

HEAR, SAY, LIVE

ANNUAL REPORT
2017



Hear and Say
Opening worlds

THIS YEAR'S BIG FIGURES

REACHING OUT TO MORE CHILDREN AND FAMILIES



WE STARTED WITH 6
AND HAVE GROWN TO

900+ →
TODAY

OUR PEOPLE:

61

STAFF INCLUDING 30%
PART TIME ACROSS 5 CENTRES

1,571

HOURS OF TRAINING ACROSS
THE TOTAL ORGANISATION

→ **'HEAR TO LEARN' SCHOOL HEARING
SCREENING REACHED OUT TO:**

9,624
STUDENTS

125
SCHOOLS

6,000

LISTENING AND SPOKEN
LANGUAGE THERAPY OR
OCCUPATIONAL THERAPY
SESSIONS



THROUGH AUDIOLOGY SERVICES, LISTENING AND SPOKEN LANGUAGE THERAPY, OCCUPATIONAL THERAPY, SCHOOL HEARING SCREENING, SOCIAL SKILLS DEVELOPMENT, RESEARCH AND INNOVATION, PROFESSIONAL DEVELOPMENT AND PARENT SUPPORT.

37

BABIES AND CHILDREN RECEIVED NEW IMPLANTABLE TECHNOLOGY (= 48 EARS)



3,000
AUDIOLOGY
SESSIONS

AUDIOLOGY SUPPORTED

262
CHILDREN OR 489 EARS
INCLUDING 23 CHILDREN WITH
SINGLE-SIDED DEAFNESS

70
NEW FAMILIES
JOINED THE EARLY
INTERVENTION
PROGRAM

SUPPORTING
65
FAMILIES WITH
NEW NDIS PLANS

41
FAMILIES RECEIVED TELEPRACTICE
SUPPORT ACROSS QUEENSLAND +
SINGAPORE, UAE, PNG AND KOREA



**PROUD TO BE A PART OF
HEAR AND SAY'S PAST,
PRESENT AND FUTURE**



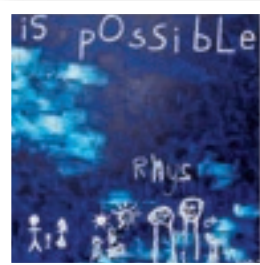
PAST → — 25 YEARS AGO

**CHILDREN WITH HEARING LOSS WERE BEING
TAUGHT ONLY SIGN AND THERE WAS NO CHILD/PARENT
CENTRED APPROACH FOR THESE FAMILIES – THIS WAS
THE DREAM I HAD WHEN I STARTED HEAR AND SAY.**



"As I reminisce about the past I can recall so many wonderful moments. Below are just a few special milestones that I wanted to share. There are so many more and all have been possible with the support of the government, corporates, philanthropists, small business, individual donors and a generous community. Thank you."

Dimity Dornan, Founder and Executive Director



YOU CAN READ MORE BY PURCHASING 'SOUNDS OF HOPE'

I am thrilled to be able to share the Hear and Say 25 year journey in a book titled 'Sounds of Hope'. This book tells the story of Hear and Say through the words of our families and children, many who are now young adults, as well as our supporters, donors, Board and staff. You can purchase your copy by calling Hear and Say on 07 3850 2111.

I hope you enjoy reading 'Sounds of Hope' as much as I have enjoyed being a part of this amazing 25 year journey.

Dimity

MARCH 2016

and the Education Minister, the Honourable Kate Jones, officially launched our School Hearing Screening Program. Since that day the program, which is now called, 'Hear to Learn', has grown to over 19,000 students since we first trialled the program in 2015.

FAST TRACK TO 2013

and another first for Queensland, Ruby was the first child with a single sided hearing loss to receive a cochlear implant. Hear and Say had advocated that we have two ears for a reason, and now it was recognised that the brain cannot provide the best access to sound if only one ear is working.

DECEMBER 2006

Universal Newborn Hearing Screening commenced in every hospital in Queensland. Hear and Say, along with Quota International, played a critical role in getting this off the ground and we were indebted to the Queensland Government for delivering this vital service which continues today.

IN 2002

Claudia becomes the first baby to receive her cochlear implants as early as six months of age. This is now the norm meaning we can change babies' brains to listen and speak so much earlier than previously.

BY 1999

We began working from a regional centre in rented premises at the Gold Coast. In **2004** we opened our very own regional centre at the Sunshine Coast, and a year later we also opened at the Gold Coast.

Just days before CHRISTMAS 2014

the team was busy moving into the Brisbane Centre and Queensland headquarters. In March 2015 Queensland Premier, Annastacia Palaszczuk officially opened the building.



IN 1997

We had our first teleconference auditory-verbal lesson in North Queensland.



THANK YOU FOR BELIEVING IN US...



Collier Charitable Fund



d+k



GLENORE

Ian Dodd Trust



Ken Fletcher Foundation



McCullough Robertson



NEWMAN'S OWN FOUNDATION

Order of St John of Jerusalem Sunshine Coast Commandery



Queensland Ballet



Ronald Geoffrey Arnott Foundation



SUNCORP



The Flannery Foundation



The John Christopher Pascoe Memorial Charitable Trust



The Marjorie Biggs Charitable Trust

The Stan & Maureen Duke Foundation

Thompson Family Children of the Future Fund



THIESS



Queensland Government

- Non-State Special Needs Organisations Program, Department of Education and Training
- Non School Organisations Program, Department of Education and Training

- Queensland Health
- Department of Communities, Child Safety and Disability Services, Queensland Government

WE ARE HUMBLLED BY THE SUPPORT THAT WE HAVE RECEIVED THIS YEAR FROM GOVERNMENT, INDIVIDUALS, BUSINESSES, TRUSTS AND FOUNDATIONS, AND COMMUNITY GROUPS.

