



# 2014 / 2015 Annual Report



# Contents:

President's Report	Page 3
Chief Executive Officer's Report	Page 4
BHA Service Delivery	Page 5
Board of Management	
Executives	Page 6
Board Members	Page 6
BHA Vic Staff	Page 6
Financial Statements for the year ended 30 June 2015	
Certification by Committee	Page 7
Income and Expenditure Statement	Page 8
Statement of Changes in Members Funds	Page 9
Balance Sheet	Page 10
Cash Flow Statement	Page 11
Note to and forming part of the Financial Statements	Page 12
Independent Auditors Report	Page 15

# President's Report:



**Lucienne Harrison**  
President

I am pleased to present this annual report as President of Better Hearing Australia (Vic) Inc (BHA).

BHA continues to make a significant difference in the lives of people with hearing impairment and loss assisting over 3,000 Victorians each year. The 2014-15 business year was a very busy one for BHA with numerous occasions where we had a chance to shine.

A big part of the year was our focus on forming new partnerships and collaborations. In November 2014, we launched Recycled Sound in conjunction with the Rotary Club of Toorak. This is an initiative aimed at collecting hearing aids for the Victorian Hearing Aid Bank. We also joined with Victoria Didenko and Jan Logan, of Jan Logan Jewellers, to develop "My Ear Rings for Peace," as part of our focus on raising awareness of tinnitus. This collaborative project will be launched in the coming months.

Our new website is now much easier to navigate, showing the range of services that BHA provides. From hearing management and advice to tinnitus management, BHA prides itself on providing independent advice based on the latest research. We've also started to run free public seminars throughout the year on a range of hearing related topics. These have received great feedback and we will continue to run them in the next financial year.

Our CEO, Michele Barry has worked long and hard to build relationships and generate new opportunities for BHA, ensuring that BHA continues to diversify its income streams. I'd like to thank Michele for her tenacity and strong leadership throughout the year. Her hard work ensures that BHA is on the right path for the future.

The outcomes that BHA is able to achieve are only possible because of the commitment, hard work, generosity and efforts of many individuals and organisations that we work with. In particular, the ongoing support of members and donors is most appreciated. The funding that BHA has received for many years from the State Government Department of Health and Human Services (DHHS) is also incredibly important to BHA and we appreciate the Department working with us to improve outcomes for people requiring hearing and sensory loss management.

I would also like to thank the board members of BHA for their support this year. Your passion and enthusiasm have been invaluable. The time, dedication and ability to work collaboratively together has helped us achieve great outcomes. In particular, the work we have put in over the past year to improve our governance practices will assist us to grow our organisation into the future.

Overall, I believe we are ready to grow our organisation in the future - we have the right people, strategies and governance structures to meet the needs of people requiring assistance with the management of hearing loss.

I commend this report to you as it truly reflects the wonderful work undertaken by BHA and the quality achievements that we see on a daily basis.

A handwritten signature in blue ink that reads "L Harrison".

**Lucienne Harrison**  
President of Better Hearing Australia (Vic) Inc

# Chief Executive Officer's Report:



Michele Barry  
Chief Executive Officer

## Supporting and Influencing

This year we have focussed on the needs of the people to support and influence the wider community. There are 1 million Victorians with a hearing loss and this is set to increase. We need to evolve to meet the needs of future clients.

For over 80 years Better Hearing Australia has provided support for thousands of people with hearing loss, from an origin of lip reading support, we now provide individual hearing loss management. Our suite of services includes The Victorian Hearing Aid Bank, hearing management, tinnitus management and Education and training.

Together we have been building a platform to continue to support Victorians to manage their hearing health.

## Highlights of 2014 - 2015

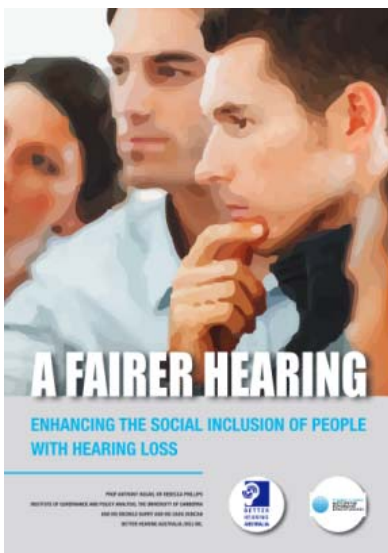


The partnership with the Rotary Club of Toorak continued in 2014-2015 with the launch of Recycled Sound in November 2014. This is a project initiative aimed at collecting hearing aids for the Victorian Hearing Aid bank. The Rotary Club of Toorak also

launched the Recycled Sound website. Since the launch of the program we received 393 donated behind the ear hearing aids, a fantastic result.

