Annual Report 2025 - 2026

Providing world leading research and hearing services for the wellbeing of all Australians

hearing.com.au

Hearing Australia

Contents

Letter to the Minister	3
Acknowledgement of Country	4
Message from the Chair and Managing Director	7
Introduction	9
2025-26 year at a glance	10
About Hearing Australia	12
Delivering excellent client outcomes	15
Providing great value to Government and partners	22
A high performing organisation	27
Supporting information	32
Annual Performance Statement	33
Financial Statements	36
Glossary	71
Appendices	73
Compliance Index	105

Letter to the Minister

The Hon Mark Butler MP
Minister for Health and Ageing
Minister for Disability and the National Disability Insurance Scheme
Parliament House
CANBERRA ACT 2600

Dear Minister

I am pleased to present Hearing Australia's Annual Report for the year ending 30 June 2026.

The Annual Report has been prepared in accordance with the requirements of the *Public Governance, Performance and Accountability Act 2013* and relevant regulatory guidelines.

It outlines Hearing Australia's achievements and performance outcomes for 2025-26.

Since its inception in 1947, Hearing Australia has been a world leader in hearing health research and innovation while maintaining a deep commitment to our clients and the communities we serve.

Our work continues to be grounded in the moments that matter: helping a child to hear and learn, supporting an older Australian to reconnect with family and community, giving a vulnerable member of the community access to free hearing care, and partnering with local communities to improve ear and hearing health outcomes.

We look forward to continuing to work with you to provide world-leading research and hearing services for the wellbeing of all Australians.

Yours sincerely



Ms Elizabeth Crouch AM
Chair

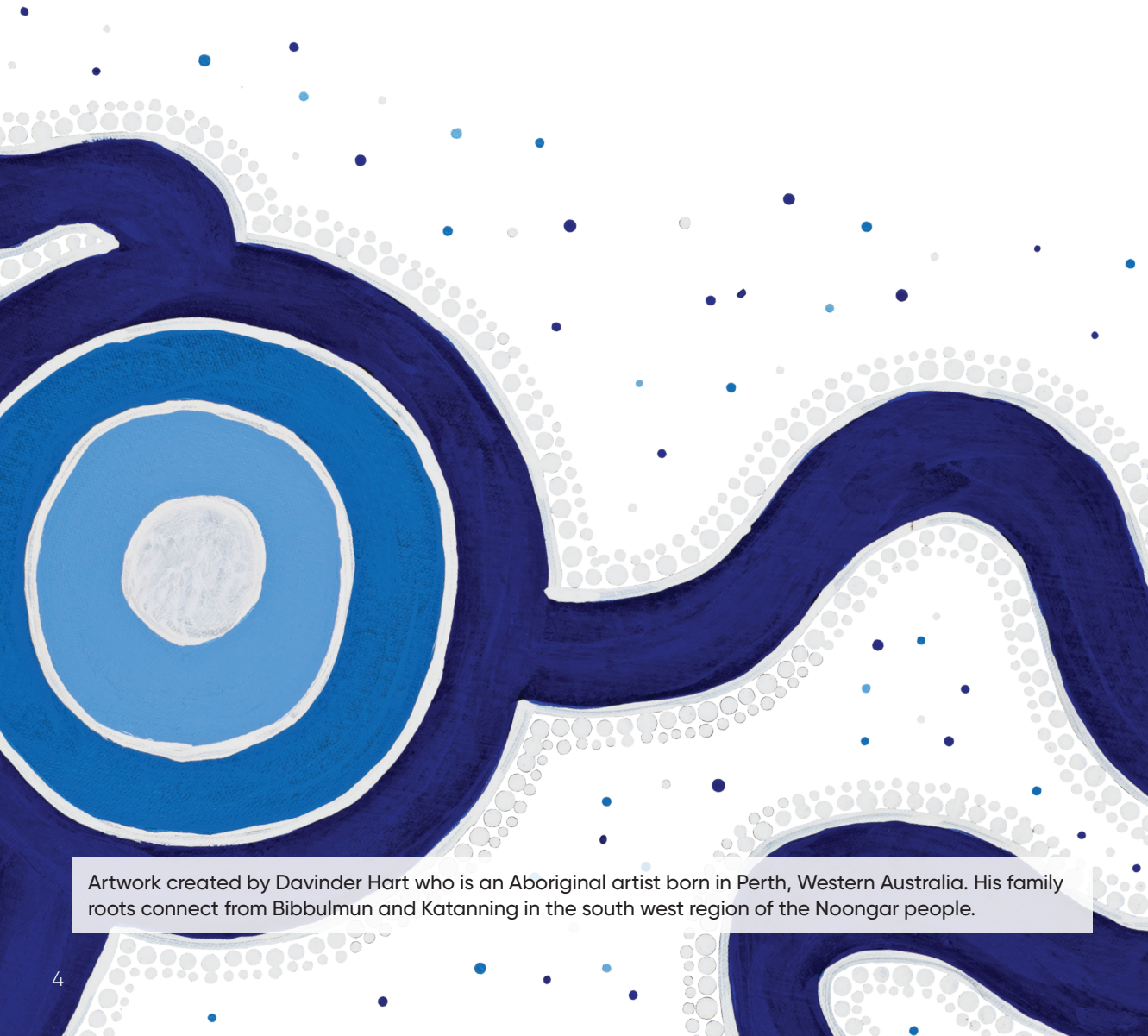
9 September 2026

Acknowledgement of Country

Hearing Australia would like to acknowledge and pay our respects to the Traditional Owners of the land on which we live and work.

We pay our respect to Elders past, present and emerging and acknowledge the longest continuing culture on Earth.

We extend our acknowledgement and respect to all Aboriginal and Torres Strait Islander peoples with whom we work and who we serve, now and into the future.



Artwork created by Davinder Hart who is an Aboriginal artist born in Perth, Western Australia. His family roots connect from Bibbulmun and Katanning in the south west region of the Noongar people.

Our commitment

We commit to empowering Aboriginal and Torres Strait Islander peoples at every opportunity to advance their health, wellbeing and self-determination.

We commit to listening to, learning, understanding, respecting and celebrating Aboriginal and Torres Strait Islander peoples' diverse cultures and perspectives and to reflecting this in how we work with the community.

We commit to co-designing our services with Aboriginal and Torres Strait Islander leaders, peoples and communities to design services that best suit their needs and ensure these services are holistic, culturally safe and free from racism and discrimination, so communities can access the help they need, when they need it.

We will continuously improve the way we work and engage with Aboriginal and Torres Strait Islander peoples, so that all people feel safe and respected.

Aboriginal and Torres Strait Islander health workers are critical to closing the gap in health outcomes. We are committed to increasing the numbers of Aboriginal and Torres Strait Islander staff working with us, particularly in regional and remote communities.

We aim to demonstrate these commitments in our work across Australia, every day.

We will show this in how we engage with and serve Aboriginal and Torres Strait Islander peoples and communities, through our corporate and business planning and through implementing our Reconciliation Action Plan.



Overview

Message from the Chair and Managing Director

During 2025-26, Hearing Australia helped more than 266,000 children and adults access hearing care and support to improve their ability to participate in education, employment, family life and their community. It was a year in which we remained focused on our clients while progressing important work to improve the value we provide to Government and partners and strengthening our organisation to meet the needs of the communities we serve.

Our purpose remains clear: to improve the wellbeing of all Australians through world-leading hearing services, research and innovation. We are particularly proud that we achieved a client satisfaction rating of 88 per cent for the year, a two percentage point increase on the preceding year's result.

We delivered high-quality care through our national network of hearing centres, thousands of home visits, our call centre and telehealth channels, and visits to many metropolitan, regional and remote communities across Australia. This care was supported by the research, evidence and innovation of the National Acoustic Laboratories, whose work continues to influence hearing health care in Australia and globally.

A key feature of the year was our focus on improving access and outcomes for people who may otherwise experience barriers to hearing care. This included our work with First Nations communities and partners, the delivery of Government-funded hearing services for children and young people, adults with complex hearing needs and people with disability, and the implementation of our Social Purpose Fund. These activities reflect the important public purpose of Hearing Australia and our commitment to ensuring that Australians can access timely, expert and compassionate hearing care.

We also continued to support national priorities in hearing health, including early detection and intervention for young First Nations children with ear disease by providing culturally safe care, and providing practical support for families navigating complex service systems.

Through partnerships with Government, community-controlled organisations, schools, health services, researchers and sector partners, we worked to strengthen pathways to care where the need is greatest.

An important example of our commitment to improving access to evidence-based care was the launch of a new Tinnitus Treatment Pilot Program for current and former Australian Defence Force (ADF) members who have had initial liability for their condition accepted by the Department of Veterans' Affairs (DVA) and have made a claim for compensation. Developed in partnership with the DVA and the ADF, the pilot program provides nationally consistent support for current and former service personnel living with tinnitus as part of the Australian Government's commitment to providing leading treatment for Australia's veterans.

We also strengthened our foundations as a high-performing organisation. Our strong commercial performance allowed us to remain financially sustainable while investing in providing hearing care for those who may otherwise miss out. This unique combination of commercial discipline and social purpose continues to underpin Hearing Australia's contribution to the Australian community.

As demand for hearing services continues to grow, we remain focused on expanding access; strengthening digital and in-person service delivery; supporting a highly skilled workforce; and translating world-leading research into improved outcomes for Australians.

The achievements outlined in this Annual Report reflect the efforts and expertise of our people, and the strength of our relationships with clients, families, communities, Government and partners.

We thank our Minister, the Hon. Mark Butler, and the many organisations we work with to improve hearing health outcomes across Australia. Your support, collaboration and advice have been invaluable throughout the year.

We also thank our Board, Executive Team and our people for their professionalism, dedication and commitment to helping Australians hear better, communicate with confidence and remain connected to the people and moments which matter most.



Ms Elizabeth Crouch, AM
Chair



Mr Kim Terrell
Managing Director

Introduction

Over 3.6 million Australians have some level of hearing loss, and this number is forecast to double to an estimated 7.8 million people by 2060[1]. This is a major economic and social challenge, compounded by further factors which pose challenges for the primary health system to rapidly identify and support people with hearing loss.

Hearing loss can have a deep impact on individuals, contributing to lower workforce participation and greater social isolation. If it is not identified and addressed early, hearing loss can affect how children speak, learn and engage with others, with potential lifelong consequences.

Hearing Australia's work does more than respond to a growing health challenge — it helps restore connection, dignity and opportunity. Whether supporting a child to succeed at school or helping a veteran reconnect through conversations with loved ones, our services make a meaningful difference.

Our clients are central to all that we do, and we strive to ensure they can benefit from the latest and most advanced hearing technologies.

Hearing Australia also works within a fast-moving and highly competitive domestic and global marketplace. This means we must anticipate and respond to:

- evolving client service preferences and expectations
- rising rates of community hearing loss linked to an ageing population, noise-induced hearing loss, and persistently high levels of ear disease among First Nations children
- broader Australian Government priorities and initiatives, including those relating to the *National Agreement on Closing the Gap*, the National Disability Insurance Scheme, the Aged Care sector, First Nations peoples' health, and the Government's Hearing Services Program
- ongoing technological advancement and the increasing use of data and digital solutions
- a rapidly evolving marketplace, shaped by large multinational manufacturers and emerging non-traditional competitors
- broader economic conditions and consumer trends
- a constrained labour market, where demand remains strong for people with the skills essential to our success
- growing cyber security risks
- increasing expectations around integrity, reconciliation with First Nations peoples, and environmental, social and governance responsibilities.