4BOS. A & D Ramsay,
A & E Morcos, A & R Rogers, A & K
Catsoulis, A & R Rankin, A & S Chapman, A Ashdown,
A Askew, A Beattie, A Bell, A Bevan, A Brown, A Butterfield,
A Campbell, A Cook, A Chang, A Charles, A Clancy, A Clark, A Clark,
A Coates, A Coston, A Crisdall, A Cryden, A Cunningham, A Curcio, A Davies,
A Dooley, A Duffy, A Dunstan, A Earnshaw, A Everingham, A Fooagall, A Forsythe,
A Gavin, A Hams, A Hayes, A Helmutre, A Henderson, A Herbert, A Hoyte, A Humphrey,
A Irvin, A J Campbell, A Jimenez, A Johnson, A J. Ledgerwood, A Leitchford, A Liu,
A Louzo, A Madison, A Marer, A Martin, A Mather, A Nardozza, A Nation, A Nicholson, A O'Brien,
O'Sullivan, A Pambold, A Parker, A Peterson, A Phillips, A Pihomonsavun, A Pinkstone, A Quakawot,
sgnard, A Ringstein, A Sanderson, A Satoru, A Sharp, A Sharrock, A Shearer, A Simon, A Simpson, A Singh,
A Li, A Sorbello, A Stanton, A Stockwell, A Storj, A Thorne, A Voth, A Votbach, A Walker, A Warren, A Whelan,
Sims, A Wolfe, A Wong, A Wrigley, A Young ACI Pty Ltd, Acaacia Hills Centre, Adagold Aviation Pty Ltd, ADFA's
(e River) Inc, Advocate Private Wealth, Alexsmith Pty Ltd, Ammaroo State School, Ambrose Advisory,
Achievers Swim Schools, ARA Group Endowment, Ashgrove Dental, Asset Fire Security and Mechanical
Pty Ltd, Aussie World, Australian Factoring Group Pty Ltd, Australian Heritage, Australian Hestling, Hervey
Bay Health, Toxicomatrix, Australian Institute of Fitness Pty Ltd, Australian Institute of Fitness Qld, Australian
operation Queensland, Australian Philanthropic Services Foundation, Avenues Early Learning Centre, Carina,
Leaming Centre, Norman Park, B & A Bell, B & K Brown, B & L Hawkes, B & M Stuart, B Ajmal, B Allen, B Andrews,
H, B Buchanan, B Gilbert, B Byrne Henderson, B Campbell, B Blake, B Corney, B Day, B De Plater, B Downes,
Gould, B Gibson, B Bull-Ball, B Gilmore, B Goffage, B Gray, B Hargy, B Haycraft, B Higgins, B Hopkins, B Jenkins,
Lund, B Matrovers, B McAuliffe, B McKeown, B Mulhern, B Nastermak, B Pappalardo, B Power, B Pye,
Pising, B Rahmann, B Reed, B Renwick, B Rowdell, B Rolason, B Roth, B Sufer, B Warren, Bodge Constructions,
Care, Bay View State School, BCS - Brisbane Office, Bell State School, Bella Grace Early Learning Centre, Belle
Sue's Family Daycare, Belyard, Belyard Development Pty Ltd, BML Australia Pty Ltd, BMR Refrigeration
Engineering, Boswell Books, Bowen Super IGA, Britbe Island Church of Christ Craft and Friendship Club, Brisbane Broncos
Irisbane City Council, Brisbane Convention and Exhibition Centre, Brian Foundation, Buderim Foundation Ltd,
Central, Burleigh Waters Childcare Centre, C & A Anderson, C & A Fitzpatrick, C & A Goffage, C & C Carley,
H Lundgaard, C & M Eorp, C & M McGrath, C & M Milley, C & N Tatham, C & S Luodio, C Abel, C Atflow,
ed, C Blake, C Booth, C Borst, C Bruton, C Carlaw, C Cieszkos, C Collins, C Cotton, C Cunningham, C Curchin,
C, C Davis, C Dawson, C Egon, C Fabian, C Fumival, C Goldberg, C Gordon, C Handran, C Hansen,
Carnen, C Holland, C Hughes, C Hunt, C J & Y M Gray, C Jackson, C Johnson, C Leavy, C Lonerag,
C Carthy, C McIntyre, C Millar, C Montgomery, C Naylor, C Noble, C O'Sum, C Parkinson,
C, C Nelke, C O'Neil, C C Sasser, C Smith, C Sue, C Swaine, C W B J Farmer, C Wacley, C Wisemantel,
C Wecker, C Whitfield, C Williams, C Wisemantel, C Yelland, C&K Banksia Beach Kindergarten,
C&K Tewantin Community Childcare, Calibre Consulting,
District Community Bank Branch, Caloundra Christian College, Caloundra Quilters, Caravaning
Queensland, Cardinal Bioscience Pty Ltd, Cards Only, Carnival
Land Amusements, Cause for Cocktails, Cowpower, Central
Highlands Regional Council, Capella Office, CharityOz.com,
Cau, Chase Gallery, Christ the King Catholic Outside School Hours
Care, Christopher Lee Foundation, Clif Living, City Caravan Centre,
Clayfield College, Clifford Goodland Lawyers, Cochrill Limited,
Collier Charitable Fund, Condit Supplies, Conocophills Australia,
Corinda State School, Corinne Young Dermatology Pty Ltd, Count
Charitable Foundation, Cicks Auto Group, Crowe Horwath Toowoomba,
CS Energy, D & A Wright, D & C Smith, D & L Prineas, D & M Wildore,
D & R Hinton, D & Y Bond, d + k, D Anderson, D Atherton, D Beecham,
D Biggs, D Black, D Blake, D Borch, D Bostock, D Bowyer, D Brock, D Bumester,
D Carey, D Dancy, D Dohi, D Conran, D Costelloe, D Crouse, D Dalby,
D Donovan, D Donaldson, D Dowling, D Edwards, D Egan, D Egan, D Egan, D Egan,
D Fleming, D Gough, D Graham, D Grundy, D Hammond, D Haridge, D Hart,
D Hackley, D Haff, D Jardine, D Kerwin, D Kimball, D Langguth, D Leffbridge,
D Little, D Macgill, D Manahan, D Manning, D Marsh, D Mayne, D McCormack,
D Mellers, D Mornell, D Morse, D Muckert, D Murray, D Nash, D O'Donoghue,
D Penny, D Pihomonsavun, D Price, D Rajasingham, D Reed, D Robinson,
D Smerdon, D Smithson, D Soong, D Townsend, D Trench, D Trundle, D Walters,
O'sh Hair Studio, David Hill Medical Pty Ltd, Deafness Forum of Australia,
Department of Agriculture & Water Resources, Department of Communities,
Department of Health, Department of Justice, Department of Labour,
Department of Safety and Disability Services, Department of Education, Department
cation and Training, DGW Group Disability Services, Cairns, DLA Project
pennel, Dundala State School, Dysart Child Centre, E & J Joseph,
Esimail, E & M McCabe, E Alexander, E Allan, E Barham, E Campion,
E, E, C Coomer, E Cottrell, E Covelanoski, E Daly, E Darbyshire,
E Fitzgerald, E Fraser, E Harwood, E Hodge, E Hoffman, E Jenkins,
Flegg, E Lightbody, E Loch, E Macfarlane, E Manley,
E McKay, E McKenzie, E Pioro, E Papper, E Ryeve, E Ryder,
Salcioni, E Symes, E Tanner, E Thompson, E Williams, E Winstanley, E Wood, Easy Reach Concrete Pumping,
ermond, Emergency Services, Ethics Race Day, Energy Super, Estate of Betty Dawdes, Estate of John Alan
of Nerida Leslie Smith, Ethically Creative, Evf, F Banjar, F de Valence, F Field, F Forouzandeh, F Golding, F King,
F Pearce, F Poeschke, F Slist, F Spurling, F Thorogood, F Xavier-Hend, F Zaccat, Financial Advice Matters, Finch
school, First Class Auctions Pine Rivers, First Class Dancerwear North Queensland, Flannery Foundation, Flight
ee, Freedom's Fests, Franksenaps Pty Ltd, Fulton Hogan, Fusion Services Group, G & B Johnstone, G & C Meijer,
G & K Bird, G & T Redhead, G & N Nilsson, G Alder, G Bonasi, G Birmble, G Calford, G Cameron, G Chapman,
Gott, G Forsyth, G Freeman, G Iuzzolino, G Jarden, G Lewis, G Liley, G McCormick, G Morrison, G Nietzel, G Paul,
gault, G Pfeiffer, G Plinder, G Reeves, G Schumacher, G Small, G Steffen, G Trone, G Walsh, G Walter, G White,
Gaming, G Goodall, G Goodall, G Goodall, G Goodall, G Goodall, G Goodall, G Goodall, G Goodall, G Goodall,
Gold Coast Airport, Goodstart Early Learning Bundaberg, George St, Goodstart Early Learning Dundas,
Learning Haristown, Goodstart Early Learning Kemron, Goodstart Early Learning Palmmeadow, Gordon Leck
Gill & Cates, Gill's Pacific Fair, Guymar Ballie Architects, H Andronicos, H Barreth, H Bowkiss & P Valance,
Hs, H Fraser, H Gengels, H Hieck, H Humble, H Kirk, H Kelly, H King, H McCarthy, H Mitchell, H Murphy, H Parker,
arlston, H Webster, H Winkell, Hamilton Hayes Henderson Architects, HBA Encompass Pty Ltd, Healthy Active
omba (n.c), Henzells Agency, Hervey Bay Red Cross Blood Service, Higgins Chambers, Highpoint Espresso, Hill
Pill, Hincromsco Pty Ltd, Holland Park Kindergarten, Hub Cafe Kitchen, I & L Colledge, I & L Teesse, I & P Hill,
regard, I Goodall, I Goodall, I Goodall, I Goodall, I Goodall, I Goodall, I Goodall, I Goodall, I Goodall,
Information Technology Solutions, Ipswich Junior Grammar School, J & A Lloyd, J & B Griffiths, J & C Moros, J & C Friendship
H & Bowkiss, J & C Paterson, J & L Vassilief, J & M Campbell, J & M Gravagna, J & M Hobson, J & N Roberts,
Brodney, J Aiken, J & D Projects, J Arvier, J Atkinson, J Balfour-Ogilvy, J Banks, J Bell, J Bennett, J Bermudez,
me, J Bowen, J Bowall, J Bryant, J Bushnell, J C Pascoe Memorial Charitable Trust, J Caines, J Callard, J Carroll,
an, J Corney, J Coulthard, J Dalton, J Davies, J Davis, J De Rosal, J Dean, J Di Souza, J Dudley, J Eiser, J Factor,
J Foo, J Fall, J Frith, J Fullerton, J Gallagher, J Gavin, J Gilbert, J Goodall, J Gracia, J Gray, J Grainger, J Gray,
J, J Wardley, J Harrison, J Harbord, J Harter, J Harvey, J Hatch, J Hawkins, J Hefferan, J Henry, J Hirschfeld, J Holt,
Wardley, J Howe, J Howell, J Hurke, J Hunter, J Irving, J Richards & Sons Pty Ltd, J Jenkins, J Johnson, J John,
J, J Kennell, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers, J Kers,
adders, J Marshall, J McDonald, J McGill, J Nicholson, J McLeod, J McPhee, J Meed, J Medhurst, J Miller,
Pace, J, J Muri, J Murdoch, J Mura, J Murgison, J Oliver, J Otter, J Parker, J Perse, J Picone, J Pivley, J Pivoy,

