



# Better Hearing Better Living

Annual Report  
2022-2023

BETTER  
HEARING  
AUSTRALIA



**\$33b**

The estimated cost of hearing loss in Australia.

**1 in 6**

The number of people suffering from hearing loss.

**1 in 5**

The number of people who could benefit from hearing aids who actually use one.

**7 years**

The time it takes someone to address their hearing loss on average.

**50%**

The prevalence of hearing loss in men aged 50+.

**\$6.9b**

The loss in productivity due to hearing loss.

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## Vision

A world where hearing loss does not limit individuals' opportunities, where barriers are removed, and where people with hearing loss can fully participate in all aspects of life with dignity and independence.

## Mission

To promote and advance the hearing health and wellbeing of all Australians impacted by hearing loss and disorders of the ear.

## Values

Empathy

Inclusivity

Collaboration

Education  
and  
Awareness

Advocacy

Excellence

Transparency  
and  
Accountability

## Focus Areas



Enhance our  
Organisational Capability  
Invest in Quality Services  
Build our Community  
Profile and Strategic  
Partnerships



# Almost a million Queenslanders live with some form of hearing loss.

**BHA Brisbane an independent, consumer-driven organisation established to support everyone impacted by hearing loss and disorders of the ear.**

**We are there at every step of their hearing loss journey – from recognition, to treatment, to supporting better hearing and better communication in their everyday lives.**



We gratefully acknowledge the support of our Patron Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland.

Many thanks to Queensland Health and Department of Child Safety, Seniors and Disability Services (DCSSDS)

Better Hearing Australia respectfully acknowledges and recognises Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of the lands, winds and waters where we live, learn and work.



## Foreword from the Business Manager



We've used this tag line quite a bit over the years and it resonates so much we've used it as the title of our 2022/2023 Impact Report.

And when we talk about better hearing, it's not just about individuals improving their hearing with 'better hearing aids', it's about better communication – in all its facets and for everyone, not just those of us with hearing loss.

And when we talk about better living, we're talking about hearing health and our social and emotional wellbeing; about the relationships we are able to build and maintain; our sense of connection to community; and our economic participation.

**BHA Brisbane has evolved from a small group of passionate volunteers in 1947 to being the peak disability and representative body for the Deaf and hard of hearing community in Queensland and it's a privilege to be part of this journey.**

I'm immensely proud of our small, dedicated team and the achievements outlined in this report reflect both their passion and their professionalism.

Equally, our tireless volunteers and community advocates who give up their time and energy so generously to support others in the community and represent the issues and challenges they themselves face every day.

**Hearing loss is the world's most prevalent sensory disability and it's on the rise, affecting as many as one in six Australians. Current research suggests hearing loss will affect one in four of us by 2050 and it's not just the elderly – more and more young people continue to be impacted by hearing loss.**

But with your support, BHA Brisbane will be here for their journey too..

A handwritten signature in blue ink, appearing to read 'Tony Whelan'. The signature is fluid and cursive.

**Tony Whelan**  
Business Manager  
Better Hearing Australia Brisbane

FOCUS AREA ONE

# Enhancing our Organisational Capability



**INC**

**LTD**

## INC to LTD

Better Hearing Australia Brisbane successfully transitioned to a Company Limited by Guarantee, effective as of 31/08/2022.

At the annual general meeting held on 3 November 2021, the members of Better Hearing Australia Brisbane Inc passed special resolutions including to approve “Better Hearing Australia Brisbane Ltd” as the name of the company.





## Queensland Peak Body

In 2022-2023 BHA (Brisbane) was selected as the peak body representing hard of hearing Queenslanders by the Queensland Government.



## Hearing Access Program Clinic Reach

Our partnership with clinics delivering affordable hearing devices to people in need saw excellent clinic growth boosting coverage across the state.

# Growing Our Online Audience

We continue to build our reach and engage with the next generation to experience hearing loss by increasing our presence on social media and building out our website.



