



BETTER HEARING AUSTRALIA BRISBANE INC.

The President and Board
Extend a Warm Welcome to the
2017
Annual General Meeting
of Better Hearing Australia Brisbane Inc.

2.00 p m on Saturday 26th August 2017

21 Vulture Street

West End Q 4101



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BETTER HEARING AUSTRALIA BRISBANE INC.

AGENDA - 71st ANNUAL GENERAL MEETING

26th August 2017

PRELIMINARIES

1. **Access Provisions**
The chair will confirm that assistance (by way of assisted hearing devices and real-time reporting) is being provided to the reasonable satisfaction of the majority of members in attendance.
2. **Attendance and apologies**
3. **Appointment of Scrutineers**
4. **Admission of Proxy Votes**
5. **Confirmation of Quorum**

GENERAL BUSINESS

6. **Confirmation of Minutes of Previous Meetings** **Page 3**
 - 6.1 70th Annual General Meeting – 3rd September 2016
 - Motion to approve minutes of 2016 AGM
 - 6.2 Special General Meeting 3rd June 2017 **Page 5**
 - Motion to approve the minutes of the SGM June 3rd, 2017
7. **Annual Reports for 2016-17**
 - 7.1 President (Carol-Anne Greensill) **Page 6**
Administration (Tony Whelan) **Page 8**
Treasurer (Michael Blewer) **Page 10**
Motion to accept above reports
 - 7.2 Auditor's Report **Page 11**
Motion to accept Auditor's report
 - 7.3 Group Reports
 - Logan **Page 18**
 - Redcliffe **Page 19**
 - Motion to Accept Group Reports
 - Questions relating to Group Reports
8. **Appointment of Auditor**
9. **Other business from the floor**

SPECIAL BUSINESS

10. **Special Mentions**
11. **Any additional reports**
12. **Expression of thanks and appreciation**
13. **Closure of Meeting**

6.1 Minutes - Annual General Meeting

MINUTES OF THE 70TH ANNUAL GENERAL MEETING
HELD AT 21 VULTURE ST, WEST END
AT 2:30 PM SATURDAY 3RD SEPTEMBER 2016

The meeting was opened at 2;30pm by President Carol-Anne Greensill.
Carol-Anne welcomed members and captioned Sandy Clark

PRELIMINARIES:

1. The Chair (Carol-Anne Greensill, President) confirmed that assistance (by way of assisted hearing devices and real-time captioning) is provided to the reasonable satisfaction of those in attendance.
Safety features and other facilities were noted.
2. Attendance:

CAROL-Anne Greensill, Peter Massey, Michael Blewer, Carlie Armitage, Mirella Prasad, Jill Lindley

Apologies:

Janet Kable, Brian Kable, Janet McCulkin

Staff/Observers:

Tony Whelan
3. Proxies

Roslyn Layt, Valerie Wigzell, Loraine Roberts, Alison Cassell, Douglas Cassell, Alison Adams, Tania Hagleberg, Janet McCulkin, Peter Lindley, Jean Day, Joe McKee, Gail Heffernan, Elaine Ripper, Malcolm Ripper
4. Scrutineers were not deemed as necessary
5. A quorum was declared by the Chair.

GENERAL BUSINESS

6. **Confirmation of the Minutes of previous meetings**
 - 6.1 69th Annual General Meeting - Sept 5th, 2015
Moved: Carol-Anne Greensill Seconded: Mirella Prasad Carried: without dissent
 - 6,2 Special General Meeting June 12 Tania Hagleberg, 2016
Moved: Carol-Anne Greensill Seconded: Michael Blewer Carried: without dissent
7. **Annual Reports for 2015-16 ...Motions to approve: -**
 - 7.1a President's Report
Moved: Carol-Anne Greensill Seconded: Jill Lindley Carried: without dissent
 - 7.1b Administration Report
Moved: Carol-Anne Greensill Seconded: Carlie Armitage Carried: without dissent
 - 7.1c Treasurer's Report
Moved: Peter Massey Seconded Carol-Anne Greensill Carried: without dissent

