



**BETTER  
HEARING  
AUSTRALIA**

(Victoria)

# Annual Report

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2018 - 2019

[www.betterhearing.org.au](http://www.betterhearing.org.au)

## ACKNOWLEDGEMENTS

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Better Hearing Australia (Vic) would like to acknowledge and pay respect to the traditional custodians of the land in which we conduct our business on. We would like to thank Elders past, present and emerging.

We would also like to acknowledge and pay respect to those living with hearing conditions who have fought hard for their right to be heard. Your strength and resilience are invaluable to Better Hearing Australia (Vic), and the general community.

We would like to acknowledge and thank the Rankin and Gunning families for their generous bequest donations. We are beyond grateful for these respective investments. These types of donations allow us to deliver person-centred care for our clients, supporting them to live connected lives and overcome the emotional and social impacts of hearing conditions. To find out more about how to bequest or make a donation, please contact Camille: [camille@betterhearing.org.au](mailto:camille@betterhearing.org.au)

**Better Hearing Australia (Vic) is supported by**



## PRESIDENT'S REPORT



In order to write this report, I re-read my 2018 President's report which was my first report on behalf of Better Hearing Australia (Vic). Like many people, at this time of the year I am wondering where the year has gone. I described 2018 as a historic year, and 2019 I would describe as a transformative year. I believe that this will be a continuing theme as the Connect | Create | Catalyse Strategic Plan 2019 – 2022 begins to come to fruition.

Firstly, I would like to acknowledge the work of the Board, who continuously display a high level of commitment to the organisation, each other and in supporting the CEO. I would like to acknowledge the work of Victoria Didenko and Harry Goksan, who both stepped down from their Board roles this year. Victoria remains closely connected to Tinnitus Australia, and from my perspective, it has been exciting for her to be involved with the Tinnitus Australia Alliance. Harry Goksan was an active member assisting in fundraising before joining the Board, and his passion and energy for the work of Better Hearing Australia (Vic) was and is evident.

We commenced 2019 with our new CEO, Dr Caitlin Barr, who has brought a high level of experience to the position as both a clinician and an academic. I wish to sincerely acknowledge and thank Caitlin myself, and on behalf of the Board, for the journey we have embarked on together. I don't believe we could have imagined the volume and pace of the work that has been undertaken by Caitlin and the small office team including Anne Young, Faik Demir and Alyse Kline, and now with the More Than Just Ears Leads. The theme of transformation is strongly reflected and is evident in the work undertaken by Caitlin. It has been truly inspirational to work alongside her and observe her growth as the CEO of our organisation. Her unique understanding of the hearing landscape has underpinned the new strategic plan and her excitement is shared by us all.

As I write this, we are in the process of Board recruitment, focussing on the building the More Than Just Ears Board for 2020 and beyond. The process of Board recruitment has been an exciting and fortuitous one... People want to join Better Hearing Australia (Vic) as they believe in and have heard of the work being undertaken. They want to be part of catalysing change in the hearing sector. Importantly, when selecting the Board members, we are aware of balancing the required skills and backgrounds with those people who have lived experience of hearing loss and tinnitus. We must, as a Board, reflect the communities that the organisation represents. As President, it was extremely pleasing to present our prospective Board members the new Strategic Plan and observe their level of commitment and excitement for the future of Better Hearing Australia (Vic).

As you cannot look forward unless you reflect on the past, I would like to acknowledge Better Hearing Australia (Vic)'s past. The past informs and strengthens the decisions and actions taken today. The work that the Board has undertaken throughout the year has required different thinking and approaches. We have been strategically focussed, built our governance capability and Board culture, and have been determined with our individual and collective leadership. As a Board, we understand that our foundations are as important as those of the organisation. A brave and bold plan Strategic Plan for the future required us to transform our thinking and processes, which we undertook with enthusiasm and energy. On behalf of the Board, I wish to thank John Huigen for the work he has completed with Better Hearing Australia (Vic). Throughout 2019, I believe that individually and collectively we grew through collaborative work and processes.

Of course, where we are today is only possible due to our past members, Board members, staff, volunteers and clients of Better Hearing Australia (Vic). For everybody who has ever been involved and played a role in this invaluable organisation, I wish to thank you as you have informed our future. Better Hearing Australia (Vic)'s Strategic Plan honours the past while transforming the future. By catalysing change, engaging people, creating the future and serving the community, the future is upon us. I would like to ask that you please follow our journey, remain our supporters and share our successes with others as working together we can catalyse change. What an exciting future it is!

I commend this report to you as a true reflection of the considerable work undertaken by Better Hearing Australia (Vic), and the quality of services we deliver daily.

A handwritten signature in black ink that reads "Kim Turudia". The signature is written in a cursive, flowing style.

