



**BETTER HEARING AUSTRALIA  
BRISBANE INC**

**2020 Annual General Meeting**

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# Better Hearing Australia Brisbane Inc

## Agenda – 74<sup>th</sup> Annual General Meeting 2020

<b>Date</b>	Tuesday, 15 <sup>th</sup> December
<b>Time</b>	4:30pm
<b>Place</b>	*on-line meeting*
<b>Video Conference details</b>	A link to join the remote video conference will be provided on the day

<b>Item</b>	<b>Description</b>	<b>Responsible</b>	<b>Page</b>
1	Welcome & Introductions	President	
2	Attendance, apologies, admission of proxy votes and confirmation of quorum	Secretary	
3	Acceptance of minutes of the 73 <sup>rd</sup> Annual General Meeting on 28 <sup>th</sup> September 2019	President	3.
4	Annual Reports for 2019/20 <ul style="list-style-type: none"><li>• President</li><li>• Business Manager</li><li>• Treasurer</li></ul>	President Business Manager Treasurer	6. 8. 11.
5	Group Reports for 2019/20 <ul style="list-style-type: none"><li>• Brisbane North</li><li>• Logan</li><li>• Redlands</li></ul>	Brisbane North Logan Redlands	12.
6	Acceptance of annual reports	President	
7	Audited financial statements	Treasurer	13.
8	Acceptance of audited financial statements	Treasurer	
9	Appointment of auditor for 2020/21	President	
10	Other business from the floor	President	
11	Appointment of Directors	President	20.
12	Special business <ul style="list-style-type: none"><li>• Special Mentions</li><li>• Honorary Life Memberships</li></ul>	President	22.
13	Close	President	

# Better Hearing Australia Brisbane Inc.

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## Draft Minutes – 73<sup>rd</sup> Annual General Meeting 10.30AM 28<sup>th</sup> September 2019

### 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:

Peter Lindley, Jill Lindley, Carol-Anne Greensill, Jared Norris, Michael Blewer, Tania Hagelberg, Jessica Sharp, Carlie Armitage.

**Apologies and admission of valid proxy votes:** Geoffrey Greensill, Gail Heffernan, Janet Kable, Brian Kable, Arthur McKee, Jean Day.

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 72<sup>nd</sup> Annual General Meeting

72<sup>nd</sup> Annual General Meeting held on the 25<sup>th</sup> August 2018 were presented to be reviewed.

Acceptance of the report was moved by Jared Norris, seconded by Michael Blewer 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 person to the membership

#### 5.1 Brisbane North

#### 5.2 Redlands

### 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

Acceptant of the audited financial statements was moved by Michael Blewer, seconded by Tanya Hagelberg and the motion was carried without dissent.

## 9. Appointment of auditor for 2019/20

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.

Peter Lindley provided an overview of an article he wrote about his experience as a patient in hospital with a hearing impairment. It called for awareness for all hospital staff and improved training for care providers to better understand the needs of hearing impaired patients in the hospital system.

Jess Sharp raised the awareness of the upcoming change in the National Relay Service resulting in the likely removal of CapTel services and its impact on CapTel users. A general discussion was had on ways to raise awareness of the issue as members present were concerned about the impact of its removal.

## 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 – Jared Norris seconded the nomination

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

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

Nomination – Michael Blewer nominated Jess Sharp for Vice for President – Jess Sharp accepted the nomination

Seconded – Jared Norris 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 – Carol-Anne Greensill 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 – Jess Sharp seconded the nomination

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

**Position of Ordinary Board Members** – only one nomination was received

Nomination – Tania Hagelberg nominated herself for Ordinary Board Member

Seconded – Michael Blewer seconded the nomination

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

*The Secretary noted that section 11.03 of the constitution required a minimum of 6 board members (and no more than 10). As only 5 nominations were received, he recommended the board use its powers in section 13.01 to identify and appoint an eligible member of the associate to fill the vacancy.*

## **12. Special Business**

### **12.1 Special Mentions**

The board provided special mention to Andy Clifford, a retiring board member. Andy's hard work and contributions have been appreciated by the board and Better Hearing Australia Brisbane.