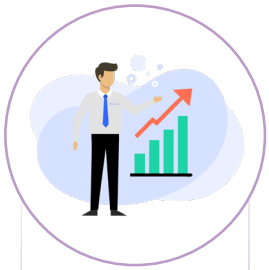
Hearing Australia's strategic pillars guide the organisation's priorities. During 2025-26, these were:

- providing national leadership in hearing healthcare
- enhancing our Government-funded services
- growing our commercial business
- strengthening our organisation.

Each pillar underpins our purpose to provide world leading research and hearing services for the wellbeing of all Australians.

1. Deloitte Access Economics (2017). *The social and economic cost of hearing loss in Australia*: hcia.com.au/wp-content/uploads/2024/01/Social-and-Economic-Cost-of-Hearing-Health-in-Australia_June-2017.pdf

2025–26 year at a glance



$297.2 million revenue and

$6.3 million profit



Veterans, pensioners and self-funded clients we helped

182,953



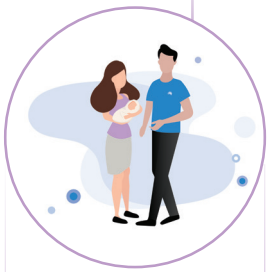
Children seen through the HAPEE program

12,446



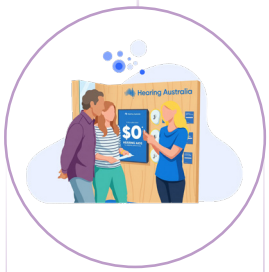
Children and adults we helped across Australia

266,369



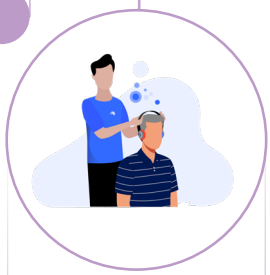
Total clients seen through the CSO program (plus 10/10 KPIs for the program met)

68,896



People we helped through the NDIS

1,783



People we helped through our Social Purpose Fund

291



33,716
children and young adults



26,678
complex adults

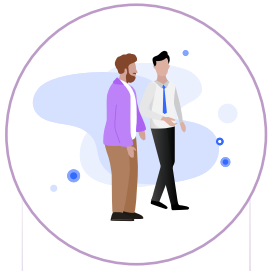


8,502
First Nations adults



Client satisfaction

88%



DVA Tinnitus Treatment Pilot Program, serving 2,212 clients

Launched



58% engagement in Shared Hearing Services Plans across Aboriginal health services we visit

Collaboration

NAL



48
active projects



19
industry research collaborators

NAL-NL3

Licensed
by manufacturers with over 95% market share



First Nations communities we visited

288

aimee

Used for 125,000 appointments from December to June 2026

AIMEE

About Hearing Australia

Since its establishment in 1947, Hearing Australia, and our research arm, the National Acoustic Laboratories (NAL), have helped over two million children and adults across Australia and countless more across the world with our care, research, clinical excellence and professionalism.

We provide Australians with a wide range of information, education, research and clinical services, including hearing assessments, the fitting of hearing devices and follow-up services.

This includes providing Government-funded hearing services to:

- young First Nations children under the age of six years
- children and young adults under the age of 26 years
- Aboriginal and Torres Strait Islander adults aged over 50 years or who are participating in Community Development Programs
- pension concession card holders
- recipients of Centrelink sickness allowance
- holders of a Department of Veterans' Affairs Gold and White card
- National Disability Insurance Scheme (NDIS) participants.

We also provide:

- commercial services to people who are ineligible for Government-funded services
- tinnitus treatment services for current and former ADF personnel, in partnership with the Department of Veterans' Affairs and the Australian Defence Force, both under the pilot program commenced in 2026 and more broadly
- free hearing services to vulnerable members of our community via our Social Purpose Fund.

With support from our head office, we deliver our services online, via our call centre, through our national network of hearing centres, through thousands of home visits, and visits to many metropolitan, regional and remote communities across Australia.

Structure and governance

Hearing Australia operates under the *Australian Hearing Services Act 1991* (AHS Act) and the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

Hearing Australia is a corporate Commonwealth entity established under the AHS Act, with our functions detailed in section 8 of the Act. These include providing hearing services and hearing

devices; conducting hearing health-related research and development; and providing training, education and public information on the importance of hearing health.

This means we work closely with Australian Government departments and many partners to ensure our research and hearing services are of the highest standard and deliver improved hearing health outcomes for the community.

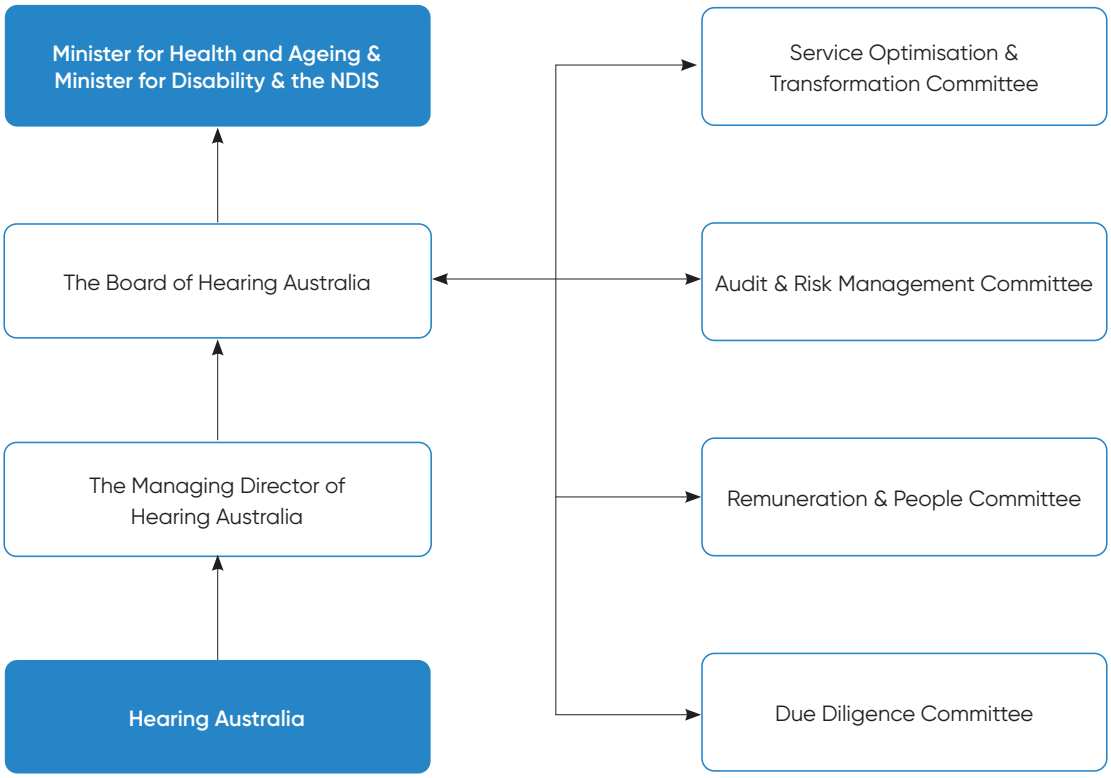
We support initiatives to prevent hearing loss and advocate for improved access to, and quality of, hearing health services across Australia, including providing hearing services to Aboriginal and Torres Strait Islander communities.

We also run campaigns and events to raise public awareness of the importance of good hearing health and our research arm, NAL, regularly produces internationally recognised research on hearing health.

The Board of Hearing Australia is our accountable authority and is responsible for determining the objectives, strategies and policies to be followed, and for ensuring that Hearing Australia performs its functions in a proper, efficient and economical manner.

The functions and powers of the Board are set out in the AHS Act, and the membership of the Board is summarised in Appendix 1: Board of Directors.

Hearing Australia's structure



Hearing Australia reports to the Hon Mark Butler MP, Minister for Health and Ageing and Minister for Disability and the National Disability Insurance Scheme.

Highlights for 2025–26

Delivering excellent client outcomes

During 2025-26 Hearing Australia helped Australians access timely hearing care, improved client outcomes and strengthened access to services for people who may otherwise face barriers to hearing health care.

Through a combination of clinical excellence, community partnerships, outreach services and innovation, we supported 266,369 children and adults across Australia while achieving client satisfaction of 88 per cent.

We placed our clients at the centre of everything we did and made it easier for them to get the help they need, when and how they prefer. Significant service delivery achievements included:

- assessing 12,446 First Nations children in 288 communities and assisting more than 3,000 children with undiagnosed ear disease to access medical care
- supporting 68,896 clients through the Community Service Obligations (CSO) Program
- providing services to 182,953 pensioners, veterans and self-funded clients
- establishing a new tinnitus treatment pilot program, supporting 2,212 current and former members of the ADF
- delivering free hearing services to 291 vulnerable people through our Social Purpose Fund.

We also made improvements to our digital services and our call centre, introduced new hearing screeners in our centres to make it easier for people to access free hearing checks, and improved the way we engage with our clients and support them to access hearing care.

Case Study: Connecting Australians to the sounds that matter most

Throughout FY26, Hearing Australia continued to invest in awareness campaigns designed to encourage Australians to take action on their hearing health and access the support they need.

One of our most successful campaigns, Risks of Hearing Loss, focused on increasing community awareness of the broader impacts of ignoring hearing loss. Drawing on established research on the links between hearing loss and wellbeing, the campaign encouraged Australians to consider the importance of their hearing health and to seek support for their hearing difficulties sooner.

The campaign resonated strongly with audiences, generating significant engagement and helping many people take the first step towards addressing their hearing needs.

We also launched a national Care is Our Purpose campaign which reinforced our nearly 80 year legacy of supporting Australians with a wide range of hearing needs. The campaign reinforced our longstanding expertise and leadership in hearing care, helping Australians better understand the breadth and depth of support available through our services.

Together, these campaigns prompted thousands of Australians to learn more about their hearing health and to take action. More importantly, they supported our purpose of helping people remain connected to their families, friends and communities through better hearing.

By continuing to increase awareness, encourage early action and build confidence in seeking support, Hearing Australia is helping more Australians stay connected to the people and sounds that matter most.



Our focus on First Nations hearing health

Early detection of ear disease and hearing loss in young Aboriginal and Torres Strait Islander children

Otitis media, or 'middle ear infection', is a common childhood illness which occurs more often and causes more long-term damage to Aboriginal and Torres Strait Islander children than non-Indigenous children. Rates of *otitis media* in Aboriginal and Torres Strait Islander children are among the highest globally[2], often starting in early infancy and without obvious symptoms.

Through our HAPEE Program in 2025-26, we assessed 12,446 First Nations preschool children in 288 locations across Australia.

This program continues to demonstrate the importance of early intervention. Nearly one in four children assessed had undiagnosed ear disease requiring medical attention and 14 per cent had undiagnosed hearing loss. More than 3,000 children were supported to access further medical care, helping address issues which may otherwise have affected their communication, learning and development. In addition, our community campaigns which raise awareness of

2. World Health Organization (2021). *World report on hearing*. Geneva: World Health Organization. https://www.who.int/publications/i/item/9789240020481

the importance of good hearing health, particularly for young First Nations children, reached almost five million Australians.