**21,800**  
REACHED



**6,900**  
REACHED



**2,696**  
REACHED



**8,058**  
REACHED

# Informative Articles for Our Audience

We continued to invest in research and production of informative articles to keep our audience, and the general public, abreast of sector news and information.



**Hearing Loss and Diabetes: What does the research say?**

**Our Own Worst Enemies in Restaurants**

**Singing and Dementia: How the Sound of Music Helps**

**In Audiology Who Owns What?**



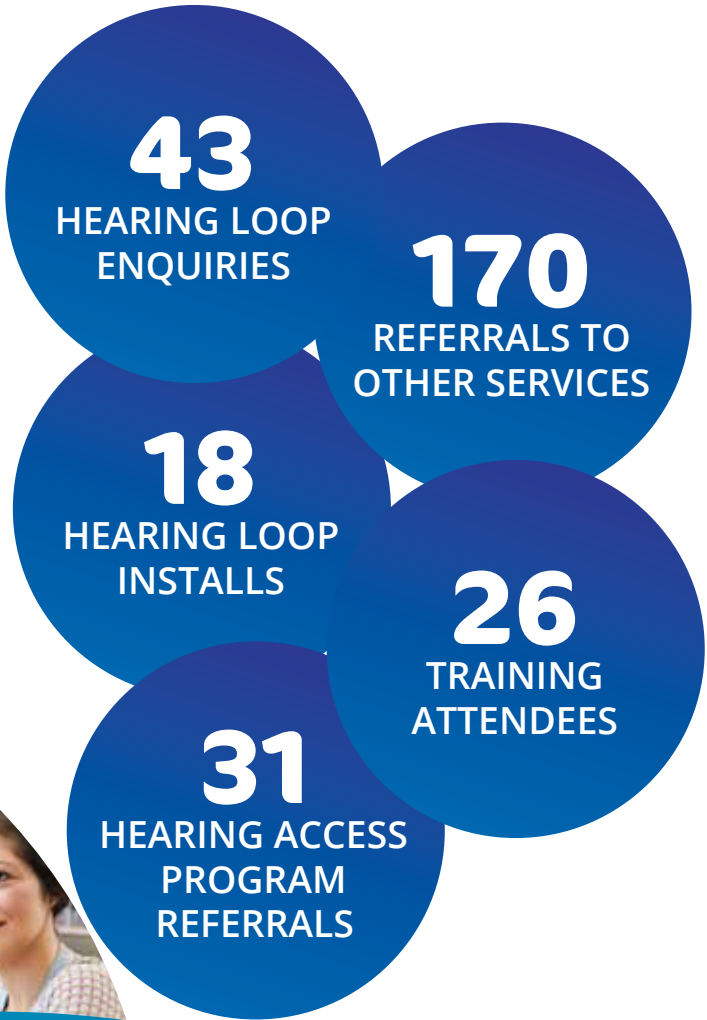
**Singing Hearing Loss from the Rooftops**

**Smoke Alarm Regulations Pose Challenge for People with Hearing Loss**



## Delivering Real Benefits

While we help where we can with advice and advocacy, sometimes the solution can be more hands on — through training, equipment provision, or simply pointing people in the right direction.



## Helping Our Community

At the core of our organisational tenets is to provide help, advice, and referral where possible. It's a challenging environment in which our audience is increasingly seeking advice through online, non-contact means. This led to the development of our Online Help Desk launched in the last quarter of the year.



FOCUS AREA TWO

# Investing in Quality Services



## Increasing Outreach and Representation

The appointment of our own independent audiologist has enhanced our organisational capability and improved our clinical governance processes.

We have also seen a marked increase in outreach service delivery as a direct result of this appointment.

It enhances our standing as a relevant and accurate source of advice and information.

## Online Help Desk Launched

Our new Online Help Desk provides online, self-help access to common questions and concerns from people living with hearing loss.



## Major SmartLoop Rollout Secured

After an extensive trial, Queensland's Transport and Main Roads contracted LoopMe by BHA to deliver SmartLoop Counter Packs ensuring hearing loop access in each of the department's 94 customer service centres.