### **12.2 Honourary Life Memberships**

In recognition of significant and sustained contributions the President moved a motion to admit Jill & Peter Lindley as life members of Better Hearing Australia, Brisbane.

Both recipients were presented a certificate by the President and provided short commentary of thanks

## **13. Close**

The meeting was closed at 11.30am by Carol-Anne Greensill

## President's Annual Report – 2020

Dear Members,

My AGM report last year stated that the year had been a year of many challenges but little did we know what was to eventuate in the following year.

It was a very sad time when we sold the building in West End and moved out on the 18th November, 2019 and into our new location at: The Bower, Stones Corner. We will all have many happy memories from our time at West End and I know I will never forget the support and friendship that I gained from the moment that I started speech reading classes and then eventually joining the Board in order to support others in the community. Members need to be assured that wherever BHA is located we will continue to provide the services required by the hearing impaired and general community.

Our Pre COVID -19 services:

- Information, referral and Advocacy
- Hearing Loss Management & Speech Reading class on a Tuesday evening: 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 – Active Communication Program
- In the Loop: Portable Loop Hire
- Assistive Listening Devices for sale
- Tinnitus support: including one on one support. Tea for Tinnitus events.
- Hearing Access Program: Joint initiative between BHA, Brisbane and Clarity Hearing + Balance, providing low cost hearing aid access for people in need.
- Hearing Loss Support Groups: Brisbane North, Logan and Redlands
- The Age Friendly Communities Project has progress well and will be reported on in the Business Manager's report.
- Advocacy: QLD Rail Accessibility Reference Group, New Generation Rolling stock Project Working Group, TMR: QDN, Smart Ticketing Project and the Cross River Rail Project Group.

Post COVID-19 services:

- All services requiring face to face contact have had to cease which has been very difficult for everyone concerned.
- Information and referral services have continued via the BHA office with staff working from home.
- All Advocacy has continued on line via Zoom and Teams meetings with captioning provided.

We were just starting to think we may be able to have staff back at work but with a new spike in infections, it is a wait and see what the future holds.

All members and our wider community will be kept in touch regarding the recommencement of our services.

I would like to thank our very hard working staff, Business Manager, Tony Whelan, Assistant and Receptionist, Gail Heffernan and Bookkeeper, Lucy Blewer who have had to deal with ever changing and isolating COVID-19 situations. Gail has been sending out absolutely wonderful weekly updates and information to keep members from feeling too isolated.

Also, my sincere thanks for their ongoing work and dedication goes to the Board members:

Vice President: Jessica Sharp, Secretary: Jared Norris, Treasurer: Michael Blewer, and Members: Tania Hagelberg, and David Allen who are working to ensure that Better Hearing Australia, Brisbane has a long term future servicing the hearing impaired community, family and friends.

I hope all members and your family and friends have been safe and well at this very isolating time. Please keep in touch with any concerns that you may have at this difficult time.

Carol-Anne Greensill



## Business Manager’s Annual Report - 2020

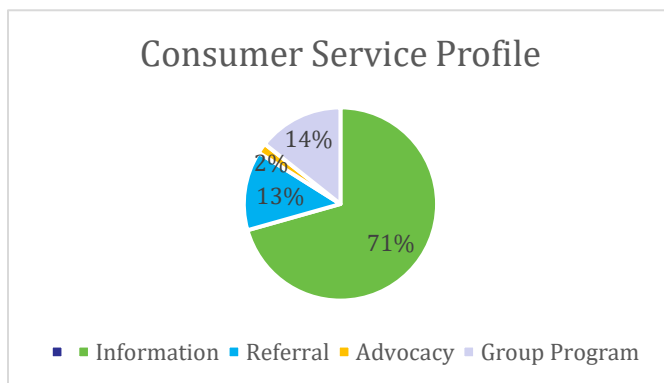
There’s a lot been said about the year 2020 and it has certainly been an interesting one for BHA Brisbane. Like many organisations, the impact of Covid-19 has necessitated changing the way we work and adapting to the many challenges of delivering community-based services during a global pandemic. The difficult decisions of shutting down place-based support programs; transitioning our small team of dedicated staff to remote working arrangements; ceasing all volunteer-led activities; and placing on hold our community support groups have all had to be made. But the year has not been without its achievements and progress.