**Kim Turudia**  
President, Better Hearing Australia (Vic)

## CEO'S REPORT



I am delighted to share with you my first annual report as CEO of Better Hearing Australia (Vic). My first formal interaction with Better Hearing Australia (Vic) was delivering a presentation on my doctoral research. In that room sat 100 people whose lives were socially and emotionally impacted by hearing loss; I was curious to hear their stories and to learn from their experiences. From their experiences, I wanted to show the hearing sector and system what was missing - what needed to change to truly meet their needs. I have spent the last decade pursuing this aim in an academic and a board-level capacity and have had the pleasure of sharing these messages around the globe.

I am thrilled to now lead Better Hearing Australia (Vic) and serve the mission of this organisation. And what an organisation this is! While the long history of BHA (Vic) humbles me, this organisation is at a crossroads. The 18/19 financial year represented the end of an era surrounding certainty in how we are funded, and I would like to acknowledge the State and Federal Governments for their support of our work to date. Funding changes and a disrupted sector was cause for the Board and I to look deeply at BHA (Vic)'s 'why' and mission. We have reaffirmed our 'why' to be true to the original purpose of this organisation and further clarified our ambition to meet the substantial challenges of the future.

*Better Hearing Australia (Vic) aims to eliminate the social and emotional impacts of hearing conditions. Our focus is on transforming lives, transforming the system and transforming ourselves by engaging, serving and catalysing action to create impact.*

*We are about More Than Just Ears and More Than Just Devices. We are about putting people impacted by hearing loss at the centre of our existence.*

This statement is central to our new strategy: Connect | Create | Catalyse. The period of 2019-2022 will be crucial in BHA (Vic) redefining its place in the hearing sector in order to truly change lives. The Board has set bold and innovative goals and I am energised by the impact that this organisation can make. In short, by adapting this strategic frame, we intend to address the social and emotional wellbeing of people with hearing conditions by:

- Ensuring that we understand and deliver on the needs of our people and grow our army of supporters whose voices need to be heard.
- Using human-centred and inclusive design principles, we will create experiences and opportunities to enable participation for people with hearing conditions.
- Building programs that support the unique needs of those who otherwise 'miss out' due to cultural, educational or financial reasons.
- Being active and vocal in catalysing positive change in the system and society by working collaboratively yet questioning the status-quo.

Our new strategic framework allows me to review the structure of the organisation and reinvent our operational team. At the conclusion of this financial year, I had undertaken a creative and rigorous recruitment process to build the More Than Just Ears Leads: Prue Thomas, Camille Gierck, Jacqui Trethowan and Dr Jessica Vitkovic. This team join our clinicians and contractors, Natalie Braude, Jack Leigh, Mary-Ann Law and Alisa Clyne. I would also like to thank the outgoing team, Faik Demir and Anne Young, whose commitment and passion got us to where we are today.

At this time, I would like to reflect on the last 12 months at BHA (Vic) and acknowledge the Board, and especially the President, Kim Turudia, who have provided vision and strength through a busy 12 month period. In the last year, BHA (Vic) has had several big changes and many big wins including selling our property, reinvigorating our clinical services, increased collaboration and connection with our people, and international partnerships.

The move from the historic Better Hearing House at 5 High Street, Prahran, to our current premises was a huge and necessary undertaking. Many thanks to all involved in making the Better Hearing House our home for many years, and to those who assisted in the move. The centrality of members to this organisation is highlighted when viewing historical pieces and to this day, membership to this organisation supports our important community work. Thank you to our members for your support. The sale of the property has set the organisation up to be able to invest in itself and to enable BHA (Vic)'s future. We are pleased to be able to report a surplus for this financial year, due to a combination of considered expenses, the sale of the house, fundraising and the receipt of generous bequests from previous members Kathleen Rankin and Angela Maree Gunning. Bequests such as these are very special to us, and we will be using these funds to develop a specific program to support adults with hearing conditions.

Our three service arms continued to be important pillars of how we serve the community. The Hearing Advisory Service, subsidised by the Victorian Government and the Federal Government (over 65+), supported and empowered hundreds of Victorians and their families to take the next step in their hearing health. Our Community Education Service, supported also by State and Federal funding, reached metro and regional Victoria in partnership with local organisations, clubs and services. BHA (Vic)'s Hearing Aid Bank, sustained by generous donations, supported upwards of 130 people in the community to be connected, retain or gain work, or enjoy the sounds of their world again. I acknowledge the tireless work of our clinicians and team who make these services possible. As Government support for these programs draws to a close in the next financial year, we intend to find innovative ways to continue and improve our services into the future.

We have engaged in ongoing collaboration with our fellow Better Hearing Branches, and I would particularly like to acknowledge the work of Tony Whelan, President of Better Hearing Australia National. With our federated organisations, we are now a founding member of the Hearing Health Sector Alliance, which will play a critical role in implementing the Roadmap for Hearing Health, and we have also engaged in a Memorandum of Understanding with the Ida Institute, a Danish organisation that is committed to ensuring person-centred hearing care is practiced around the world. Our online community has doubled in the last 12 months, and we look forward to continuing to engage with the community, organisations and the government of the day on key issues into the future.

I invite you to join and support us as we transform ourselves in order to transform lives.



