIVED
THERAPY VIA TELEPRACTICE



43 COCHLEAR IMPLANTS

32 SURGERIES

248

CHILDREN AND
YOUNG ADULTS
IN THE HEARING IMPLANT PROGRAM

40

CHILDREN TRANSITIONED
TO BIG SCHOOL



3,588

LISTENING
AND SPOKEN
LANGUAGE
THERAPY SESSIONS

234

CHILDREN
IN EARLY
INTERVENTION

3,268

AUDIOLOGY
APPOINTMENTS



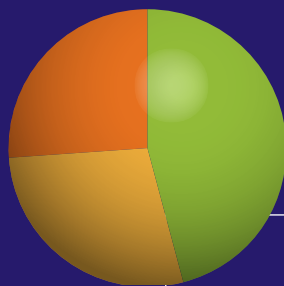
88

CHILDREN
AND YOUNG ADULTS
ATTENDED
ONE OF 5
SOCIALSKILLS
SUPPORT PROGRAMS



Our financial position

Realised the \$12M of capital funds required to commence building the Brisbane Centre and Head Office.



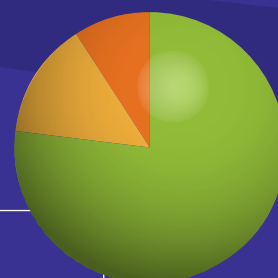
Operational Income

Where the money came from

- 46% Fundraising
- 28% Government funding and grants
- 26% Clinical service, training fees and other income

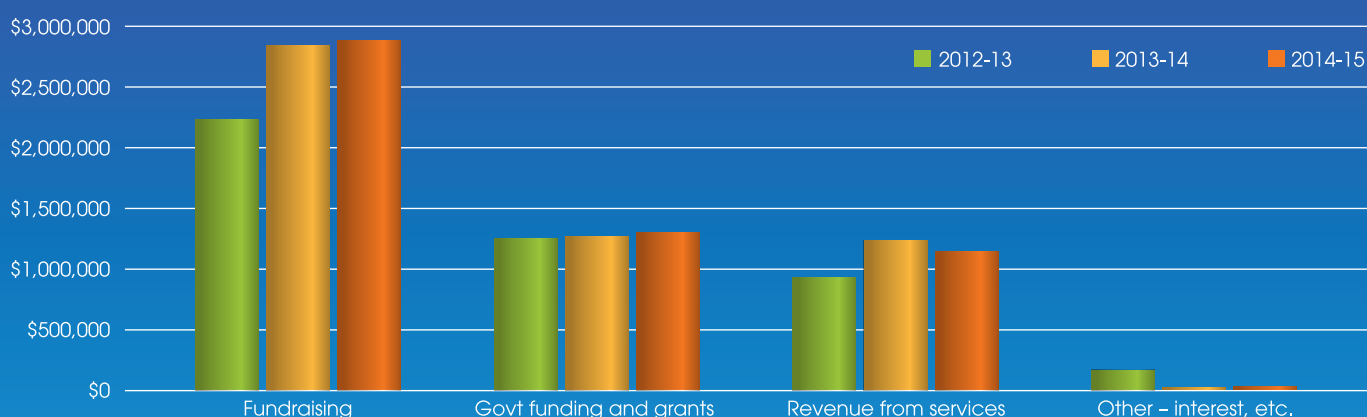
Operational Expenditure

Where the money goes



- 77% Clinical programs and service delivery
- 14% Fundraising and communication
- 9% Research, training and education

Operational Funding Trends 2012-2015



The Comprehensive Financial Statement is available at www.hearandsay.com.au/AnnualReport

Our heroes

Our Board

Paul Laxon, Chairman
Dr Jane Black,
Deputy Chairman
Melanie Alpar
Professor Bruce Black
Maree Blake
Dr Dimity Dornan AO
Stephanie Manger
Dr Peter Riddles
Rod Solomons
Dr Margaret Steinberg AM

Our Foundation

Michael Rosengren,
Chairman
Airlie Bell
James Noone
Fiona Poschell

Our Patrons

His Excellency General
the Honourable Sir Peter
Cosgrove AKMC (Retd),
Patron in Chief of Hear
and Say WorldWide
His Excellency the
Honourable Paul de Jersey
AC, Patron of Hear and Say
Mr Wally Lewis, Rugby
League Legend and Hear
and Say Parent, Vice Patron
of Hear and Say
Professor Graeme Clark AC,
Inventor of the Cochlear
Implant, Hear and Say
Emeritus Patron
Dr Vinton Cerf, Co-founder
of the internet, Senior Vice
President & Chief Evangelist
for Google, Hear and Say
Internet Adviser