Throughout the year we have been meeting with many politicians both state and federal to discuss the opportunity to improve the hearing health of many and support those with a hearing loss to better participate in the wider community. We have developed relationships with professional groups and played an integral role in supporting the "Independent Audiologists Wellington Declaration" about the delivery of hearing services.

Better Hearing Australia was delighted to support and be part of The Sound of Waves play, by Jodie Harris, a Cochlear implant recipient. It's a one person play aimed at raising public awareness of the debilitating effects of hearing loss. The play ran for two weeks in October 2014



BHA was proud to be part of the Richard Stubbs show on 774 ABC in November 2014 to discuss the Recycled Sound project with the Rotary Club of Toorak. The coverage brought in a lot of calls and donation of Hearing Aids to BHA. A very positive outcome.

Radio National ran an interview titled 'Have I got a Hearing Aid for you' which included an interview with Carol Wilkinson, Hearing Advisor at BHA and others in the hearing aid industry. It was an expose of the financial gains audiologists receive from hearing aid manufacturers for upselling hearing aids.

Hearing Awareness Week was held 24<sup>th</sup> – 30<sup>th</sup> August with activities including hearing tests at the Melbourne museum, a stand at Federation square and the launch of 'A Fairer Hearing' a publication by Prof Anthony Hogan, Dr Rebecca Phillips, Michele Barry and Sara Duncan.

# Chief Executive Officer's Report:

In May 2015 Better Hearing Australia was proud to launch the new website which is much easier to navigate and promotes all of the services that BHA has. There has been very positive feedback regarding the updated website and services.



Whilst BHA was able to secure an additional three years funding up until June 2019, we felt that it was imperative to introduce a fee structure for some of the services that BHA provides.

BHA has introduced two new outreach locations. We commenced using facilities in Ringwood at EACH in February 2015 and Lynbrook, at the new Lynbrook Community Centre, Harris Street, Lynbrook in July 2015. The new centres have given clients the opportunity to get hearing help and advice close to home. The Epping Outreach program has continued at the Plenty Valley Community Centre.

Outreach locations and the amount of clients we see at these locations is testament to the amount of people that require support and are not getting it. We expect this to continue and increase.

In 2015 BHA commenced public forums for members, clients and the general public who need support and advice on various issues. The first forum in March was on Tinnitus and this discussion was led by our own Carol Wilkinson. In June Shelley Straw from Crystal Clear Ear Clinics held a session on 'Caring for your ears' which was very popular. The last session will be held on the 25<sup>th</sup> September and the topic is Assistive Technology with representatives from three organisations showing the public various technologies that can help them in their day to day activities.

Hearing Loss changes lives; a fact that many fail to recognise or understand unless they have first-hand experience.

- As a group, people with a hearing loss experience poorer health related quality of life and poorer physical health than the rest of the community. With broader ramifications in health and safety, increasing the risk of falls and hospitalisation.
- People with a hearing loss have poorer educational outcomes, are underrepresented in both full and part time work and tend to leave the workforce earlier.
- A person with a hearing loss may often feel stigmatized, leading to a range of behaviours which include denial, and withdrawing.

This year we welcomed new board member Georgie Stayches who has a background in the events, communications and volunteer management industry. Georgie is passionate about making a difference in the community and looks forward to bringing her expertise to the Better Hearing Australia (VIC) board. We were also fortunate to welcome Audiologist Agnieszka Kosidlo. Agnieszka has worked as an Audiologist in both public and private sectors; focusing on audiological assessments and hearing rehabilitation.

I thank the team at BHA Victoria for their work leading to 30 June 2015 Our Hearing Advisors Sharon, Agnieszka, Carol and Kathleen, Jeannette our Accounts Officer, Tom our Business Systems Officer (Quality) and Sara our Business Analyst.

Hearing Health is a big deal, across Victoria there are 1 million people suffering from a hearing condition.