P. Jilman; J Quoyler / J R & E Mac; J Reidstak; J Reid; J Rostror; Rowland J Rudnick; J Sanders; J Saville; J Schreuder; J Schultz
J Smith, J Shupe, J Southall, J Stevens, J Stewart, J Sturrock, J Swift, J Szach, J Theresaper, J Tervig, J Urquhart, J Vallender,
J van der Have, J Wardle, J Watson, J Watt, J Webb, J Weeks, J Williams, J Worrell, J Wren, J Young, June Bakery and Jambores
Community Kindergarten, Jordan's Play Day Ltd, Jo Byrom Interiors, John Denshon Play Ltd, John Villiers Trust, Juno Jewellery and Cafe,
K & A Robbins K & L Inwood, K & L Joyce, K & N Nichol, K & S Gillam, K Allan, K Anderson, K Aldin, K Brady, K Broadley, K Bugeja,
K Cardwell, K Clark, K Coughran, K Davis, K DeCatherly, K Downes, K Evans, K F & M O Martin, K Falwasser, K Fouz, K Hughes,
K French, K Gibson, K Golding, K Harding, K Jackson, K Kay, K Mansfield, K Marschner, K Mayles, K McGregor, K McIntyre, K McKeeering-
Smith, K Morris, K Muir, K Mulvey, K Neill, K Paulsen, K Pheasant, K Price, K Reardon, K Redmond, K Renshaw, K Riley, K Rogers,
K Russo, K Shockwell, K Smith, K South, K Stark, K Taylor, K Terry, K Vagne, K Weddell, K Wallat, K Waters, K Wiley, K Wood, K Zvonca.
Ken Fletcher Foundation, Kids World Genetic, Kinloch Patch Paddington, Kramer-Lambert Cars & Caravans, L & A Ross, L & M Anderson,
L & M Sheargold, L & B King, L & S Pettit, L Anderson, L Antonini, L Botts, L Baxter, L Bell, L Berger, L Brown, L Burke, L Caritas, L Castro,
L Cavannah, L Davis, L Day, L EBert, Leedwale, L Farwell, L Fitzgerald, L Ginchelli, L Goudy, L Greutner, L Griffin, L Hanna, L Harbour,
L Hile, L Jardine, L Jeffis, L Jensen, L Keeley, L Knight, L Korpusova, L Lillico, L Longmarch, L Maguire, L Mahony, L Marston, L McGarry,
L McLaughlin, L McNally, L Meppern, L Miccletel, L Olsen, L Osborne, L Phillips, L Quintivan, L Reilly, L Rushforth, L Russell, L Ryan,
L Santoro, L Snuffelhout, L Siganto, L Smith, L Starn, L Stephen, L Sugars, L Tam, L Thompson, L Todd, L Viljoen, L Waddell, L Walton,
L Watson, L Welsh, L Wilson, L Wruck, L Youngman, Landmark White, Leading Steps Pediatric Clinic, Lions Club of Geomerville Inc.,
Lions Club of Mooroolabbar Inc., Lions Club of Morleen Bay Inc., Lions Club of Moyston, Lions Club of Toowoomba Inc., Lions Club of
State School, Lord Mayor's Charitable Trust, L & M Fernando, M & A Strong, M & B Otto, M & B Ash, M & B Cell, M & D Parke,
M & D Robshaw, M & S Hickson, M & S Lyne, M Akamatis, M Ames, M Alfenza, M Balanchin, M Barnes, M Bennett, M Berry, M Blake,
M Blue, M Brocken, M Burkhardt, M Burke, M Cameron, M Clark, M Coman, M Crestani, M Cunningham, M Curtain, M Davies,
M Davis, M Defay, M Dimt, M Huff, M Dunn, M Feeze, M Florin, M Ford, M Foster, M Francis, M Gardiner, M Gianaraks, M Grimes,
M Harcastle, M Harding, M Harris, M Hart, M Hayes, M Hill, M Hopkins, M Hosking, M Howells, M Hung, M Hutchinson, M Jameson,
M Johnston, M Jones, M Kruger, M Land, M Leaver, M Lewczuk, M Liussi, M Lynnam, M Mackenzie, M Maguire, M Mahoney,
M Makheham, M Masloff, M McDonald, M McIntyre, M Mercier,
M Mitchell, M Nicolau, M O'Brien, M O'Donnell-Daniel, M Oliver,
M O Sullivan, M Pearce, M Perry, M Pettigrew, M Phelps, M Piper,
M Roleigh, M Raymond, M Richter, M Robertson, M Robinson,
M Rosengren, M Ross, M Russell, M Ryer, M Salter, M Seung,
M Shackleton, M Sharraf, M Sherear-Smith, M Smart, M Smith,
M Spork, M Steinberg, M Stevenson, M Stewart, M Stilson, M Stott,
M Thursby, M Toladay, M Torbey, M Wall, M Warby, M Wilcox, M Wright, M Zavattaro,
Marion and Her Rock Trust, Marjorie Bajos Charitable Trust, McCullough Robertson Lawyers, McGary
Partners Services Pty Ltd, McLeod Partners, Meat of Bilys, Medical Ocean, Megate Electric, Mercury Place,
Merinda State School, Mettle Projects, Michael Group Services Pty Ltd, Mail Primary School, Manota Valley Consulting,
MYER Stores Community Fund, Mylon Painting & Polishing, N & G Busch, N Ashby, N Bauenstein, N Brennan, N Burley,
N Cunanan, N Duncan-Tibbey, N Fawcett, N Gibson-Wilde, N Hanefeld, N Khan, N Lehtonen, N MacDonald, N McMaster,
N Nolan, N Pascoe, N Robinson, N Sandona, N Saunders, N Shadwell, N Smith, N Strachan, N Stuetz, N Taylor, N Thompson,
N Toehok, N Young, Nambour Hibiscus Retirement Resort Social Committee, National Australia Bank, National Council of Jewish
Women of Australia Inc, Newman's Own Foundation, Noosa New Age Plumbing and Gas, North Brisbane Dental Clinic, Nor
Sydney Girls High School, Nursery Road State Special School, O Bowler, O Corkeek, O George, O Smith, O Southern, Office of
Health Ombeusen, Opal Florence Towne Aged Care, Orchard's Dance Studio, Order of St John of Jerusalem Sunshine
Commandery, ORLA Lamont, P & G Downes, P & J Bird, P & R O'Neil, P & R Graydy, P Abbott, P Ash, P Bailey, P Bassingham,
