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BETTER HEARING AUSTRALIA BRISBANE INC

2021 Annual General Meeting

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Better Hearing Australia Brisbane Inc

Agenda – 75th Annual General Meeting 2021

Date	Wednesday 3 rd November 2021
Time	4:30pm
Place	Brisbane Square Library, 266 George Street, Brisbane Community Meeting Room *Captioning provided*
Video Conference details	A link to join the remote video conference will be provided on the day

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 75 th Annual General Meeting on 15 th December 2020	President	3.
4	Annual Reports for 2020/21 <ul style="list-style-type: none">• President• Business Manager• Treasurer	President Business Manager Treasurer	6. 7. 11.
6	Acceptance of annual reports	President	
7	Audited financial statements	Treasurer	12.
8	Acceptance of audited financial statements	Treasurer	
9	Appointment of auditor for 2020/21	President	
10	Appointment of Directors	President	19.
11	Special Resolutions	President	22.
12	Other business from the floor	President	
13	Close	President	

Better Hearing Australia Brisbane Inc.

Draft Minutes – 74th Annual General Meeting

4.40PM 15th December 2020

1. Welcome and introductions

The President (Carol-Anne Greensill) welcomed attendees and confirmed that all attendees had access to the video-link platform and real-time captioning was available to the level required for all attendees.

2. Attendance and apologies

Member attendees:

Carol-Anne Greensill, Jared Norris, Michael Blewer, Tania Hagelberg, David Allen, Christine Stevenson, Janet Siljock, Jessica Sharp, Andrew Sharp,

Staff attendees:

Tony Whelan

Apologies and admission of valid proxy votes: Geoffrey Greensill, Gail Heffernan, Janet Kable, Brian Kable, Peter Lindley, Jill Lindley, Vallery Wigzell, Lorraine Roberts

The President confirmed that this represented a quorum as per the requirements of the constitution.

3. Acceptance of the minutes of the 73rd Annual General Meeting

73rd Annual General Meeting held on the 28th September, 2019 were presented to be reviewed.

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

4. Annual Reports

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

4.1 President's Report

Carol-Anne Greensill presented a brief overview of the President's report

4.2 Business Manager's Report

Tony Whelan presented a brief overview of the Business Manager's report and acknowledged the work of the small but dedicated team at BHA Brisbane,

4.3 Treasurer's Report

Michael Blewer presented a brief overview of the Treasurer's report

5. Group Reports

5.1 Brisbane North Hearing Loss Support Group

Carol-Anne Greensill provided a brief overview of the Brisbane North report

5.2 Logan Hearing Loss Support Group

Tania Hagelberg provided a brief overview of the Logan report

5.3 Redlands Hearing Loss Support Group

No report for the Redlands Hearing Loss Support Group tabled

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 Michael Blewer and the motion was carried without dissent.

7. Audited financial statements

Michael Blewer presented audited financial statements.

(discussion held)

8. Acceptance of audited financial statements

Acceptant of the audited financial statements was moved by Michael Blewer, seconded by Carol-Anne Greensill 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 Tania Hagelberg and the motion was carried without dissent.

10. Other business from the floor

Financial regulatory changes in 2021

Budget projections

Board composition and tenure

Advocacy

(discussions held)

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 – Gail Heffernan nominated Carol-Anne Greensill for President

Seconded – Geoff Greensill seconded the nomination

The nomination was passed by the membership with two abstentions

Position of Treasurer – only one nomination received

Nomination – Gail Heffernan nominated Michael Blewer for Treasurer

Seconded – Carol-Anne Greensill seconded the nomination

The nomination was passed by the membership with two abstentions

Position of Ordinary Board Members – 3 nominations received

Nomination – Gail Heffernan nominated Jared Norris for Ordinary Board Member

Seconded – Carol-Anne Greensill seconded the nomination

The nomination was passed by the membership with two abstentions

Nomination – Gail Heffernan nominated Tania Hagelberg for Ordinary Board Member

Seconded – Carol-Anne Greensill seconded the nomination

The nomination was passed by the membership with two abstentions

Nomination – Carol-Anne Greensill nominated Christine Stevenson for Ordinary Board Member

Seconded – Tania Hagelberg seconded the nomination

The nomination was passed by the membership with two abstentions

12. Special Business

12.1 Special Mentions

The board provided special mention to previous and retiring board members, Jess Sharp and David Allen whose hard work and contributions have been appreciated by the board and Better Hearing Australia Brisbane.

