



2013/2014 Annual Report



BETTER
HEARING
AUSTRALIA

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President's Report:



Kartik Natarajan
President

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

This year continued with challenges and opportunities that we met and responded to by continuing to deliver leading services for our clients, members and the communities we serve in assisting people with the management of their hearing and sensory loss.

BHA (Vic) Inc has made a significant difference in the lives of people with hearing impairment and loss assisting over 3,000 Victorians each year.

As some of you may recall, this time last year, the Board was working closely with our CEO, Michele Barry, on our strategic plan. I'd like to take a moment to thank Michele for her work in this area in particular – in just 18 months; she has had a tremendous impact on the organisation, by giving us a renewed sense of purpose and clear direction.

The Board ratified the strategic plan earlier this year and the focus for 2014 has been on how we can improve advocacy for the hearing impaired community. Michele and her team have had some terrific wins on this front including:

- A Fairer Hearing is a collaboration BHA and the Institute for Governance and Policy Analysis and the University of Canberra
- Government alliances
- Other partnerships
- Conferences
- Sponsorship of Sound of Waves
- Influencing emerging Hearing Health Policies

In addition to our focus on advocacy, we've been keeping our eye on the all-important day-to-day running of the business; despite quite a few staff changes this year (the retirement of one of our hearing advisors and the relocation of our accounts manager to WA for personal reasons), we still passed our financial and quality audit with flying colours, with special thanks here going to Jaki Medford and Tom McCaul.

The outcomes that BHA (Vic) Inc 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. The ongoing support of individual members and donors is particularly appreciated. The BHA Board of Management, Chief Executive Officer and staff wish to acknowledge and thank its many supporters for their contributions over the last 12 months.

For many years, BHA (Vic) Inc has received funding for its services from the State Government Department of Human Services (DHS). BHA (Vic) Inc acknowledges the importance of their funding and expresses its appreciation for their professionalism and collaboration in working with us in improving outcomes for people requiring hearing and sensory loss management.

The changing environment, most notably the uncertainty surrounding the introduction of NDIS (National Disability Insurance Scheme), will be a trialing time for the sector and BHA (Vic) Inc. These changes will bring both challenges and opportunities. Part of our strategic plan involves diversifying our funding pool, to enable us to not be wholly dependent on one source of funding. In this realm, Michele and her team (in particular Sara Duncan, who was recently brought on board as a contractor) have been working on building relationships with Government which will continue to evolve to future opportunities and government grants.

Overall, as an organisation, 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 would personally also like to thank the Board of Management and BHA (Vic) Inc staff for their time, dedication and ability to work collaboratively together in achieving great outcomes. As some of you may know, I live in Sydney, which makes regular face-to-face meetings challenging; however, the patience of BHA staff, and my fellow Board Members, together with some terrific technology (thank you, Skype), has allowed us to function well as a team.

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

Kartik Natarajan
President of Better Hearing Australia (Vic) Inc

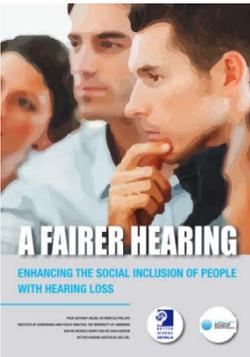
Chief Executive Officer's Report:

Investing in the future - Report from the Victorian Branch.

Hearing Health is a big deal, across Australia almost 4 million Australians suffer from a hearing condition. 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 testing, independent living training, tinnitus seminars and Education and training.



Michele Barry
Chief Executive Officer



I am proud of the achievements over the last 12 months, we have undertaken an extensive review of our operations and aligned many processes to improve our quality and efficiency. We exceeded our quality audit in March this year and have been reviewing our communications.

This year we have developed an important partnership with Professor Anthony Hogan. A Fairer Hearing is a collaboration between Better Hearing Australia and the Institute for Governance and Policy Analysis at the University of Canberra. This publication is important as it highlights key issues that affect us all and is an important resource for the community, policy makers, and state and federal politicians. Hearing loss isolates people.

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.

Another important partnership is with the Rotary Club of Toorak. Recycled Sound is a project initiative aimed at collecting hearing aids for the Victorian Hearing Aid bank. Recycled Sound is a hugely important project that will enable the Victorian Hearing Aid Bank to reach many more people in need. Through these donations we will be able to assist people all over Victoria to hear better.