P Beauchamp, P Bell-Alten, P Bowman, P Calvert, P Conry, P Dumuthy, P Goss, P Green, P Grey, P Hendricks, P Johnson,
P Hughes, P Leddo, P Job, P Johnson, P Kennedy, P Lane-Mullins, P Lidon, P Lowe, P Mahony, P Margrie, P McAuliffe, P McCoygan,
P Murray, P Nielsen, P O'Connor, P O'Neill, P Playe, P Poland, P Praxides, P Rose, P Shawhorn, P Sippe, P Smith, P Stabler, P Taylor,
P Timmins, P Wake, P V. Guild, Pedalling Tavern, Parkhurst Early Learning Centre, Partl Events Decorations, Payne Road State School,
Pty Ltd, Peninsula B & P, Padali Network Pty Limited, Peter Doran Physiotherapy, Piccones Supa (GA), Plough Inn, Port Cur
School, Property Projects Australia, QCWA Peachester, Queensland Academy for Creative Industries, Queensland Band
Community Foundation, Queensland Country Credit Union, Queen
Women's Association, Queensland Health, Queensland
Queensland Performing Arts Centre, Queens
Reeds, Queensland Steel and Sheet Pty Ltd, Queens
Fund Incorporation Pty Ltd, Queensland Univers
Queensland Womens Masters Hockey, QuoIntem
Inc, Quata International of Coolumb Beach Inc, Quo
Gladstone, Quata International of Gold Coast, Quo
Gympie, Quata International of Moleno, Quo
Maryborough Inc, Quata International of No
International of Redcliffe, Quata International o
International of Thurongga, Quata Internatio
Internatinal of Whitesdays, Quata Internatio
R & C Hamby, R & D Reimer, R & G Tonkin, R & Z
R Bergmansons, R Blake, R Bosconi, R C & S Fo
Rदार, R Fisher, R Galvin, R Gilham, R Hadley, R
R McGuire, R Monahan, R Newton, R Pankhurst, R
R Simpson, R Ray, R Tester, R Turist, R Tyquin, R Vick
Rockhampton, Reed Cross Business Service, Reno's S
Food and Bakery, Ronald Geoffrey Arnold Foundation, Ron
S & G Holmes, S & G Walker, S & S Weimann, S &
SB & G Afine, S Betts, S Bissell, S Bouvass, S Boulton, S Brady, S Bruce, S Britton, S Burke, S Burroughs, S Cammer, S Cervellini, S Collett,
S Drewe, S Dunn, S Elliott, S Ellis, S Evans, S Fahey, S Ghidella, S Godwin, S Goswang, S Grant, S Guest, S Harrison, S Haynes, S Hitchco
S Joffe, S Kernovsky, S Klein, S Leonard, S Litchfield, S Lynsky, S Mabg, S Manton, S McGrue, S McLaggan, S Meyer, S Miles, S Mit
S Morgan, S Morris, S Murphy, S Naviknell, S Neil, S Nolan, S Park, S Parker, S Pearson, S Segge, S Phillips, S Pieter, S Powell, S Pozzi, S Sa
Sraft, S Reed, S Seedikhov, S Salmonsd, S Sanders, S Szegez, S Taylor-Holmes, S Turner, S Twiddle, S Unwin, S Upton, S Vezz, S Walter,
S Winimmer, S Wood, S Wirth, S Young, Sandstone World, Sarah Greer Trust, Scaillywags Childcare Centre, Senic Toys Pty Ltd,
Airlines, Sonava AG, Sparke Helmsse Lawyers, Springfield Land Corporation Pty Ltd, ST Agnes School, ST Annans's Primary Sch
Catholic Primary School, St Joseph's School, St Luke's Catholic Parish School, St Peter's Lutheran College, Stafford City Doctors, Star
St Duke Education, Steeles Supportive Tech, Stephen G Cook Medical Pty Ltd, Stewards House, Steve's Haircuts, Steven's Tailors,
Sun, Sunshine Coast Breakfast Group - Caloundra, Sunshine Coast Paddiesports Club, T & A Hughes, T & N Giles, T & N Ho
T Barry, T Blackburn, T Blake, T Braunack, T Daniel, T Desales, T Dillon, T Dowell, T Drewin, T Elcock, T Esler, T Gordon, T Guttridge
Theard, TKeller, TKimmer, TLippitt, TMcvlor, TMorris, TOConnell, THoman, TPearce, TParker, TPaylor, TPrior, TRead, TRobinson
TSeymour, TSlater, TSullivan, TTian, TVan Eyk, TWaller, TWiltmann, Tadpoles Early Learning Centre, Taipei Economic and Cult
Tail, Tank and Confirmed Maple Coffee Van, Taranganga Early Learning, Tea's Tiny Tits Montessori Family Daycare, Templest
Trust, TFC Financial, The CM & JA Whitlowhouse Foundation, The Gap United Church Men's Group, The Ginger Factory, Y
Mon, The J Ciao Family Trust, The Law Office, The Produce Bulk Foods, Thless Pty Ltd, Thompson Family Children of the
Fund, Thomsons State School, Tom Farrow Childsichs Pty Ltd, Toowoomb Anglican College and Prep School, Tony's Tailors,
Regional Council, Total Wellness Massage, Townsville Blood Donor Centre, Townsville City Council, TPC Finance, Tubia Me
Productions, Twins Rofort, U and I Espresso Pty Ltd, U Ganzt, Ultra Tune Franchise, Untling-Care Forestville Preschoo
University of Queensland, UV4X Pty Ltd, V & G Jarousek, V & S Dimarco, V Burns, V Case, V Chancellor, V Dang,
V Drummond, V Heenan, V Hill, V Kichel, V Nobbs, V Noble, V Parker, V Zimmerman-Gleason, VAEGroup,
Vecchio Property Group, Veresebud Crown State School, View Brisbane Review Hotel, Vita Group Limited,
W & J Lewis, W Bickerton, W Brown, W Chan, W Castello, W JB & G Heath, W McLeod, W O'Meara,
W Viccars, W Walls, Weight Reduction Club of Acacia Ridge, Wesley Pharmacy, Westpac
Ashgrove, Windsor Rectangular, Winning Media Pty Ltd, Woombey Early Development
Centre, Worldwide Printing Solutions, Swiss Brisbane, Sydair Group,
Y Hamilton-Smith, Zealand Coals (Qld) Pty Ltd, Z Brady,