FOCUS AREA THREE

# Building our Community Profile and Strategic Partnerships



## Embedded at University of Queensland

Reflecting our growing role in academic research, BHA's Business Manager was pleased to accept an Adjunct Senior Lecturer position at the University of Queensland.

# Research Partnerships

We participate in research projects where our experience, knowledge and the wisdom of lived experience can have real impact.

In 2022-2023 we partnered on two multi-year research projects.



## Empowering adults with hearing loss by increasing informed choice, accessibility, and uptake of hearing healthcare

This project, led by Curtin University and funded with \$1,436,994, spans from 2022 to 2025. Its primary goal is to empower adults with hearing loss by increasing their access to informed choices and hearing healthcare. The central element of the project is the development of a tailored online decision aid, which will provide individuals with information on the advantages and disadvantages of various hearing health options. The ultimate objective is to boost the utilisation of hearing healthcare services, thereby enhancing the overall quality of life for adults with hearing loss.



## Improving the psychosocial and emotional well-being of adults with hearing loss through co-designed evidence-based services: ACE2.0

The ACE2.0 project, led by the University of Queensland and funded with \$527,012 over the 2022-2025 period, aims to enhance the psychosocial and emotional well-being of adults with hearing loss. This will be achieved through the development of evidence-based services that are co-designed by community members and researchers. The project centers on creating an innovative education and support program to help adults with hearing loss and their families navigate the everyday communication, social, and emotional challenges they face. The effectiveness of this solution will be assessed through implementation in hearing services across Australia, with the goal of eventually making it accessible to all Australians with hearing loss.

# From Hearing Loss to Advocacy: Trevor's Story

**There is no greater testament to BHA's impact than the stories of the people who come to us for help — and end up being our biggest advocates.**

Meet Trevor, a seasoned veteran in the world of hearing loss, whose journey spans almost two decades, marked by challenges, self-discovery, and a deep commitment to advocating for change.

Like many on their own hearing loss journey, Trevor's journey is one of resilience, frustration, and a relentless pursuit of solutions in the face of an often misunderstood condition.

It is nearly 20 years ago, when Trevor first embarked on his hearing loss journey. The journey was prompted by a recognition that too many things between Trevor and his wife Cheryl were missed.

"I don't recall how we noticed, it was just that subtle intrusion of not hearing, or mis-hearing things. It would have been easy enough to discount," Trevor recalls.

With a passion for music and performance, being in many bands, ensembles and orchestras, Trevor didn't delay and sought assistance within a few months.

His audiologist confirmed Trevor's worst fears. A degree of hearing loss was evident. Again, Trevor didn't delay and was fitted with hearing aids immediately.

## Disappointment Gives Way to Acceptance

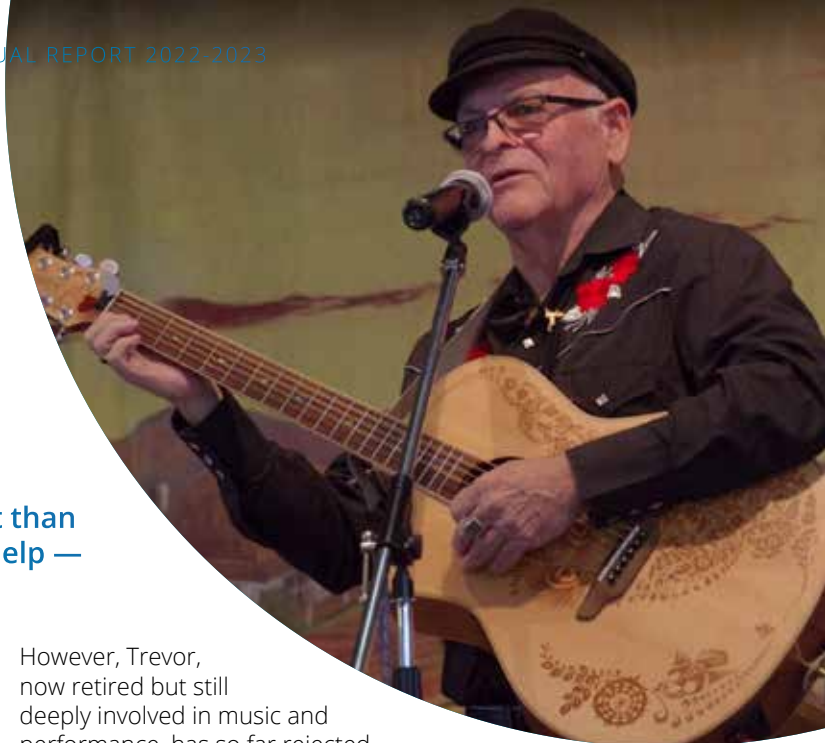
"At that stage I was reasonably happy with the devices and what they could do for me, but I admit I was disappointed that they didn't fully restore my hearing," Trevor laments.

