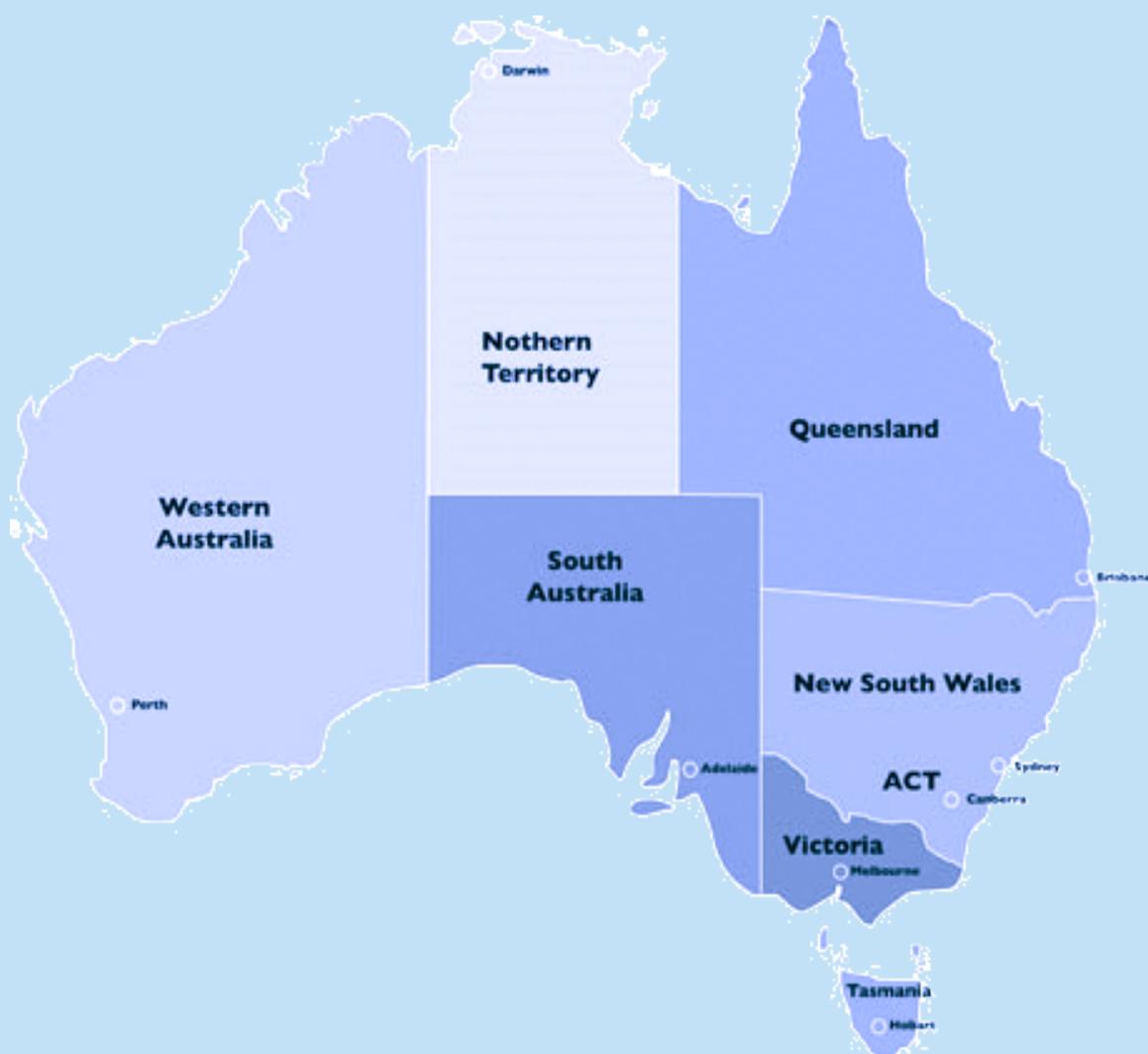


# Better Hearing Australia (National) Inc



2015/2016 Annual Report  
Better Hearing Australia (National) Inc



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# Annual Report

## National President's Report 2015-2016

I am pleased to present this annual report, my first as President of Better Hearing Australia (National) Inc. It was a great honor to take on this position in February 2016, when our previous President, Sara Duncan, resigned due to personal health reasons. Having been Sara's Vice President I thank and commend her for her leadership during her time as National President.