7.2 Auditor's Report

Moved: Carol-Anne Greensill Seconded Peter Massey Carried: without dissent

7.3 Group Reports: Motions to accept: -

Maryborough

Moved: Carol-Anne Greensill Seconded: Carlie Armitage

Carried: Without Dissent

Redcliffe

Moved: Carol-Anne Greensill Seconded: Carlie Armitage

Carried: Without Dissent

Logan

Moved: Carol-Anne Greensill Seconded: Carlie Armitage

Carried: Without Dissent

8. Appointment of 2016-17 Auditor

Motion to Appoint Jason O'Connor at Auditor for the 2016-17 year

Moved: Carol-Anne Greensill Seconded: Michael Blewer

Carried: Without Dissent

9. Other business from the floor

Nil

SPECIAL BUSINESS

10. Special Mentions by President Carol-Anne Greensill

Sue Brown

for her years of service that extended beyond her retirement from full-time employment with Better Hearing Australia. She has now formally retired commencing in October.

Cheryl Selvage

22 years a Volunteer Tutor

Nomination for the Illingworth Award

11. Report from the National Better Hearing Australia Vice President (Mirella Prasad)

Verbal Report and meeting discussion

12. Expression of Appreciation (Carol-Anne Greensill)

13. Meeting Closed by Chair

6.2 Minutes - Special General Meeting

**June 3rd, 2017, 2:00pm
(Election Meeting)**

Call to order	Carol-Anne Greensill in the Chair Call to order at 2pm	
Access	Loop & PA System activated; microphones are being used Real Time captioning is displayed	
Attendance	Carol-Anne Greensill, Peter Massey, Janet Kable, Janet McCulkin, Carlie Armitage, Michael Blewer, Tania Hagelberg, Peter Lindley, Jill Lindley, Jared Norris, Jude Rickards, Tony Whelan (non-member/observer)	
Apology	Mirella Prasad	
Proxies	Sandra Howard, Janet Siljec, John Farroway, Valerie Wigzell, Gail Heffernan, Jean Day, Brian Kable, Lorrain Roberts	
Conformation of Quorum	Carol-Anne Greensill confirmed a quorum was present	
Scrutineers	The appointment of scrutineers is not required as there are no contested positions	
Election of Board (uncontested)	President..... Carol-Anne Greensill Vice President...Mirella Prasad Secretary.....Jared Norris Treasurer.....Michael Blewer BoardCarlie Armitage, Tania Hagelberg, Janet Kable, Janet McCulkin, Dr Carly Meyer	
Other nominations	There were no new nominations from the floor	
General Motions	There are no general or constitutional motions	
General Business	Carol-Anne Greensill offer thanks to retiring Secretary...Peter Massey	
	Jill Lindley brought to the attention of Tania Hagelberg meeting the local Tinnitus group has folded. She expresses appreciation for past access the group had received.	
	Tea-4-Tinnitus function was notified. Details to be advised in due course	
	Notice was given the ACE program would be commencing (Carol-Anne Greensill leading)	
	National Better Hearing Australia Conference is to be held in Brisbane, Mirella Prasad organizing ...Again details will be advised in due course	
	All the newly elected Board members were introduced	
Closure	There being no further issues, Carol-Anne Greensill thanked everyone for their attendance and support and invited all to stay for afternoon Meeting Closed at 3pm	

7.1 President's AGM Report

26th August 2017

Dear Members,

The previous year has seen a continual forward movement in achieving the proposed outcomes that will ensure Better Hearing Australia, Brisbane provide the essential services to those with hearing loss well into the future.

Better Hearing Australia Brisbane (BHAB) has been very fortunate to have such long-term Board members dedicated to the future of the organisation and also very fortunate to have a new generation of dedicated members. Members would have read the profiles of everyone nominating for positions on the Board that were sent out before the Special General Meeting in May and we welcome the wealth of professional skills that new members are bringing to BHA, Brisbane. This year saw us welcome two new members to what I call the new generation: Dr. Carly Meyer and Jared Norris as our new Secretary who has replaced Peter Massey who decided to retire from the Board. Peter Massey as you all knew was our previous Secretary and before that Secretary / Treasurer, and served BHA Brisbane to a level that was way over and beyond what anyone could expect of any volunteer and we are sad to lose his expertise on the Board. Peter still continues as a valuable member of our Quality Management Committee plus facilitating the Logan Support Group.