12.2 Honorary Memberships

In recognition of significant and sustained contribution to the organisation, the President moved a motion to admit Cheryl Selvage as an honorary member of Better Hearing Australia, Brisbane.

The motion was seconded by Tania Hagelberg and carried without dissent.

The President provided a short commentary of thanks

13. Close

The meeting was closed at 6.20pm by Carol-Anne Greensill

President's Annual Report – 2021

Dear Members,

Another year has passed and I hope everyone has coped well with all the challenges of the previous year especially with COVID-19 still impacting on so many lives. I had hoped there would be less challenges than the previous year for BHA, members and the general community but the Board members of BHA will always endeavour to find the best outcomes for the organisation.

I am going to start by thanking the staff: Tony Whelan, Business Manager; Gail Heffernan, Assistant to the Manager and Lucy Blewer, Bookkeeper for their outstanding professionalism and dedication to BHA. All members would be very happy with the wonderful weekly Updates from Gail providing important information and interesting topics. Tony has been working hard on bringing new services to enhance BHA's income stream and much more.

- LoopMe – a hearing augmentation system design, supply and installation.
- Hear Here – an on-line workplace training program developed in partnership with Redland City Council and funded by Queensland Health. The aim is to improve the customer experience by providing hearing loss awareness training to front-line council staff.
- Currently developing additional workplace e-learning modules to improve workplace outcomes for people with hearing loss.

These programs and more will be in the Business Manager's report. This leads into the current proposed change in the organisational governance of BHA from an Incorporated Association to a company limited by guarantee. All members would have received the Member's update explaining the reasons that in order to continue to serve our community to the highest standards we need to be able to deliver services not just in Queensland but nationally and maybe internationally. We need to be as financially independent as possible as future Government funding is not always guaranteed. The Brisbane Board and Management have gone to great lengths to ensure that BHA has the best possible governance for the organisation. To assist us we engaged CRH Law who have experience in this area and they provided advice to the Board about the best practise governance arrangements that would suit our growing organisational needs.

Hearing Loss Support Groups: Logan and Redlands continue to provide much needed information and social interaction. Unfortunately, due to unfortunate circumstances I have been unable to continue with the Brisbane North group but hopefully this may change in the near future. It is only through the dedication of volunteers that the support groups continue to be there for the community.

My sincere thanks go to members of the Board for their ongoing work and dedication to BHA, ensuring that the organisation continues well into the future in order for anyone with hearing loss to have positive outcomes both socially and professionally. The Board has undergone changes since the previous AGM with the loss of Jess Sharp and David Allen and I thank them for their contribution to the Board of BHA. We have been very fortunate to gain the services of new members: Christine Stevenson, Brett Hooper and Oliver Straker who between them bring a wealth of professional skills and along with our long-standing Board members, Michael Blewer, Jared Norris and Tania Hagelberg will continue to ensure the best outcomes for BHA, Brisbane and the community we serve.

Carol-Anne Greensill

Business Manager's Annual Report -2021

Like many organisations adjusting to a 'Covid normal' way of working, we continue to see the impact of the global pandemic on the way we conduct our business and deliver our services. Whilst we have become adept at transitioning to remote working arrangements when required, we have at the same time, seen a downturn in the number of group programs and community-based supports we have been able to provide compared to previous years. We look towards 2022 with some level of optimism that the impact of Covid-19 will continue to decrease and the 'new normal' might start to look a little more normal. As always though, with new challenges come new opportunities and BHA Brisbane has continued to invest in service enhancement to secure its financial viability into the future.

Supporting the expansion of service offerings, particularly into more commercially oriented environments, the Board of Better Hearing Australia Brisbane have recognised the need for more robust governance arrangements. Working with HopgoodGanim Lawyers (formerly CRH Law), the Board are seeking member support to transition the organisation from an Incorporated Association to a Company Limited by Guarantee (the ACNC's preferred structure for charities) and this work is nearing completion. This transition will place the organisation in good stead for the future and support the continued development of new services.