Z Khalili, Zeta Foundations

5

25 REASONS TO CELEBRATE





Zuri Bell being presented with a certificate at the First Voice Power of Speech in Canberra.

"This year has been one of celebration, a chance for us to reflect on 25 years, and more importantly an opportunity to use our combined knowledge to move forward as we start a new journey that's taking Hear and Say to the next 25 years and beyond.

It was a year that included two of our children being represented at the First Voice Power of Speech in Parliament House, Canberra; participation in the annual Brisbane Open House, and ended with two birthday celebrations on 6 July 2017 to mark our special anniversary.

It has been a great honour to work alongside so many experienced and passionate people made up of staff and volunteers including our Board. This year's annual report recognises Dr Dimity Dornan whose vision started it all. On behalf of everyone at Hear and Say, thank you Dimity for your vision and your tenacity."

Chris McCarthy, CEO

ON THURSDAY 6 JULY 2017

HEAR AND SAY TURNED 25

WITH TWO BIRTHDAY CELEBRATIONS
TO COMMEMORATE THE DAY.



The day began with a morning function attended by the Premier of Queensland, Annastacia Palaszczuk at Hear and Say's Brisbane centre. In the evening, Hear and Say Patron, His Excellency Paul de Jersey AC, Governor of Queensland and Mrs Kaye de Jersey hosted staff, families and friends of Hear and Say in their home at Government House.

And of course there is never a celebration at Hear and Say without cake! Staff enjoyed the celebrations as we sang out the traditional birthday song at our July all-of-team meeting.

Although it was a special day for all staff, one person in particular was bursting with pride. Hear and Say Founder, Dr Dimity Dornan, AO said in her speech:

"Thank you to everyone who has made this day possible. I started Hear and Say with the mission to help deaf children to hear and it is incredible that we have grown from six children to now supporting more than 900 children across Queensland and the world. Advancements in technology, and the funding we receive from government, philanthropists and the public has helped us to achieve more than I ever dreamt would be possible."



**"THE PAST IS YOUR LESSON,
THE PRESENT IS YOUR GIFT,
AND THE FUTURE IS YOUR
MOTIVATION."**

Zig Zigler, American Author

WE CELEBRATED AND YOU SUPPORTED

EVENTS

ANNUAL HEAR AND SAY GALA



Jackie Lewis, Dr Dimity Dornan and alumni Jamie-Lee Lewis.



Wally Lewis and Mitch Lewis.

LADIES LONG LUNCH



Ladies Long Lunch Committee and Hear and Say mums, Alex Bell, Lisa Prineas and Tina Worland.

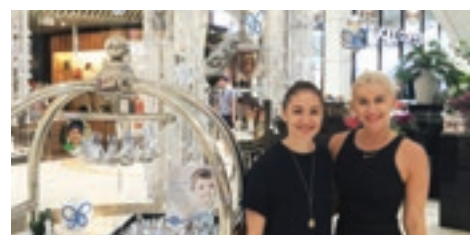


Hear and Say staff with alumni Eddie Bird at our 2016 Hear and Say Gala.