### Advocacy Support & Connection

Despite the impact of Covid-19, our Advocacy, Support and Connection service was still able to reach over 900 consumers and deliver more than 1100 service outputs throughout the year.

The consumer service profile shows the provision of hearing loss related information continues to be our most sought-after service.

As always, we are grateful to the Queensland Government for its ongoing support.



### Financial Viability

In late 2019 BHA Brisbane made the bold decision to sell off its major asset and leave the West End property we have called home for the past 20 years. Securing much needed cash reserves and freeing up important investment potential ensures the organisation’s financial viability as we continue to invest in service enhancements and alternative income streams.

Our new serviced office at ‘The Bower’ in Stones Corner now serves as the administrative centre with all place-based services being delivered in community settings.

### Mission and Strategy

Partnering with consultancy firm, Nous Group last year saw us complete a comprehensive stakeholder engagement process that helped refine our strategic priorities. Being ‘sustainably mission centred’ was the driving theme behind a strong ‘business to business’ strategy to generate alternative income whilst continuing to deliver individual consumer support services.



## Business Support Services

BUSINESS SUPPORT SERVICES  
 BHA Workplace Assessments  
 BHA Workplace Education & Training



**One in six Australians** suffer from some form of hearing loss

**How is hearing loss affecting your business?**

The **financial cost of hearing loss** to the Australian economy is estimated at **almost \$16B annually** with more than \$12B being attributed to lost productivity in the workplace.

Better Hearing Australia's Workplace Business Support Programs will support your business address hearing loss issues in your workplace.

See over for details...



### Workplace Education & Training

Repackaging our Workplace Education & Training program as part of a comprehensive suite of Business Support Services is a continuation of business capability enhancements already underway in 2019.



**H Habits**  
 Practice good verbal communication habits

**E Empathise**  
 Understand the challenges someone with hearing loss faces

**A Adjust**  
 Be proactive and adjust to the situation around you

**R Reinforce**  
 Reinforce verbal communication with visual aids

**Good communication here begins with H.E.A.R.**

**hear here**

A Better Hearing Australia (BHA) Program with Redland City Council Supported by Queensland Government

### E-Learning Training Modules

Further enhancements to our Business Support Services include the development of on-line training programs. Following a successful 'Age Friendly Communities' grant received last year, BHA Brisbane has partnered with a number of organisations to develop an e-learning training module to support customer facing roles in local council facilities to better meet the needs of older residents with hearing loss. The 'HEAR Here' workplace training project is on track to launch with the Redlands City Council in late 2020 with other local government authorities to follow in 2021.

This is a key initiative in BHA Brisbane's 'B2B' strategy with additional training modules already in development. We once again thank the Queensland Government for supporting this project.



#### Loop Me Hearing Augmentation Systems

'In the Loop', BHA Brisbane's hearing augmentation system design, sales and leasing service has also rebranded this year. Now known as 'Loop Me', this service operates as a commercial enterprise aimed primarily at supporting business, industry and government. Although heavily impacted by Covid-19 this year, Loop Me promotes best practise in accessible communication through the provision of permanent and temporary hearing augmentation solutions. A range of personal assistive listening equipment is also available for sale and hire.

A dedicated website for this stand-alone service has also been commissioned.

Despite the reduction in some service offerings and the challenges of operating in an increasingly 'remote world', BHA Brisbane has continued to play a strong advocacy role in the community. Advising state government authorities on accessible transport; providing consulting and project support to state-based health departments; and participating in the review of the Federal Health Department's Hearing Services Program are just some examples. I would like to personally acknowledge our volunteer consumer advocates whose contribution to these activities is invaluable.

Many of our partner organisations have also been heavily impacted by Covid-19 this year and we acknowledge their challenges along with our own and those of the consumers we have continued to support. Likewise, the members and volunteers who support our organisation, without whom we would not be able to do the work we do. Lastly, I would like to acknowledge BHA Brisbane's small but dedicated workforce and our volunteer board of directors. their unwavering commitment and support is much appreciated.

Tony Whelan

## Treasurer's Annual Report – 2020

In late 2019, BHA Brisbane sold the building in Vulture St, West End. This necessary step has released the cash locked up in the asset and has established a secure financial position for the foreseeable future and this is highlighted on the end of financial year 20 Balance Sheet.