**Dr Caitlin Barr**  
CEO, Better Hearing Australia (Vic)

## OUR BOARD



**Kim Turudia**  
President



**Paul Centofanti**  
Vice President



**Dianne Semmens**  
Treasurer



**James Caws**  
Secretary



**Suzette Dela Cruz Regalo**  
Member

## STAFF (MORE THAN JUST EARS LEADS)



**Dr Caitlin Barr**  
CEO



**Dr Jessica Vitkovic**  
Better Hearing  
Experience Lead



**Jacqui Trethowan**  
Service Impact Lead



**Prue Thomas**  
Strong Business Lead



**Camille Gierck**  
Engagement Lead

## OUR STRATEGIC PLAN

### CONNECT | CREATE | CATALYSE 2019-2022

#### OUR WHY:

To eliminate the social and emotional impacts of hearing conditions

#### OUR WHAT:

We **engage**, **create**, **serve** and **catalyse** for action and impact

#### OUR AMBITION:

To transform lives, the system and ourselves

#### WHO WE ARE:

**Courageous**

**Open**

**Novel**

**Nimble**

**Enterprising**

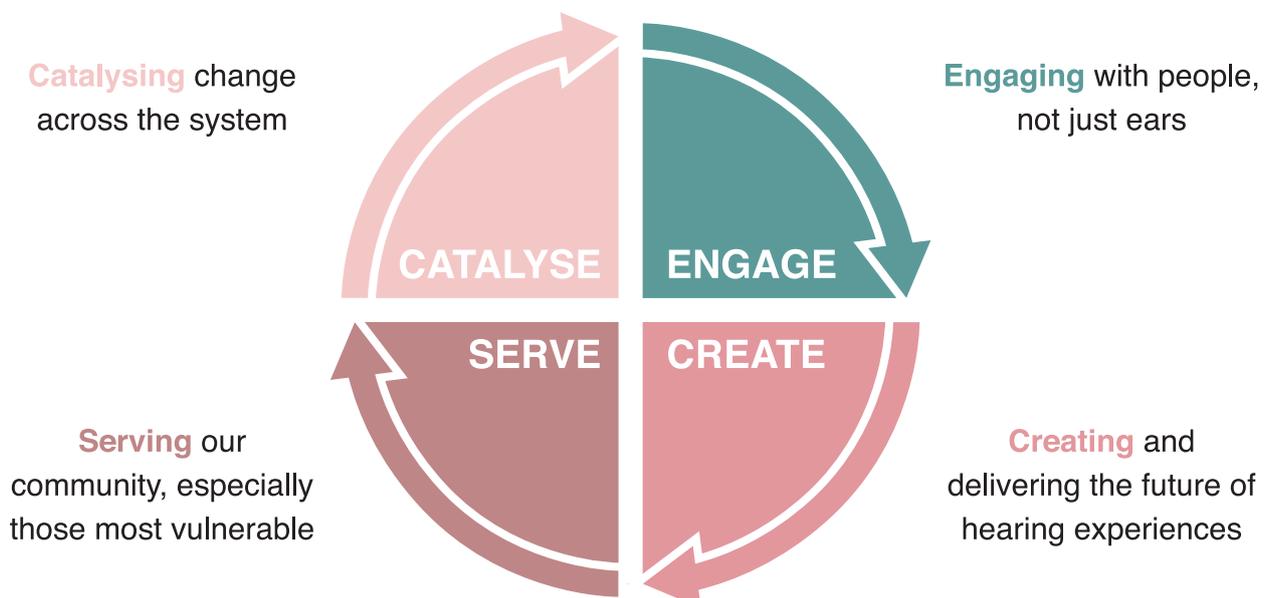
**Capable**

**Trusted**

**Outcomes-focussed**

**Recognised**

**Strong**



# ENGAGE

Deeply **ENGAGE** with people (not just ears) who have hearing health conditions, with the public and the sector.

We will grow and nurture an army of supporters made up of the community, professionals, organisations and government.

- Whole system approach
- Build our networks and bring others along
- Ensure we understand and deliver on the needs and expectations of these people.

# CREATE

**CREATE** the future of hearing experiences by taking a truly person-centred and whole systems-approach.

Using co-design and inclusive principles we will innovate the experience that the public should expect.

- The current system of devices on ears isn't serving people well enough
- We will create the new way
- The new way will create awareness, understanding and empathy.

# SERVE

**SERVE** people impacted by hearing health conditions.

Our programs fill a gap in current services for the public broadly, but also offer unique services for people who otherwise 'miss out' or who are disadvantaged financially, educationally or culturally.

- We exist to serve the needs of people who are impacted by hearing conditions
- We have a particular passion for ensuring that the needs of those most vulnerable are met.

# CATALYSE

**CATALYSE** change in the system and the community to be focussed on what people really need to be connected and healthy.

We provide the essential link between people with hearing conditions and government, policy and service providers. We lobby, agitate, and question the status-quo because we are independent and represent those impacted by hearing conditions.

- We are passionate about change
- Instead of being geared to what is best for people, the system is geared toward providers' preference, profitability and systemisation
- Stigma and limited access to quality information, services and support means that the community as a whole don't act on hearing conditions despite the impact on health and wellbeing.