**Michele Barry**  
Chief Executive Officer  
Better Hearing Australia (Vic) Inc

September 2015

# Board of Management:

The Board of Management is the governing body of Better Hearing. The Board is made up of 10 members of the organisation and is appointed to the Board post nomination at the first meeting after the Annual General Meeting. Meeting every two months, the Board review Subcommittee and working group progress, define and manage policy and financials.

## Executives:

President:	Lucienne Harrison
Vice President:	Kartik Natarajan
Treasurer:	Craig Ball
Secretary / Public Officer:	Bill Trumble

## BoardMembers:

Georgie Stayches  
Hellen Broadbent  
Kaye Gooch  
Sandra Keir  
Josie Sidoti  
Peter Young



## BHAVic Staff (at 30 June 2015):

We are extremely lucky to have our wonderful staff. Without them we would not be able to provide the services which assist those with hearing loss, their families, students, and professionals in our community.

<b>Chief Executive Officer:</b>	Michele Barry
<b>Hearing Advisors:</b>	Agnieszka Kosidlo Kathleen Pearce Sharon Plunkett Carol Wilkinson
<b>Executive Assistant / Office Administrator:</b>	Jeannette Durlak
<b>Business Analyst:</b>	Sara Duncan
<b>Business Systems Coordinator:</b>	Dr Thomas McCaul



# Certification by Committee:

Better Hearing Australia (Victoria) Inc

## **BETTER HEARING AUSTRALIA (VICTORIA) INC.**

### **CERTIFICATION BY COMMITTEE**

In the opinion of the Committee of Better Hearing Australia (Victoria) Inc.:

- (a) the accompanying Comprehensive Operating Statement and Statement of Changes in Equity is drawn up so as to give a true and fair view of the result of the Association for the year ended 30 June 2015,
- (b) the accompanying Balance Sheet is drawn up so as to give a true and fair view of the state of affairs of the Association as at the end of the financial year,
- (c) the accompanying Cashflow Statement is drawn up so as to give a true and fair view of the cashflow of the Association for the year ended 30 June 2015,
- (d) as at the date of this statement there are reasonable grounds to believe that the Association will be able to meet its debts as and when they fall due.

Signed in accordance with a resolution of the Committee.



.....  
Lucienne Harrison  
President

17<sup>th</sup> September 2015

# Certification by Committee:

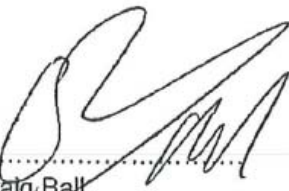
**BETTER HEARING AUSTRALIA  
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Signed in accordance with a resolution of the Committee.



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Craig Ball  
Treasurer

17<sup>th</sup> September 2015



# Income and Expenditure Statement

For the year ended 30 June 2015

	Note	2015 \$	2014 \$
<b>REVENUE FROM ORDINARY ACTIVITIES</b>			
Grants		407,294	387,837
Donations and fundraising		14,617	99,447
Interest received		11,804	14,779
Other Income		21,540	9,327
<b>TOTAL REVENUE FROM ORDINARY ACTIVITIES</b>		<b>455,256</b>	<b>511,390</b>
<b>EXPENSES FROM ORDINARY ACTIVITIES</b>			
Accounting and audit fees		(3,720)	(7,549)
Capitation fees		(1,648)	(3,387)
Conference		(891)	(2,155)
Depreciation and amortisation expense		(19,375)	(20,059)
Employee benefits expense		(389,295)	(371,686)
Motor vehicle		(12,275)	(13,606)
Occupancy expense		(6,979)	(9,225)
Other expenses from ordinary activities		(55,105)	(44,080)
Printing and stationery		(12,136)	(5,384)
Repairs and maintenance		(6,328)	(9,975)
Sessional fees expense		-	(150)
Sound of Waves		-	(93,807)
Superannuation expense		(37,039)	(33,401)
Telephone		(5,789)	(7,816)
Travel		(15,308)	(8,894)
<b>TOTAL EXPENSES FROM ORDINARY ACTIVITIES</b>		<b>(565,888)</b>	<b>(631,174)</b>
<b>PROFIT / (LOSS) FOR THE YEAR</b>		<b>(110,633)</b>	<b>(119,784)</b>
Other comprehensive income		-	-
<b>COMPREHENSIVE PROFIT / (LOSS) FOR THE YEAR</b>		<b>(110,633)</b>	<b>(119,784)</b>

# Statement of changes in equity

For the year ended 30 June 2015

	2015	2014
	\$	\$
Members funds at beginning of the year	1,787,680	1,907,464
Profit / (loss) for the year after income tax expense	(110,633)	(119,784)
Asset Revaluation Reserve movements	-	-
<b>MEMBERS FUNDS AT END OF THE YEAR</b>	<b>1,677,047</b>	<b>1,787,680</b>

The accompanying notes form part of these financial statements.