Throughout the year we have been meeting with many politicians both state and federal and to discuss the opportunity to improve the hearing health of many and support people with a hearing loss participate in the wider community. To date the response has been terrific with our local member Clem Newton-Brown hosting hearing screening at his office in Chapel St. Kelly O'Dwyer also visited the office, with a piece written in the local paper highlighting her visit.

STONNINGTON

Now hear this message

RESIDENTS are urged to get a check-up during Hearing Awareness Week, from August 24-30.

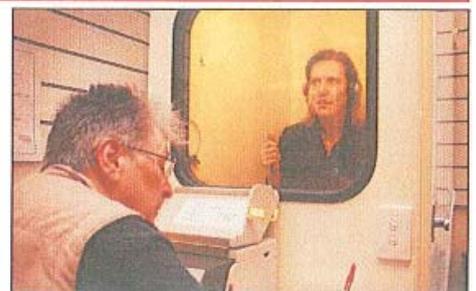
Higgins federal Liberal MP Kelly O'Dwyer visited Better Hearing Australia in Prahran last week to kick off the campaign.

She said about 3.5 million Australians were affected by

hearing loss and that figure was set to increase to one in every four people by 2050.

Better Hearing Australia chief executive Michele Barry said their Prahran services provided a range of government-funded hearing support and education.

Details: phone 1300 242 042 or visit betterhearing.org.au



Higgins MP Kelly O'Dwyer gets her hearing checked.

Chief Executive Officer's Report:

Our communication and marketing plan continues to evolve as we reposition ourselves to be more relevant to the general public. We have launched a new website and will continue to improve functionality. We have a new look newsletter to better reflect what we do.

Other achievements have included;

- Developing a new strategic and business plan
- Business Development of new incomes streams to diversify.
- Developing new partnerships with VicDeaf, Deafness Forum of Australia, Red Cross Australia, the Asylum Seeker Resource centre and Veterans Affairs.
- Delivery of 5 Tinnitus Seminars
- Re vamping our newsletters
- Having a paper accepted at Australia's first "Universal Design" conference in Sydney

I thank the team at BHA Victoria for their work leading to 30 June 2014, Our Hearing Advisors Gwen, Sharon, Carol and Kathleen, Jaki our Accounts Officer, Tom our Business Systems Officer (Quality) and Sara our Business Analyst.

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



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

September 2014

BHA Service Delivery

	New Client	Repeat Client	Total Clients	Hearing Aid Bank	Hearing Aids	Tinnitus	Training	Website Visits
Jul 13	59	42	101	37	12	3	140	-
Aug 13	77	35	112	41	16	10	73	-
Sep 13	30	32	62	20	31	8	167	-
Oct 13	62	31	93	24	18	9	11	-
Nov 13	64	57	121	35	19	14	85	-
Dec 13	25	38	63	28	7	5	14	-
Jan 14	12	20	32	22	12	0	0	-
Feb 14	36	35	71	27	16	5	261	-
Mar 14	59	40	99	36	22	10	85	-
Apr 14	29	48	77	15	10	2	160	1,531
May 14	65	49	114	30	16	11	116	1,823
Jun 14	35	20	55	26	12	28	190	1,287
TOTAL	553	447	1000	341	191	105	1302	4,641

Board of Management:

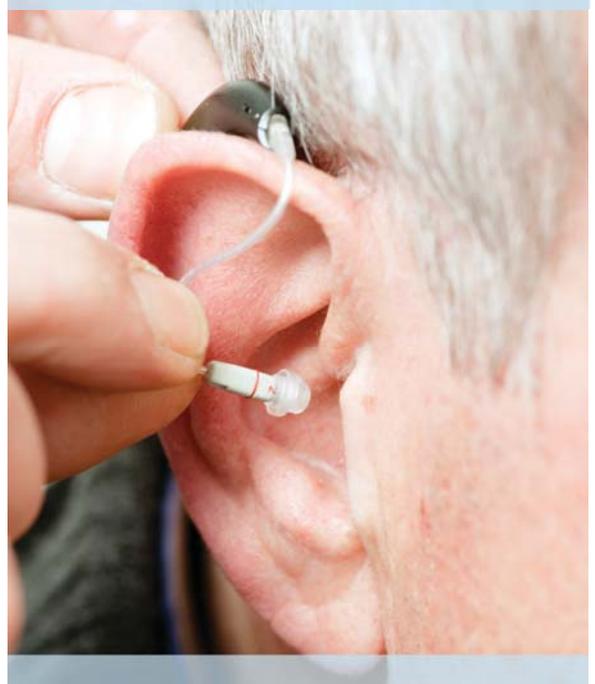
The Board of Management is the governing body of Better Hearing. The Board is made up of between 8 members of the organisation and is appointed to the Board post nomination at the first meeting after the Annual General Meeting. Meeting every two months, the Board review subcommittee and working group progress, define and manage policy and financials.

