

2019

# Better Hearing Australia Brisbane Inc

## **ANNUAL GENERAL MEETING 28 SEPTEMBER 2019**

BETTER HEARING AUSTRALIA BRISBANE | 21 Vulture Street, West End,  
Qld, 4101

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# Better Hearing Australia Brisbane Inc

## Agenda – 73<sup>rd</sup> Annual General Meeting 2019

<b>Date</b>	28 <sup>th</sup> September 2019
<b>Time</b>	10.30pm
<b>Place</b>	Better Hearing Australia Brisbane, 21 Vulture Street, West End, 4101

Item	Description	Responsible	Page
1	Welcome & Introductions	President	
2	Attendance, apologies, admission of proxy votes and confirmation of quorum	Secretary	
3	Acceptance of minutes of the 71 <sup>ST</sup> Annual General Meeting on 26 <sup>th</sup> August 2017	President	2
4	Annual Reports for 2017/18 <ul style="list-style-type: none"><li>• President</li><li>• Business Manager</li><li>• Treasurer</li></ul>	President Business Manager Treasurer	5 7 12
5	Group Reports for 2017/18 <ul style="list-style-type: none"><li>• Brisbane North</li><li>• Logan</li><li>• Redlands</li></ul>	Brisbane North Logan Redlands	13
6	Acceptance of annual reports	President	
7	Audited financial statements	Treasurer	14
8	Acceptance of audited financial statements	Treasurer	
9	Appointment of auditor for 2019/20	President	
10	Other business from the floor	President	
11	Appointment of Directors	President	21
12	Special business <ul style="list-style-type: none"><li>• Special Mentions</li><li>• Honorary Life Memberships</li></ul>	President	23
13	Close	President	

**Better Hearing Australia Brisbane Inc.**

## **Draft Minutes – 72<sup>nd</sup> Annual General Meeting**

**2.30PM 25<sup>th</sup> August 2018**

### **1. Welcome and introductions**

The President (Carol-Anne Greensill) welcomed the attendees confirmed that assisted hearing devices and real-time captioning was available to the level required for the attendees.

### **2. Attendance and apologies**

**Member attendees:** Carol-Anne Greensill, Tania Hagelberg, Michael Blewer, Jared Norris, Richard Vander Have, David Allen, Jill Lindley, Peter Lindley, Peter Massey, Carlie Armitage, Jessica Sharp, Tony Whelan, Janet Kable, Carly Meyer

**Apologies and admission of valid proxy votes:** Andrew Clifford, Robert Belle, Joan Belle, Geoff Greensill, Gail Heffernan, Valerie Wigzell, Brian Kable, Elaine Ripper.

The Secretary advised that this represented a quorum as per the requirements of the constitution and confirmed by the President

### **3. Acceptance of the minutes of the 71<sup>st</sup> Annual General Meeting**

71<sup>st</sup> Annual General Meeting held on the 26<sup>th</sup> of August 2017 were presented to be reviewed.

Acceptance of the report was moved by Carol-Anne Greensill, seconded by Janet Kable and the motion carried without dissent.

### **4. Annual Reports**

All reports presented in brief to the membership, full copies included in the booklets.

#### **4.1 President's Report**

#### **4.2 Business Manager's Report**

#### **4.3 Treasurer's Report**

### **5. Group Reports**

All reports presented in brief to the membership, full copies included in the booklets

#### **5.1 Logan**

#### **5.2 Redcliffe**

### **6. Acceptance of annual reports and group reports**

Acceptance of the three annual reports and two group reports was moved by Carol-Anne Greensill, seconded by Tania Hagelberg and the motion was carried without dissent.

### **7. Audited financial statements**

Presented and discussed by the Treasurer.

### **8. Acceptance of audited financial statements**

### **9. Appointment of auditor for 2018/19**

Acceptant of the audited financial statements and the re-appointment of Jason O'Connor as the auditor was moved by Carol-Anne Greensill, seconded by Michael Blewer and the motion was carried without dissent.

## 10. Other business from the floor

The floor was opened for members to ask any questions of the board. None were asked.