Trevor initially felt self-conscious about the visibility of his hearing aids. The devices amplified both good and bad sounds around him, and disappointment loomed as they failed to deliver the audibility solution he envisaged they would provide for his musical pursuits and on-stage performances.

Fortunate to have a supportive network, Trevor's family and friends rallied behind him. The initial challenges of adjusting to hearing aids were met with understanding, encouragement and assistance from those closest to him.

The initial disappointment that hearing aids would never be a 100% fix, was replaced with the understanding that much more needed to be done to truly hear and Trevor continued to wear his devices to get used to them and to get the most out of them.

What began as a subtle decline in hearing has now gradually worsened, leading Trevor to the doors of a neurosurgeon and cochlear implants, a suggested option from his audiologist.



However, Trevor, now retired but still deeply involved in music and performance, has so far rejected this possible solution, concerned about its limitations in preserving this passion of his.

## Trevor's Journey with BHA

Trevor's recent involvement with Better Hearing Australia (BHA) began with an email offering assistance to those grappling with hearing difficulties. His own hearing challenges drew him to BHA's ACE program, providing advice, strategies and information on how to improve communication and hearing in challenging situations.

Through this initial connection with BHA Trevor has started to expand his commitment advocating for others — many others — who also struggle with hearing loss. Aiding and facilitating assistance for others is a primary goal his.

Trevor has a profound belief that urgent action is needed to combat noise pollution, an invisible pollutant affecting billions globally. He emphasises the staggering statistics — 1.5 billion hearing impaired worldwide, expected to rise to 2.5 billion by 2030. For Trevor, noise pollution is a priority requiring immediate public awareness and attention from governments. His goal is clear — to bring noise pollution to the forefront of public consciousness.

But Trevor's advocacy efforts extend beyond his personal pursuits. He has actively participated in conferences, video and photo shoots promoting the installation of induction loops in public spaces and contributing to the enhancement of the next iteration of the ACE program.