Our approach extends beyond clinical service delivery. Through partnerships with more than 400 organisations, including Aboriginal Community Controlled Health Organisations (ACCHOs), schools and early childhood providers, we work with communities to deliver culturally safe services, strengthen referral pathways, build local capability and improve long-term hearing health outcomes. This work is critical to achieving the *Closing the Gap* Target 4 of ensuring Aboriginal and Torres Strait Islander children commencing school are developmentally on track, including in relation to their language, cognitive and communication skills.

Building local capability remains central to our approach. Community liaison, training, awareness raising and support for primary health care workers, early childhood educators and other local workers supports early identification and strengthens referral pathways and local hearing health. We also work with *Deadly Ears* in Queensland, *Congress* in Central Australia, and *Teach Speak Hear* and the *Ear Science Institute* in Western Australia to maximise our local community impact.

During 2025-26 we supported *Ear Train*, a program which builds the capability of primary health professionals to diagnose and manage *otitis media* within Aboriginal and Torres Strait Islander communities. Hearing Australia's audiologists and partnership specialists participated in 45 Ear Train workshops across multiple locations, reaching approximately 300 participants over the year.

We also worked closely with health workers to help embed their learning in practice, including through supervision of assessments delivered under the HAPEE Program. We also conducted eight webinars on clinical practice and provided free online professional development for primary health care workers, early childhood education and care providers, and primary school teachers, to support early identification of possible hearing issues in children.

During the year, the Government extended funding for the HAPEE Program until 30 June 2027. Funding for 2026-27 will be lower than in previous years and will require Hearing Australia to prioritise service delivery in outreach communities. Hearing Australia will continue to work with the Government and the National Aboriginal Community Controlled Health Organisation to maximise the impact of available resources and support access to hearing services for First Nations children.

Children and young adults with permanent hearing loss

In 2025-26 we provided hearing services to 1,587 Aboriginal and Torres Strait Islander children and young adults with permanent hearing loss under the CSO Program, including providing diagnostic assessments, device fittings and ongoing support and management. This is in line with the 1,523 Aboriginal and Torres Strait Islander children and young adults with permanent hearing loss seen in 2024-25. Of the clients seen in 2025-26, 331 were fitted with hearing devices for the first time.

We also spent time on education and community liaison. This included attendance at clinic team meetings to discuss our services and referral pathways, education sessions for teachers on hearing loss and providing practical strategies and techniques to support their students, and 'yarning' with community Elders and groups regarding their communities' needs.

Education and liaison are essential for delivering culturally safe and effective hearing health services, building trust, promoting collaboration, and strengthening community engagement.

Adults with permanent hearing loss

During 2025-26, we provided services to 8,502 Aboriginal and Torres Strait Islander adults under the CSO Program, a three per cent increase on 2024-25.

In line with previous years, 60 per cent of our First Nations adult clients chose to receive hearing services at one of our hearing centres or visiting sites, and 99 per cent of these clients reported that they felt comfortable and respected when receiving our services.

We also worked closely with Aboriginal and Torres Strait Islander communities to provide hearing services in urban, regional and remote locations, providing a total of 4,531 days of visits to 288 communities.

Our outreach services include counselling and guidance to support listening and communication; regular review of hearing and communication needs; selecting, fitting and helping people make good use of hearing devices; and ongoing clinical care and device repair services.

During 2025-26 we continued to work with ACCHOs to co-design community-focused Shared Hearing Service Plans. At the conclusion of the year, we had successfully completed 60 of these agreements, with an additional 75 in progress and 16 awaiting final signature.

We also restructured our Outreach operations under a single team, improving the efficiency and impact of our services. The new team has also strengthened our relationships with local communities and partners by supporting more consistent engagement, clearer service agreements, more predictable visit schedules and better alignment with community needs.

Case Study: Working together to improve hearing health for First Nations communities

Hearing Australia works closely with Aboriginal Community Controlled Health Organisations (ACCHOs), Government and local providers to co-design shared hearing services to meet the needs of communities.

By working in genuine partnership with First Nations communities, we can make ear and hearing checks part of everyday care — ensuring more First Nations children get the support they need as early as possible.

"Hearing health is very important for children at a young age. Our culture is a spoken language, and we need to be able to hear to learn our culture," says Johnathon Tighe, Clinic Coordinator at Awabakal Cardiff NSW.

"The collaboration between Hearing Australia and Awabakal is very important because it makes everything easier, more connected and streamlined, from the GP to getting hearing help, which is very beneficial for the families."

Hearing Australia has further expanded access to care through our dedicated First Nations Support Line and telehealth services. Our Social Purpose Program also provides free hearing care for people, including First Nations adults, who may not be eligible for Government-funded support.

In addition to service delivery, Hearing Australia is supporting the upskilling of community health workers, educators and early childhood professionals to strengthen early identification and care at a local level.

"Getting my children's hearing checked at Hearing Australia was very easy," says mum Janae. "I felt like they really cared about my children and made them feel really comfortable."



Government-funded services for vulnerable populations

Permanent hearing loss may have disproportionate impacts on children and young adults, adults with complex needs, and those with disability.

Through the CSO Program, Hearing Australia provides clinical services, hearing devices, rehabilitation support and advice to eligible clients across Australia.

During 2025-26 Hearing Australia provided CSO services to 68,896 children and adults – two per cent more than in 2024-25, with 94 per cent reporting they were satisfied with their experience.

Our work with children and young people continued to prioritise early access, timely intervention and support for families in partnership with schools and other service providers.

For adults with complex hearing rehabilitation needs, our services continued to focus on maximising communication, participation and independence through specialised assessment, individual training and appropriately fitted devices.

Services for babies, children and young people

In 2025-26 we provided hearing services to 33,716 children and young adults, four per cent more than in 2024-25. Among our clients fitted with hearing devices, 73 per cent reported significant benefit from their devices, with a similar proportion wearing them for four or more hours per day.

During the year we fitted 2,766 remote microphone systems for children and young adults. These systems are used in addition to hearing aids and cochlear implants to overcome the effects of distance and background noise, and may be particularly useful in a classroom environment.

We upgraded a total of 923 cochlear implant speech processors for children and young adults, an increase of 112 per cent compared with 2024-25. Additional funding provided by the Government contributed to the significant increase in upgrades this year. We further replaced a total of 239 lost or damaged processors.

Services for adults with complex hearing rehabilitation needs

In 2025-26 we provided services to 26,678 adults with complex hearing needs through the CSO Program, in line with the number of clients seen in 2024-25. Most of these adults have severe or profound hearing loss, or a poor understanding of speech, and require more than a well-fitted hearing aid to participate fully in life. Other clients in this group may have hearing loss and an additional disability which impacts their communication.

During the year, 73 per cent of these clients reported that their enjoyment of life had improved because of their hearing aids. To help maximise these clients' ability to communicate, Hearing Australia provided 82 per cent of them with a specialised communication assessment and individual training program.

Delivery of services under the NDIS

During 2025-26 Hearing Australia assisted 792 families to access the NDIS early intervention pathway for children aged 0-6 years. The pathway is supported strongly by families and NDIS providers and fast-tracks NDIS eligibility testing and the provision of an interim NDIS plan for young children who have hearing loss, facilitating rapid access to the NDIS and prioritising these children for NDIS plan approval.

We provided 3,667 services to NDIS participants. Services provided to these clients depend on each participant's individual NDIS plan but may include hearing assessments, hearing devices and assistive listening technology.

Commercial hearing services

A significant achievement during 2025-26 was the continued growth of our commercial business.

Despite challenging market conditions and increasing competition, Hearing Australia delivered growth in commercial revenue while maintaining high levels of client satisfaction and trust. This performance contributed to record annual revenue and supported our long-term financial sustainability, enabling ongoing investment in our people, services, research and community initiatives.

Our commercial success also underpins Hearing Australia's ability to deliver broader social outcomes, including through the Social Purpose Fund and other services for vulnerable Australians.

During the year we provided services to 138,846 clients under the Hearing Services (Voucher) Program and to a further 44,107 self-funded clients.

We also continued to raise awareness of hearing health and to encourage timely action where hearing loss is suspected. This is important given the potential impacts hearing loss may have on an individual's health and wellbeing. Our campaigns raise awareness of the importance of good hearing health to drive meaningful engagement with Australians who require hearing help.

During 2025-26, we were also recognised for the sixth consecutive year as Reader's Digest *Most Trusted Brand* in the hearing services category. This reflects the confidence Australians place in our services, our people and our commitment to client care. We also strengthened our strategic partnerships with private health insurers and other organisations to improve access to hearing care and create new pathways for growth. These partnerships support our objective of reaching more Australians earlier in their hearing health journey and ensuring they receive timely advice and support.

Case Study: Rediscovering connection

For Chris, a senior sales manager in the IT and cybersecurity sector, hearing loss snuck up quietly - so quietly, in fact, that he didn't fully recognise its impact until he attended a work Christmas party. "Someone introduced themselves to me and I couldn't hear her at all," he recalls. "I wasn't just missing bits - I couldn't hear anything."

That moment marked a turning point. "When I look back now, my hearing loss started many years ago," Chris admits.

"In my role, being able to listen well is so important. I spend a lot of time asking people questions, so it's imperative I can hear their answers. At home, or with friends, listening creates that sense of connection I've been missing."

Realising the importance of listening in both his professional and personal life, Chris reached out to Hearing Australia.

"I was nervous walking into the hearing centre, thinking, 'I can't believe I'm here'," Chris admits. "But I walked out with a bounce in my step thinking, 'Wow, that was good.' From the receptionist to the audiologists, they were warm, professional and reassuring."

Following his hearing assessment, Chris was fitted with advanced technology hearing aids tailored to his specific needs. The change was immediate and profound.

"I walked out and it was like stepping into another world," he says. "After driving home, I got out of the car and heard a dry leaf crackle. You don't realise what you've missed until it's given back to you. It was like gaining a superpower."



Providing great value to Government and partners

During 2025-26 Hearing Australia continued to demonstrate the value of its unique model, combining nationally significant service delivery, strategic partnerships with Government, social impact initiatives and world-leading research. Together, these activities improved outcomes for Australians while strengthening the evidence base and service systems to support hearing health now and into the future.

Working with Government

Hearing Australia continues to play an important role as a trusted adviser to Government, supporting Australian Government priorities in hearing health, disability, veterans' wellbeing and *Closing the Gap*.

Drawing on our national footprint, clinical expertise and research capability, we contribute research findings, operational insights and practical advice to assist Government to improve hearing outcomes for Australians.

During 2025-26 we continued to work closely with the Australian Government to improve access to hearing services, support policy development and translate research into practical hearing health outcomes.

Importantly, this included the launch of a new pilot tinnitus treatment program for current and former ADF personnel, in partnership with the DVA and the ADF.

We acknowledge the support we have received from key Australian Government departments, including the Department of Health, Disability and Ageing and DVA.

DVA Tinnitus Treatment Pilot Program

The DVA Tinnitus Treatment Pilot Program provides serving and former Australian Defence Force members with timely access to evidence-based tinnitus assessment, rehabilitation and specialist treatment through a standardised national pathway between acceptance of initial liability by DVA and determination of the veteran's compensation claim.