In my previous reports during the year I have mentioned events and projects that have occurred during the year:

- Tinnitus Awareness Week in February
- Active Communication Education Program (ACE) - May
- Working with Metro South Health – Be Heard Project – Ongoing
- Tinnitus Awareness Morning Tea – City Event - July
- Attending workshops to maintain a high level of management skill – provided at no cost to Not for Profit organisations.
- Board Director's Course attended by all Board members, again at no cost to BHAB.
- National Conference planning – much time and effort has gone in to this special event which BHAB hopes raises the profile of Better Hearing Australia nationally and provide information on current and future services.
- Hearing Awareness Week, last week of August. Tony Whelan, Peter Massey & Banjo will be at the Redlands Hospital as they continue the work with Jill and Peter Lindley through the Be Heard Project, raising awareness and promoting workplace education. No other event will be held by BHAB during this week except to promote the National Conference on the 27th, 28th October and the next ACE Program, commencing Tuesday, 31st October. As of next year, Hearing Awareness Week in Australia will be brought forward to the week running up to World Hearing Day on Saturday, 3rd March.
- Workplace Training module content development
- Advocacy – BHAB continues to advocate for people with hearing loss on the QLD Rail and Brisbane Airport Accessibility Reference Groups which are attended by either Tony Whelan or myself.
- Fundraising: Annual Fundraising Week in July and Street Collections – Coordinated by Fundraising Services.
- Support Groups: Logan, Redlands and Redcliffe and Social Events

Everything that I have listed and much more doesn't happen without a huge amount of hard work on the part of our staff - Business Manager, Tony Whelan, Gail Heffernan and Lucy Blewer working in conjunction with the Board of management. Also, to the many volunteers that I have previously thanked in my previous reports during the year, we would not have achieved these positive outcomes for the future of Better Hearing Australia, Brisbane.

There will be a Business report from Tony Whelan and Treasurer's report from Michael Blewer which will provide further information on the year's outcomes.

I wish to thank each and every one for their support during the previous year and look forward to achieving the final outcomes that will see Better Hearing Australia, Brisbane provide the services that will enhance the lives of all people with hearing loss well into the future.

Carol-Anne Greensill

7.1 Business Manager's AGM Report

26th August 2017

As I reflect on my initial twelve months with Better Hearing Australia Brisbane and what drew me to the organisation and the role in the first place, it is of course the people. Getting to know our many members and volunteers whose generous commitment of time, energy and enthusiasm has held the organisation in good stead for so many years, has certainly been a highlight. Their support and dedication continues to be a source of inspiration. Similarly, our small but dedicated team of staff consistently contribute so much more than their roles require. I would also like to acknowledge the Board for their support, advice and encouragement through what has been both an incredibly rewarding and equally challenging first year. I look forward to their continued support over what is set to be an even bigger year for BHA.

This year, organisational priorities have centred around three key focus areas: to consolidate and enhance existing services; improve our organisational capability and business processes; and explore new business opportunities. To this end a number of key achievements stand out:

Ensuring our Government funded services are delivered in accordance with our service agreements was always going to be our first priority and I am pleased to report that we have exceeded our contracted annual service outputs for the first time. This can be attributed to a number of service enhancement strategies as well as improvements in both data capture and output reporting methodology.

Strengthening our organisational capability through improved business systems and processes has enabled us to better manage our current service delivery streams and prepare us for the necessary growth and development in the future:

We have overhauled the existing 'Quality System' and restructured the Quality Management Committee's role and focus, implementing a robust Continuous Quality Improvement System that aligns with the Human Services Quality Framework.

Improved data capture methodology and ongoing work towards the development of an 'outcomes measurement framework' enables us to better demonstrate unmet community need and, importantly, BHA's value proposition.

Investing in a new strategic plan to guide the organisation over the next three years including transition activities to meet the implementation of the National Disability Insurance Scheme (NDIS), has also been critical.

Business development activities this year have resulted in a number of 'soft launch' initiatives and emerging partnerships. This includes further development of our Workplace Training Program and the subsequent development of an E-Learning platform in partnership with a registered training organisation. This will see us in a position to deliver on-line training programs on a business to business platform by the end of the calendar year. Similarly, building our capacity to supply and install assistive listening device technology (particularly auditory hearing loops) has resulted in new partnerships and growing business opportunities with commercial viability that have the potential to provide modest alternative income streams to support BHA's continued not-for-profit activities.

New services coming on line this year include the University of Queensland's Active Communication Education (ACE) program which provides consumers with an alternative to the traditional 'device oriented' approach to hearing loss management and also strengthens our relationship with the University. This program complements BHA's 'lived experience' peer support model and reflects our commitment to best practice and evidence-based service delivery.