At Better Hearing Australia (Vic), we are driven by delivering person-centred care. Here is an example of what we mean when we talk about person-centred care.

### My Better Hearing Australia (Vic) journey, by Glyn Lewis

Frustrated, annoyed and exhausted. That's how I was feeling.

I had contacted multiple services, repeated my queries many times, only to have the proverbial door slammed in my face every time. I was confused, and more upsettingly, I was alone.

I didn't understand what was going on. Was it me; was I being unclear? Was it an overburdened healthcare system? What was happening; why was this so hard?

I was about to give up, then I called Better Hearing Australia (Vic), which is why I write this personal testimonial today. Frustrated and alone, I called Better Hearing Australia (Vic) and was received by Anne. She put me in contact with Jack, Audiologist.

Apprehensively, I attended my first appointment with Better Hearing Australia Victoria and in no uncertain terms, my life changed.

I explained my experience, again, highlighting how long it had taken me to find an appropriate service. Jack spoke to me. He didn't merely hear me, he listened to me. He was courteous, approachable and proactive. I left with a hearing aid in tow and hope in my heart.

The automatic doors opened out onto Saint Kilda Road, and for the first time in years, I heard the birds sing. I heard the cars, with their aggressive honks. I heard the children laughing, while their parents bargained with them. The 'whoosh' of the trams; I heard the city move.

My self-esteem, confidence and sense of self started to form, again. I started to feel like myself, again. Feelings of depression and anxiety started to dissipate.

But why did I have to hit rock bottom before I was given the right, person-centred support that I needed and what I found to realise, I deserved?

I believe that there needs to be greater community awareness and accountability when it comes to accommodating the needs of those who experience hearing conditions. We can't do it alone, and we shouldn't have to.

Thank you, Better Hearing Australia (Vic). Thank you for all that you offered, and still offer.

## OUR HEARING AID BANK

As highlighted in Glyn's piece, our hearing aid bank is an inherently person-centred program and the only bank of its kind in Victoria. It aims to reduce the impact of hearing conditions by providing hearing aids to low-income earners and asylum seekers & refugees.

A pair of hearing aids purchased through the private market ranges from \$5,000 to \$10,000, and Federal Government funding for hearing aids is limited, leaving many people to struggle with their hearing conditions.

When individuals experiencing hearing conditions are not adequately supported, this can lead to social isolation, disempowerment and mental health issues.

To find out more about our hearing aid bank, and to donate, please head to [betterhearing.org.au](http://betterhearing.org.au)



## A REFLECTION FROM OUR AUDIOLOGISTS



**Jack Leigh,**  
Audiologist

Coming to BHA (Vic) each Thursday is the highlight of my week for so many reasons. I've been with this organisation intermittently for 12 months. Although I may sound a little biased, I do believe that we have the most wonderful clients, from all walks of life. I feel supported by the new More Than Just Ears Leads, as well as my audiology peers, and I feel more than able to excel as a result of Caitlin's leadership. Caitlin lives what she speaks, and this is reflected in her happy, comfortable and enthusiastic team.

I believe in BHA (Vic)'s mission, and every Thursday when I come to the office, I feel as if I'm contributing to it. Every time I interact with a client and see them leaving with a big smile on their face, I know that we're that little bit closer to achieving our organisational aims. Everybody who works with us cares deeply about our clients, their general wellbeing, and their ability to communicate and overcome social challenges.

We are completely independent and offer services that audiology businesses often cannot. Supporting our independence, we offer our clients truly unbiased advice about the state of their hearing condition, and

whether they would benefit from having a hearing aid. We get the opportunity to focus exclusively on our clients' needs and concerns without any regard for commercial or financial considerations. For me, this is a unique opportunity to focus solely on the wellbeing of the client.

BHA (Vic) is the only place where each client is given the same opportunities regardless of background and financial status. If you are a refugee, you get the same opportunities as an Australian citizen; if you are low-income, you have the same entitlements as a billionaire. Everybody is entitled here, and it's most refreshing.

Recently, I supported a client to get a stop gap hearing aid whilst awaiting NDIS funding. To ensure that the hearing aid was perfectly adjusted, we left the clinic and went outside to sit on the street and tune the hearing aid, ensuring that it was how he required it. His hearing condition was rather acute. We sat outside, together, until it was the right fit for him. Often, these types of opportunities do not happen in normal clinical practice. Moments like these make me proud to be an audiologist. I'm making a difference to people's lives.



**Natalie Braude,**  
Audiologist and  
Community Educator

After realising that I wasn't quite enjoying the way in which many audiology practices delivered their services, I decided to make the move to BHA (Vic). I have been here for approximately six months, and it has been so refreshing and exciting to work for an organisation where clients are given independent advice regardless of their background. For instance, where appropriate, some clients can receive reduced or free refurbished hearing aids, improving their hearing and overall sense of wellbeing. This is truly person-centred practice, and I'm really enjoying it!