The pilot program improves access to treatment, reduces the functional impact of tinnitus, and supports better quality of life, wellbeing and day-to-day functioning through tailored tinnitus treatment based on clinical need.

Clients are referred to Hearing Australia by DVA, with each client allocated to a treatment stream tailored to the severity of their symptoms.

This pilot program has helped over 2,000 current and former service personnel since its inception in March 2026.

Case Study: Improving access to tinnitus treatment for ADF members and veterans

Tinnitus (ringing or buzzing in the ears) is a physical condition that may be caused by several factors, including age-related hearing loss, exposure to loud noise, or by earwax blockages. Unfortunately, tinnitus has no known cure, but it may be managed effectively with the help of technology and lifestyle changes.

Catherine Hart, Hearing Australia's Clinical Leader Adult Specialist, explains, "Living with bothersome tinnitus may affect sleep and concentration, sound tolerance, and have mental health impacts such as anxiety and depression. The specialist care we provide is life changing. Our tinnitus treatment programs aim to improve quality of life for people with tinnitus and empower them to manage their tinnitus better, using evidence-based treatments and supports."

Hearing loss and tinnitus are two of the most common conditions experienced by current and former Australian Defence Force members. Current and former ADF members of all ages may experience one or both of these conditions due to their exposure to loud noise during military training and service.[3]

In March 2026, Hearing Australia partnered with the Department of Veterans' Affairs (DVA) and the Australian Defence Force (ADF) to deliver a new national pilot program supporting current and former members of the ADF who are living with tinnitus.

The program improves access to treatment and supports earlier assessment and evidence-based care. This means current and former ADF members with tinnitus can receive support which helps them manage symptoms, build effective coping strategies and improve their quality of life.

For many who have received Hearing Australia's support, this program is already making a meaningful difference. One client who has received help for his hearing loss and tinnitus described the positive impact that hearing aids have had on his confidence and social connections.

Previously, he avoided a weekly gathering with friends because he struggled to follow conversations and felt left out. Since being fitted with hearing aids, he reports feeling more socially engaged and more positive about managing his tinnitus.

3. Department of Veterans' Affairs (2026). *The veteran's guide to better hearing*. www.dva.gov.au/sites/default/files/files/p04129-guide-to-better-hearing.pdf



Social Purpose Fund

A major milestone during 2025-26 was the first full year of operation of Hearing Australia's Social Purpose Fund. The Fund reflects Hearing Australia's commitment to reinvesting commercial success to improve access to hearing care for people who may otherwise miss out.

We invested $1.3 million in the Fund during 2025-26, supporting 291 vulnerable Australians who were not eligible for Government-funded services. This included supporting children on temporary resident visas, First Nations adults, people experiencing unemployment and homelessness, and older Australians with obsolete cochlear implant technology who had no alternative funding pathway for upgrades.

Hearing Australia will continue to invest in the Fund in 2026-27 to improve client outcomes, expand community impact and translate commercial success into meaningful social benefit for vulnerable Australians.

The Fund is a practical demonstration of Hearing Australia's unique model and reflects our belief that strong commercial performance and social purpose are mutually reinforcing and together create lasting public value.

Case Study: Helping bridge the hearing health gap

Hearing Australia has established its Social Purpose Fund to support people who are not eligible for Government-funded hearing services. Funded entirely by Hearing Australia, this initiative is designed to help people with hearing loss who need hearing aids in daily life and are most at risk of missing out on care.

This initiative currently supports:

- children on temporary resident visas
- First Nations adults aged 26-49 living in remote areas
- First Nations adults aged 26–49 with a Health Care Card living in non-remote areas
- unemployed adults with a Health Care Card, including adults experiencing homelessness
- adults with ageing cochlear implant sound processors.

Our Social Purpose Program demonstrates our commitment to providing all Australians with expert hearing care and achieving great hearing health outcomes.

The program benefits clients like 28-year-old First Nations man Leon. For 18 months, Leon went without hearing aids. During this time, conversations were slipping past, music lost its meaning, and his confidence was quietly fading.

Through our Social Purpose Program, Leon received free hearing aids and support. The moment they were switched on, his relief was immediate.

"I felt really happy and relieved to hear properly again."



National Acoustic Laboratories

The National Acoustic Laboratories (NAL) is Australia's leading hearing research centre and one of the world's most respected hearing research organisations. Through world-leading research, technology development and strategic industry partnerships, NAL influences clinical practice, supports evidence-based policy and helps shape the next generation of hearing technologies used around the world.

Throughout 2025-26 NAL strengthened its position as a trusted global authority and translated research into practical solutions which improved hearing healthcare and the lives of people with hearing difficulties worldwide. During the year NAL managed 48 active projects, completing 29 projects and commencing 16 new projects.

Key outcomes included the:

- successful global release of the NAL-NL3 hearing aid fitting system, the latest generation of NAL's internationally recognised hearing prescription technology. NAL-NL3 provides new evidence-based approaches for fitting hearing aids to people with minimal hearing loss and is also designed to improve listening comfort in noisy environments
- development and commercialisation of NAL *Virtual Personas*, an artificial intelligence-based training platform which allows students and clinicians to practise realistic hearing care conversations in a safe and flexible learning environment. The platform has been adopted by universities and has also attracted interest from hearing service organisations seeking new approaches to clinician training
- evaluation of emerging hearing technologies from major global technology companies, including studies of hearing support features in consumer devices and self-administered hearing assessment tools. These projects contribute independent evidence to support informed decisions by clinicians, consumers and policymakers as hearing technologies continue to evolve
- development of new methods for assessing hearing in infants and young children using neural responses to speech and sound. These technologies aim to provide clinicians with better tools to determine whether children have adequate access to speech and language during critical stages of their development.

The release of NAL-NL3 is a major milestone for hearing healthcare globally. Building on decades of research, this tool is being adopted by leading hearing aid manufacturers and has the potential to improve the listening experience of millions of people worldwide. This achievement highlights Australia's ongoing contribution to global hearing health and reinforces NAL's reputation as a world-leading centre of hearing research and innovation.

During the year NAL also commenced projects addressing other important hearing healthcare challenges, including improving hearing assessment and rehabilitation, understanding real-world listening experiences, developing new approaches to supporting children with hearing loss associated with *otitis media*, and evaluating the benefits of emerging hearing technologies.

NAL maintained strong partnerships with industry throughout the year, working with organisations including Apple, Google, Sonova, GN, Phonak, Oticon and other global leaders in hearing and consumer technology, with 19 active industry partnership projects. These collaborations support new hearing technologies with rigorous scientific evidence and help translate research findings into products and services which benefit people worldwide.

NAL's commercialisation activities continued to mature during the year, creating new pathways for translating Australian research into practical solutions with global impact. Through licensing arrangements, technology partnerships and innovative products such as *Virtual Personas*, NAL is increasing the reach of its research and helping ensure that scientific discoveries are translated into better outcomes for clinicians, educators and people with hearing difficulties.

More details of all projects can be found on NAL's website: www.nal.gov.au.

Case Study: A new way to understand how children hear in the real world

For many children with mild or one-sided hearing loss, hearing is not always the only challenge; understanding may be just as important.

A child may pass standard hearing tests and seem to hear well in a quiet room yet struggle to follow conversations in a busy classroom, keep up with friends in the playground, or understand instructions when there is background noise. These everyday challenges may affect learning, confidence and social connection, but are often difficult to identify using traditional hearing assessments.

To help bridge this gap, researchers at NAL have developed an innovative listening comprehension test designed to better reflect how children listen in real-life situations.

Unlike traditional tests which focus on recognising individual words or sentences, the new assessment measures how well children understand spoken information in realistic environments, including both quiet and noisy settings similar to those they encounter at school and at home each day. The test is delivered online and uses engaging, age-appropriate language designed specifically for school-entry aged children.

"This new assessment helps us look beyond whether a child can hear sounds, to understanding how well they make sense of what they hear in everyday life," says Dr Vicky Zhang, Senior Researcher at NAL.

"This research offers promise for earlier identification of children who may need additional hearing support as they prepare to start school. By providing a clearer picture of a child's functional listening abilities, the test has the potential to help clinicians, teachers and families work together to ensure children receive the timely hearing support they need to thrive."



A high performing organisation

Our people

Hearing Australia's success and the quality of our services depend on the capability, commitment and professionalism of our people.

During 2025-26 we invested in clinical excellence, leadership capability, staff wellbeing, reconciliation and technology, ensuring our workforce remains equipped to deliver outstanding outcomes for clients and communities across Australia.

We continued to support our people through learning and development programs, role-specific training, and initiatives designed to strengthen capability and confidence. This enabled us to maintain high standards of clinical practice, a strengthened leadership capability and the ability to deliver nationally consistent hearing services across metropolitan, regional and remote Australia.

Our commitment to technical excellence and the growth of audiology expertise in Australia remains critical to our success. All clinical employees successfully maintained their accreditation for clinical practice during 2025-26, and we employed 28 new audiology graduates during the year.

A key development was the introduction of the CARE Framework for our centre staff. Focused on the four pillars of 'Connect, Assess, Recommend and Enable', this Framework supports a more consistent and client-centred approach to service delivery across the organisation. In addition to strengthening staff capability and confidence, the program has contributed to improvements in client engagement and service quality by helping employees better understand client needs, communicate clearly and support informed decision-making.

Keeping our people and clients safe

Hearing Australia is committed to providing a safe and healthy workplace for our people and clients.

During 2025-26 we continued to invest in injury prevention, wellbeing and early intervention initiatives, supported by health and safety training, ergonomic assessments, employee wellbeing programs and workplace support services.

Hearing Australia also met its obligations under the *Work Health and Safety Act 2011* and the *Safety, Rehabilitation and Compensation Act 1988* while supporting early intervention, injury prevention and wellbeing.

Our workers' compensation prescribed rate of 0.29 per cent remained significantly below the Comcare average of 1.03 per cent, reflecting our ongoing focus on safety, prevention and early intervention.

Reconciliation and inclusion

Reconciliation remains central to Hearing Australia's purpose and our commitment to improving hearing outcomes for First Nations peoples.

Our reconciliation journey continues to be guided by our commitment to ensuring First Nations voices are central to our work, our services and our workplace.

We continued to progress actions under our Reconciliation Action Plan (RAP) and strengthen cultural awareness, employment pathways and partnerships.

Cultural awareness and competency remain a key focus, with 96 per cent of our staff completing required training during 2025-26, reinforcing our commitment to fostering a culturally safe and inclusive workplace.

We also proudly celebrated National Reconciliation Week and NAIDOC Week with events which amplified the voices and experiences of our First Nations staff.

These activities deepened awareness across our organisation and strengthened our connections with other RAP partners through shared engagement and collaboration.

To support an increase in the number of First Nations clinicians, Hearing Australia is currently sponsoring six First Nations students to complete their Master of Clinical Audiology.

During the year we also reconvened our Reconciliation Action Plan Working Group, chaired by a First Nations staff member and with 50 per cent First Nations representation, to commence building our next Reconciliation Action Plan.

Case Study: CARE in action - keeping clients connected

At Hearing Australia, the CARE Conversation Framework guides every client interaction, helping ensure that our conversations with our clients are meaningful, consistent and truly client-centred. By combining clinical excellence with empathy, trust and clear communication, the framework supports our clients to feel well understood, confident and actively involved in their hearing care.