During Sara's time as President, October 2014 – February 2016 - there were many achievements and I am pleased that we have been able to continue the momentum.

The BHA National Strategic Plan was launched in April 2015.

Focus area of the strategic plan include:

- Awareness Raising
- Research
- National Capacity Building
- Financial Sustainability

We have much to do but we must also recognise our achievements to date. Included as part of this report, is an update of our progress to date against our strategic plan objectives.

### Awareness raising

Sara and I met with numerous political leaders to discuss and highlight the importance of supporting hearing loss management and aural rehabilitation. The fact that one third of hearing aids are abandoned through a lack of after sales support is significant and results in poor consumer experience, loss of faith in achieving better hearing outcomes and is also a waste of resources.

Better Hearing Australia (National) (BHA) has been invited to many discussions with the Office of Hearing Services about the reorientation of tax payer funded hearing resources. We have advocated that there should be broader focus and not just the sale of hearing aids.

BHA has established its credentials with Government and community stakeholders as relevant stakeholders able to influence in the area.

The publication "Listen Up – Hear Our Stories" was launched in late 2015 at the BHA Conference in WA. This was an opportunity to share our stories and demonstrate how BHA has improved the lives of so many. It is the result of effective national collaboration. We are grateful to the many branches who took the time to collect, write and share stories. Many members have told us that this has been a wonderful resource to promote BHA. A copy of this publication was sent to each Federal Member of Parliament to continue raising the profile, build awareness and develop advocacy for people with hearing loss and tinnitus.

BHA is a member of the Deafness Forum's Break the Sound Barrier campaign and is part of the national steering committee. Although the campaign is in its infancy, great PR has been generated for BHA, with members from many branches featuring as part of the campaign. BHA National has been involved as part of this movement, for over two years and is delighted to see it evolve.

# Annual Report

## National Capacity Building

Sara and I spent a significant amount of time visiting branches and learning more about local branch strengths as well as issues. Many branches told us that promoting the awareness and impact of BHA, membership and volunteer capacity were some of the greatest challenges.

As part of national capacity building we engaged NewGate Communications Pty Ltd, a Canberra based consulting firm to create a professional communication resource. The brief was to develop key messages to use in expanding our reputation as an organisation that adds value to the lives of people with a hearing loss. These resources were then customised for each branch.

The resulting Stakeholder Engagement kits were launched at the BHA Western Australia conference in October 2015. Each kit has been customised to the individual branches and includes resources relevant to each branch demographic. Branches report that these resources have been highly valuable and a cost effective way to develop Engagement plans.

The impact of implementing these resources has been shown through our increased media presence. BHA was a feature story in the National Council of the Aging story (COTA) in January 2016. BHA was included as an article in the Australian Financial Review, as well as localised articles in Gold Coast, Melbourne and Canberra. We have also contributed to the ACCC investigation of the hearing aid industry.

## Hearing Loss Management – Aural Rehabilitation kit

Shona Fennell of the Adelaide BHA branch has undertaken an extensive review of the Hearing Loss Management – Aural Rehabilitation manual. The many hours spent reviewing material, conducting literature reviews, reviewing global best practice and consulting with teachers from around the country has resulted in a wonderful resource for many branches. Thank you Shona for the many dedicated hours you have spent refining this resource. The feedback I have received about this resource has been very positive and the Branches are very impressed.