As a result of working with such a passionate and understanding CEO, and

and The More Than Just Ears Leads, I'm looking forward to all the exciting changes that will take place over the next few years. I feel very fortunate to be part of BHA (Vic) and it's been fantastic to have the opportunity to help improve our clinical services, as well as boost our presence within the community. There have been many positive changes in the short time that I have been with the organisation. In many ways, it's only just the beginning.



## COMMUNITY DEVELOPMENT EDUCATION EVENTS

BHA (Vic) deliver Community Development Education events that cover everything from living connected with hearing conditions to self-advocacy strategies. We also offer hearing checks at these events. Often, we are invited by community groups to speak at pre-organised events, such as senior networking events. Our presentations are flexible, interactive and the content is adapted to suit the interest of the group we are speaking to.

Over the past 12 months, it has been an active and exciting year for our community education team!

This year, some highlights have included driving out to Koo Wee Rup to chat with members of the Men's Shed, as well as visiting the Croydon Life Group, which had a large attendance of over 30 people. The Finnish Society invited us to talk to their community group, and several months later, invited us to return to provide some of their patrons with hearing checks. We were also invited to attend a few of the Umbrella Dementia Café lunches. This group is run by volunteers to help people living with dementia to remain connected. We provided a brief presentation on hearing awareness and had some fun facts to hand out, stimulating some lively conversations.

In the last six months of the financial year, we began to discuss extending our educational reach. We looked at the possibility of hosting a large seminar style event, collaborating with independent audiologists and allied health professionals, as well as starting to liaise with local councils across our funding regions. We received a positive response from local councils, particularly in relation to the Seniors' Festival (which ran in October 2019), as well as our possible participation in future healthy aging activities. Over the next year, we will continue to contribute to local council initiatives.



**CEO Dr Caitlin Barr presenting to a group of local community members in Warragul**



**Warragul seminar attendees intrigued by our 'hearing condition' quiz cards**

Additionally, we had a successful session collaborating with Surf Coast Hearing Clinic and the Torquay Bowls Club. We provided an informative seminar to over 50 guests covering the Barwon region. In early 2019, we discussed similar opportunities with a few audiology clinics and successfully, we co-presented with Arches Audiology. We also resumed discussions with Gippsland Audiology to collaborate on a seminar in Warragul, and during September we successfully co-presented a session to a full house of local community members! Excitingly, we started a conversation with the Audiology Department at La Trobe University to see whether there was interest in a future collaboration, and we discovered that there is potential to work together in the next financial year (2019/20). We are so intrigued and excited by this prospect.

BHA (Vic)'s CEO, Caitlin, was invited to speak at the University of Melbourne Graduate House on living with hearing conditions, as well as at the Stonnington Council, for the Diversity and Aged Services Group. Both events were received with great interest and have increased our networks, leading to more education events in the future.

Finally, we have been given the opportunity to facilitate presentations on hearing health in workplaces. While this may not contribute directly to our funding numbers for community education, it does provide a revenue stream for BHA (Vic), which we plan to build on in the next financial year.

As we reflect on the number of events that we have held, we are overjoyed that we have been able to connect with more people and connect them to living their life to its full potential.

We look forward to what's in store over the next financial year.



## TINNITUS AUSTRALIA

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Tinnitus Australia is an initiative of Better Hearing Australia (Vic) and is formally an alliance body comprised of audiologists, psychologists, the Royal Eye and Ear Hospital and research facilities.

The aims of Tinnitus Australia include but are not limited to:

- Providing easy access to support services for those experiencing tinnitus
- Educating medical professionals and the public about tinnitus
- Supporting research which will improve outcomes for those experiencing tinnitus.

An organisational first, during Tinnitus Awareness Week (February 2019), we participated in a fundraising campaign to support Tinnitus Australia's activities. By way of raising funds, we engaged with My Tinnitus Tea, a natural non-medicinal remedy for tinnitus, which saw each purchase of Day or Night tea contribute \$4 toward Tinnitus Australia. Funds raised went toward our mission to support people impacted by tinnitus to live connected and meaningful lives.

At the conclusion of the 18/19 financial year, BHA (Vic) met with fellow alliance members to workshop the 'why, how and when' of Tinnitus Australia for 2020 and beyond. Exciting and intentional discussions are still underway about the next phase of Tinnitus Australia, and we will share a formal announcement with our members, supporters and the general community soon.

For more information about Tinnitus Australia, or My Tinnitus Tea, please go to [tinnitusaustralia.org.au](http://tinnitusaustralia.org.au).



# THE FUTURE OF BETTER HEARING AUSTRALIA (Vic)

The Better Hearing Australia (Vic) strategy aims to eliminate the social and emotional impacts of hearing conditions by enabling and activating participation and connection for all impacted by hearing conditions.

What does this mean exactly and what are some tangible activities that we will implement to achieve this vision?

The More Than Just Ears Leads are still working hard to prioritise the many projects that we have underway. This is because we are being led by an evidence-based and human-centred approach to ensure that the activities we choose are important to, and informed by, those impacted by hearing conditions. We want to be sure that our collective effort will lead to a change in behaviours that end the social and emotional impacts of hearing conditions.