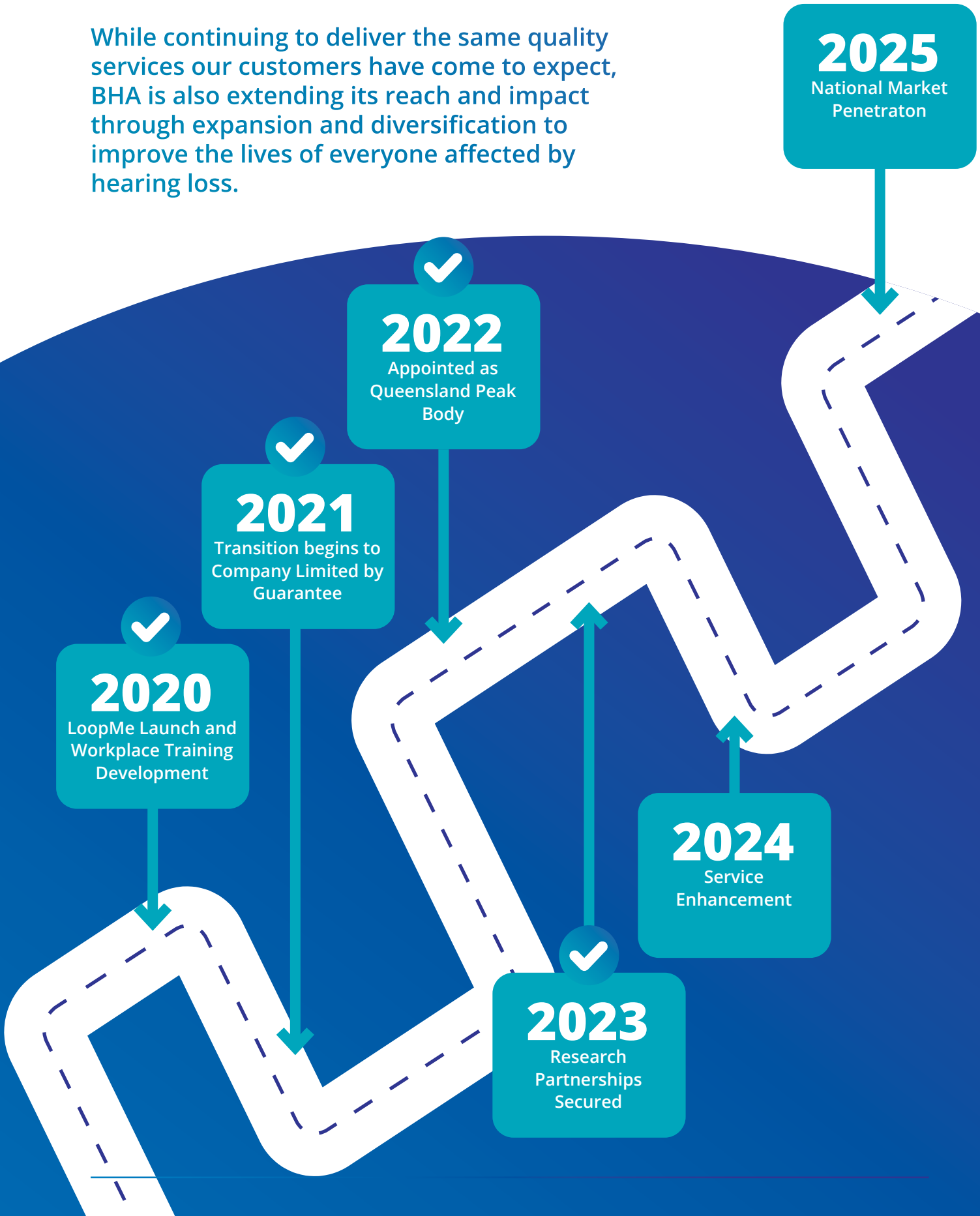
As Trevor looks forward, he envisions a world where hearing aid manufacturers prioritise true advancements that improve the overall product's ability to filter out unwanted noise. Token efforts, in his view, are like a dog chasing its tail—little is achieved without a focused approach to the core issue of noise pollution.

Through his experience and his advocacy, Trevor now strives not just for personal improvement but for a world where the symphony of life's sounds is not drowned out by the overwhelming noise that threatens our collective ability to hear.



# Our Roadmap to 2025

While continuing to deliver the same quality services our customers have come to expect, BHA is also extending its reach and impact through expansion and diversification to improve the lives of everyone affected by hearing loss.



# Financials

**Better Hearing Australia Brisbane Limited**  
**Statement of profit or loss and other comprehensive income**  
**For the year ended 30 June 2023**

	Note	2023 \$	2022 \$
<b>Revenue</b>	3	357,593	171,138
<b>Expenses</b>			
Service costs and materials		72,124	42,350
Employee benefits expense		206,492	219,704
Depreciation and amortisation expense		232	232
Consultancy fees		26,229	9,910
Administration and other expenses		48,456	41,877
Fundraising expense		5,320	5,040
Bursary		-	3,636
		_____	_____
<b>Profit (loss) before income tax expense</b>		(1,260)	(151,611)
Income tax expense		-	-
		_____	_____
<b>Profit (loss) after income tax expense for the year</b>		(1,261)	(151,611)
<b>Other comprehensive income</b>		-	-
		_____	_____
<b>Total comprehensive income (loss) for the year</b>		(1,261)	(151,611)
		=====	=====