The impact of CARE is evident in the experience of 106-year-old client John. When John had an appointment with Senior Audiologist Andrea Lewis, she focused on understanding what mattered most to him.

Through open and respectful conversations, John shared that maintaining connections with family, neighbours and the wider community was his highest priority. Hearing loss had begun to affect his confidence and willingness to socialise, increasing the risk of isolation.

"It's important that I don't lose connection and become a hermit," says John.

Using the CARE Framework, Andrea created space for John to express his goals and concerns, built trust through clear communication, and worked with him to identify a hearing solution that would support his independence and quality of life. The outcome was significant.

"I don't feel part of the human race without them," John said of his hearing aids. With improved hearing, John regained the confidence to engage with others and continue enjoying the activities that bring meaning to his life.

For Andrea, the experience reinforced the importance of person-centred care. By combining clinical expertise with genuine empathy, she helped John achieve far more than improved hearing - she helped him maintain a sense of belonging.

This is a powerful example of how Hearing Australia is strengthening staff capability through ongoing learning and continuous improvement, so our people can deliver more personalised, compassionate and effective care that helps clients not only hear better, but live better.



Systems and data transformation

During 2025-26 we accelerated our technology transformation agenda, strengthening client experience, cyber security, data capability, operational efficiency and organisational resilience.

We accelerated the use of technology to support better hearing care, streamline our clients' experience and strengthen the security and reliability of our systems. This included using artificial intelligence applications to transcribe clinical notes and give clinicians more time to focus on providing high quality care for clients, establishing a modern data platform, and uplifting our cyber security posture and service reliability. Our investments were focused on delivering value where it matters most: for our clients, our people and the communities we serve.

A highlight of the year was the national rollout of AIMEE, our internally developed AI-enabled clinical support platform. AIMEE assists clinicians with clinical documentation and allows more time to be focused on high quality client care.

We strengthened our AI governance arrangements, staff capability and organisational understanding of the responsible adoption of AI. By combining innovation with appropriate oversight and safeguards, we are positioning Hearing Australia to realise the benefits of emerging technologies such as AI while maintaining community trust and confidence.

We also developed a new Client Portal, providing our clients with the ability to book and manage their own appointments and view their invoices online, streamlining the client experience. We extended online appointment bookings to new client cohorts, including health fund members and for in-centre hearing screening, broadening access to our services through the channels our clients prefer.

We achieved a significant uplift in our cyber security maturity through investments in identity management, email security, resilience and incident response capability; and reduced cyber risks by retiring unsupported technology and establishing a formal incident response capability tested through structured exercises and organisation-wide awareness activities. Together, these investments align our defences with contemporary security expectations and give our clients and partners greater confidence in how we protect their information.

We completed data migration to a modern platform, bringing previously fragmented and manual reporting into a single, more reliable environment and significantly lowering data platform running costs. New enterprise cloud governance standards, together with optimisation and licensing initiatives, also contributed to savings.

We strengthened how major initiatives are planned, governed and delivered. A refreshed project delivery framework introduced clearer roles, decision-making and reporting across our strategic project portfolio. This provided clearer visibility of progress, risk and value across a large portfolio of concurrent projects and provides a strong foundation for future delivery.

Together, these investments are creating a stronger, more resilient Hearing Australia, which is better equipped to meet the future needs of clients, support our workforce, and continue delivering high-quality hearing services. By investing in our people, culture and technology, we are ensuring the organisation remains well positioned to deliver on its public purpose for years to come.

Case Study: Our AI-powered tool benefits our clinicians and clients

AIMEE, our new AI-powered tool for clinicians, was rolled out in December 2025. This tool was developed completely in-house and is aimed at making our clinicians' lives easier by improving the quality and efficiency of clinical documentation, reducing time spent on administration, and enabling more meaningful conversations with our clients.

With features such as case note summaries, report letter writing, and a clinical checklist, AIMEE has delivered strong benefits since its launch.

More than 125,000 appointments using AIMEE were conducted from December to June 2026, and more than 400 of our clinicians are now using AIMEE each month. AIMEE is being used across our entire range of appointments and client groups, including HAPEE and NDIS clients.

Audiologists Marc Vandenberg and Lisha Ooi were part of the AIMEE pilot and saw the tool's benefits early.

"I was impressed early on with how AIMEE summarises the clinician and client interaction," says Marc. "But the big win for me is that it supports much deeper and more meaningful conversations with clients."

There are also important benefits for clinicians, says Lisha. "I don't feel as rushed to finish my notes, and I'm a lot more connected to my clients in appointments.

AIMEE does something powerful. It allows clinicians to give clients their full, undivided attention so clients feel genuinely heard."



Additional Supporting Information

Supporting information

Competition and competitive neutrality

In support of established policy regarding choice and competition, Hearing Australia operates in accordance with the Australian Government's competitive neutrality policy, which seeks to ensure that government businesses are not advantaged or disadvantaged because they are owned by government.

Corporate planning

Hearing Australia's Board and Executive undertake annual strategic planning and provide a Corporate Plan to the responsible Minister and the Minister for Finance each year in accordance with the requirements of the *Australian Hearing Services Act 1991* and the *Public Governance, Performance and Accountability Act 2013*.

Reporting and analysis

In addition to reporting to the Board, Hearing Australia provides regular reporting to the responsible Minister. These reports include information on operational and financial performance, progress against strategic objectives and key risks and issues.

Financial performance

During 2025-26, Hearing Australia generated $297.2 million in total revenue, $11.6 million or 4.0 per cent higher than in 2024-25.

We produced an operating profit of $6.3 million to 30 June 2026, a $0.7 million reduction compared with 2024-25.

These results were due to improved performance in both community and commercial services and ongoing cost management.

Further details of our financial performance are in the Financial Statements and our Annual Performance Statement. Hearing Australia's financial results have been audited by the Australian National Audit Office, in its role as Hearing Australia's external auditor.

Annual Performance Statement

Chair's Statement

I Elizabeth Crouch AM, as the Chair of the accountable authority, which is the Board of Hearing Australia, present the 2025-26 Annual Performance Statement of Hearing Australia, as required under Paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). It is the opinion of the Board that this annual performance statement is based on properly maintained records and accurately reflects the performance of the entity during the period and complies with subsection 39(2) of the Act.

Purpose

Hearing Australia's purpose is outlined by the Parliament in our enabling legislation, the *Australian Hearing Services Act 1991* (the AHS Act), with specific powers and functions outlined in part 2, sections 8 and 9 of the Act.

Our mission is to provide world leading research and hearing services for the wellbeing of all Australians.

Performance Analysis

Hearing Australia delivered a strong set of results for 2025-26. This included growing its commercial operations, meeting its commitments to Government, maintaining strong client satisfaction, investing in its services and our people, and continuing to improve productivity and efficiency across the organisation.

During the year Hearing Australia provided services to 266,369 children and adults across Australia, achieving an 88 per cent client satisfaction rate, which was two points higher than the previous year. Hearing Australia also worked closely with government, hearing sector partners, universities, commercial organisations, early intervention service providers, schools and numerous community-controlled health organisations to improve hearing care outcomes across Australia and strengthen pathways to care where the need is greatest.

In terms of its Government-funded services, during 2025–26 Hearing Australia provided services to 68,896 Community Service Obligations (CSO) clients against a target of 70,000. CSO client satisfaction was 94 per cent, which was above the target of 86 per cent and demonstrated continued high-quality service delivery across the reporting period. Hearing Australia also met in full its Key Performance Indicators for the CSO Program for the year. These KPIs measure client satisfaction, client access, quality of service, speed of access and outreach to communities.

Hearing Australia's First Nations outreach operations exceeded expectations, with Hearing Australia's outreach audiologists visiting 288 communities against a target of 270.

HAPEE services were also provided to 12,446 First Nations children aged 0–6 years against a target of 13,000. Over 3,000 of these children had undiagnosed ear disease and were referred to medical services.

Hearing Australia also provided services to 182,953 pensioners, veterans and self-funded clients.

Another major achievement during the year was the establishment of a new DVA Tinnitus Treatment Pilot Program. The program commenced in April 2026, and, during the last three months of the year, Hearing Australia provided services to 2,212 current and former ADF personnel. The successful launch of the program represented a significant expansion of Hearing Australia's support for the veteran community and established a strong foundation for ongoing delivery of specialised tinnitus care in partnership with the Department of Veterans' Affairs. Importantly, the program reflects Hearing Australia's longstanding connection with veterans, consistent with the organisation's origins in supporting returned servicemen with hearing loss following World War II.

Hearing Australia also provided free hearing services and devices to 291 vulnerable clients who were ineligible for Government-funded services. These services cost $1.3 million and were funded via Hearing Australia's Social Purpose Fund. This was in line with the target for the financial year and reflects the important public purpose of Hearing Australia and our commitment to ensuring that vulnerable Australians can access timely, expert and compassionate hearing care.

Hearing Australia's research arm, the National Acoustic Laboratories (NAL), also had an outstanding year and exceeded its research targets. A key highlight was the successful global release of the NAL-NL3 hearing aid fitting system. NAL-NL3 provides new evidence-based approaches for fitting hearing aids to people with minimal hearing loss and has been adopted by all the major global hearing aid manufacturers.

Staff engagement also improved to 72 per cent, above the target of 70 per cent, indicating positive organisational momentum, ongoing efforts to support staff wellbeing and performance, and continued progress on strengthening the organisation.

In summary, Hearing Australia made strong progress against its 2025–26 Corporate Plan measures, with achievements across service quality, community reach, research impact, financial performance and organisational engagement. The organisation remains well positioned to sustain service quality, strengthen program delivery and continue working closely with Government and partners in FY27.

The following table outlines performance against the 2025–26 Corporate Plan KPIs, with accompanying notes to provide context for each metric.

Performance Activities

Strategic Pillars	Performance Measurement	Target 2025-26	Results 2025-26
National leadership role in hearing health reforms	1. Quality of advice and support to government and partners	Achieved	Achieved
	2. Dissemination of NAL research through Papers and Conference presentations	30	40
Enhance delivery of Government funded programs	3. Combined client satisfaction rates	86-90	88
	4. Number of CSO clients seen	70,000	68,896
	5. Number of First Nations children aged 0-6 years seen	13,000	12,446
	6. Number of First Nations communities visited	270	288
Strengthen our organisation	7. Staff engagement survey results	70+	72

The source of these activities is the FY 2026-29 Corporate Plan

Details on Performance Measurements

1. **Quality of advice and support to government and partners** measures Hearing Australia's contribution to government priorities and sector partnerships. The FY26 result indicates Hearing Australia provided the necessary advice and support to government and its partners over the year.
2. **Dissemination of NAL research through papers and conference presentations** reflects the reach and visibility of NAL research across the sector. FY26 performance exceeded target, with 40 outputs delivered against a target of 30.
3. **Combined client satisfaction rates** measure the quality of the client experience across services. The FY26 result of 88 sits within the target range of 86–90, indicating consistently strong service quality.
4. **Number of CSO clients seen** is the unique number of clients served under the Community Service Obligations program. The FY26 result of 68,896 was slightly below the target of 70,000, highlighting a modest shortfall in activity while service delivery remained close to plan. All CSO clients who requested an appointment were seen during the year.
5. **Number of First Nations children aged 0–6 years seen** tracks access to services for young First Nations children. The FY26 result of 12,446 against 13,000 was close to target and with 288 communities receiving HAPEE services.
6. **Number of First Nations communities visited** measures the breadth of Hearing Australia's clinical outreach services across Aboriginal and Torres Strait Islander communities. FY26 performance exceeded target, with 288 communities visited against a target of 270, reinforcing strong progress on access and community reach.
7. **Staff engagement survey results** measure employee engagement. The FY26 score of 72 exceeded the target of 70+, indicating continued improvement in staff sentiment and satisfaction.