Harry Bird, Cailia Bird, Ellen Reed and Eddie Bird.

QUEENSPLAZA



Selling Christmas bells at QueensPlaza.

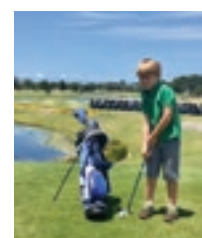
CORPORATE

THIESS



Development and expansion of regional service delivery.

SUNCORP STADIUM



Suncorp Stadium Golf Day with alumni Jonathon.

COMMUNITY

LOUD SHIRT DAY



Annabel's Goodstart Kenmore, Kersley Road day care.



Loud Shirt Day in Ashgrove in our new Supporter Tees.



Meat at Billy's on Loud Shirt Day.

THIRD PARTY SUPPORT



Peak2Park participants, Toowoomba.



Cause for Cocktails.



Rotary Club of Noosa Heads Daybreak, Bookfest cheque presentation with Hear and Say Community Champion Barry Bull.

VOLUNTEERING



Aquatic Achievers visit LEAP.



Eddie Bird, Hear and Say alumni and his family recognised as Community Champions.

IN CELEBRATION



Claire and Ryan Stokes raised \$110K in celebration at their wedding.



VISIT OUR WEBSITE OR JOIN US ON FACEBOOK FOR MORE PHOTOS OF OUR EVENTS AND COMMUNITY OF FUNDRAISERS.

CLINICAL PROGRAM OPENING MORE WORLDS

'HEAR TO LEARN' SCHOOL HEARING SCREENING BREAKS ALL RECORDS

This year has seen increased awareness and changing perceptions around the management of children with single sided deafness (SSD). This has resulted in a growing number of referrals and we now have 23 children who have progressed to implantable technology to manage their condition. The Hear and Say team have developed significant expertise in assessment and habilitation of children with SSD which has been further enhanced through new technology solutions.

The Hear and Say Audiology team offers a private diagnostic hearing service which has seen an increase in demand this year. Hear and Say are proud to provide quality care through this funding stream.

In order to meet increasing demand from regional families, additional part time local audiology staff were employed in our Gold Coast and Toowoomba Centres which has improved our continuity of care and strengthened local relationships.



Tom being switched on for sound along with his twin brother Hugh.



Now over two years old, the 'Hear to Learn' School Hearing Screening Program has proven very popular with schools, students and parents, reaching far beyond initial expectations. Since commencing in March 2015 we have screened the hearing of more than 19,000 students across 240 school visits.

To date the program has identified 23% of students, on the day of our visit, experiencing a hearing or ear health issue. This figure includes 14% who have required further investigation from a GP or a hearing test. Thirty eight students had a conductive hearing loss and 16 were diagnosed with a sensorineural (permanent) hearing loss.

Demand for 'Hear to Learn' continues to grow with 88 schools having rebooked for 2018 so far and 22 already having secured an annual screening date for 2019.

A partnership was developed with Thiss for our first central Queensland school hearing screening visits which began in July 2017.

Hear to Learn at Buderim Mountain State School.



EARLY INTERVENTION – THE KEY TO MEETING DEVELOPMENTAL MILESTONES

The Hear and Say Early Intervention (EI) Program continues to provide babies and children with hearing loss with the critical early skills they require. The 2016-2017 financial year has seen 70 new families enter the EI Program, some with babies only a few weeks old. Thirty four children 'ROCKETed to Success' (or graduated) from the EI Program at the end of 2016. Eighty six per cent of graduates achieved language scores within or above the average range which is on par with the general population where 16% fall below the average range.

We understand the benefits of a holistic and a specialist team approach when working with children and families. In view of this, we have now integrated occupational therapy and physiotherapy into the EI Program. We are working toward greater access to these services across all our centres, using Telepractice where possible and also building collaborative partnerships in regional centres. This allows families, no matter where they live, access to this holistic range of services.

This increased focus on our regional access has seen some exciting developments over the year. As an outcome of a philanthropic grant, the Toowoomba Centre moved to larger premises at 295 Ruthven Street, allowing our Occupational Therapist to have a designated motor and sensory gym. For the first time, outside our Brisbane Centre, the Townsville Team hosted the COMET social skills program for eight to 13 year olds, made possible by funding from Townsville City Council, QUOTA and funds from participant's National Disability Insurance Scheme (NDIS) plans.

We have also seen some consolidation to our North Queensland programs resulting in closure of our Cairns Centre, and increased service delivery via our Telepractice model from our Townsville hub. This has enabled flexibility and access to our programs for families in North Queensland as we continue to provide local audiology and listening and spoken language therapy support to our children and families in Cairns.

Hear and Say continues to participate in research related to the Telepractice Program. One of our research collaborations, with the Hearing CRC, has been investigating the Telepractice model and developing tools to assist families in the decision-making process. In addition, other Hearing CRC projects in which we are playing a key role have been exploring therapy options involving digital technology and investigating the role of early maternal-child interactions in children's language outcomes.

Meeting the changing needs of our families has seen the development of additional group programs looking at social skills development, communication and school readiness. These offer additional opportunities for our young children as they transition out of the EI Program. Group programs such as, 'Listen Little Stars' playgroup for babies/carers has proven so popular that a 'Little' LEAP for transitioning toddlers to the larger LEAP program in Brisbane has been introduced.

This year we trialled a new early childhood school readiness program 'Ready, Set, Shine', funded and supported by Lady Gowrie. There were three trial sites – two in Townsville and one on Thursday Island. Results have been very positive, and Hear and Say have worked hard to establish referral pathways so that children identified for referral have the right supports to access appropriate follow up services. This program is another way that Hear and Say is ensuring all children are emotionally, physically and communicatively ready for education.

Further to this, Hear and Say now offers a private speech pathology program and we have seen increasing demand for our services in this area. We have also seen growth in our Targeted Intervention Program for school aged children with hearing loss. These services have enabled us to provide support to children with a wide variety of developmental concerns.

SEEKING WAYS TO BUILD ON OUR CHILDREN'S SUCCESS

23%

**STUDENTS EXPERIENCED
A HEARING OR
EAR HEALTH ISSUE**

The Language Environment Analysis System (LENA) is a recording system measuring levels of 'talk' in young children. The success of LENA has enabled us to add it to our assessment procedure. The aim is for this additional tool to provide information to support our goal to improve early language through parental input and interactions.