# Balance Sheet

For the year ended 30 June 2015

	2015	2014
	\$	\$
<strong>CURRENT ASSETS</strong>		
Cash Assets - On hand and at bank	182,795	103,351
Cash Assets - Term Deposits	121,715	319,618
Prepayments	-	-
Debtors	1,979	350
<strong>TOTAL CURRENT ASSETS</strong>	<strong>306,488</strong>	<strong>423,319</strong>
<strong>NON-CURRENT ASSETS</strong>		
Property, Plant & Equipment	1,430,624	1,439,659
<strong>TOTAL NON-CURRENT ASSETS</strong>	<strong>1,430,624</strong>	<strong>1,439,659</strong>
<strong>TOTAL ASSETS</strong>	<strong>1,737,112</strong>	<strong>1,862,978</strong>
<strong>CURRENT LIABILITIES</strong>		
Payables	32,229	32,782
Employee Entitlements - Long Service Leave	18,099	24,481
Employee Entitlements - Annual Leave	9,737	17,939
Deferred income	-	96
<strong>TOTAL CURRENT LIABILITIES</strong>	<strong>60,065</strong>	<strong>75,298</strong>
<strong>TOTAL LIABILITIES</strong>	<strong>60,065</strong>	<strong>75,298</strong>
<strong>NET ASSETS</strong>	<strong>1,677,047</strong>	<strong>1,787,680</strong>
<strong>MEMBERS FUNDS</strong>		
Accumulated Funds	423,951	534,584
Asset Revaluation Reserve	1,253,096	1,253,096
<strong>TOTAL MEMBERS FUNDS</strong>	<strong>1,677,047</strong>	<strong>1,787,680</strong>

# Cashflow Statement

For the year ended 30 June 2015

	2015 \$	2014 \$
<b>CASHFLOWFROMOPERATINGACTIVITIES</b>		
Receipts from grants and contributions	420,186	526,396
Interest received	11,804	14,779
Conference and other receipts	21,540	9,327
Payments to suppliers and employees	(561,649)	(624,191)
	<hr/>	<hr/>
<b>NETCASHPROVIDEDBYOPERATINGACTIVITIES</b>	<b>(108,119)</b>	<b>(73,689)</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Withdrawal from Term Deposit	197,903	100,000
Payments for purchases of fixed assets	(10,340)	(8,209)
	<hr/>	<hr/>
<b>NET CASH FLOW (USED IN) INVESTING ACTIVITIES</b>	<b>187,563</b>	<b>91,791</b>
	<hr/>	<hr/>
<b>NET INCREASE IN CASH HELD</b>	<b>79,444</b>	<b>18,102</b>
	<hr/>	<hr/>
<b>CASHATTHE BEGINNING OF THE FINANCIAL YEAR</b>	<b>103,351</b>	<b>85,249</b>
	<hr/>	<hr/>
<b>CASHATTHE END OF THE FINANCIAL YEAR</b>	<b>182,795</b>	<b>103,351</b>
<b>NOTE (I) RECONCILIATION OF CASH FLOW FROM OPERATING ACTIVITIES WITH PROFIT / (LOSS) AFTER INCOME TAX</b>		
Profit / (loss) after income tax	(110,633)	(119,784)
Non cash flows in operating activities:		
Depreciation	19,375	20,059
<b>Changes in assets and liabilities:</b>		
(Decrease) / Increase in Provisions for employee entitlements	(14,584)	11,905
(Decrease) / Increase in Payables & other liabilities	(648)	13,806
(Increase) / decrease in Receivables & other assets	(1,629)	325
	<hr/>	<hr/>
<b>CASHFLOWPROVIDEDBYOPERATINGACTIVITES</b>	<b>(108,119)</b>	<b>(73,689)</b>

The accompanying notes form part of these financial statements.