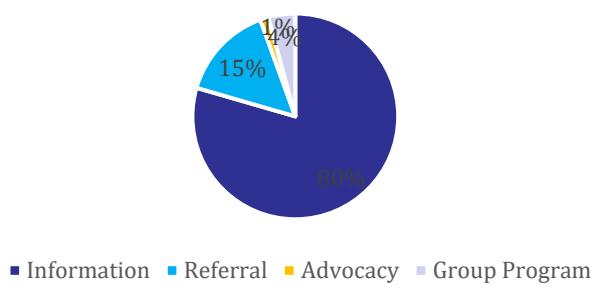
Partnering with business strategy consulting firm, GetCasper has enabled us to deliver on a range of organisational enhancements this year including new websites; multi-level marketing campaigns; and a stronger brand identity for new and existing services. GetCasper have also provided project management support for some of our key workplace training initiatives, particularly in the e-learning space and we look forward to building on this work throughout 2022. If you've noticed a stronger social media presence lately, you will have noticed some of GetCasper's work.



Despite the impact of Covid-19 during the earlier part of the year, particularly on our ability to run group and community-based programs, our *Advocacy, Support and Connection* service was still able to provide more than 800 service outputs throughout the year.

Advocacy Support and Connection provides an information, referral and advocacy service and seeks to keep people connected through community-based support groups and peer connection.

Consumer Service Profile



Group programs also delivered under this service provide a more skills based / learning environment with regular lip-reading and communication skills training courses. As always, we acknowledge the amazing contributions of our volunteers in supporting this work in the community.

**BHA Brisbane acknowledges the Queensland Government for its support of this service.*

Pamela O-Gorman Bursary

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 this 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 we had the great pleasure of awarding not one but two students with the Pam O'Gorman Bursary and we congratulate them both on their success and wish them well in their future endeavours.

Congratulations Molly McQueen

Molly was born profoundly deaf and received cochlear implants at just two years of age. She is currently studying a Master of Clinical Psychology at Griffith University and was able to purchase much needed assistive listening equipment to support her studies and her university placement work.

"It is my honour to have been named one of the recipients for the Pam O'Gorman Bursary. I appreciate it and it is incredibly rewarding that the money will greatly assist me in my studies."

- Molly

Congratulations Sharon McGuire

Sharon is currently studying a Diploma of Nursing at Brisbane TAFE and working towards becoming an Enrolled Nurse. She was able to purchase a digital stethoscope which was considered an essential item given her hearing loss and its application in her studies. Sharon was also able to pay for textbooks and other study-related expenses.

"I am so honored and grateful to have received the news that I have been successful at being awarded the Pamela O'Gorman Bursary. This means so much to me and my future."

- Sharon

Giving our business support services a stronger identity with their own branding and on-line presence this year has always been part of our business to business strategy. It also serves to separate them from our consumer advocacy and support services.



Workplace hearing loss training, resources, audits



Temporary and permanent hearing loop installation



Local council customer service hearing loss training

LoopMe Hearing Augmentation System design and installation

Although heavily impacted by Covid-19 last year, BHA Brisbane's hearing augmentation system design, sales and leasing service now has its own dedicated website to match its individual brand identity. *LoopMe* operates as a social enterprise promoting best practise in accessible communication through the provision of permanent and temporary hearing augmentation solutions. Strengthening our partner relationships this year has seen us deliver a number of large-scale installations and we anticipate this service continuing to grow through 2022.

Hear Here Workplace Training

Designed specifically for local governments, the Hear Here e-learning module is a four-part learning module covering:

- **Hearing loss – the invisible disability:** highlighting the prevalence of hearing loss and how likely it is that local council customers will have issues with hearing.
- **The sound of hearing loss:** putting learners in the shoes of someone with hearing loss so they can empathise with and understand the difficulties some people face.
- **Making a difference:** tips and tricks staff can use to help improve the customer service experience.
- **Technical solutions:** a brief overview of some of the technical solutions councils may have access to help with the hearing experience.

The Hear Here project was completed early in the year and has since been successfully rolled out at Redland City Council. The training package was a finalist in the [LGMA Queensland Awards for Excellence 2021](#) and Redland City Council provided this endorsement:

"Redland City Council was happy to partner with Better Hearing Australia (Brisbane) to develop and pilot the 'Hear Here Council' training to help local government communicate more effectively with people with hearing loss. The training gives officers an understanding of some of the challenges faced by people with hearing loss and provides practical strategies and tools to overcome those challenges. We encourage other government authorities to consider the 'Hear Here training' as well."