This year we have purchased a number of electronic speech and language program assessments, giving our team greater access to language test tools in a more user friendly format. These are being used in the home and during school visits.

Grant funding from Perpetual trustees has provided greater security in the provision of our Microtia and Atresia early intervention and support programs and importantly funding for a research program to look at outcomes.



Hear and Say team training in India.

REACHING INTO ASIA – INDIA

Hear and Say WorldWide held a five-day program in Mumbai teaching 60 professionals the foundational skills and knowledge that every Auditory-Verbal practitioner requires. Across the five days, participants received training on the latest hearing technology, brain development in early childhood, the crucial acquisition of auditory function, and how children develop skills in cognitive language and speech.

Feedback from the trainees and staff who participated was very positive. Their enthusiasm, involvement, and the numerous questions asked, proved that their understanding and learning had progressed significantly.

11

**ACTIVE RESEARCH
PROJECTS
SPANNING ACROSS
THREE RESEARCH
STREAMS**

HEAR AND SAY RESEARCH AND INNOVATION EXPANDS BEYOND HEARING

Consistent with the expansion of our services, the last year has seen our research activities reach beyond childhood hearing loss to childhood development more generally; in particular, speech and language development and disorders.

At the close of 2016/17 Hear and Say has 11 active research projects spanning across three research streams:

- **Clinical research is driven by what our children and families need and is fed back into Hear and Say's service delivery;**
- **Social impact research that is not always related to hearing impairment or our traditional target population; and,**
- **Future research that is more theoretical/ 'blue-sky' in its nature.**

Through the development of our publications and conference presentations, Hear and Say continues to be recognised as leaders in both child hearing loss and more generally, speech and language development and disorders. In particular, our research projects have raised the profile of rarer conditions such as microtia and atresia and single-sided deafness.

Our research publications have expanded into journals beyond those with a focus on hearing loss to those with a broader reach such as 'Nature-Scientific Reports', 'Pediatrics' and the 'Journal of Autism and Developmental Disorders'. In particular, our research projects were published with a further three accepted for publication in premier international peer-reviewed scientific journals.

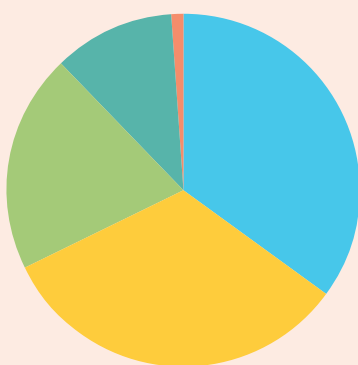
Conference presentations have included the International Society for the Neurobiology of Language (London), Speech Pathology Australia National Conference (Sydney), Australasian Newborn Hearing Screening Conference (Melbourne), and Healthy Hearing Symposium (Brisbane).

Once again, Hear and Say's annual Microtia and Atresia Conference, which is the only type of its kind in Australia, was well attended by health and educational professionals, university students and families.



FINANCIALS – MONEY IN, MONEY OUT

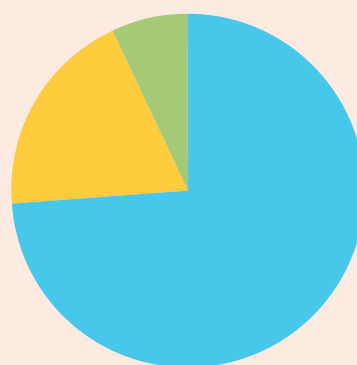
OPERATIONAL INCOME



where the money came from

- 35% Clinical services, training fees and other income
- 33% Fundraising
- 20% Queensland Health
- 11% Education Queensland
- 1% Disability Services

OPERATIONAL EXPENDITURE



where the money goes

- 74% Clinical programs and service delivery
- 19% Fundraising and communication
- 7% Research, training and education

OUR PEOPLE – KNOWLEDGE, EXPERTISE AND PASSION

“What do you get when you combine knowledge, expertise and passion? You get a Hear and Say staff member. We are lucky to not have just one but 61 of these.”

Chris McCarthy CEO

Our annual employee survey received a 96% participation rate with a consistently high level of agreement around the purpose and passion employees have for the Hear and Say mission. There was an overall improvement in a number of key areas on the previous survey and higher scores compared to the current industry average. The survey also highlighted where Hear and Say could improve in the areas of workplace flexibility and rewards.

HEAR US SAY

Keeping 61 staff working across Queensland informed is never easy. With that in mind, Hear and Say introduced ‘Hear Us Say’: a fortnightly informal catch-up (face-to-face and via Skype). These meetings are taped and provided online to ensure no staff member misses out.

PEER RECOGNITION

Staff are encouraged to recognise their peers who are going ‘above and beyond’ their day-to-day work. Up to six staff are nominated each month with the Executive Management Team selecting one staff member to be formally recognised.

FLUTTER AND FLY RESILIENCE PROGRAM

A group of UQ organisational psychology Masters students delivered face-to-face and online workshops on resiliency. Matthew Ames, Hear and Say Board member kick-started the program with a workshop. Sessions were of a very high standard and well received.

AN INTERNATIONAL REPUTATION

Our reputation internationally was further highlighted with Clinical Director, Emma Rushbrooke taking on the prestigious position of President Elect for the international AG Bell Academy Board. Emma is also the Co-Chair of the AG Bell Global Matters working group, working toward improving access and equity for clinicians around the world to receive mentoring, training and certification in Auditory-Verbal Therapy.

Our founder, Dr Dimity Dornan AO continued to be recognised for her work, receiving a Brisbane Women in Business Award for Innovation and Technology, and Women in Technology Life Sciences Outstanding Achievement Award. Dimity was also inducted into the QUT Business School Leaders Hall of Fame.

HUMAN SERVICE QUALITY FRAMEWORK (HSQF)

Hear and Say achieved certification under the HSQF, an important certification for provision of services funded by the NDIS. The HSQF maintains important safeguards for people using services such as ours, and supports ongoing quality improvement.



TO OUR STAFF, OUR VOLUNTEERS, OUR BOARD, AND OUR PATRONS THANK YOU. WE WOULD NOT HAVE BEEN ABLE TO MAKE A REAL DIFFERENCE IN THE LIVES OF CHILDREN WITH HEARING LOSS AND THEIR FAMILIES WITHOUT YOU...