The accompanying notes form part of these Financial Statements

**Better Hearing Australia Brisbane Limited**  
**Statement of financial position**  
**For the year ended 30 June 2023**

	Note	2023 \$	2022 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4	727,450	868,968
Trade and other receivables	5	<u>114,482</u>	<u>2,433</u>
Total current assets		<u>841,932</u>	<u>871,401</u>
<b>Non-current assets</b>			
Property, plant and equipment	7	796	1,027
Other	6	<u>2,420</u>	<u>2,420</u>
Total non-current assets		<u>3,216</u>	<u>3,447</u>
<b>Total assets</b>		<u>845,148</u>	<u>874,848</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	8	7,760	11,340
Employee benefits	9	<u>30,400</u>	<u>55,199</u>
Total current liabilities		<u>38,100</u>	<u>66,539</u>
<b>Total liabilities</b>		<u>38,100</u>	<u>66,539</u>
<b>Net assets</b>		<u>807,048</u>	<u>808,309</u>
<b>Equity</b>			
Retained earnings		<u>807,048</u>	<u>808,309</u>
<b>Total equity</b>		<u>807,048</u>	<u>808,309</u>

The accompanying notes form part of these Financial Statements

**Better Hearing Australia Brisbane Limited**  
**Statement of changes in equity**  
**For the year ended 30 June 2023**

	<b>Retained earnings</b>	<b>Total equity</b>
	\$	\$
Balance at 1 July 2021	959,920	959,920
Profit (loss) after income tax expense for the year	<u>(151,611)</u>	<u>(151,611)</u>
Balance at 30 June 2022	<u>808,309</u>	<u>808,309</u>
Balance at 1 July 2022	808,309	808,309
Profit (loss) after income tax expense for the year	<u>(1,261)</u>	<u>(1,261)</u>
Balance at 30 June 2023	<u>807,048</u>	<u>807,048</u>

The accompanying notes form part of these Financial Statements

**Better Hearing Australia Brisbane Limited**  
**Statement of cash flows**  
**For the year ended 30 June 2023**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
<b>Cash flows from operating activities</b>		
Receipts from grants and customers (inclusive of GST)	259,562	179,714
Payments to suppliers and employees (inclusive of GST)	(408,811)	(330,072)
Interest received	<u>7,731</u>	<u>480</u>
Net cash from operating activities	<u>(141,518)</u>	<u>(149,878)</u>
<b>Cash flows from investing activities</b>		
Net cash used in investing activities	<u>-</u>	<u>-</u>
<b>Cash flows from financing activities</b>		
Net cash used in financing activities	<u>-</u>	<u>-</u>
<b>Net increase in cash and cash equivalents</b>	<b>(141,518)</b>	<b>(149,878)</b>
Cash and cash equivalents at the beginning of the financial year	<u>868,968</u>	<u>1,018,846</u>
<b>Cash and cash equivalents at the end of the financial year</b>	<b><u>727,450</u></b>	<b><u>868,968</u></b>

The accompanying notes form part of these Financial Statements

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 1. Significant accounting policies**

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**New or amended Accounting Standards and Interpretations adopted**

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

**Basis of preparation**

These general purpose financial statements have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures issued by the Australian Accounting Standards Board ('AASB') and with the requirements of the Australian Charities and Not-for-Profit Commission, as appropriate for not for-profit oriented entities.

*Historical cost convention*

The financial statements have been prepared under the historical cost convention, except for, where applicable, certain classes of property, plant and equipment and derivative financial instruments.

*Critical accounting estimates*

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

The financial statements are presented in Australian dollars, which is the company's functional and presentation currency.

*Change in Entity Status*

During the year, the entity changed its status from an Association incorporated under the Associations Incorporation Act 1981 of Queensland to a company limited by guarantee registered within the Australian Charities and Not-for-Profit Commission. Given the continuity of the entity and the approved change of status, the financial statements have been prepared with comparatives recorded being the balances audited for the previous Association structure.