Our Volunteers

Natasha Anderson (Louie White Volunteer of the Year), Eammon Atkinson, Mary Anne Barnes, Andrew Barrett, Barrett Shopfitting, Wendy Barrett, Alex Barry, Neil Bath, BBC College, Michael Bergman, Simon Bowen, Brisbane Girls Grammar – Community Service Initiative, Bob Brown, Buchan Group Brisbane, Lisa Carna-Perre, Astra Chatwood, Britt Cheadle, Chelsea Cheadle, Glen Cheadle, Josh Cheadle, Anna and Ben Colquhoun, Elizabeth Coomer, Dave Costa, Vicki Crawford, Emily Doherty, Hannah Dudley, Ross Farwell, Pauline Fichera, Hannah Gahang, Phillipa Gardiner, Neal and Sharelle Gatti, Sephine Goh, Belinda Grout, Elaine Heggie, Simone Hohaus, Tom Hollingsworth, John and Leanne Hosking, Jade Houghton, Jo Hutchinson, Effin Jamalludin, Alison King, Claire Kiogaard, Tony Krimmer, Toyah Lambert, Lions Club of Ashgrove/The Gap, Kathy Mathieson, Juanita Mayenco, Terry and Brenda McCarthy, Paul McDermott, Natasha McDonnell, Evyenia Michellis, Leigh Muller, Sarah Nicholas, Frank Night, Monica Nightingale, Julia Page, Allison Parker, Amy Perdomo, Chris Polkinghorne, Laurence Quinlivan, Quota Townsville, Aurelie Regnard, Rovers of Ashgrove/The Gap, Susan Schwartz, Tracy Scott Rimington, Cathy See, SEEP UQ Business School students, Moksha Sharma, Evan Shellshear, Adam Shuttleworth, Alex Smith, Jenny Smith, Katie Smith, Robyn Stokes, Phillipa Thompson, Tuba Media Productions, Rachel Twig, Helena Waldorf, Amy Walsh, Kate Webster, Charlotte White, Asha Wimmer, Ella Worboys, Cassandra Wright

Staff

Elise Alexander
Wendy Arnott
Beth Atkinson
Jessica Balfour-Ogilvy
Simone Barrett
Tom Barry
Lisa Bath
Jenny Bergman
Lea Bohan
Liza Bowen
Jackie Brown
Sharon Bruna
Annika Buntine
Daniella Cain
Georgia Cambridge
Terri Chalmers

Leisa Chapman
Matthew Chard
Simone Cheadle
Rona Chin
Claire Cunningham
Kate Cutmore
Teresa Daniel
Nicole Davolio
Dani Dickinson
Dimity Dornan
Trudie Dowell
Jennifer Durand
Carolyn Evans
Kirsty Farrow
Lynda Farwell
Claire Flanagan

Kirsty Gibson
Bonnie Hayes
Cathy Holland
Mia Hosking
Julie Hunter
Roxanne Innes
Tania Kennedy
Sharon King
Jen Lavery
Amanda Mather
Marena Matthews
Chris McCarthy
Jane McGovern
Heather Mitchell
Emma Mooney
Liz Morosini

Stephen Murray
Matthew Parr
Georgia Paul
Emma Rushbrooke
Amy Russell
Lois Shuttleworth
Katie Smith
Vicki Tamandl
Fiona Toohey
Katie Trafford
Karen Von Homeyer
Michelle Von Muralt
Anna Warby
Chris Wheatland
Heather Wheatland

'I don't think you can comprehend how much it means, what Hear and Say has done for my older brother Dylan... nearly 14 years ago. He is 16 now and spent much of his early life at Hear and Say where I enjoyed visiting and helping him as a child. I am in awe of how giving, generous, patient and selfless the people at Hear and Say are. My brother has taught me to live life without limits. He continues to be my inspiration.'

Harrison, 14 pictured here (L) with brother Dylan (R)
Photo courtesy of Quest Community Newspaper/News Corp Australia



**Everyone who has supported us this
year has helped open worlds to a child with hearing
loss. We cannot name you all but you know who you are.**