## Gold Coast

We were very sad to learn that Better Hearing Australia Gold Coast branch decided to close its doors during the Financial Year. With changes in community demand and health issues of branch leaders, this branch was unable to continue. We congratulate Kerry, Derek, Kevin, Irma and Mea for many years of support in the community. The Brisbane branch has been communicating with the branch and has offered to extend its support for members.

I would like to thank everyone who has been part of the National board for your support.

## Michele Barry

President

Better Hearing Australia (National)

# Annual Report

## NATIONAL BOARD

Thank you to all of the members of the BHA (National) Board, without your support, hard work and dedication these achievements would not be possible.

I thank all elected Board Directors and new members of our Board of Management

The 5-person National Board elected at the AGM comprised;

National President	Sara Duncan, Victoria (resigned February 2016)
National Vice President	Michele Barry, Victoria
National Secretary	Sandra Keir, Victoria (resigned March 2016)
National Treasurer	Vacant
National Director	Peter Miller, Victoria

## Current Board of Management

National President	Michele Barry, Victoria
National Vice President	Mirella Prasad, Brisbane
National Secretary	Andrew Bush, Sydney
National Treasurer	Jeannette Durlak, Victoria
National Director	Joan Belle, Geelong Bob Belle, Geelong Peter Miller, Victoria

# Annual Report

## AWARDS

The **Illingworth Award**, for the most outstanding volunteer of the year, was awarded to two worthy volunteers in 2015 being Peter Cianchi, Canberra and Peter Moore, Central Coast.

### **Peter Cianchi, Canberra**

Peter Cianchi is a retired clergyman and a member of BHA Canberra for over 17 years. Peter has a significant hearing loss and now has a Cochlear Implant. Peter's main interest and volunteer work has been around Assisted Listening Devices and his knowledge and enthusiasm has been invaluable to many people.

Now that Peter has a Cochlear Implant he has also been a strong supporter of the local implant group. Peter is active in supporting Better Hearing Australia Canberra and has served on the Planning Committee prior to Incorporation. Peter is a strong advocate for those that are hearing impaired and a believer in T Switch support, the Rediscovering Music program and captioning. Peter Cianchi is a respected elder in the Canberra BHA management group and definitely a deserving recipient of the Illingworth Award. Congratulations Peter.

### **Peter Moore, Central Coast**

Peter Moore is the current President at BHA Central Coast and has carried out this role with great pride. Peter has been in this role for a number of years (with a break in between) after joining the Central Coast branch in 2002.

Peter has served as a Public representative on the Australian Government Hearing Services Consultative Committee from 2009-2014, volunteered for the Cochlear Implant support group, represented the Central Coast branch at meetings that were held with ADHC, NDS and NDIA during the Hunter trial period of the NDIS.

Peter is a public figure and shared his story with the media to help others with hearing loss. The BHA Central Coast is keen to have Peter's hard work acknowledged and it is with happiness that we present this award to Peter. Congratulations.

There was definitely tough competition for the 2015 Illingworth Award however both have been very worthy recipients.

The 2016 Illingworth Award winner will be announced at the 2015/2016 AGM.

The **Maree Green Newcastle Membership Award** is presented to the BHA Branch with the highest percentage increase in membership. Canberra Branch received the Award in 2015.

The 2016 Maree Green Newcastle Membership Award will be presented at the 2015/2016 AGM.

# Annual Report

## STRATEGIC PLAN UPDATE 2015/2016

Priority	Activity	Goal	Progress to date
Awareness Raising	Marketing Plan	Better Hearing Australia (BHA) (National) to develop a marketing plan in consultation with branches, including a full suite of marketing materials, that concisely explains to target audiences why BHA exists and what it can provide to people with hearing loss.	NewGate Communications undertook research about Better Hearing Australia positioning, key messages and templates. This resulted in the development of the Stakeholder Engagement Kit which has been distributed in hardcopy and digital format to every branch.
	Media Plan	BHA (National) seeks to be a significant commentator, acting with professionalism and integrity as national media voice for those who are affected by hearing loss.	Stakeholder Engagement Kits have enabled the professional development of media releases which has resulted in Press Media at the Gold Coast, Canberra and Victoria branches.
	Engage Professional Communications Consultants to critically evaluate key communications messages	BHA (National) to develop, in-line with expert advice, a communications plan that focusses on opportunities to enhance the reputation of Better Hearing Australia (National) and its role as a key advocate for those with a hearing loss.	Stakeholder Engagement Kits were distributed at WA Conference in 2015.