We can, however, share some of the thoughts that are shaping the direction we are heading in.

Two main areas of focus involve: A) creating and delivering sustainable whole-person services that address the vast social and emotional impacts beyond just a device; and B) creating the future of hearing experiences where spaces and places are inclusively designed to ensure that hearing conditions pose no barriers to being included.

Our ideal services are created and delivered to enable and activate participation and connection. This includes designing member-driven, inclusive and human-centred services which build individuals' and families' confidence to utilise tools and solutions for hearing conditions that are right for them. It also includes building knowledge and access to tools and solutions in organisations and across society. Our service offerings will support their whole-person and their system (including their psychological needs) and offer adaptable, individualised and accessible options irrespective of culture, location, life-stage and financial position.

We recognise that services are only one part of the picture. People impacted by hearing conditions live in a world where places and spaces are designed for those who can hear well and where society can't always 'see' or understand the impact hearing conditions can have on them. This is where creating and delivering better hearing experiences, which enable participation and connection, are important to overcome exclusion created by 'Hearism'.

## Hearism

🔊 Heer-izm

*noun*

Prejudice, stereotyping, or discrimination, typically against someone who is deaf or experiencing hearing conditions, on the basis of assuming that everyone can hear. "Hearism assumes that everyone can hear and excludes those who are deaf or experiencing hearing conditions from living and expressing themselves, fully."



We will create human-centred and inclusively designed places and spaces, where hearing conditions pose no barrier to enjoyment. By building capability in this space, we will be able to set the standard and bring others along our journey. The experiences that we create will also aim to increase public knowledge and empathy about the role of hearing and communication in health and wellbeing. Greater public understanding will lead to opportunities and events that will bring people with hearing conditions together for enjoyable experiences, social and emotional support, networking and learning. By creating experiences that open dialogue between government, society and families about the psychosocial consequences of hearing conditions, we will increase empathy and understanding. Ultimately, the experiences will activate families and society to support those with hearing conditions and create a sense of belonging in an exclusively hearing world.

To achieve this, we will be engaging and enlisting people and like-minded organisations to join our tribe and the movement. We will strategically partner with people and organisations that create value greater than the sum of their parts and serve the community by utilising evidence, creativity and innovation to catalyse change in the system and society.

With support from our tribe, we see a future where people place hearing health as a priority and seek help for their hearing, where they are enabled and empowered, and feel listened to, understood, supported and included in *their* society.

**Join our tribe, today!**

**To find out more information about becoming a member of BHA (Vic), please contact Prue, our Strong Business Lead [prue@betterhearing.org.au](mailto:prue@betterhearing.org.au)**

Follow us



**#MoreThanJustEars**  
**#MoreThanJustDevices**

# **Better Hearing Australia (VIC) Inc.**

ABN: 16 984 530 754

## **Financial Statements**

**For the Year Ended 30 June 2019**

ABN: 16 984 530 754

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ABN: 16 984 530 754

## Statement of Profit or Loss

### For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
<b>Income</b>			
Grants		460,168	449,497
Bequests		42,639	280,000
Donations		10,879	7,309
Investment Income		86,990	1,982
Finance income		1,590	-
Other income		26,078	21,539
Profit on sale of assets		-	337,356
		<b>628,344</b>	<b>1,097,683</b>
<b>Expenditure</b>			
Depreciation and amortisation expense		4,363	13,402
Employee benefits expense		263,226	302,281
Consultancy expenses		88,795	37,950
Investment fees		26,562	-
Accounting and audit fees		18,841	6,005
Computer and IT expenses		13,801	14,344
Occupancy expense		57,635	15,516
Advertising and marketing expenses		7,140	4,321
Motor Vehicle		488	6,767
Repairs and maintenance		4,101	5,368
Subscriptions		3,110	4,508
Loss on sale of assets		5,840	-
Legal fees		-	7,716
Print and stationery		2,983	8,126
Other operating expenses		29,266	29,319
		<b>526,151</b>	<b>455,623</b>
Surplus for the year		<b>102,193</b>	<b>642,060</b>
<b>Other comprehensive income</b>			
Realised capital gains		8,551	-
Unrealised capital gains		15,560	-
Total comprehensive income		<b>126,304</b>	<b>642,060</b>

The Association has not restated comparatives when initially applying AASB 9, the comparative information has been prepared under AASB 139 *Financial Instruments: Recognition and Measurement*.

The accompanying notes form part of these financial statements.