Saluting our \$500+ donors and supporters: Adagold Aviation Pty Ltd, ADFAS (Brisbane River) Inc, Jeffrey Aird, David and Karen Alexander, Janet Allan, Meredith and Russell Allen, John G Allpass, ALS Limited, Amber Werchson Property, Aquatic Achievers Swim Schools, Arabon, ARB Corporation Ltd, Mark and Ceris Ash, Aspect Industries Pty Ltd, Asset Fire Security and Mechanical Services Pty Ltd, Australian Factoring Group Pty Ltd, Australian Property Growth Fund, Ausure Insurance Brokers South East QLD, Earle Bailey OAM and Penny Bailey, Phillip Bailly, Baker Finch Business Solutions, Bakers Delight - Kawana / Maroochydore, Glenise Anderson and Ray Balks, Lynette Barnett, Tom Barry, Bartercard Brisbane East, Bartercard Brisbane West, Be In Blossom, Bruce and Alex Bell, Airlie Bell OAM and David Bell, Ben Price Estate Agents, Margaret Bennett, Beyond Web Development, BHP Billiton, BHP Billiton Matched Giving Program, Faith Bidner, Billjo Pty Ltd, Tim Bingham, Gavin and Karen Bird, Bruce Black, Roberto Boscaini, Dawn Briggs, Russell and Kaye Brothers, Bryan Foundation, Joan Bryan, Stephen and Kelly Burmester, Joseph and Veronika Butta, BYDC, Calibre Consulting, Cambridge Tennis, Margaret Cameron, Colin Campbell, Cannon Pastoral Pty Ltd, Garry and Jenny Cant, Caravanning Queensland, Ross and Judith Cartmill, Cause for Cocktails, Cavpower, Graeme Chapman, Charities Aid Foundation, Chassis Line, City Caravan Centre, City Golf Club Inc, Civil Pipe Supplies, Clubs Smile for a Child, CMT Haulage, Cochlear Limited, Coffee Club, David Cohn, Collier Charitable Fund, Associate Professor David Coman, Corinne Young Dermatology Pty Ltd, Estelle Cottrell, Count Charitable Foundation, Cricks Auto Group, CS Energy, Adam Curcio, Doug and Annabel Custance, Andre Dalton, Lindee Dalziel, Neil Day and Colin Day, Clara E Debenham, Department of Communities, Child Safety and Disability Services, Department of Education and Training, Karen Descovich, Tim Desilets, DGW Group, Dick Smith Foods Foundation, Diona Pty Ltd, David Dobinson, Dormway, 11th Dimension Industries, Stan and Maureen Duke Foundation, Paul M Dyer, Education Queensland, Edwards Collins Group, Jacintha and Eymard Joseph, Donald and Thelma Elks, Equity Trustees, Espresso Essential, Essential Advice, Estate of John Alan Wegner, Estate of John Walter Fisk, Evergreen Community, EY Foundation, Geordie and Natalie Fairweather, C W and J A Farmer, Paul Farmer, Michael and Alma Fernando, Fileforce, First Class Accounts Pine Rivers, Rosalind Firster, Tony and Natalie Flanders, Flannery Foundation, FLS Australia Pty Ltd, Bob Franzmann, Gambling Community Benefit Fund, Geoff Garrett AO, Bernice Gauld, Terry and Mary Giles, Kevin and Paula Gillam, Glencore, Goomeri Lions Club Inc, Joe and Mary Gravagna, David Grehan, Robin Hart AM, Hastings Deering (Australia) Limited, HBM Lawyers, The Helping Hand Charity, Kim Henry, Otto and Denise Hoffstetter, Andrew Price, Maureen Hopkins, John and Gay Hull, Reagan Hull, J J Richards and Sons Pty Ltd, Marie Jameson, Jardale Pty Ltd, Jaws Buckets and Attachments Pty Ltd, Jennifer Kennedy, Robert and Alison King, Klenner Murphy Electrical Pty Ltd, Joe and Janet Koscic, Krotzmanns Cars and Caravans, Kuraby Early Learning Centre, Bruce Kynaston, Vicky and John Landmark, Liebherr Australia Pty Ltd, Jane Ling, Lions Club of Camp Hill Carindale Inc, Lions Club of Mooloolaba Inc, Lions Club of Peregian Inc, Lloyd Carey Consultants, Erin Loch, Lockyer Mowers and Motorcycles, Robyn Loder, Longhorns Rugby Club, Steven Mabb, Muriel Mackenzie, Macquarie Bank, Macquarie Group Foundation, Stephanie Manger, Marian and E H Flack Trust, Joyce Markwell, Lee Marsden, Anne Marsh, Master Builders, Matthew Flinders Anglican College, Vanessa Latta, McAleese Group, McDonald's Sunshine Coast, Regina McGuire, Harvey McKibbin, Hayley McMillan, Mesco Pty Ltd, Colleen Millar, Gordon and Linda Miller, Robert and Lyn Milns, Stephen Mitchell, MLC Community Foundation, Mooloolah Masonic Lodge, Anthony and Elizabeth Morosini, Diana Murray, Murrumba Downs Tavern Pty Ltd, MYER Stores Community Fund, Chris and Diane Myers, Alison Nicholson, Noosa New Age Plumbing and Gas, Norville State School, NWCI QLD Pty Ltd, Jason O'Brien, Odyssey Consulting Group, OneSteel Reinforcing, Order of Saint John of Jerusalem - 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