## 11. Appointment of Directors

The President declared all board positions vacant and sought volunteers for the roles

**Position of President** – only one nomination received

Nomination - Carol-Anne Greensill nominated herself for President

Seconded – Janet Kable seconded the nomination

The nomination was passed by the membership with a show of hands

**Position of Treasurer** – only one nomination received

Nomination – Michael Blewer nominated himself for Treasurer

Seconded – Carly Meyer seconded the nomination

The nomination was passed by the membership with a show of hands

**Position of Secretary** – only one nomination was received

Nomination – Jared Norris nominated himself for Secretary

Seconded – Michael Blewer seconded the nomination

The nomination was passed by the membership with a show of hands

**Position of Ordinary Board Members** – four nominations were received

Nomination – David Allen nominated himself for Ordinary Board Member

Seconded – Carly Meyer seconded the nomination

The nomination was passed by the membership with a show of hands

Nomination – Jessica Sharp nominated herself for Ordinary Board Member

Seconded – Tania Hagelberg seconded the nomination

The nomination was passed by the membership with a show of hands

Nomination – Tania Hagelberg nominated herself for Ordinary Board Member

Seconded – Janet Kable seconded the nomination

The nomination was passed by the membership with a show of hands

Nomination – Andrew Clifford was nominated by Michael Blewer for Ordinary Board Member

Seconded – David Allen seconded the nomination

The nomination was passed by the membership with a show of hands

## 12. Special Business

### 12.1 Special Mentions

The board provided special mention to four board members who have resigned throughout the last twelve months: Carlie Armytage, Janet Kable, Janet McCulkin and Carly Meyer. The hard work and tireless contributions have been appreciated by the board and Better Hearing Australia Brisbane.

### 12.2 Honorary Life Memberships

In recognition of significant and sustained contributions the President moved a motion to admit Carlie Armytage, Janet Kable and Peter Massey as life members of Better Hearing Australia, Brisbane. Carly Meyer seconded the motion and the motion was passed by the membership without dissent.

Each recipient was presented a certificate by the President and provided short commentary of thanks

### **13. Close**

The meeting was closed at 3.35pm by Carol-Anne Greensill

## President's Annual Report -2019

Dear Members,

The year 2018-2019 certainly has been a year of many challengers and not all planned achievements came to fruition. In saying this please be ensured that the Board members of Better Hearing Australia Brisbane and Staff continue to work diligently in order to manage all challengers that face all Not for Profit organisations at this time.

I previously mentioned in May this year that we were successful in receiving Grant funding from Qld Health for a further 3 years and the Department of Communities has provided and one-year extension. Even though this has provided us time to evaluate the future of Better Hearing Australia Brisbane Inc, it will not be enough to enable us to remain in our current Vulture Street building. The serious work that went into developing further income streams that would have helped our financial situation have not shown the promise that we had hoped for. The Board made a hard decision to place the BHA building up for sale in order to maintain the organisation as a going concern and able to provide our current services to our members and the hearing impaired community. Members will be kept informed on all future developments. The Treasurer provides a detailed report on this issue.

Our ongoing services include:

Information, Referral and Advocacy

Hearing Loss Management & Speech reading class on Tuesday evenings: My continued thanks go to the Tutor, Cheryl Selvage for her outstanding contribution to BHA, Brisbane and to all who attend her classes.

The ACE Program: Ongoing – Next Program commencing, 30th October 2019

In the Loop: Portable Loop Hire

Assistive Listening Devices for sale

Tinnitus support: Including one on one support. The Tea for Tinnitus event had to be cancelled this year due to unforeseen circumstances. The event will be held again next year.

Hearing Access Program: Joint initiative between BHA, Brisbane and Clarity Hearing + Balance, providing low cost hearing aid access for people in need. If anyone has hearing aids that are no longer of use, please let us know.

Hearing Loss Support Groups: Brisbane North, Logan and Redlands. All groups continue to provide valuable information and social contact to their communities. I would like to sincerely thank all the volunteers who continue to give up their time and effort enabling these support groups to continue this service to the hearing impaired community, their family and friends.