Whilst achieving what we knew was necessary, it is not a cure all. We know that the Department of Community Services (DOCS) funding has now ceased and we will no longer generate a rental income from the apartment let out as part of the building. The rental income has been partially offset by interest earned but with historically low interest rates and the requirement to slowly draw down on these funds, the offset will be marginal and not an enduring prospect.

To highlight the effect of these changes, I have recently set the budget for this current financial year and it estimates a shortfall of almost \$75,000. Compare to the year prior, this is an increase of approximately \$30,000.

The next chapter of BHA Brisbane must be to continue the drive for financial independence through measured and properly executed initiatives. Whilst the major government contributor is still committed through to at least the end of June 2022, there is no guarantee of an extension from then. Should that eventuate and nothing else changes, it would simply accelerate the outgoings at a faster pace than currently predicted.

On a positive note, our short to mid-term prospects are positive. We are now in a position where we can use our favourable cash position to make the necessary steps to independence mentioned earlier. This will not be easy in an environment dominated by circumstances outside of our control. Donations will be more difficult to obtain and no doubt government bodies will be expected to play their part in reigning in the spend of the public purse.

Regardless, there is a critical need for the likes of organisations such as BHA Brisbane and I have no doubt, we will be here for the long term, providing services that benefit all our members and the community at large.

Michael Blewer

## Group Annual Reports 2020

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

### **LOGAN HEARING IMPAIRED SUPPORT GROUP AGM REPORT 2020**

The Logan group meet on the first Saturday of the month at the Logan North Library at Underwood. The group have been very fortunate to have access to a meeting room at no cost to the group. The Librarian and staff have always been very supportive and helpful.

September, October and November 2019 meetings were held at the Library. We have had discussions on hearing, hearing loss, communication, coping strategies, plans for future meetings and welcomed some new people to the group.

December 2019 we had our Christmas Lunch at the Lucky Star Tavern at Sunnybank Hills. We were a little disappointed that only a small number attended. We had a great time and enjoyed our lunch.

February 2020 meeting was at the Library. Peter Massey organised a speaker to talk about tinnitus for the March meeting. We also held a discussion on the future of the group. Would we have formal meetings at the Library still or have social morning tea meet ups at local cafes, picnic grounds etc.

March 2020-Due to very low numbers who indicated they would attend, this meeting was cancelled.

A letter was sent out to the group as well as people that had not attended for a while asking if they would like to meet at a local café in April for a social event. There was some interest in having social outings instead of formal meetings.

Due to COVID-19 this had to be cancelled.

We will organize support group get togethers as soon as restrictions are lifted and it is safe to do so.

Peter had indicated he would like to step down as facilitator of the Logan Support Group due to his health, but would still like to be involved when he can.

Peter Massey has been facilitator for the Logan Group for many years.

We would like to thank Peter for his dedication and hard work running the Logan Support Group.

Peter Massey

Tania Hagelberg

Gail Heffernan





# Financial Statements & Auditors Report – 30 June 2020

**BETTER HEARING AUSTRALIA BRISBANE INC.**

*An Incorporated Association*

ABN 63 635 006 315



## FINANCIAL STATEMENTS 30 JUNE 2020

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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 2020**

	2020 \$	2019 \$
<b>Income</b>		
<b>Queensland Government Grants:</b>		
Queensland Health	97,719.00	95,046.00
Department of Communities	113,625.00	60,372.09
	<b>211,344.00</b>	<b>155,418.09</b>
<b>Other income:</b>		
Service income	8,574.77	1,520.04
Fundraising	16.00	1,723.63
Other income	21,902.65	43,458.20
Interest	4,140.01	2,393.74
Cash flow boost	13,816.00	-
Conference	-	5,733.05
<b>Total Income</b>	<b>259,793.43</b>	<b>210,246.75</b>
<b>Expense</b>		
Administration	22,310.24	19,149.86
Association expenses	-	9,278.86
Consultancy fees	31,087.12	-
Fundraising	3,990.00	7,367.45
National conference	-	8,415.36
Overheads	4,173.83	5,560.71
Salaries and on costs	206,054.08	214,620.97
Service costs	2,434.59	3,193.22
Special projects	63.15	7,955.49
Staff costs	2,017.75	358.84
Volunteer costs	2,243.00	1,717.09
<b>Total Expense</b>	<b>274,373.76</b>	<b>277,617.85</b>
<b>Net Deficit</b>	<b>(14,580.33)</b>	<b>(67,371.10)</b>
Income tax expense	-	-
<b>Deficit Attributable to Members</b>	<b>(14,580.33)</b>	<b>(67,371.10)</b>

The accompanying notes form part of these financial statements.