- Redland City Council

*BHA Brisbane acknowledges the Queensland Government for its support in developing this service.

Hearing Ready Workplace Training

Repackaging our Workplace Education & Training program as 'Hearing Ready' completes our suite of Business Support Services. Building on our existing work in this space and taking learnings from the development of the Hear Here module, we are well on our way to completing additional industry specific training modules for both place-based and on-line delivery.

In addition to consumer support and business development activity, BHA Brisbane continues to have a strong advocacy role within the community. From consulting and project support with state-based health departments; to supporting university research projects; and advice to state government on accessible transport BHA relies heavily on its volunteer consumer advocates to support this work. I would like to personally thank them for their invaluable contribution.

Lastly, I would like to acknowledge BHA Brisbane's small but dedicated workforce and our volunteer board of directors whose dedication and support is, as always, much appreciated.

Tony Whelan

Treasurer's Annual Report – 2021

The 2021 financial year gave up a number of surprises as we continue to chart a way forward for BHAB to rely less on the public purse and more on the services we are selling and developing.

At 30 June 2020 BHABs balance sheet was valued at \$1.025M. Fast froward a year and the balance sheet sits at \$0.975M – a difference of \$50,000. Given what last year threw at us, at face value this is a commendable outcome given previous years values taken from the end of year balance sheets were larger:

- FY20 - \$175,000 deficit¹
- FY19 - \$58,000

However, similar to FY20, the 2021 finance were obscured by external events and bolstered by additional government payments (job keeper and cashflow boost) at a time where opportunities to run BHAB as usual were not forthcoming. These additional payments totalled just under \$80,000 and had they not been provided, the balance sheet would more than likely now be sitting at around \$0.900M.

It's a sobering thought and one could argue that in a "usual" year, BHAB would have had many more opportunities to sell the services we have committed to deliver. Predicting what may and may not have happened is difficult, particularly during a pandemic, but it is clear that BHAB must realise the commitment we have put into our plans.

We know there is little likelihood of further job keeper type payments and if they did eventuate they would have less of an impact on the bottom line. On top of this, Australia has record low interest rates and where previously, interest generated from our savings provided solid and risk free returns, today's returns are very meagre. A third challenge BHAB face with income is donations. Market uncertainty is a sure-fire way of making normally generous people think twice before donating and this, coupled with less people on the street is also reflected in our profit and loss for the year.

Our only path forward is to continue to deliver and grow services that bear income. That takes time and a commitment from loyal members, staff and the board. Here's hoping for a more predictable FY22 and beyond.

Michael Blewer

¹ Prior to sale of Vulture St property, the value of which may have been overstated

Financial Statements & Auditors Report – 30 June 2021

BETTER HEARING AUSTRALIA BRISBANE INC.
An Incorporated Association

ABN 63 635 006 315



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FINANCIAL STATEMENTS 30 JUNE 2021

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BETTER HEARING AUSTRALIA 
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 2021

	2021	2020
	\$	\$
Income		
Queensland Government Grants:		
Queensland Health	100,040.00	97,719.00
Department of Communities	5,749.00	113,625.00
	105,789.00	211,344.00
Other income:		
Service income	1,143.27	8,574.77
Fundraising	-	16.00
Other income	109,979.41	21,902.65
Interest	10,885.99	4,140.01
Cash flow boost	18,840.00	13,816.00
	246,637.67	259,793.43
Expense		
Administration	13,038.48	22,310.24
Consultancy fees	28,478.89	31,087.12
Fundraising	3,960.00	3,990.00
Overheads	20,604.91	4,173.83
Salaries and on costs	231,139.05	206,054.08
Service costs	3,231.29	2,434.59
Special projects	-	63.15
Staff	223.20	2,017.75
Volunteer costs	1,461.00	2,243.00
	302,136.82	274,373.76
Net Deficit	(55,499.15)	(14,580.33)
Income tax expense	-	-
Deficit Attributable to Members	(55,499.15)	(14,580.33)

BETTER HEARING AUSTRALIA BRISBANE INC.