Executives:

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

BoardMembers:

Hellen Broadbent
Kaye Gooch
Margaret Robertson (Retired Feb 2014)
Josie Sidoti
Peter Young



BHAVic Staff (at 30 June 2014):

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.

Chief Executive Officer:	Michele Barry
Hearing Advisors:	Kathleen Pearce Sharon Plunkett Gwen Rosengren Carol Wilkinson
Financial / Administrative Officer:	Jaki Medford
Business Analyst:	Sara Duncan
Business Systems Coordinator:	Dr Thomas McCaul

Certification by Committee:

Better Hearing Australia (Victoria) Inc

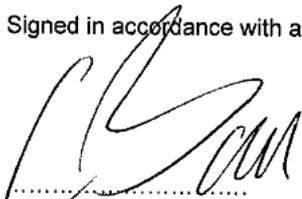
BETTER HEARING AUSTRALIA (VICTORIA) INC.

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 2014,
- (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 2014,
- (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.



Mr Craig Ball
Treasurer

/ / 2014

Income and Expenditure Statement

For the year ended 30 June 2014

	Note	2014 \$	2013 \$
REVENUE FROM ORDINARY ACTIVITIES			
Grants		387,837	378,129
Donations and fundraising		99,447	45,767
Interest received		14,779	19,573
Other Income		9,327	12,774
TOTAL REVENUE FROM ORDINARY ACTIVITIES		511,390	456,243
EXPENSES FROM ORDINARY ACTIVITIES			
Accounting and audit fees		(7,549)	(9,945)
Capitation fees		(3,387)	(4,238)
Conference		(2,155)	(4,699)
Depreciation and amortisation expense		(20,059)	(17,407)
Employee benefits expense		(371,686)	(245,473)
EO Contractor			(28,390)
Motor vehicle		(13,606)	(15,367)
Occupancy expense		(9,225)	(6,262)
Printing and stationery		(5,384)	(6,535)
Repairs and maintenance		(9,975)	(9,204)
Sessional fees expense		(150)	(660)
Sound of Waves		(93,807)	
Superannuation expense		(33,401)	(16,634)
Telephone		(7,816)	(4,743)
Travel		(8,894)	(2,456)
Loss on Assets, Obsolete or written off			-
Other expenses from ordinary activities		(44,080)	(33,434)
TOTAL EXPENSES FROM ORDINARY ACTIVITIES		(631,174)	(405,447)
PROFIT / (LOSS) FOR THE YEAR BEFORE INCOME TAX EXPENSE		(119,784)	50,796
Income tax expense		-	-
PROFIT / (LOSS) FOR THE YEAR AFTER INCOME TAX EXPENSE		(119,784)	50,796

Statement of changes in members fund

For the year ended 30 June 2014

	2014	2013
	\$	\$
Members funds at beginning of the year	1,907,464	1,856,667
Profit / (loss) for the year after income tax expense	(119,784)	50,796
Asset Revaluation Reserve movements	-	-
MEMBERS FUNDS AT END OF THE YEAR	1,787,680	1,907,464

The accompanying notes form part of these financial statements.