Page 1

**BETTER HEARING AUSTRALIA BRISBANE INC.**

An Incorporated Association

ABN 63 635 006 315



**BALANCE SHEET AS AT 30 JUNE 2020**

	2020 \$	2019 \$
<b>CURRENT ASSETS</b>		
Petty cash	300.00	300.00
Bank of Queensland - operating	37,872.90	25,221.52
Bank of Queensland - gift	544.12	2,053.82
Bank of Queensland - Web savings	104,980.18	18,488.46
Bank of Queensland - Investment	900,000.00	89,061.55
Bank of Queensland - Bursary	12,945.34	12,883.82
Bank of Queensland - Visa	1,399.32	1,792.98
Accounts receivable	5,665.00	-
<b>Total Current Assets</b>	<b>1,063,706.86</b>	<b>149,802.15</b>
<b>NON-CURRENT ASSETS</b>		
Bond deposit	2,420.00	-
Land and building at committee valuation	-	1,065,000.00
Plant and equipment at cost	1,544.55	73,835.00
Less accumulated depreciation	(53.81)	(73,835.00)
	<b>1,490.74</b>	-
<b>Total Non-Current Assets</b>	<b>3,910.74</b>	<b>1,065,000.00</b>
<b>TOTAL ASSETS</b>	<b>1,067,617.60</b>	<b>1,214,802.15</b>
<b>CURRENT LIABILITIES</b>		
Provision for employee entitlements	37,248.37	27,278.87
Accounts payable	806.98	-
Superannuation payable	8,026.06	-
PAYG payable	2,512.00	8,748.00
GST payable	3,605.17	2,258.85
<b>Total Current Liabilities</b>	<b>52,198.58</b>	<b>38,285.72</b>
<b>NET ASSETS</b>	<b>1,015,419.02</b>	<b>1,176,516.43</b>
<b>EQUITY</b>		
Accumulated surplus	381,535.43	448,906.53
Transfer of asset revaluation reserve	648,463.92	-
Current year surplus	(14,580.33)	(67,371.10)
	<b>1,015,419.02</b>	<b>381,535.43</b>
Asset revaluation reserve	-	794,981.00
<b>Total Equity</b>	<b>1,015,419.02</b>	<b>1,176,516.43</b>

The accompanying notes form part of these financial statements.



## **BETTER HEARING AUSTRALIA BRISBANE INC.**

*An Incorporated Association*

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### **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  
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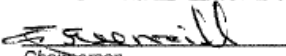
**STATEMENT BY MEMBERS OF COMMITTEE  
FOR THE YEAR ENDED 30 JUNE 2020**

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 of 30 June 2020 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.*

Carol-Anne GREENSILL  
  
Chairperson

Dated this

4<sup>th</sup> day of September 2020.



## **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 2020**, 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 of **30<sup>th</sup> June 2020** 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 8<sup>th</sup> day of September 2020.*

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

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## 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.



Christine Stevenson

Christine has worked in banking, health and not for profit membership organisations since arriving in Australia in 1985. Seven years ago she made the move north from Melbourne. She now considers Brisbane home and is involved in a number of community projects in and around Brisbane.

Christine brings business knowledge and NFP Board experience to Better Hearing Australia and is excited about at the prospect of assisting the company negotiate future challenges.





Jared Norris

I would like to nominate to continue as a member of the Better Hearing Australia Brisbane Board for 2020/21. Over the last 12 months I have been encouraged by the progress made by Better Hearing Australia Brisbane 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.



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.

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## Special Business

### Honorary Membership

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

- Cheryl Selvage (volunteer group convenor / tutor)