Advocacy: I continue to attend the Qld Rail Accessibility Reference Group meetings through the year on behalf of the Deaf and Hearing impaired community. The NGR Accessibility Variation Project Working Group of which I was a member, looked at and assessed any feature of the new trains that impacted on people with a whole range of disabilities and as previously reported we delivered a report to the Transport Minister with the required alterations. I'm pleased to report that 23 of the 26 recommendations have been accepted and work will proceed on all the new trains.

All managerial developments will be reported in Tony Whelan's report.

My continued appreciation for their hard work and dedication goes to the Staff: Business Manager, Tony Whelan, Assistant and Receptionist, Gail Heffernan and Bookkeeper, Lucy Blewer – I sincerely thank you all.

Also, my sincere thanks for the ongoing work and dedication of the Board members: Secretary: Jared Norris, Treasurer: Michael Blewer, Members: Andy Clifford, David Allen, Jessica Sharp and Tania Hagelberg, enabling Better Hearing Australia, Brisbane to have a long term future servicing the hearing impaired community, family and friends.

Carol-Anne Greensill



## Business Manager’s Annual Report -2019

Another busy year for BHA as moderate service growth continues to stretch existing resources and transitional funding arrangements under the National Disability Insurance Scheme (NDIS) creates both challenge and opportunity. Importantly we have renewed our funding agreement with Queensland Health for a further three years ensuring consumers have access to quality information, referral pathways and advocacy support. Whilst our funding agreement with Department of Communities ended this financial year, we were pleased to receive a further 12 months bridging funds under the Information Linkage and Capacity Building (ILC) framework.

The transition of our current funding sees us make the difficult decision of putting our West End property on the market this year. Although sad to be leaving what has been the home of BHA for over 20 years, the sale will enable us to invest in new services and better support the Queensland hearing loss community. With that investment in mind, BHA entered into a community partnership with consultancy firm, Nous Group to better understand consumer needs and how these needs might be changing over time. This project will enable us to prioritise service enhancement strategies as we invest heavily in BHA’s future.

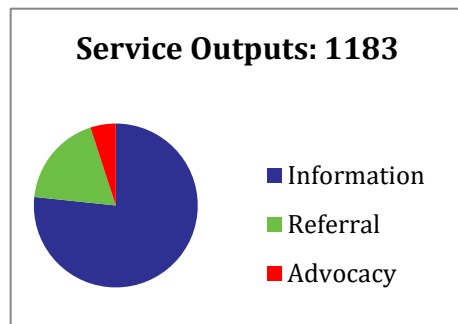
Partnerships and collaboration have featured heavily again this year. In addition to working with Nous Group, BHA Brisbane was part of a \$4M consortia bid under the ILC Framework to provide a range of hearing loss information resources nationally; Under the QLD Government’s Age Friendly Cities Grant Program, BHA Brisbane has partnered with Redlands City Council (RCC) and the Council of the Aging (COTA) QLD to develop resources to improve Council’s frontline staff responsiveness to aging residents with hearing loss (*funding submission outcomes pending*); New partnerships with Audeara, Maddison Technology and Humantechnik, has expanded the range of assistive listening equipment available through our ‘In The Loop’ service, one of the business areas we are hoping to expand in the coming year.

As always, BHA Brisbane contributes both financial and in-kind support to the National arm of the organisation, particularly in supporting my role as National President. This support has this year seen BHA National receive a financial boost through a charity partnership with Specsavers Audiology; enter into a formal relationship with international organisation, the Ida Institute to promote person centred hearing health; and become a founding member of national advocacy group, The Hearing Health Sector Alliance.

It’s an exciting time for BHA Brisbane and I look forward to working with the Board over the course of the next 12 months and beyond.

### Service Delivery Snapshot

#### Advocacy, Support and Connection Services



BHA continues to see growth in the number of consumers we can support through both our funded and volunteer programs. With the support of the Queensland State Government, we were able to deliver information, referral and advocacy support to nearly 1200 people during the reporting period this financial year.

Additionally, through the amazing commitment from our volunteers, a total of 54 peer-led group education programs were also provided this year. This includes our speech conservation program as well as the Active Communication Education program.