# Notes to and forming part of the financial statements

For the year ended 30 June 2015

## NOTE 1: Summary of significant accounting policies

### (a) Basis of Accounting

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012. The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

### (b) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short term highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in values.

### (c) Property Plant and Equipment

Land and buildings are carried at fair value. Fair value has been determined by reference to the market values of similar properties in the area. All other items of plant, equipment, furniture and fittings are carried at cost.

Depreciation is provided on all fixed assets excluding freehold land using the rates which are appropriate to write off each asset progressively over its useful life. The reducing balance and straight line methods are being used, consistently between years, with the following rates:

Buildings	1.50%
Motor vehicles	15.00%
Furniture and fittings	15.00% to 40.00%

### (d) Revenue

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the entity and the revenue can be reliably measured. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. All revenue is stated net of the amount of goods and services tax (GST).

### (e) Leave Entitlements

The amount expected to be paid to employees for their pro-rata entitlement to annual leave has been accrued at current rates. Long service leave is provided for after five years completed service.

### (f) Taxation

In the opinion of the Committee the Association is exempt from income tax under Section 50-10 of the *Income Tax Assessment Act 1997*.

### (g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the balance sheet.

# Notes to and forming part of the financial statements

For the year ended 30 June 2015

	2015	2014
	\$	\$
<b>2. AUDITORS REMUNERATION</b>		
Audit and Accounting Fees	3,150	3,150
<b>3. PROPERTY, PLANT AND EQUIPMENT</b>		
Freehold land - at valuation 30 / 06 / 2012	1,115,000	1,115,000
Building – at valuation 30 / 06 / 2012	285,000	285,000
Less accumulated depreciation	(23,847)	(19,870)
	261,153	265,130
Equipment & Furniture - at cost	126,774	116,434
Less accumulated depreciation	(91,359)	(79,324)
	35,415	37,110
Motor vehicle - at cost	31,029	31,029
Less accumulated depreciation	(11,973)	(8,610)
	19,056	22,419
<b>TOTAL WRITTEN DOWN VALUE</b>	<b>1,430,624</b>	<b>1,439,659</b>

## Valuation of land and building:

The land and buildings at High Street Prahran was revaluated at 30 June 2012 based on an assessment of the value of the property by the council rates.

On 25<sup>th</sup> August 2015 the land and buildings were valued by Mr D Biggs AAPT (Val), a Certified Practising Valuer and Director of Armstrong Biggs Valuers Pty Ltd at \$2,450,000 – the increase in value of \$1,050,000 has not been brought to account.

2015

2014

#### 4. LEASING COMMITMENTS

Being for the lease of a motor vehicle

Payable - minimum lease payments:

- not later than 12 months
- between 12 months and five years
- later than five years

	1,233	7,400
	-	1,233
	-	-
	<u>1,233</u>	<u>8,633</u>

The motor vehicle lease is a non-cancellable lease with a four year term with payments made monthly in advance with a final balloon payment on the 23 September 2015.

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BETTER HEARING AUSTRALIA (VICTORIA) INC

We have audited the accompanying financial report, being a special purpose financial report, of Better Hearing Australia (Victoria) Inc (the association), which comprises the balance sheet as at 30 June 2015, the income and expenditure statement, statement of changes in members funds and statement of cash flows for the period then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by the committee.

### *Committee's Responsibility for the Financial Report*

The committee of Better Hearing Australia (Victoria) Inc is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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



**INDEPENDENT AUDITOR'S REPORT TO THE  
MEMBERS OF  
BETTER HEARING AUSTRALIA (VICTORIA) INC  
(Continued)**

*Opinion*

In our opinion, the financial report presents fairly, in all material respects, the financial position of Better Hearing Australia (Victoria) Incorporated as of 30 June 2015, and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

*Basis of Accounting and Restriction on Distribution*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. This financial report has been prepared to assist Better Hearing Australia (Victoria) Inc to meet the requirements of the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose.

*Hayes Knight Audit*

Hayes Knight Audit Pty Ltd  
Melbourne

*A. Wehrens*

Andrew Wehrens  
Director

**Dated:** *17th* September 2015



**BETTER  
HEARING  
AUSTRALIA**

**Better Hearing Australia (Victoria) Inc** ABN 16 984 530 754

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