ABN: 16 984 530 754

## Statement of Financial Position

### As At 30 June 2019

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	519,335	401,184
Trade and other receivables	4	10,490	2,673,642
Term deposits	5	75,000	75,000
Prepayments		6,233	-
<b>TOTAL CURRENT ASSETS</b>		<b>611,058</b>	<b>3,149,826</b>
<b>NON-CURRENT ASSETS</b>			
Other financial assets	5	2,681,772	-
Plant and equipment	6	22,146	27,678
<b>TOTAL NON-CURRENT ASSETS</b>		<b>2,703,918</b>	<b>27,678</b>
<b>TOTAL ASSETS</b>		<b>3,314,976</b>	<b>3,177,504</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables		18,448	11,269
Employee benefits		15,281	11,292
<b>TOTAL CURRENT LIABILITIES</b>		<b>33,729</b>	<b>22,561</b>
<b>NON-CURRENT LIABILITIES</b>			
<b>TOTAL LIABILITIES</b>		<b>33,729</b>	<b>22,561</b>
<b>NET ASSETS</b>		<b>3,281,247</b>	<b>3,154,943</b>
<b>MEMBERS' FUNDS</b>			
Financial asset reserve		15,560	-
Retained profits		3,265,687	3,154,943
<b>TOTAL MEMBERS' FUNDS</b>		<b>3,281,247</b>	<b>3,154,943</b>

The accompanying notes form part of these financial statements.

ABN: 16 984 530 754

## Statement of Changes in Equity

### For the Year Ended 30 June 2019

#### 2019

	Retained Earnings	Asset Revaluation Reserve	Financial Asset Reserve	Total
	\$	\$	\$	\$
<b>Balance at 1 July 2018</b>	3,154,943	-	-	3,154,943
Unrealised Capital Gains	-	-	15,560	15,560
Realised Capital Gains	8,551	-	-	8,551
Profit for the year	102,193	-	-	102,193
<b>Balance at 30 June 2019</b>	<b>3,265,687</b>	<b>-</b>	<b>15,560</b>	<b>3,281,247</b>

#### 2018

	Retained Earnings	Asset Revaluation Reserve	Financial Asset Reserve	Total
	\$	\$	\$	\$
<b>Balance at 1 July 2017</b>	185,940	2,326,943	-	2,512,883
Transfer on disposal of asset	2,326,943	(2,326,943)	-	-
Profit for the year	642,060	-	-	642,060
<b>Balance at 30 June 2018</b>	<b>3,154,943</b>	<b>-</b>	<b>-</b>	<b>3,154,943</b>

The accompanying notes form part of these financial statements.

ABN: 16 984 530 754

## Statement of Cash Flows

### For the Year Ended 30 June 2019

	2019	2018
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Conference and other receipts	79,596	316,755
Payments to suppliers and employees	(556,020)	(534,041)
Investment income received	84,569	-
Interest received	1,590	1,982
Receipt from grants and contributions	494,685	449,497
Net cash provided by/(used in) operating activities	<u>104,420</u>	<u>234,193</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Proceeds from sale of plant and equipment	-	7,588
Proceeds from sale of investments	-	44,650
Deposit received on sale of property	-	96,080
Proceeds on sale of property	2,673,642	-
Purchase of property, plant and equipment	(4,671)	-
Purchase of financial assets	(2,655,240)	-
Net cash provided by/(used in) investing activities	<u>13,731</u>	<u>148,318</u>
Net increase/(decrease) in cash and cash equivalents held	118,151	382,511
Cash and cash equivalents at beginning of year	<u>401,184</u>	<u>18,673</u>
Cash and cash equivalents at end of financial year	3 <u>519,335</u>	<u>401,184</u>

The accompanying notes form part of these financial statements.

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## Notes to the Financial Statements For the Year Ended 30 June 2019

The financial statements cover Better Hearing Australia (VIC) Inc. as an individual entity. Better Hearing Australia (VIC) Inc. is a not-for-profit Association incorporated in Victoria under the *Associations Incorporation Reform Act 2012* ('the Act').

The functional and presentation currency of Better Hearing Australia (VIC) Inc. is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

### 1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

### 2 Summary of Significant Accounting Policies

#### (a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

#### (b) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

#### (c) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

##### Grant revenue

Grant revenue is recognised in the statement of profit or loss when the Association obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the Association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

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## Notes to the Financial Statements

### For the Year Ended 30 June 2019

#### 2 Summary of Significant Accounting Policies

##### (c) Revenue and other income

###### Grant revenue

Better Hearing Australia (VIC) Inc. receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss.

###### Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

##### (d) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

##### (e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

###### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

##### (f) Financial instruments

Financial instruments are recognised initially on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

###### Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

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## Notes to the Financial Statements

### For the Year Ended 30 June 2019

#### 2 Summary of Significant Accounting Policies

##### Financial assets

###### *Classification*

On initial recognition, the Association classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL
- fair value through other comprehensive income - equity instrument (FVOCI - equity)
- fair value through other comprehensive income - debt investments (FVOCI - debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Association changes its business model for managing financial assets.

###### *Amortised cost*

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

###### *Fair value through other comprehensive income*

###### Equity instruments

The Association has a number of strategic investments in listed and unlisted entities over which they do not have significant influence nor control. The Association has made an irrevocable election to classify these equity investments as fair value through other comprehensive income as they are not held for trading purposes.

These investments are carried at fair value with changes in fair value recognised in other comprehensive income (financial asset reserve). On disposal any balance in the financial asset reserve is transferred to retained earnings and is not reclassified to profit or loss.