Monthly support groups continue to be held in Logan, Redlands and Brisbane North enabling people with hearing loss to access a range of helpful information and resources as well as be part of a supportive community and learn from each other's experience.

### Be Heard: Safe Communication at Logan Hospital:

In partnership with Metro South Health and following on from our work with Redlands Hospital last year, BHA is now working with Logan Hospital to implement the Be Heard – Safe Communication project.

Be Heard is a fantastic initiative that promotes improved communication in hospitals for patients with hearing loss. This is achieved through raising awareness of all hospital staff; the use of assistive listening equipment where required; improved signage and staff training for key personnel



### Hearing Access Program:

BHA Brisbane continues its partnership with Queensland-owned audiologists Clarity Hearing and Balance to deliver the BHA Hearing Access Program (HAP).



*Hearing Aid Donation Point Kits ready for assembly by our volunteers prior to distribution to our community partners*

The HAP was developed to give those people with hearing loss that may fall through the cracks left by other programs, including the NDIS, the ability to access low cost quality hearing solutions. Eligibility for the program is a demonstrated clinical need and the possession of a Health Care Card. We believe the program sets an industry benchmark with the focus being on clinical need rather than a minimum hearing loss threshold. Program recipients also have access to a full range of hearing loss management support to ensure they get the most out of their hearing aids.

## In the Loop

In the Loop offers a range of assistive listening device (ALD) technology available both for sale and short and long-term lease arrangements. Products range from small domestic devices for use in the home to commercial audio induction loops suitable for meeting rooms and auditoriums.

A number of large-scale commercial configurations this year, including events at the Marriott Hotel in Surfers Paradise and the Princess Alexander Hospital, has seen us continue to build our expertise in this area.



## Pam O’Gorman Bursary

Helping students with hearing loss further their education



Pam O’Gorman dedicated more than 10 years to helping hearing impaired people. She received many accolades as a music teacher, but her hearing loss made it difficult to continue so she turned to teaching hearing loss management. She was an inspiration to all who attended her classes and showed that hearing loss, when properly managed, should never prevent people from achieving their goals. Pam was also a board member of Better Hearing Australia Brisbane for 6 years and served as the co-ordinator of teachers. She was much loved, and the bursary is recognition of her enormous contribution. She would be delighted to know that this bursary has been named in her honour to help a student further their studies.





*This year's recipient of the Pam O'Gorman Bursary, Katrina Sullivan receives her award from Board President, Carol-Anne Greensill.*

Katrina left the teaching profession two years ago to pursue her passion of helping people with a hearing loss. It was in working with young people and providing support, particularly for students who had hearing difficulties that Katrina first started to consider a career in hearing rehabilitation. Katrina's moderate hearing loss was also a contributing factor in her decision to study a Masters of Audiology at the University of Queensland. In 2019, Katrina is commencing her second and final year of her Master's degree. She has the career goal of working in adult rehabilitation and hopes her experiences with hearing loss can be turned into an advantage for other people. Katrina would like to thank Better Hearing Australia for offering the bursary and the assistance it provides. Katrina appreciates the spirit of the Pamela O'Gorman Bursary and feels a deep affinity with Pamela's philosophy of helping others with a hearing loss.

## Treasurer's Annual Report – 2019

2019 has been another year where BHAB have needed to keep a watchful eye on our cashflow whilst taking tentative steps towards the future. Both Queensland Health and the Department of Community Services extending their funding, showing their commitment to our goals. It is important to note that the Department of Community Services (DOCS) has only provided a 1-year extension where Queensland Health has extended their services agreement for a further 3 years.

Although a positive acknowledgement, these grants are not sufficient to sustain the organisation and the steady drawdown of our cash reserves has continued. Should the status quo remain, the forecast suggests we will exhaust these reserves by August 2020, regardless of the continuation of grant funding. Importantly this means that the audited financials have been passed and that BHA Brisbane remains a "going concern" for the remainder of this Financial Year (to June 30, 2020). Had this not been achieved, the audit would have triggered a show cause notice from the Department of Fair Trading which would have put in doubt the ability for the Board to maintain control over the organisation's future.