*Revenue recognition*

The company recognises revenue as follows:

*Revenue from contracts with customers*

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 1. Significant accounting policies (cont.)**

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

*Sale of goods*

Revenue from the sale of goods is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery.

*Rendering of services*

Revenue from a contract to provide services is recognised over time as the services are rendered based on either a fixed price or an hourly rate.

*Interest*

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

*Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

*Government grants*

Government grants are received annually for the provision of services during the relevant financial year if applicable. Government grants relating to future costs are deferred and recognised in profit or loss over the period necessary to match them with the costs that they are intended to compensate.

*Income tax*

The company is exempt from income tax as a charity registered with the Australian Taxation Office and with the Australian Charities and Not-for-Profit Commission. The company is also endorsed as a Deductible Gift Recipient.

*Current and non-current classification*

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 1. Significant accounting policies (cont.)**

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

*Cash and cash equivalents*

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are

readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

*Trade and other receivables*

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

The company has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue.

Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

*Plant and equipment*

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Plant and equipment	7 Years
---------------------	---------

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

Leasehold improvements are depreciated over the unexpired period of the lease or the estimated useful life of the assets, whichever is shorter.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss. Any revaluation surplus reserve relating to the item disposed of is transferred directly to retained profits.

*Trade and other payables*

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.



**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 1. Significant accounting policies (cont.)**

*Provisions*

Provisions are recognised when the company has a present (legal or constructive) obligation as a result of a past event, it is probable the company will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting date, taking into account the risks and uncertainties surrounding the obligation. If the time value of money is material, provisions are discounted using a current pre-tax rate specific to the liability. The increase in the provision resulting from the passage of time is recognised as a finance cost.

*Employee benefits*

*Short-term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

*Other long-term employee benefits*

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

*Defined contribution superannuation expense*

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

*Going Concern Basis*

The company's financial statements are prepared on the going concern basis, which means that values of assets and liabilities are recognized on the basis that the company's activities will continue in the normal course of business. In the directors opinion, there are no indicators that the going concern basis is appropriate.

*Goods and Services Tax ('GST') and other similar taxes*

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 1. Significant accounting policies (cont.)**

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

**Note 2. Critical accounting judgements, estimates and assumptions**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

*Revenue from contracts with customers involving sale of goods*

When recognising revenue in relation to the sale of goods to customers, the key performance obligation of the company is considered to be the point of delivery of goods or services to the customer, as this is deemed to be the time that the customer obtains control of the promised goods and therefore the benefits of unimpeded access.

Contracts typically might last six to eight months before completion. Estimates are made of the values of work in progress as jobs are undertaken – at year end amounts are estimated representing the value of work being completed and an estimate of the likely costs to complete. The net value of work in progress is booked as revenue at year end, based on an estimate of stage of completion.

*Allowance for expected credit losses*

The allowance for expected credit losses assessment requires a degree of estimation and judgement. It is based on the lifetime expected credit loss, grouped based on days overdue, and makes assumptions to allocate an overall expected credit loss rate for each group. These assumptions include recent sales experience and historical collection rates.

*Estimation of useful lives of assets*

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Employee benefits provision*

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 3. Revenue**

	<b>2023</b>	<b>2022</b>
	\$	\$
Service fees and related income	126,737	41,988
Government Grants	206,689	111,541
Interest	7,731	480
Other income	16,436	17,129
	<u>357,593</u>	<u>171,138</u>
Total revenue	<u>357,593</u>	<u>171,138</u>

**Note 4. Current assets - cash and cash equivalents**

	<b>2023</b>	<b>2022</b>
	\$	\$
Cash at bank	<u>727,450</u>	<u>868,967</u>

**Note 5. Current assets - trade and other receivables**

	<b>2023</b>	<b>2022</b>
	\$	\$
Trade receivables	114,482	2,433
Less: Allowance for expected credit losses	<u>-</u>	<u>-</u>
	<u>114,482</u>	<u>2,433</u>