Supporting other organisations, businesses and the broader community to better meet the needs of hearing impaired consumers has seen us strengthen our advocacy work and we now have a number of consumer advocates working collaboratively with organisations such as Queensland Rail, The Brisbane Airport, and Redlands Hospital.

BHA has maintained its focus on raising community awareness with a number of key activities this year including supporting Hearing Awareness Week in partnership with the Blue Room Cinebar and drawing attention to the impact of Tinnitus through a successful Tea for Tinnitus campaign.

Brisbane's contribution to the National agenda with two representatives now on the National Board is indicative of our commitment to the ongoing development of BHA as a national brand and I am excited to be part of that journey as a National Board member. Brisbane's contribution to BHA's submission to the Parliamentary Enquiry into Hearing Health and Wellbeing further demonstrates our leadership in this area.

It has been a big year for BHA and I suspect the next year will be bigger still. The national conference is on track for October and is a great opportunity to bring people together as well as showcase our organisation within the sector; preparing for the full scheme implementation of the NDIS will require a range of new systems and processes to ensure we can meet service user demand under the new system; consolidating new business ventures and exploring new partnerships will continue to be a priority.

The key challenge as we move forward and pursue business development and organisational growth is the current limitations in organisational capacity. The need for additional investment will require further rationalisation of existing organisational resources to ensure longer term viability and enable BHA to continue to meet consumer needs into the future.

Tony Whelan

7.1 Treasurer's AGM Report

26th August 2017

It has been a privilege taking over as Treasurer from Peter Massey last year. In reviewing his report from last year, I am reminded how well Peter performed in the position of Treasurer, how insightful his predictions have been and how much I have yet to learn.

If I could take one quote from Peter's report last year it most definitely is this: "In presenting this report it is important to draw to your attention that the 2015-16 financial year is (unfortunately) likely to prove a poor indicator of what to expect in the 2016-17 financial year."

Never a truer word spoken. This year we have been seen a steady although expected trend where our income has not kept pace with our expenses. The predominant driver has been our prudent and necessary decision to bolster our potential to generate new revenue streams through the recruitment of BHA Brisbane's first Business Manager - Tony Whelan.

I am confident that this decision will prove to have been the right one and just like a fine wine, time is required before we can reap the rewards. Tony, with the Board's support and guidance, has worked tirelessly over the last 12 months to establish new programmes with potential to generate the income BHA requires to become self-reliant - an enviable position to be in.

I recently presented a cash flow forecast to the Board. Based on current income and expenses, I have advised my fellow members of a target we must hit by the end of 2018 to ensure we can achieve and sustain the financial independence we need to guarantee our services to the community will continue.

The board will continue to work with all levels of government and the NDIA to elevate the good work BHA is doing both at the state level and nationally. I am a firm believer that BHA will need to change to remain viable. Is the end goal clear at this time? Probably not, but similarly to our need to achieve fiscal independence within the next 15 months, structural changes required to shore up the organisation's viability are intrinsically linked and play out in a similar timeframe.

I am optimistic about BHA's future. We need to improve our ability to promote what we do and we need to be armed with the skills to traverse a number of legal challenges that are likely to present themselves with the need for change on the horizon. Exciting times ahead!

Thanks,

Michael



**BETTER
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AUSTRALIA**

FINANCIAL STATEMENTS 30 JUNE 2017

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**AUSTRALIA'S NOT-FOR-PROFIT
HEARING IMPAIRED ORGANISATION.**

Auditor:
Jason O'Connor CPA
www.joconnorptyld.com.au


INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
Income		
Queensland Government Grants:		
Queensland Health	67,685.00	87,884.00
Queensland Health - Other	22,561.00	5,540.50
Department of Communities	53,802.76	41,171.58
Department of Communities - QA	-	3,200.00
	144,048.76	137,796.08
Other income:		
Service income	740.00	855.72
Fundraising	2,848.65	3,975.75
Other income	50,356.15	34,494.45
Interest	7,401.35	7,459.35
Total Income	205,394.91	184,581.35
Expense		
Salaries and on costs	196,908.76	81,144.04
Volunteer costs	2,846.59	4,957.44
Overheads	5,610.59	5,131.03
Service costs	4,645.85	3,532.65
Office and building equipment	2,969.89	271.82
Administration	28,989.53	32,413.63
Staff	2,638.15	11,463.40
Equipment	69.86	-
Depreciation	-	812.45
Fundraising	8,390.55	8,034.95
Special projects	5,092.30	1,800.54
National conference	1,694.72	1,377.27
Association expenses	738.63	1,698.19
Total Expense	260,595.42	152,637.41
Net Surplus / (Deficit)	(55,200.51)	31,943.94
Income tax expense	-	-
Surplus / (Deficit) Attributable to Members	(55,200.51)	31,943.94

The accompanying notes form part of these financial statements.