OUR STAFF

Elise Alexander
Wendy Arnott
Jessica Balfour-Ogilvy
Lisa Bath
Annika Batros
Jennifer Bergman
Liza Bowen
Jackie Brown
Sharon Bruna
Terri Chalmers
Matthew Chard
Simone Cheadle
Rona Chin
Elizabeth Coomer
Leanne Cowie
Claire Cunningham
Dimity Dornan
Trudie Dowell
Jennifer Durand
Kirsty Farrow
Lynda Farwell
Claire Flanagan
Karen Flewell-Smith
Michelle Francis
Emma Fraser
Matthew Gee
Kirsty Gibson
Liz Graham
Petra Grum
Kate Harding

Bonnie Hayes
Julie Hunter
Lyn Huynh
Roxanne Innes
Della Jimmy
Paula Johnson
Tania Kennedy
Sharon King
Jessica Lowe
Amanda Mather
Chris McCarthy
Greer McDonald
Jane McGovern
Elizabeth Morosini
Steve Murray
Rebecca Parker
Lorna Parker
Matthew Parr
Georgia Paul
Courtney Phelps
Dianna Rigo
Emma Rushbrooke
Amy Russell
Lois Shuttleworth
Tim Slater
Katie Smith
Tracey Taylor
Chloe Van Mulligan
Michelle Von Muralt
Anna Warby
Amanda Williams

OUR VOLUNTEERS

Elaine Heggie (right) received the Louie White Volunteer of the Year award and Hear and Say alumni, Eddie Bird and his family were recognised as Community Champions.

Natasha Anderson, Sreekruthi Bachu, Sachindra Banduthilaka, Sandra Jeanne Bales, Alex Barry, Neil Bath, Kerry Roanna Bell, Beverley Biggs, Christian Boyle, Rebecca Brett, Gary Butler, Tayla Campbell, Mandy Chia, Vicki Crawford, Ciara Durnin, Deloitte Impact Day Volunteers, Ayu Imaoka-Asis, Monica Gehrke, Tutut Graham, Bridget Greathead, Belinda Groat, Ivan Grové, Amanda Haycock, Elaine Heggie, Carly Hood, Anna Hyland, Jennessa Jacobi, Juan Jaimes, Mikaela Jenkins, Katie Jones, Georgia Kelly, Stephanie Keszegi, Ashleigh Lenac, Sarah Lim, Emma Lingard, Sune Lubbe, Lauren Macdonald, Flora Man Ma, Pirashanthini Maruthayanar, Amy Matson, Natasha Ellen Louise McDonnell, Meredith Hastings McMeekin, Simone Michael, Evyenia Michellis, Sophie Papa, Lucia Pafumi, Rebecca Parker, Sophie Richardson, Christina Rucker, Sue Schwartz, Caroline Simon, Alicia Smith, Andrea Smith, Heidi Thomas, Jasmine Triggell, Rachael Twig, Johanna Vandersee, Kali Visentin, Kate Bridget Webster, Madeleine Whiting, Caroline Williams and Donna Woodland.



Georgie White presenting the 'Louie White Volunteer of the Year' award to Elaine Heggie.

OUR BOARD

Mr Paul Laxon, Chair
Dr Jane Black, Deputy Chair
Mr Matthew Ames, Director
Dr Dimity Dornan, AO, Executive Director
Dr John Quayle, Director
Mr Rod Solomon, Director
Dr Margaret Steinberg, AM, Director

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 AM, 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 and Chief Evangelist for Google, Hear and Say Internet Adviser

**AN 'EAR TO THE GROUND'
TAKING US FORWARD TO THE
NEXT 25 YEARS**



← FUTURE



"This year we recognised 25 years, an incredible milestone that I know staff and Board members have been thrilled to have celebrated but more importantly to have played their part in reaching.

I personally am proud to have been on the Board of Hear and Say for 18 years and Chair for the past seven. It has been my great pleasure to have witnessed so many special moments.

The Board's focus however is more importantly on the next 25 years using the learnings from the past, and the amazing knowledge that we have accumulated, to focus on our future. Today we have families who demand more from us, as well as more competition for services and funding streams. We all must work smarter, not harder if we are to continue to remain relevant into the future.

New technology and scientific advancements are bringing with them incredible choice for people and I am thrilled to be a part of this amazing future.

The past 25 years, and the next, have been possible only through the efforts of many. To the staff of Hear and Say, our volunteers, our Board and donors thank you for being a part of the Hear and Say journey."

Paul Laxon, Chair

Photographed with alumni, Jaradeenah Danomira

COLLABORATION AND CONNECTIONS

Our ongoing mission has involved technology and human interfaces made possible through ongoing advocacy, collaboration and connections.

Hear and Say remains a proactive participant in the fast paced area of bionics including representation at the Neuroscience 20 and helping to bring the International Medical Bionics Conference to Brisbane.

Hear and Say has initiated two bionics groups, Bionics QLD and national body Human Bionics Interface. Together we are working to help foster vertical collaborations and create new and improved interfaces to connect clinicians, scientists, technologists, device manufacturers, start-ups, policy makers and investors with end users.

We continue to play an active role in the national representative body, First Voice, at the Board level as well across clinical, research, and fundraising. As an outcome of national collaboration, First Voice released two independent studies showing that early intervention drives life time success for deaf children, on World Hearing Day, 2017. The First Voice chair position was passed to Hear and Say CEO, Chris McCarthy in mid-2017.

Another important area of focus is the HEARing CRC, a research collaboration of 21 internationally-recognised organisations that aims 'to prevent, and to better remediate, lost productivity resulting from hearing loss in children and adults'. Hear and Say's work with the HEARing CRC is further recognised through Dr Dimity Dornan's continued contribution in the role of Key Scientist.

In an exciting new collaboration with researchers from the Australian Catholic University and the Mater Research Institute called 'Little Voices Matter' Hear and Say is examining the relationship between prelinguistic skills, brain development, parent-child interaction, and emergent language abilities in infants born very preterm.

NDIS - CHOICE AND CONTROL

Throughout Hear and Say's experience with the National Disability Insurance Scheme (NDIS), the common issue we have faced is the inconsistency in the interpretation of a child's early intervention needs. Hear and Say supports the concept of 'choice and control' for all families and we are continuing to work closely with the NDIA to assist our children and families so that they can achieve the best NDIS program, and in turn the best outcomes.

Hear and Say advocates that no child should have to wait for services as time is of the essence for neural development - paediatric hearing loss is a neurological emergency.

With this in mind, Hear and Say is working with the NDIA on three areas of opportunity.

1. Establishing Australian Hearing as the Early Childhood-Early Intervention referral pathway for all children with a hearing loss.
2. Implementing an accreditation model for Early Intervention Listening and Spoken Language Specialists.
3. Introducing a tiered package approach for children with hearing loss such as low, medium and high - to give families access to the full program of services based on the clinical needs of the child, to ensure the best speech, language and communication outcomes.



Hear and Say
Opening worlds

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