To guarantee business continuity, the Board voted in favour of selling the building we have called home for many years. A regrettable but vitally important decision, particularly given the ongoing funding uncertainty for BHA Brisbane due to the cashflow issues mentioned above and doubtless future funding changes brought on by the NDIS.

Another option included the rationalisation of our small and dedicated workforce. The Board elected to look toward a sustainable business model rather than taking a defensive alternative that may extend the operations for a year or 2 more but will not propel the organisation toward the future independence we seek.

With an injection of cash from the sale of property, BHA Brisbane will be well positioned to fully execute our strategic plan and invest as needed to operationalise 3-4 key services over the next 12 months. It is not an opportunity the Board can afford to miss. A defensive approach is no less risky.

A recent review of our strategy reinforced that the course we have chartered is sensible and achievable, as long as we can call on the required resources to make it happen. In an uncertain environment where future funding streams BHA Brisbane has relied upon are in doubt, the Board remain committed to reaching our long-standing goal of financial independence which will ensure we can continue to provide services to the community and our members.

## Group Annual Reports 2019

These will be provided verbally by the groups represented at the Annual General Meeting.



# Financial Statements & Auditors Report – 30 June 2019

**BETTER HEARING AUSTRALIA BRISBANE INC.**

*An Incorporated Association*

ABN 63 635 006 315



## FINANCIAL STATEMENTS 30 JUNE 2019

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

Auditor:  
Jason O'Connor CA  
www.joconnorptyltd.com.au



**BETTER HEARING AUSTRALIA BRISBANE INC.**

An Incorporated Association

ABN 63 635 006 315


**INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2019**

	2019 \$	2018 \$
<b>Income</b>		
<b>Queensland Government Grants:</b>		
Queensland Health	95,046.00	92,615.00
Department of Communities	60,372.09	58,690.62
	<b>155,418.09</b>	151,305.62
<b>Other income:</b>		
Service income	1,520.04	1,466.00
Fundraising	1,723.63	2,725.30
Other income	43,458.20	44,246.66
Interest	2,393.74	5,970.15
National conference and AGM	-	24,831.38
Conference	5,733.05	1,602.62
<b>Total Income</b>	<b>210,246.75</b>	232,147.73
<b>Expense</b>		
Salaries and on costs	214,620.97	200,368.35
Volunteer costs	1,717.09	3,227.24
Overheads	5,560.71	5,485.84
Service costs	3,193.22	5,161.12
Office and building equipment	-	5.68
Administration	18,642.59	27,766.63
Staff	358.84	256.34
Equipment	507.27	658.00
Fundraising	7,367.45	9,458.10
Special projects	7,955.49	2,604.88
National conference	8,415.36	19,077.27
Association expenses	9,278.86	11,572.52
<b>Total Expense</b>	<b>277,617.85</b>	285,641.97
<b>Net Deficit</b>	<b>(67,371.10)</b>	(53,494.24)
Income tax expense	-	-
<b>Deficit Attributable to Members</b>	<b>(67,371.10)</b>	(53,494.24)

The accompanying notes form part of these financial statements.

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**BETTER HEARING AUSTRALIA BRISBANE INC.**

An Incorporated Association

ABN 63 635 006 315


**BALANCE SHEET AS AT 30 JUNE 2019**

	2019 \$	2018 \$
<b>CURRENT ASSETS</b>		
Petty cash	300.00	300.00
Bank of Queensland - operating	25,221.52	24,369.02
Bank of Queensland - gift	2,053.82	2,455.12
Bank of Queensland - Web savings	18,488.46	49,904.33
Bank of Queensland - Investment	89,061.55	117,430.71
Bank of Queensland - Bursary	12,883.82	14,229.41
Bank of Queensland - Visa	1,792.98	1,382.08
<b>Total Current Assets</b>	<b>149,802.15</b>	<b>210,070.67</b>
<b>NON-CURRENT ASSETS</b>		
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)
	-	-
<b>Total Non-Current Assets</b>	<b>1,065,000.00</b>	<b>1,065,000.00</b>
<b>TOTAL ASSETS</b>	<b>1,214,802.15</b>	<b>1,275,070.67</b>
<b>CURRENT LIABILITIES</b>		
Provision for employee entitlements	27,278.87	18,125.43
Grant received in advance - Dept Communities	-	80.00
Grant received in advance - Qld Health	-	23.71
PAYG payable	8,748.00	8,734.00
GST payable	2,258.85	4,220.00
<b>Total Current Liabilities</b>	<b>38,285.72</b>	<b>31,183.14</b>
<b>NET ASSETS</b>	<b>1,176,516.43</b>	<b>1,243,887.53</b>
<b>EQUITY</b>		
Accumulated surplus	448,906.53	502,400.77
Current year deficit	(67,371.10)	(53,494.24)
	381,535.43	448,906.53
Asset revaluation reserve	794,981.00	794,981.00
<b>Total Equity</b>	<b>1,176,516.43</b>	<b>1,243,887.53</b>