Financial Statements

Australian Hearing Services
Trading as Hearing Australia
ABN 80 308 797 003

Financial Statements – 30 June 2026

Table of contents

For the year ended 30 June 2026

Independent Auditor's report	37
Statement by the Accountable Authority, Managing Director and Chief Financial Officer	39
Statement of profit or loss and other comprehensive income	40
Statement of financial position	41
Statement of changes in equity	42
Statement of cash flows	43
Notes to the financial statements	44

Independent Auditor's Report

Australian National Audit Office

INDEPENDENT AUDITOR'S REPORT

To the Minister for Health and Ageing

To the Minister for Disability and the National Disability Insurance Scheme

Opinion

In my opinion, the financial statements of the Australian Hearing Services, trading as Hearing Australia (the Entity) for the year ended 30 June 2026:

(a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and

(b) present fairly the financial position of the Entity as at 30 June 2026 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2026 and for the year then ended:

- Statement by the Accountable Authority, Managing Director and Chief Financial Officer;
- Statement of Profit or Loss and Other Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Statement of Cash Flows; and
- Notes to the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Board is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Board is also responsible for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

In preparing the financial statements, the Board is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Board is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office 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 the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, 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 my 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 Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority'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 Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Jennifer Carter

Audit Principal

Delegate of the Auditor-General

Canberra

13 August 2026

Statement by the Accountable Authority, Managing Director and Chief Financial Officer

For the year ended 30 June 2026

In our opinion:

- the attached financial statements for the year ended 30 June 2026 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* ('PGPA Act'), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act;
- at the date of this statement, there are reasonable grounds to believe that Hearing Australia will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of directors.



Elizabeth Crouch AM
Chair



Kim Terrell
Managing Director



David Cuda
Chief Financial Officer

13 August 2026

Statement of profit or loss and other comprehensive income
For the year ended 30 June 2026

	Note	2026 $'000	2025 $'000
Revenue			
Revenue from contracts with customers	4	274,376	262,653
Grant Income	5	17,044	16,863
Other income	6	5,796	6,150
Total revenues		297,216	285,666
Expenses			
Employee benefits	7	(157,955)	(155,178)
Goods and services received	8	(109,017)	(99,142)
Depreciation and amortisation	18,19,20	(19,848)	(19,815)
Lease rental	19	(1,266)	(1,699)
Workers' compensation premiums		(453)	(402)
Finance costs	9	(2,424)	(2,487)
Total expenses		(290,963)	(278,723)
Surplus before income tax equivalent expense		6,253	6,943
Income tax equivalent expense	10	(1,989)	(2,376)
Surplus after income tax equivalent expense for the year		4,264	4,567
Total comprehensive income for the year		4,264	4,567

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.

Statement of financial position
As at 30 June 2026

	Note	2026 $'000	2025 $'000
ASSETS			
Current assets			
Cash and cash equivalents		18,721	12,191
Trade and other receivables	12	5,831	2,669
Inventories	13	6,012	6,884
Prepayments		2,378	1,546
Contract assets from contracts with customers	14	2,539	3,158
Investments	16	88,008	93,618
Other current assets	15	162	449
Total current assets		**123,651**	**120,515**
Non-current assets			
Property, plant and equipment	18	15,484	17,496
Right-of-use assets	19	47,285	40,983
Intangible assets	20	418	396
Deferred tax assets	21	23,010	24,999
Total non-current assets		**86,197**	**83,874**
Total assets		**209,848**	**204,389**
LIABILITIES			
Current liabilities			
Trade and other payables	22	20,348	20,320
Lease liabilities	19	12,905	12,666
Provisions	23	24,375	24,189
Contract liabilities	24	14,528	13,019
Dividend payable	28	1,000	4,047
Grant Liabilities	5	3,574	5,375
Refund liabilities	25	1,277	1,243
Total current liabilities		**78,007**	**80,859**
Non-current liabilities			
Lease liabilities	19	41,138	35,927
Contract liabilities	26	1,234	108
Provisions	27	11,186	12,476
Total non-current liabilities		**53,558**	**48,511**
Total liabilities		**131,565**	**129,370**
Net assets		**78,283**	**75,019**
Equity			
Retained surpluses		78,283	75,019
Total equity		**78,283**	**75,019**

The above statement of financial position should be read in conjunction with the accompanying notes.

Statement of changes in equity
For the year ended 30 June 2026

	Retained surplus $'000	Total equity $'000
Balance at 1 July 2024	74,499	74,499
Surplus after income tax equivalent expense for the year	4,567	4,567
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	**4,567**	**4,567**
Transactions with owners		
Dividends paid or payable	(4,047)	(4,047)
Balance at 30 June 2025	**75,019**	**75,019**

	Retained surplus $'000	Total equity $'000
Balance at 1 July 2025	75,019	75,019
Surplus after income tax equivalent expense for the year	4,264	4,264
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	**4,264**	**4,264**
Transactions with owners		
Dividends paid or payable	(1,000)	(1,000)
Balance at 30 June 2026	**78,283**	**78,283**

The above balance includes the retained surplus apportioned to National Acoustic Laboratories of $2,846,967 (2025: $2,811,850).

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Statement of cash flows
For the year ended 30 June 2026

	2026 $'000	2025 $'000
Cash flows from operating activities		
Receipts from goods and services	292,171	282,445
Interest received	5,306	6,183
Royalty received	38	50
Net GST received	5,335	4,105
Payments to employees	(156,772)	(152,481)
Payments to suppliers	(120,076)	(104,914)
Interest paid on lease liabilities	(2,186)	(2,204)
Net cash from operating activities	**23,816**	**33,184**
Cash flows from investing activities		
Payments for property, plant and equipment	(5,469)	(3,546)
Payments for intangibles	(305)	-
Net inflow/(outflow) from investments	5,610	(16,770)
Net cash used in investing activities	**(164)**	**(20,316)**
Cash flows from financing activities		
Dividends paid	(4,047)	-
Principal paid on lease liabilities	(13,075)	(12,466)
Net cash used by financing activities	**(17,122)**	**(12,466)**
Net increase in cash and cash equivalents	**6,530**	**402**
Cash and cash equivalents at the beginning of the financial year	12,191	11,789
Cash and cash equivalents at the end of the financial year	18,721	12,191

The above statement of cash flows should be read in conjunction with the accompanying notes.

Notes to the financial statements
For the year ended 30 June 2026

Note No.	Description	Page
1	General Information	45
2	Material accounting policies	45
3	Critical accounting judgements, estimates and assumptions	47
4	Revenue from contracts with customers	50
5	Grant income and liabilities	52
6	Other income	52
7	Employee benefits	53
8	Goods and services received	53
9	Finance costs	53
10	Income tax equivalent expense	54
11	Competitive neutrality	55
12	Current assets - Trade and other receivables	55
13	Current assets - Inventories	56
14	Current assets - Contract assets from contracts with customers	56
15	Current assets - Other current assets	57
16	Current assets - Investments	57
17	Financial instruments	58
18	Non-current assets - Property, plant and equipment	58
19	Non-current assets - Leases	60
20	Non-current assets - Intangible assets	62
21	Non-current assets - Deferred tax assets	63
22	Current liabilities - Trade and other payables	64
23	Current liabilities - Provisions	64
24	Current liabilities - Contract liabilities	65
25	Current liabilities - Refund liabilities	65
26	Non-current liabilities - Contract liabilities	66
27	Non-current liabilities - Provisions	66
28	Dividends paid and payable	67
29	Key management personnel disclosures	68
30	Remuneration of auditors	69
31	Contingent liabilities	69
32	Commitments	69
33	Related party transactions	70
34	Events after the reporting period	70

Note 1. General Information

Australian Hearing Services ('AHS') trading as Hearing Australia (hereinafter referred to as Hearing Australia or as entity) is a corporate Commonwealth entity created under the provisions of the *Australian Hearing Services Act 1991* and operates on a for-profit basis. The entity is incorporated in Australia and has its principal place of business and registered address at; Level 5, 16 University Ave, Macquarie University NSW 2109.

The financial statements cover Hearing Australia as an individual entity. The financial statements are presented in Australian dollars, which is Hearing Australia's functional and presentation currency.

The principal activities of Hearing Australia are to provide hearing services and to carry out research and development in hearing related matters.

The continued existence of Hearing Australia is dependent on Government policy in relation to the provision and funding of hearing services.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 13 August 2026.

Note 2. Material accounting policies

The accounting policies that are material to the entity are set out below. The accounting policies adopted are consistent with those of the previous financial year, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The following three new standards are effective for FY25-26

- AASB 2023-5 Lack of Exchangeability
- AASB 2024-4 Effective Date of Amendments to AASB 10 and AASB 128
- AASB 2026-1 Disclosures about Uncertainties in the Financial Statements

These standards or amendments have no impact on the financial statements for FY25-26.

There are a number of standards, amendments to standards and interpretations that have been issued by the AASB that will be effective in future accounting periods which the entity has decided not to adopt early.

Basis of preparation

These general purpose financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013* ('PGPA Act').

The financial statements have been prepared in accordance with Public Governance, Performance and Accountability (Financial Reporting) Rule 2015 ('FRR'), and with Australian Accounting Standards - Simplified Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), as appropriate for for-profit oriented entities.

Historical cost convention
The financial statements have been prepared on an accrual basis under the historical cost convention, except for, where applicable, certain assets and liabilities at fair value.

Amounts in the financial statements have been rounded off to the nearest thousand dollars, unless otherwise specified.

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 Hearing Australia's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are material to the financial statements, are disclosed in note 3.

Interest on deposits calculated using the effective interest method

Interest 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.

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 Hearing Australia'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.

A liability is classified as current when: it's expected to be settled in Hearing Australia's normal operating cycle, and it is held primarily for the purpose of trading and the liability is due to be settled within twelve months after the reporting date or Hearing Australia does not have a substantive right at the reporting date to defer settlement of the liability for at least twelve months after the reporting date. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always 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. Cash is recognised at its nominal amount.

In accordance with the financial targets and performance considerations contained in the *Australian Hearing Services Act 1991*, the level of cash resources held by Hearing Australia is, in the opinion of the Board of directors, sufficient to maintain:

- a reasonable level of reserves, having regard to estimated future infrastructure requirements;
- the extent of the Commonwealth equity in the entity; and
- Hearing Australia 's commercial operational requirements.

Impairment of non-financial assets

All cash-generating assets and assets held at cost, including intangibles and right-of-use ('ROU') assets, were assessed for impairment at 30 June 2026. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. For non-cash generating assets held at fair value, the recoverable amount is expected to be materially the same as fair value at 30 June 2026.