Dividends are recognised as income in profit or loss unless the dividend clearly represents a recovery of part of

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## Notes to the Financial Statements

### For the Year Ended 30 June 2019

#### 2 Summary of Significant Accounting Policies

##### **Financial assets**

the cost of the investment. Other net gains and losses are recognised in OCI.

Financial assets through profit or loss

All financial assets not classified as measured at amortised cost or fair value through other comprehensive income as described above are measured at FVTPL.

Net gains or losses, including any interest or dividend income are recognised in profit or loss (refer to hedging accounting policy for derivatives designated as hedging instruments.)

##### *Impairment of financial assets*

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost
- debt investments measured at FVOCI

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, the Association considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Association's historical experience and informed credit assessment and including forward looking information.

The Association uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Association uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Association in full, without recourse to the Association to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Association in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

##### *Trade receivables*

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Association has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Association renegotiates the terms of trade receivables due from certain customers, the new

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## Notes to the Financial Statements

### For the Year Ended 30 June 2019

#### 2 Summary of Significant Accounting Policies

##### Financial assets

expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

##### *Other financial assets measured at amortised cost*

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

##### Financial liabilities

The Association measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Association comprise trade payables and bank.

##### (g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

##### (h) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

##### (i) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting period. The discount rate used is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of profit or loss.

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## Notes to the Financial Statements

### For the Year Ended 30 June 2019

#### 2 Summary of Significant Accounting Policies

(i) **Provisions**

market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of profit or loss.

(j) **Adoption of new and revised accounting standards**

The Association has adopted all standards which became effective for the first time at 30 June 2019, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Association.

(k) **New Accounting Standards and Interpretations**

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The Association has decided not to early adopt these Standards. The following table summarises those future requirements, and their impact on the Association where the standard is relevant:

#### 3 Cash and Cash Equivalents

	2019	2018
	\$	\$
Cash at bank and in hand	519,335	401,184
	<u>519,335</u>	<u>401,184</u>

#### 4 Trade and Other Receivables

CURRENT

Trade receivables	770	-
Amount due under contract of sale	-	2,673,642
Other receivables	9,720	-
<b>Total current trade and other receivables</b>	<u>10,490</u>	<u>2,673,642</u>

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

#### 5 Other Financial Assets

Term deposits	75,000	75,000
NON-CURRENT		
Other financial assets at fair value	2,681,772	-
<b>Total</b>	<u>2,756,772</u>	<u>75,000</u>

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## Notes to the Financial Statements

### For the Year Ended 30 June 2019

#### 6 Property, plant and equipment

	2019	2018
	\$	\$
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	55,400	89,230
Accumulated depreciation	(33,254)	(73,255)
Total plant and equipment	<u>22,146</u>	<u>15,975</u>
Motor vehicles		
At cost	-	31,029
Accumulated depreciation	-	(19,326)
Total motor vehicles	<u>-</u>	<u>11,703</u>
<b>Total property, plant and equipment</b>	<b><u>22,146</u></b>	<b><u>27,678</u></b>

#### 7 Capital and Leasing Commitments

##### (a) Operating Leases

	2019	2018
	\$	\$
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	35,020	-
- between one year and five years	45,614	-
	<u>80,634</u>	<u>-</u>

Operating leases are in place for rental premises.

#### 8 Contingencies

In the opinion of the Committee of Management, the Association did not have any contingencies at 30 June 2019 (30 June 2018:None).

#### 9 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

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## **Notes to the Financial Statements**

### **For the Year Ended 30 June 2019**

#### **10 Statutory Information**

The registered office and principal place of business of the company is:  
Better Hearing Australia (VIC) Inc.  
Suite 1, Level 2/257 St Kilda Road  
Melbourne, VIC, 3004

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## Statement by Members of the Committee

The committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 12:

1. Presents fairly the financial position of Better Hearing Australia (VIC) Inc. as at 30 June 2019 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Better Hearing Australia (VIC) Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

President ..... 

Treasurer ..... 

Dated 29 October 2019

## Better Hearing Australia (VIC) Inc.

# Independent Audit Report to the members of Better Hearing Australia (VIC) Inc.

### Report on the Audit of the Financial Report

#### Opinion

We have audited the accompanying financial report, being a special purpose financial report of Better Hearing Australia (VIC) Inc. (the Association), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the committee.

In our opinion, the accompanying financial report of the Association for the year ended 30 June 2019 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared to assist the Association in complying with the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the Association and should not be distributed to or used by parties other than the Association. Our opinion is not modified in respect of this matter.

#### Other matter

The financial report of Better Hearing Australia (VIC) Inc. for the year ended 30 June 2018 was audited by another auditor who expressed an unmodified opinion on the financial report on 2nd November 2018.

#### Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012, and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

**Better Hearing Australia (VIC) Inc.****Independent Audit Report to the members of Better Hearing Australia (VIC) Inc.****Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

ACCRU MELBOURNE (AUDIT) PTY LTD

C J FLYNN  
Director

29 October 2019

**Find us!**

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(03) 9510 1577  
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