Balance Sheet

For the year ended 30 June 2014

	Note	2014 \$	2013 \$
CURRENT ASSETS			
Cash Assets - On hand and at bank		103,351	85,249
Cash Assets - Term Deposits		319,618	419,618
Prepayments		-	-
Debtors		350	675
TOTAL CURRENT ASSETS		423,319	505,542
NON-CURRENT ASSETS			
Property, Plant & Equipment		1,439,659	1,451,508
TOTAL NON-CURRENT ASSETS		1,439,659	1,451,508
TOTAL ASSETS		1,862,978	1,957,050
CURRENT LIABILITIES			
Payables		32,782	18,986
Employee Entitlements - Long Service Leave		24,481	18,208
Employee Entitlements - Annual Leave		17,939	12,307
Deferred income		96	85
TOTAL CURRENT LIABILITIES		75,298	49,586
TOTAL LIABILITIES		75,298	49,586
NET ASSETS		1,787,680	1,907,464
MEMBERS FUNDS			
Accumulated Funds		534,584	654,368
Asset Revaluation Reserve		1,253,096	1,253,096
TOTAL MEMBERS FUNDS		1,787,680	1,907,464

Cashflow Statement

For the year ended 30 June 2014

	2014	2013
	\$	\$
CASHFLOWFROMOPERATINGACTIVITIES		
Receipts from grants and contributions	526,396	446,205
Interest received	14,779	19,573
Conference and other receipts	9,327	12,774
Payments to suppliers and employees	(606,549)	(408,862)
GST	(17,642)	(21,087)
	<hr/>	<hr/>
NETCASHPROVIDEDBYOPERATINGACTIVITIES	(73,689)	48,603
	<hr/>	<hr/>
CASH FLOW FROM INVESTING ACTIVITIES		
Withdrawal from Term Deposit	100,000	
Payments for purchases of fixed assets	(8,209)	(27,999)
NET CASH FLOW (USED IN) INVESTING ACTIVITIES	<hr/>	<hr/>
	91,791	(27,999)
	<hr/>	<hr/>
NET INCREASE IN CASH HELD	18,102	20,602
	<hr/>	<hr/>
CASH AT THE BEGINNING OF THE FINANCIAL YEAR	85,249	64,647
	<hr/>	<hr/>
CASH AT THE END OF THE FINANCIAL YEAR	<hr/>	<hr/>
	103,351	85,249
	<hr/>	<hr/>
NOTE (I) RECONCILIATION OF CASH FLOW FROM OPERATING ACTIVITIES WITH PROFIT / (LOSS) AFTER INCOME TAX		
Profit / (loss) after income tax	(119,784)	50,797
Non cash flows in operating activities:		
Depreciation	20,059	17,407
Provisions for employee entitlements	11,905	(3,235)
Assets written off	-	-
Changes in assets and liabilities:		
Increase / (Decrease) in Payables & deferred income	13,806	(15,998)
(Increase) / decrease in Receivables & other assets	325	(368)
	<hr/>	<hr/>
CASHFLOWPROVIDEDBYOPERATINGACTIVITIES	(73,689)	48,602
	<hr/>	<hr/>

Notes to and forming part of the financial statements

For the year ended 30 June 2014

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 2014

	2014 \$	2013 \$
2. AUDITORS REMUNERATION Audit and Accounting Fees	3,150	3,000
3. PROPERTY, PLANT AND EQUIPMENT		
Freehold land - at fair value	1,115,000	1,115,000
Building – at fair value	285,000	285,000
Less accumulated depreciation	(19,870)	(15,832)
	265,130	269,168
Equipment & Furniture - at cost	116,434	108,225
Less accumulated depreciation	(79,324)	(67,259)
	37,110	40,966
Motor vehicle - at cost	31,029	31,029
Less accumulated depreciation	(8,610)	(4,654)
	22,419	40,966
TOTAL WRITTEN DOWN VALUE	22,419	40,966

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.

Notes to and forming part of the financial statements

For the year ended 30 June 2014

2014 2013

4. RELATED PARTY TRANSACTIONS

EO - Contractor

-	28,390
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During the year the association entered into an agreement with Dr Thomas McCaul to perform the duties as an interim Executive Officer. During the period Dr Thomas McCaul relinquished the role of President and Committee of Management Member to undertake the interim Executive Officer role.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

5. 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

7,400	7,400
1,233	8,634
-	-
8,633	16,034

The motor vehicle lease is a non-cancellable lease with a four year term with payments made monthly.



Hayes Knight Audit
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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 2014, 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 2014, 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 Pty Ltd
Melbourne



Andrew Wehrens
Director

Dated this 15th day of October 2014



**BETTER
HEARING
AUSTRALIA**

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