BETTER HEARING AUSTRALIA BRISBANE INC.

An Incorporated Association

ABN 63 635 006 315



**BETTER
HEARING
AUSTRALIA**

BALANCE SHEET AS AT 30 JUNE 2017

	2017	2016
	\$	\$
CURRENT ASSETS		
Bank of Queensland - operating	23,407.60	26,384.79
Bank of Queensland - gift	534.56	4,426.70
Petty cash	300.00	300.00
Bank of Queensland - Web savings	18,527.82	64,833.35
Bank of Queensland - Investment	202,137.23	196,592.54
Bank of Queensland - Bursary	14,133.07	13,744.54
Total Current Assets	259,040.28	306,281.92
NON-CURRENT ASSETS		
Land and building at committee valuation	1,065,000.00	1,065,000.00
Plant and equipment at cost	73,835.00	73,835.00
Less accumulated depreciation	(73,835.00)	(73,835.00)
	-	-
Total Non-Current Assets	1,065,000.00	1,065,000.00
TOTAL ASSETS	1,324,040.28	1,371,281.92
CURRENT LIABILITIES		
Credit Card account	645.75	-
Provision for employee entitlements	14,081.20	5,462.42
Grant received in advance - Brisbane City Council	-	8,083.55
Grant received in advance – Department of Communities	2,850.44	-
PAYG payable	8,264.00	3,368.00
GST payable	817.12	1,785.67
Total Current Liabilities	26,658.51	18,699.64
NET ASSETS	1,297,381.77	1,352,582.28
EQUITY		
Accumulated surplus	557,601.28	525,657.34
Current year surplus	(55,200.51)	31,943.94
	502,400.77	557,601.28
Asset revaluation reserve	794,981.00	794,981.00
Total Equity	1,297,381.77	1,352,582.28

The accompanying notes form part of these financial statements.

Page 2



NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Queensland 1981. The committee has determined that the association is not a reporting entity. The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

AASB 108. Accounting Policies, Changes in Accounting. Estimates and Errors

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied. The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets. The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

a) Income tax

The association is exempt from payment of income tax in accordance with the provisions of Section 50 of the Income Tax Assessment Act 1977.

b) Property

Values of property as recorded in the Balance Sheet are based on original cost or the committee's valuation. Where improvements or alterations have been made to a property subsequent to purchase the values shown may not have been amended for such improvements.

c) Revenue

Revenue from recurrent grants is recognised upon receipt and non-recurrent grants are recognised upon meeting the expenditure requirements specified in the agreements.

Membership revenue is recognised on a cash basis and is only recognised when a member accepts the invitation to become a member by paying their annual fees.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

As is common for organisations of this type it is not practicable for the association to maintain an effective system of internal control over fundraising receipts until their initial entry in the accounting records. Accordingly, the financial report in relation to fundraising receipts was limited to amounts banked and recorded.

d) 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 Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.



**STATEMENT BY MEMBERS OF COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2017**

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 Income Statement, Balance Sheet and Notes to the Financial Statements:

1. Presents fairly the financial position of Better Hearing Australia Brisbane Inc as at 30 June 2017 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 by:

 25/8/17
Chairperson


Treasurer

Dated this 25th day of August 2017.



INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF BETTER HEARING AUSTRALIA BRISBANE INC

Scope

The financial report and members of committee responsibility

The financial report comprises the income statement, balance sheet, notes to the financial statements, and the members of committee declaration for the **Better Hearing Australia Brisbane Incorporated** (the Association) for the year ended **30 June 2017**.

The members of committee of the Association are responsible for the preparation and true and fair presentation of the financial report in accordance with the Association Incorporations Act 1981. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit Approach

We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Association Incorporations Act 1981, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the Association's financial position, and of their performance as represented by the results of their operations.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the members of committee.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

BETTER HEARING AUSTRALIA BRISBANE INC.