# Annual Report

Priority	Activity	Goal	Progress to date
Financial sustainability	Analyse current revenue streams	BHA (National) will comprehensively evaluate current revenue streams and will investigate options for them to continue, as well as undertake an analysis of the effect of any loss of current funding and its potential effect on core programs including, teaching, conferences and education at both a local and national level.	Focus for 2016/17
	Investigate potential revenue streams	BHA (National) will investigate potential new revenue streams from a variety of sources including government, strategic partnerships, philanthropic opportunities and other options as applicable to develop a matrix of possible funding options.	Focus for 2016/17
	Develop Financial Management Plan	BHA (National) will create a financial management plan that fully articulates the current financial environment in which BHA (National) exists. This will outline expected revenue and expenditure plans over the life of the strategic plan.	Financial Delegations Procedures have been reviewed and updated
	Develop Financial Governance Plan	Appropriate financial governance plans and procedures will be put in place to ensure compliance with relevant financial and prudential rules and to clearly articulate financial delegations for BHA (National) Board members.	Governance plan to be finetuned.

# Annual Report

Priority	Activity	Goal	Progress to date
Research	Improve access to qualitative and quantitative information about current thinking in hearing loss	BHA (National), and its members, encourage and work with academic and other research stakeholders to focus on key areas of research. Focus on areas such as the overall economic cost of hearing loss will be considered a priority.	Conversations commenced with Melbourne University Co-operative Research Centre.
	Improve quality of information regarding experience of BHA hearing loss	Undertake a national survey related to community experience of hearing loss and BHA services.	Conversations commenced with Melbourne University Co-operative Research Centre.

Priority	Activity	Goal	Progress to date
Governance	Develop improved governance structures	Appropriate and contemporary governance procedures and practices will be developed by BHA (National) Board to support the sustainability of the organisation. This will include the establishment of Board sub-committees as appropriate.	Project 2016/17.

# Annual Report

Priority	Activity	Goal	Progress to date
National capacity building	Teaching Resources	BHA (National) will work collaboratively with teachers around Australia to improve sharing and distribution of resources.	Hearing Loss Management – Aural Rehabilitation manual has been refreshed and significantly updated by Shona Fennell.
	Teaching Networks	Improvements to support a network for BHA teachers will be developed.	Teacher representatives at National Board.
	Shared Resources	BHA (National) will work with branches and contractors to develop collateral and resources that can be utilised by branches across the country.	Collective media resources.
	NDIS	BHA (National) will support sharing of knowledge, resources and collaborative action to enable this organisation to capitalise on opportunities presented by NDIS.	Guest speaker, Audiologist NDIS at the Better Hearing Australia information day 7th October 2016.
	Service Delivery Models	BHA (National) will support the development of core service delivery frameworks for use by branches.	Project 2016/17.

# Financial Report – For the year ended 30 June

## FINANCIAL REPORT

As you will see, a loss was made for the 2015 / 2016 Financial Year. This was expected due to the commitment made to invest in consultancy services from NewGate Communications to create the Stakeholder Engagement Kit to enable branches to have consistent resources to enable them to advocate for Better Hearing Australia to Government, stakeholders and the community.

Funds were used to develop the National Strategic Plan, a second payment of the BHA National scholarship, development of the Listen Up national booklet, upgrading of the website and remuneration for the Editor of the National Spotlight.