The accompanying notes form part of these financial statements.

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## BETTER HEARING AUSTRALIA BRISBANE INC.

*An Incorporated Association*

*ABN 63 635 006 315*



### NOTES TO THE FINANCIAL STATEMENTS

#### NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared to satisfy the financial reporting requirements of the Associations Incorporation Act Queensland 1981.

In the opinion of those charged with governance, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored to satisfy all their information needs.

The financial report has been prepared on an accruals basis and is based on historic costs and does not consider 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.



**BETTER HEARING AUSTRALIA BRISBANE INC.**

*An Incorporated Association*

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BETTER  
HEARING  
AUSTRALIA

**STATEMENT BY MEMBERS OF COMMITTEE  
FOR THE YEAR ENDED 30 JUNE 2019**

**Responsible Persons Declaration.**

*Per section 60.15 of the Australian Charities and Non-for-Profits Commission Regulation 2013.*

1. the association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purpose of complying with the Australian Charities and Non-for-Profits Commission Act 2012 and regulations;
2. the attached financial statements and notes thereto give a true and fair view of the association's financial position as at 30 June 2019 and of its performance for the financial year ended on that date;
3. there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable;
4. the financial statements and notes satisfy the requirements of the Associations Incorporation Act 1981 and regulations; and
5. the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and regulations.

*Signed in accordance with subsection 60.15(2) of the Australian Charities and Non-for-Profits Commission Regulation 2013.*

  
\_\_\_\_\_  
Chairperson

Dated this 6 day of September 2019.



## **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**

##### **Opinion**

We have audited the financial report of the **Better Hearing Australia Brisbane Incorporated** which comprises the statement of income and expenditure and the balance sheet as at the **30<sup>th</sup> June 2019**, the notes to the financial statement, including a summary of significant accounting policies, and the Statement by the Members of the Committee.

In our opinion the financial report of the **Better Hearing Australia Brisbane Incorporated** has been prepared in accordance with Associations Constitution, including;

1. giving a true and fair view of the association's financial position as at **30<sup>th</sup> June 2019** and of its performance for the year ended on that date;
2. complying with polices to the extent described in Note 1, and the Associations Incorporation Act 1981 and regulations; and
3. complying with the Australian Charities and Not-for-Profits Commission Act 2012 and regulations.

##### **Basis for opinion**

We conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial report section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia, and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

##### **Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist for the purpose of fulfilling the Association's financial reporting responsibilities under the Associations Incorporation Act 1981 and the Australian Charities and Not-for-Profits Commission Act 2012 and regulations. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

##### **Responsibilities of Management and Those Charged with Governance for the Financial Report**

Management is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 1981, Australian Charities and Not-for-Profits Commission Act 2012 and to meet the needs of the members. The management's responsibility also includes such internal controls as the officers determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

Management are responsible for overseeing the Association's financial reporting process.

**BETTER HEARING AUSTRALIA BRISBANE INC.**

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**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report. A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx> This description forms part of our auditor's report.

**Independence**

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



Jason O'Connor CA  
Registered Company Auditor (No. 353931)

Liability limited by a scheme approved under Professional Standards Legislation

Dated this 10<sup>th</sup> day of September 2019.