**Note 6. Non-current assets - other**

	<b>2023</b>	<b>2022</b>
	\$	\$
Deposits paid	<u>2,420</u>	<u>2,420</u>

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 7. Non-current assets - plant and equipment**

	2023	2022
	\$	\$
Plant and equipment - at cost	1,544	1,544
Less: Accumulated depreciation	<u>(749)</u>	<u>(517)</u>
	<u>795</u>	<u>1,027</u>

*Reconciliations*

Reconciliations of the written down values at the beginning and end of the current financial year are set out below:

	Plant and equipment 2023	Plant and equipment 2022
	\$	\$
Balance at beginning of the year	1,027	1,259
Additions	-	-
Disposals	-	-
Depreciation expense	<u>(232)</u>	<u>(232)</u>
Balance at end of the year	<u>795</u>	<u>1,027</u>

**Note 8. Current liabilities - trade and other payables**

	2023	2022
	\$	\$
Trade Payables	<u>7,760</u>	<u>11,340</u>

**Better Hearing Australia Brisbane Limited**  
**For the year ended 30 June 2023**  
**Notes to the Financial Statements**

**Note 9. Current liabilities - employee benefits**

	2023	2022
	\$	\$
Employee benefits	<u>30,340</u>	<u>55,199</u>

**Note 10 Commitments and contingencies**

There were no commitments at year end, nor were any contingent liabilities identified.

**Note 11. Key Management Personnel and related party transactions**

Key management personnel disclosures are as follows:

Any person or persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) is considered key management personnel.

The total remuneration paid to key management personnel was \$136,499 (2022: \$136,499).

Directors are not entitled to and did not receive any other benefits during the year.

There are no other related party transactions during the year and there were no year end balances outstanding.

**Note 12. Events after the reporting period**

No matter or circumstance has arisen since 30 June 2023 that has significantly affected, or may significantly affect, the company's operations, the results of those operations, or the company's state of affairs in future financial years.



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### Auditor's Independence Declaration to the Directors of Better Hearing Australia Limited

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor for the audit of Better Hearing Australian Brisbane Limited for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023 there has been:

- no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the Audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

**Mark Sheridan**  
Director  
Chartered Accountant

Brisbane, 1 December 2023



## Better Hearing Australia Brisbane Limited

### Directors' Declaration

The directors of Better Hearing Australia Brisbane Limited declare that:

1. The financial statements and notes attached are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
  - a. Comply with Australian Accounting Standards - Simplified Disclosure; and
  - b. Give a true and fair view of the financial position as at 30 June 2023 and of the performance for the year ended on that date of Better Hearing Australia Brisbane Limited
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2022*.

Michael Blewer  
Treasurer

Director 

Dated 5/12/23



• Taxation • Accounting • Superannuation • Business Activity Statements • Financial Strategies

**Better Hearing Australia Brisbane Limited**  
**Independent Audit Report to the members of Better Hearing Australia Brisbane Limited**

**Report on the audit of the financial report**

**Opinion**

We have audited the financial report of Better Hearing Australia Brisbane Limited (the Company) which comprises the statement of financial position as at 30 June 2023, the statement of income and expenditure, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company for the year ended 30 June 2023 is prepared, in all material respects, in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-For-Profit Commission Regulations 2022*.

**Basis for opinion**

We conducted our audit in accordance with 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 Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-Profit Commission Act 2012* (ACNC Act) and 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. We have also 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.

**Responsibilities of Directors and those charged with governance**

The Directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with the Australian Accounting Standards Simplified Disclosure and the ACNC Act and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

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**Better Hearing Australia Brisbane Limited  
Independent Audit Report to the members of Better Hearing Australia Brisbane Limited**

**Report on the audit of the financial report (cont)**

**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 the Australian Auditing Standards 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial reporter, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

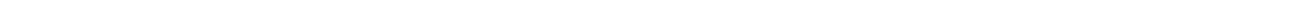
We communicate with the management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**Mark Sheridan**  
Chartered Accountant  
Registered Company Auditor  
Brisbane, December 2023

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