These projects were committed in 2014 / 2015 and were realised in the 2015 / 2016 financial year. The Board and Branches agree these are worthy investments to promote BHA in the wider community. This expenditure has been instrumental in achieving outcomes related to the National Strategic Plan.

There has been a decline in overall membership which has further reduced the overall income.

A big Thank you to Sara Duncan and Michele Barry who have both done an amazing job as National President and continuing the legacy to promote BHA and support the thousands of Australians with hearing loss.

The expenditure for 2016-2017 financial year should remain minimal with no anticipated project investments on the horizon. With cash resources remaining stable in 2016-2017, the future for BHA National is positive.

Regards

**Jeannette Durlak**

Treasurer (Temporary)

Better Hearing Australia (National) Inc.

# Financial Report – For the year ended 30 June

**BETTER HEARING AUSTRALIA (INC) ABN 86 906 024 101**

**Statement by Members of the Committee**

**For the year ended 30 June 2016**

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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 1 to the Financial Statements.

In the opinion of the committee the Profit and Loss Statement, the Balance Sheet, Members' Statement and Notes to the Financial Statements;

1. Presents fairly the financial position of Better Hearing Australia Inc as at 30 June 2016 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association 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.



President – Mrs Michele Barry

Treasurer – Ms Jeannette Durlak

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# Financial Report – For the year ended 30 June

Better Hearing Australia Inc

5 High Street

Prahran VIC 3181

ABN 86 908 024 101

## Profit and Loss Statement

July 2015 to June 2016

	2016	2015
<b>Income</b>		
Capitation Fees	7,397	10,000
Dividends Received	16	369
Interest Received	-	1,245
Magazine Sales / Advertising	-	88
Stock	327	4,561
<b>Total Income</b>	<b>7,741</b>	<b>16,263</b>
<b>Expenses</b>		
Audit Fees / Accounting and Bookkeeping	100	500
Advertising / Promotions / Marketing	18,731	-
Computer Expenses	-	-
Conference Expenses	5,680	4,762
Conference Grants and Awards	100	353
Accommodation	1,749	535
Travel	2,837	3,593
Honorarium – Editor	3,000	2,250
Filing Fees	54	53
Insurance	945	1,032
Printing and Stationery	2,386	146
Postage	306	49
Materials and Supplies – Better Hearing Magazine	-	-
Telephone / Internet	262	270
Scholarship	1,000	1,000
Website	2,742	156
Lip Reading Competition	-	737
Subscriptions	122	-
Board of Management Training / Meeting expenses	1,347	-
<b>Total Expenses</b>	<b>41,366</b>	<b>15,437</b>
<b>Operating Profit</b>	<b>(33,625)</b>	<b>825</b>
<b>NET PROFIT / (LOSS)</b>	<b>(33,625)</b>	<b>825</b>

# Financial Report – For the year ended 30 June

		Better Hearing Australia Inc	
		5 High Street	
		Prahran VIC 3181	
		ABN 86 908 024 101	
Balance Sheet			
July 2015 to June 2016			
		2016	2015
<b>Assets</b>			
Cash at Bank		32,408	63,211
Trade Debtors		13	5,000
Provision for Taxation		-	-
AFI Shares – Illingworth		6,000	6,000
	<b>Total Assets</b>	<b>38,221</b>	<b>74,211</b>
<b>Liabilities</b>			
GST Liability		(2,092)	274
	<b>Total Liabilities</b>	<b>(2,092)</b>	<b>274</b>
	<b>Net Assets</b>	<b>40,313</b>	<b>73,939</b>

		Better Hearing Australia Inc	
		5 High Street	
		Prahran VIC 3181	
		ABN 86 908 024 101	
Members Funds			
July 2015 to June 2016			
		2016	2015
<b>Members' Funds</b>			
Accumulated surplus (deficit)		40,313	73,939
	<b>Total Members' Funds</b>	<b>40,313</b>	<b>73,939</b>

## Notes to the Financial Statement

1. Better Hearing Australia uses a Cash based accounting system.