**Jason O'Connor B. Com CA**

PO Box 3361  
WARNER QLD 4500

Telephone: (07) 3048 5727

Mobile: 0402 32 7773

Email: auditor@joconnorptyltd.com.au

Web: www.joconnorptyltd.com.au

## Appointment of Directors

The following people have nominated for directors for the following year, they are listed in alphabetical order by first name.

Please note this list only includes those who nominated prior to the report being printed, as per section 11 of the constitution, nominations can be accepted from the floor at the meeting.



Carol-Anne Greensill

I wish to nominate for the position of President on the Board of Better Hearing Australia Brisbane Inc for the following year, 2019-2020. I have been a member of Better Hearing Australia for 18 years and served on the Board as Treasurer for 4 years and now in my sixth year as President.

I personally understand the needs of the hearing-impaired community as I have been part of the community for many years and as a double Cochlear implantee for over 9 years. I wish to continue in my role in order to ensure the best possible long-term future for Better Hearing Australia Brisbane, including our Support Groups: Brisbane North, Logan and Redlands.

The challenges facing Better Hearing Australia and all Not for Profits still remain unchanged and I will do my utmost as part of a dedicated Board to ensure that we continue to provide services and support that will improve the lives of people with hearing loss well into the future.



Jared Norris

I would like to nominate to continue as a member of the Better Hearing Australia Brisbane Board for 2019/20. Over the last 12 months I have seen the signs of progress made by the board towards achieving financial self-sustainment and I would like to continue assisting with this goal.

I am currently a senior strategy consultant with the Nous Group in Brisbane. I have extensive operational leadership, business improvement and strategic planning skills. I have worked in both the private and not for profit sectors in industries such as health and safety, finance and consulting.

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Jessica Sharp

Hello! During my first year serving Better Hearing Australia (Brisbane), I witnessed the perseverance of the organisation and board towards growing a future where hearing loss is not a barrier to full enjoyment and participation – in our families, communities and workplaces. I am proud to have contributed to this journey and seek to continue on the Board of Directors.

I bring a frank and fearless approach to help provide services that meet the needs of members and the community, now and into the future. I offer a range of skills from engaging with people and government, project delivery and strategy development. My lived experiences with lip reading, captions, hearing aids, FM system and support networks underpin my passion for creating accessible communications and environments for everyone.



Michael Blewer

Since joining Better Hearing Australia, I have observed a passionate group of people doing their utmost to make a difference to the lives of people with hearing impairments. My family has been impacted by hearing loss and I have seen first-hand how debilitating it can be.

I have also seen how liberating it can be to receive hearing aids and training based on sound principles delivered by people with genuine care. I believe I can contribute to the operational and strategic management of this institution. For these reasons, I would be humbled should Better Hearing Australia Brisbane Inc. elect to extend my time on the board of directors.



Tania Hagelberg

I wish to nominate to continue as a member of the Better Hearing Australia board for 2019-2020, to help BHA transition to a self-funded organisation and continue to grow. I also wish to assist BHA to provide important information, education and support for people with a hearing impairment, their families, friends and colleagues as well as raise funds.

It is also a strong position to provide education and awareness for the public and organisations to assist them to meet the needs of people with a hearing impairment.

As a person with a hearing impairment I can provide firsthand knowledge and experience to assist others in my situation. My work in the Queensland Government managing training and employment programs for people with a disability can assist Better Hearing Australia to understand the emerging whole of life issues relating to people with a disability, including those who are Deaf and hearing impaired and offer relevant services into the future.



## Special Business

### Special Mentions

The board would like to thank those board members who have contributed to Better Hearing Australia Brisbane Inc over the past 12 months.

#### Retiring Board Members



Better Hearing Australia Brisbane would like to thank Andy Clifford, a retiring board member, for his service.

He has been involved with Better hearing Australia Brisbane since March 2018. His marketing and advertising skills have been of great benefit to Better Hearing Australia Brisbane. He has brought strategic and creative business thinking that has helped shape our future direction and contributed to the success of Better Hearing Australia Brisbane.

### Honorary Life Membership

The President would like to move a motion to vote on admitting the following members as honorary life memberships for significant and sustained contributions to Better Hearing Australia Brisbane Inc over many years:

- Jill & Peter Lindley