An Incorporated Association

ABN 63 635 006 315



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BALANCE SHEET AS AT 30 JUNE 2021

	2021	2020
	\$	\$
CURRENT ASSETS		
Petty cash	300.00	300.00
Bank of Queensland - operating	26,717.65	37,872.90
Bank of Queensland - gift	100.10	544.12
Bank of Queensland - Web savings	977,517.70	104,980.18
Bank of Queensland - Investment	-	900,000.00
Bank of Queensland - Bursary	12,963.81	12,945.34
Bank of Queensland - Visa	1,246.56	1,399.32
Accounts receivable	-	5,665.00
Prepaid expenses	939.41	-
Total Current Assets	1,019,785.23	1,063,706.86
NON-CURRENT ASSETS		
Bond deposit	2,420.00	2,420.00
Land and building at committee valuation	-	-
Plant and equipment at cost	1,544.55	1,544.55
Less accumulated depreciation	(285.49)	(53.81)
	1,259.06	1,490.74
Total Non-Current Assets	3,679.06	3,910.74
TOTAL ASSETS	1,023,464.29	1,067,617.60
CURRENT LIABILITIES		
Provision for employee entitlements	51,950.94	37,248.37
Accounts payable	-	806.98
Superannuation payable	8,302.24	8,026.06
PAYG payable	2,450.00	2,512.00
GST payable	841.24	3,605.17
Total Current Liabilities	63,544.42	52,198.58
NET ASSETS	959,919.87	1,015,419.02
EQUITY		
Accumulated surplus	1,015,419.02	381,535.43
Transfer of asset revaluation reserve	-	648,463.92
Current year surplus	(55,499.15)	(14,580.33)
	959,919.87	1,015,419.02
Asset revaluation reserve	-	-
Total Equity	959,919.87	1,015,419.02

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.

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STATEMENT BY MEMBERS OF COMMITTEE FOR THE YEAR ENDED 30 JUNE 2021

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 2021 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

26 / 07 / 2021

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 30th June 2021, 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 30th June 2021 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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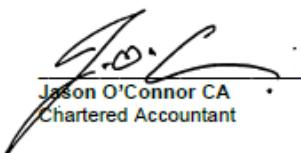


Auditor's Responsibilities for the Audit of the Financial Report

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.ausab.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
Chartered Accountant

Liability limited by a scheme approved under Professional Standards Legislation

29 / 07 / 2021

Jason O'Connor B.Com CA
PO Box 3361
WARNER QLD 4500

Telephone: (07) 3048 5727
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 year, 2021-2022. I have been a member of Better Hearing Australia for 20 years and served on the Board as Treasurer for 4 years and now in my seventh 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 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 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 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 2021/22. 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 2021-2022, 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.



Brett Hooper

I wish to nominate to continue as a member of the Better Hearing Australia board for 2021-2022, to help BHA continue to grow and serve our community.

I want to assist BHA to continue with the education and support for people with a hearing impairment, their families, friends, and colleagues.

As a person with a hearing impairment, I can provide firsthand knowledge and experience to assist others in my situation. My work involves communication with a range of internal and external stakeholders, some with hearing disability's which Better Hearing Australia assists to better understand the issues, including those who are Deaf and hearing impaired and offer relevant services into the future.



Oli Straker

I wish to nominate to continue as a board member of Better Hearing Australia Brisbane for 2021-2022. I have family members with hearing impairments and seeing the effect it can have on their lives - and the lives of those around them, I appreciate the invaluable assistance our organisation provides. I believe my day-to-day work as an investment consultant for not-for-profit organisations can assist BHA, and I look forward to continuing to deliver results for our donors, consumers, and eventual beneficiaries.

Special Resolutions

- A. That an Application be made pursuant to section 106A of the *Associations Incorporation Act 1981* (Qld) to the Chief Executive, Office of Fair Trading for authority to transfer the association's incorporation to a company limited by guarantee under the *Corporations Act 2001* (Cth), part 5B.1.
- B. That the following members of the Management Committee are authorised to make the Application:
 - i. Carol-Anne Greensill (President)
 - ii. Michael Blewer (Treasurer)
 - iii. Jared Norris (Board Member)
- C. That the name under which the association is to be registered under the *Corporations Act 2001* (Cth) will be Better Hearing Australia Brisbane Ltd.
- D. That the Constitution attached to the Notice of Meeting be adopted as the Constitution for Better Hearing Australia Brisbane Ltd.