An Incorporated Association

ABN 63 635 006 315



INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF BETTER HEARING AUSTRALIA BRISBANE INC

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of **Better Hearing Australia Brisbane Incorporated** presents fairly, in all material respects the financial position of the Association as of **30 June 2017** and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. This special purpose financial report is prepared to assist Better Hearing Australia Brisbane Incorporated to comply with the financial reporting provisions of their constitution and the Associations Incorporation Act 1981. As a result, the financial report may not be suitable for another purpose.

A handwritten signature in black ink, appearing to read 'J. O'Connor', is written over a horizontal line.

Jason O'Connor CPA

Registered Company Auditor (No. 353931)

Liability limited by a scheme approved under Professional Standards Legislation

Dated this Friday, 25 August 2017

Jason O'Connor CPA

PO Box 3361
WARNER QLD 4500

Mobile: 0402 32 7773

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auditor@joconnorptyltd.com.au

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7.3 Logan Group AGM Report

August 2017

Attendance:

10 + 14 (picnic in Park) + 7 + 11 (Dom –Mobile Phones) + 6 + 17 (Xmas lunch) + (Jan-no meeting) + 8 (Cindy Ranger-NRS) + 8 (Dom-Logan Emergency plans/support) + (lost record) ~8 + 2 (!) + 7 = Total 98

Meetings

There was no meeting in January...we meet on the 1st Saturday of each month so that is too early in the year for a January meeting so we routinely skip it.

There are TWO social events each year, August (Picnic in the Park) and December (Xmas Lunch) ... both events are well attended.

This year we had one guest Speaker in February (Cindy Ranger from the National Relay Service); as usual this was a welcome and very much appreciated tutorial on the NRS and the new “apps” now available.

Dom Galligan (a long-time member of the group) made two excellent presentations to the group; the first (October '16) was on Mobile Phone usage / apps for those with hearing loss and the second (March '17) on Logan emergency plans and alerts. Both were well researched and excellently presented.

There was only one meeting that was embarrassing (May '17) where only Peter & Tania attended...so we had a nice chat and knocked-off early!

In the other meeting Gail Heffernan and Peter Massey conduct the meetings and make informal presentations / exercises that practice some of the skills need to cope with our hearing loss.

Summary

There is actually approximately some (variable) 15 “members” but as can be seen above few are regulars. It would be nice to increase the size of the group to ensure that some 10-12 managed to make it at any given meeting. We have discussed advertising and recruitment and this is now a work in progress. That said, whilst a bit small it is a successful group and appreciated by all.

I take this opportunity to express my appreciation to Gail Heffernan who, as in the past has been the essential support the group needs.

I also take this opportunity to thank Dom Galligan for all his support notwithstanding recurrent health issues. Dom is being “groomed” to take a much fuller role in the group in the 2017-18 year; (he has accepted responsibility for conducting the November '17 meeting as I will be occupied representing Lions Hearing Dogs on that occasion.)

This report would not be complete without expressing our appreciation to the Logan Council and Logan North Library for their ongoing support. The Library venue is excellent and we are very lucky to have access to such a venue for our meetings.

Peter Massey & LHD Banjo
August 2017

7.3 Redcliffe Group AGM Report

August 2017

The Redcliffe Support Group has continued to meet at the Redcliffe Library on the second Saturday of each month from 1300-1600hrs. Member numbers fluctuate between 5 and 18 depending on what is being presented on the day.

This year four captioned presentations have been arranged: Phoenix Instruments (ALD's), Fire Safety in the Home, Heart Foundation and a presentation from the Qld Stroke Association. All speakers gave excellent presentations giving valuable information to members, family and friends that would normally be difficult to access.

Other meetings are a combination of different topics depending on the feedback or concerns that I gain from the members. There have been issues the members have with:

- Transport i.e.: trains, buses and aircraft travel.
- Assistive listening devices
- Lack of access to entertainment venues e.g. Captioned movies

I believe the group will continue to be of benefit to those who wish to attend and as people get to know each other, the support grows. We will be looking at the possibility of finding another venue that may suit a greater number of people as the public transport has become difficult for some people to get to the library, but we will continue to meet at the Redcliffe Library till the end of the year.

I wish to thank Peter Massey who facilitated the group when I was away for the March meeting.

Carol-Anne Greensill
Facilitator – Redcliffe Support Group