Comparatives

Comparatives have been realigned, where necessary, to be consistent with current year presentation. There is no effect on the results or net assets of Hearing Australia.

Fair value measurement

Hearing Australia operates on a for-profit basis. As per approved exemption 17.7 under the FRR, Hearing Australia is exempted from the requirement of fair value measurement for valuation of non-financial assets.

Note 3. 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 that 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.

Provision for impairment of inventories

The provision for impairment of inventories assessment requires a degree of estimation and judgement. The level of the provision is assessed by taking into account recent sales experience, the ageing of inventories, damaged, obsolete, slow-moving inventories and other factors that affect inventory obsolescence.

Estimation of useful lives of assets
Hearing Australia 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
The liability for employee benefits expected to be settled more than 12 months from the reporting date is 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, based on actuarial assessments. The last actuarial assessment was in September 2025.

Restoration obligations
The provision for restoration obligations provides for the present value of anticipated costs for future restoration of leased premises. The provision includes future cost estimates associated with vacating of premises. The calculation of this provision requires assumptions such as the exit date and cost estimates. The provision recognised is periodically reviewed and updated based on the facts and circumstances available at the time. Changes to the estimated future costs are recognised in the statement of financial position by adjusting the asset and the provision. Reductions in the provision that exceed the carrying amount of the asset are recognised in profit or loss.

Lease term
The determination of the lease term requires management judgement regarding whether extension options are reasonably certain to be exercised. Whilst each lease is assessed individually, in general, for property leases the next option is considered reasonably certain, however subsequent options are not reasonably certain as management believe these are too far into the future to be reasonably certain.

Incremental borrowing rate
Hearing Australia is not able to determine the interest rate implicit in the lease for a large number of leases. Therefore, management have used an incremental borrowing rate, being the rate that Hearing Australia would have to pay to borrow the funds necessary to obtain an asset of similar value, in a similar economic environment with similar terms, security and conditions.

Recovery of deferred tax assets
Deferred tax assets are recognised for deductible temporary differences only if Hearing Australia considers it is probable that future taxable amounts will be available to utilise those temporary differences and losses.

Impairment of non-financial assets and other indefinite life intangible assets
Hearing Australia assesses impairment of non-financial assets other than indefinite life intangible assets at each reporting date by evaluating conditions specific to the entity and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions.

Configuration and customisation costs for cloud-based software - Software-as-a-Service (SaaS)
SaaS arrangements are service contracts providing the entity with the right to access a cloud provider's application software over the contract period. As such, the entity does not receive a software intangible asset at the contract commencement date. A right to receive future access to the supplier's software does not, at the contract commencement date, give the customer rights to obtain the future economic benefits flowing from the software itself and to restrict others' access to those benefits. Costs incurred for such arrangements are expensed as incurred.

Revenue recognised in respect of future maintenance obligations
Where amounts invoiced include consideration for future maintenance services, the estimated portion relating to those services is deferred and recognised as revenue over the period the services are provided, consistent with the satisfaction of the related performance obligations.

Note 4. Revenue from contracts with customers

	2026 $'000	2025 $'000
Sale of goods	134,874	127,901
Rendering of services	138,691	134,611
Licence fees	811	141
	274,376	**262,653**

Disaggregation of revenue

The disaggregation of revenue from contracts with customers is as follows:

	2026 $'000	2025 $'000
Major product & service lines		
Fittings and sales of devices	194,506	185,493
Hearing assessments and maintenance	79,059	77,019
Licence fees	811	141
	274,376	**262,653**
Geographical regions		
Australia	273,565	262,512
Overseas	811	141
	274,376	**262,653**
Timing of revenue recognition		
Goods and services transferred at a point in time	246,524	237,098
Goods and services transferred over time	27,852	25,555
	274,376	**262,653**

Accounting policy for revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which Hearing Australia is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, Hearing Australia 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.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds. 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.

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.

Revenues from Government
Hearing Australia receives a significant amount of its sales revenue (as disclosed above) from the Federal Government. This consists of funds received from the Department of Health, Disability and Ageing ('DoH') for (i) revenue received through a competitive voucher scheme administered by the DoH; and (ii) the provision of goods and services to the community.

Funding from the DoH is recognised when the service or goods have been provided, in accordance with the accounting policy above.

Revenue for services provided under the competitive voucher scheme is recognised when the services are provided, in accordance with the accounting policy above. Where fees for maintenance services are received in advance, the amount is initially recognised as a contract liability and revenue is recognised over the service period.

Licence fees
Licence fee income is recognised on an accrual basis over the period to which the licence relates, unless control transfers at a point in time.

Note 5. Grant income and liabilities

	2026 $'000	2025 $'000
Grant income	17,044	16,863
Grant liabilities	3,574	5,375

The Australian Government provides additional grants to Hearing Australia for the funding of various activities including: i) Ongoing research and development into hearing health, rehabilitation and prevention programs, ii) Activities related to online hearing tests under the hearing services development program, and iii) Hearing assessment activities under the Indigenous Australian Health Program.

Hearing Australia, through its research division National Acoustic Laboratories (NAL), also receives grants from a variety of external organisations to conduct research into hearing loss, diagnostics, outcomes, behaviours, technologies and preservation.

Accounting policy for grant income and grant liabilities

Grant income is recognised in profit or loss on a systematic basis over the periods in which the entity recognises the related costs as expenses for which the grants are intended to compensate. Where grant funds are received in advance, a liability is initially recognised and subsequently recognised as income when the services have been performed. Unspent grant funding at reporting date is recognised as a grant liability until the related grant conditions and performance obligations are satisfied.

Note 6. Other income

	2026 $'000	2025 $'000
Interest on deposits	5,575	6,136
Proceeds from insurance claims	221	14
	5,796	6,150

Note 7. Employee benefits

	2026 $'000	2025 $'000
Wages and salaries	114,374	110,423
Superannuation	19,835	19,274
Leave and other entitlements	15,259	17,109
Taxes	8,487	8,372
	157,955	**155,178**

Note 8. Goods and services received

	2026 $'000	2025 $'000
Aids and appliances	60,622	59,421
Consultants	3,882	2,033
Contractors	4,912	1,858
Information and communication technology	10,063	10,665
Marketing	8,399	5,439
Property	5,985	5,927
Travel	6,578	6,066
Others	8,576	7,733
Goods and services received	**109,017**	**99,142**

Note 9. Finance costs

	2026 $'000	2025 $'000
Interest expense - leases	2,186	2,205
Unwinding of discount on restoration provision liability	238	282
	2,424	**2,487**

Accounting policy for finance costs

All finance costs are expensed in the period in which they are incurred.

Note 10. Income tax equivalent expense

	2026 $'000	2025 $'000
Income tax equivalent expense		
Current Tax	-	-
Deferred tax-origination and reversal of temporary differences	1,989	2,376
Aggregate income tax equivalent expense	1,989	2,376
Deferred tax included in income tax equivalent expense comprises:		
Decrease in deferred tax assets (note 21)	1,989	2,376

	2026 $'000	2025 $'000
Numerical reconciliation of income tax equivalent expense and tax at the statutory rate		
Surplus before income tax equivalent expense	6,253	6,943
Tax at the statutory tax rate of 30%	1,876	2,083
Tax effect amounts which are not deductible/(taxable) in calculating taxable income:		
Non-deductible expense	113	293
Reduction to tax losses for tax exempt income	11	59
National Acoustic Laboratories exempt from income tax equivalent	(11)	(59)
Income tax equivalent expense	1,989	2,376

The above amounts have been calculated in the form of company income tax under the Income Tax Assessment Acts, had they applied, in accordance with the accounting policy for competitive neutrality (note 11). Income tax payable to the Australian Government for the year ended 30 June 2026 is Nil (there was no income tax payable for the year ended 30 June 2025).

Accounting policy for taxation

Hearing Australia is exempt from all forms of taxation except fringe benefits tax ('FBT') and goods and services tax ('GST').

Revenues, expenses and assets are recognised net of GST except for: (i) where the amount of GST incurred is not recoverable from the Australian Taxation Office ('ATO'); and (ii) receivables and payables.

Note 11. Competitive neutrality

	2026 $'000	2025 $'000
State tax equivalent expense	7,435	7,188
Neutrality expense due to benefits under the workers compensation regulatory scheme	44	50
	7,479	**7,238**

Accounting policy for competitive neutrality

Hearing Australia provides services on a for-profit basis. Under competitive neutrality arrangements, Hearing Australia is required to make payroll tax and income tax equivalent payments to the Commonwealth Government in addition to statutory payments for FBT and GST. Hearing Australia pays an annual regulatory neutrality payment to the Official Public Account to offset the cost advantages relative to its competitors as a result of operating under one national workers compensation regulatory scheme.

Note 12. Current assets - Trade and other receivables

	2026 $'000	2025 $'000
Trade receivables	6,598	2,859
Less: Allowance for expected credit losses	(2,184)	(1,143)
	4,414	**1,716**
Interest receivable	753	486
GST receivable	664	467
	1,417	**953**
	5,831	**2,669**

Allowance for expected credit losses

Hearing Australia has recognised an increase of allowance for expected credit losses of $1,040,696 in profit or loss for the year ended 30 June 2026 (2025: an increase of allowance for expected credit losses of $733,108).

Accounting policy for 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 for goods and services are generally due for settlement within 30 days from date of invoice and 3 days for DoH claims for payment.

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

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

Note 13. Current assets - Inventories

	2026 $'000	2025 $'000
Inventories held for sale - at cost	3,233	3,912
Inventories held for distribution - at cost	6,450	6,854
Less: Provision for impairment	(3,671)	(3,882)
	6,012	6,884

Inventory held for sale and distribution that was recognised as an expense in profit or loss amounted to $60,622,000 for the year ended 30 June 2026 (2025: $59,421,000).

Accounting policy for inventories

Inventories held for sale are stated at the lower of cost and net realisable value on an 'average cost' basis. Cost comprises of purchase and delivery costs, where applicable, net of rebates and discounts received or receivable.

Inventories held for distribution are stated at cost and are adjusted for any loss in service potential.

Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

Note 14. Current assets - Contract assets from contracts with customers

	2026 $'000	2025 $'000
Service and sale of goods	2,821	3,508
Less: Allowance for expected credit losses	(282)	(350)
	2,539	3,158

Hearing Australia has recognised a reduction of impairment of expected credit losses of $68,331 in profit or loss for the year ended 30 June 2026 (2025: a decrease of impairment of $144,000).

Accounting policy for contract assets

Contract assets are recognised when Hearing Australia has transferred goods or services to the customer but where Hearing Australia is yet to establish an unconditional right to consideration. Contract assets are treated as financial assets for impairment purposes.

Under the current claims process with the DoH, Hearing Australia is remunerated on completion of a fitting which occurs when a customer returns for their follow-up appointment. Services and sale of goods classified as contract assets represent revenue activities that are partially completed, usually when a customer has been fitted with a hearing device and has yet to return for the follow-up appointment.

Note 15. Current assets - Other current assets

	2026 $'000	2025 $'000
Grants receivable	134	370
Other receivables	28	79
	162	449

Note 16. Current assets - Investments

	2026 $'000	2025 $'000
Fixed term cash deposits	88,008	93,618

Accounting policy for investments and other financial assets

Investments and other financial assets are initially measured at fair value. Transaction costs are included as part of the initial measurement. Classification is determined based on both the business model within which such assets are held and the contractual cash flow characteristics of the financial asset unless, an accounting mismatch is being avoided.

Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and Hearing Australia has transferred substantially all the risks and rewards of ownership. When there is no reasonable expectation of recovering part or all of a financial asset, its carrying value is written off.

Financial assets at amortised cost

A financial asset is measured at amortised cost only if both of the following conditions are met: (i) it is held within a business model whose objective is to hold assets in order to collect contractual cash flows; and (ii) the contractual terms of the financial asset represent contractual cash flows that are solely payments of principal and interest. In accordance with section 59 of the PGPA Act, the funds are invested on deposit with a bank, including a deposit evidenced by a certificate of deposit, all maturing within 12 months. All fixed term cash deposits are carried at amortised cost.

Note 17. Financial instruments

The entity's financial assets comprise cash and cash equivalents, trade and other receivables and investments, which are measured at amortised cost. Financial liabilities comprise trade and other payables, lease liabilities and dividend payable, which are measured at amortised cost where applicable. The carrying amounts of these financial assets and financial liabilities approximate their fair value.

	2026 $'000	2025 $'000
Financial assets measured at amortised cost		
Cash and cash equivalents	18,721	12,191
Trade and other receivables	5,831	2,669
Investments	88,008	93,618
Total financial assets	**112,560**	**108,478**
Financial liabilities measured at amortised cost		
Trade and other payables	20,348	20,320
Lease liabilities	54,043	48,593
Dividend payable	1,000	4,047
Total financial liabilities	**75,391**	**72,960**

Interest income on financial assets measured at amortised cost was $5.6 million (2025: $6.1 million). Interest expense on financial liabilities measured at amortised cost was $2.2 million (2025: $2.2 million).

Note 18. Non-current assets - Property, plant and equipment

	2026 $'000	2025 $'000
Leasehold improvements - at cost	45,919	45,005
Leasehold improvements - accumulated depreciation	(37,213)	(33,049)
	8,706	**11,956**
Plant and equipment - at cost	23,758	22,014
Plant and equipment - accumulated depreciation	(16,980)	(16,474)
	6,778	**5,540**
	15,484	**17,496**

Reconciliations

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

	Plant and equipment $'000	Leasehold improvements $'000	Total $'000
Balance at 01 July 2025	5,540	11,956	17,496
Additions	3,574	1,894	5,468
Disposals	(15)	(16)	(31)
Depreciation expense	**(2,321)**	**(5,128)**	(7,449)
Balance at 30 June 2026	**6,778**	**8,706**	15,484

Accounting policy for property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment, except for items costing less than $1,000, which are expensed as incurred. Historical cost includes expenditure that is directly attributable to the acquisition of the items. The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to restoration obligations in property leases taken up by Hearing Australia where an obligation to restore the property to its original condition exists. Plant and equipment acquired at no cost, or for nominal consideration are initially recognised as assets and income at their fair value at the date of acquisition.

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

Leasehold improvements	over the expected lease term
Plant and equipment	3 - 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 expected lease term 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 Hearing Australia. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Note 19. Non-current assets - Leases

(i) Amount recognised in the statement of financial position

The Statement of financial position shows the following amounts relating to leases:

	2026 $'000	2025 $'000
Right-of-use-assets		
Property	45,971	40,184
Vehicles	1,314	799
	47,285	**40,983**
Lease liabilities		
Current	12,905	12,666
Non-current	41,138	35,927
	54,043	**48,593**

The increase in right-of-use assets primarily reflects new leases of $2,311,608 and modified lease arrangements of $16,126,566 recognised under AASB16, offset by depreciation of existing right-of-use assets.

(ii) Amount recognised in profit or loss

The following amounts relating to leases are recognised in profit or loss:

	2026 $'000	2025 $'000
Depreciation charge of right-of-use assets		
Property	11,606	11,375
Vehicles	529	442
	12,135	**11,817**
Interest expense (included in finance cost)	2,186	2,205
Expense relating to low-value leases (less than $10,000 per asset) (included in lease rental expense)	311	455
Expense relating to short-term leases (included in lease rental expense)	955	1,244

The total cash outflow for leases for the year ended 30 June 2026 was $15,260,648 (2025: $14,670,177).

	2026 $'000	2025 $'000
Maturity analysis - contractual undiscounted cash flows		
Within one year	14,823	14,158
One to five years	18,887	20,441
More than five years	80	0
	33,790	**34,599**

(iii) Hearing Australia's leasing activities and how these are accounted for

Hearing Australia leases properties, vehicles and plant and equipment. Lease contracts are typically made for fixed periods of 3 months to 6 years but may have extension options.

Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants, but leased assets may not be used as security for borrowing purposes. Residual value guarantees are issued on some motor vehicle leases and on the anniversary of these leases the residual value is re-assessed and where required the monthly lease payments and corresponding lease liability balances are adjusted accordingly.

Extension and termination options are included in a number of property and equipment leases. These terms are used to maximise operational flexibility in terms of managing contracts. The majority of extension and termination options held are exercisable only by Hearing Australia and not by the respective lessor. In determining the lease term, management considers all facts and circumstances that create an economic incentive to exercise an extension option or not exercise a termination option. Extension options (or periods after termination options) are only included in the lease term if the lease is reasonably certain to be extended (or not terminated). The assessment is reviewed if a significant event or a significant change in circumstances occurs which affects this assessment and that is within the control of Hearing Australia.

Recognition and Measurement

Hearing Australia assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. Hearing Australia recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets, except for short-term leases and leases of low-value assets.

Lease Liabilities

The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case, the incremental borrowing rate is used, being the rate that Hearing Australia would have to pay to borrow the funds necessary to obtain an asset of similar value to the right-of-use asset in a similar economic environment with similar terms, security and conditions.

After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g. changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying asset. Lease payments are allocated between principal and finance cost.

Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease (i.e. the date the underlying asset is available for use). The right-of-use asset is initially measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset. Subsequent to initial recognition, right-of-use assets are measured using the cost model which measures the asset at cost less accumulated depreciation and impairment losses and adjusted for any remeasurement of the lease liability.

Right-of-use assets are generally depreciated over the shorter of the asset's useful life and the lease term on a straight-line basis. If Hearing Australia is reasonably certain to exercise a purchase option, the right-of-use asset is depreciated over the underlying asset's useful life.

Short term and low-value leases

Payments associated with short-term leases of equipment and vehicles and all leases of low-value assets are recognised on a straight-line basis as an expense in profit or loss. Short-term leases are leases with a lease term of 12 months or less. Low-value assets comprise small items of office equipment.

Note 20. Non-current assets - Intangible assets

	2026 $'000	2025 $'000
Computer software internally developed - at cost	3,284	3,076
Computer software internally developed - less accumulated amortisation	(2,866)	(2,680)
	418	**396**

Reconciliations

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

	Computer software internally developed $'000	Total $'000
Balance at 1 July 2025	396	396
Additions	305	305
Disposals	(19)	(19)
Amortisation expense	(264)	(264)
Balance at 30 June 2026	**418**	**418**

Accounting policy for intangible assets

Intangible assets acquired are initially recognised at cost. Intangible assets acquired at no cost, or for nominal consideration are initially recognised as assets and income at their fair value at the date of acquisition. The gains or losses recognised in profit or loss arising from the de-recognition of an intangible asset is measured as the difference between net disposal proceeds, if any, and the carrying amount of the intangible asset. The method and useful lives of finite life intangible assets are reviewed annually. Changes in the expected pattern of consumption or useful life are accounted for prospectively by changing the amortisation method or period.

Computer software internally developed and purchased

Costs relating to computer software internally developed are capitalised when it is probable that the project will be a success considering its commercial and technical feasibility; Hearing Australia is able to use or sell the asset; Hearing Australia has sufficient resources; and intent to complete the development and its costs can be measured reliably. Following the initial capitalisation of software internally developed or purchased software, the cost model is applied requiring the assets to be carried at cost less any accumulated amortisation and accumulated impairment losses. Amortisation is on a straight-line basis over the period of their expected benefit, being their finite useful lives between three and seven years.

Note 21. Non-current assets - Deferred tax assets

	2026 $'000	2025 $'000
Deferred tax asset comprises temporary differences attributable to:		
Property, plant and equipment	(129)	(784)
Contract assets	(846)	(1,052)
Right of use assets	(14,186)	(12,295)
Accrued expense	2,909	2,690
Contract liabilities	2,049	2,132
Provisions	10,668	10,999
Inventories	1,101	1,165
Intangible assets	3,129	4,640
Lease liabilities	16,213	14,578
Other temporary differences	656	347
Tax losses carried forward	1,446	2,579
Deferred tax asset	**23,010**	**24,999**
Movements:		
Opening balance	24,999	27,375
Charged to profit or loss (note 10)	(1,989)	(2,376)
Closing balance	**23,010**	**24,999**

Note 22. Current liabilities - Trade and other payables

	2026 $'000	2025 $'000
Trade creditors and accrued expenses	8,722	10,525
Salaries and wages	11,626	9,795
	20,348	20,320

Accounting policy for trade and other payables

These amounts represent liabilities for goods and services provided to Hearing Australia 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.

Note 23. Current liabilities - Provisions

Provisions	2026 $'000	2025 $'000
Employee benefits	23,943	23,526
Restoration obligations	432	663
	24,375	24,189

Restoration obligations

Note 27 includes the movement of the total restoration obligations provision.

Accounting policy for provisions

Provisions are recognised when Hearing Australia has a present (legal or constructive) obligation as a result of a past event, it is probable Hearing Australia 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.

Accounting policy for employee benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, termination 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.

No provision is made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of Hearing Australia is estimated to be less than the annual entitlement for sick leave.

Superannuation benefits

Employees of Hearing Australia are members of the Commonwealth Superannuation Scheme ('CSS'), the Public Sector Superannuation Scheme ('PSSdb'), the PSS Accumulation Plan ('PSSap') or other superannuation funds held outside the Commonwealth. Directors of Hearing Australia are members of the CSS, PSSdb or other superannuation funds held outside the Commonwealth, but not the PSSap.

The CSS and PSSdb are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme. The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedule and notes.

Hearing Australia makes employer contributions to the Commonwealth employee superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government, and accounts for the contributions as if they were contributions to defined contribution plans.

Note 24. Current liabilities - Contract liabilities

	2026 $'000	2025 $'000
Maintenance fees	12,697	12,924
Government funding for goods and services	1,249	0
Licence fees	582	95
	14,528	13,019

Accounting policy for contract liabilities

Contract liabilities represent Hearing Australia's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when Hearing Australia recognises a receivable to reflect its unconditional right to consideration, whichever is earlier, before Hearing Australia has transferred the goods or services to the customer.

Note 25. Current liabilities - Refund liabilities

	2026 $'000	2025 $'000
Refund liabilities	1,277	1,243

Accounting policy for refund liabilities
Refund liabilities are recognised where Hearing Australia receives consideration from a customer and expects to refund some, or all, of that consideration to the customer. A refund liability is measured at the amount of consideration received or receivable for which Hearing Australia does not expect to be entitled and is updated at the end of each reporting period for changes in circumstances. Historical data is used across product lines to estimate such returns at the time of sale based on an expected value methodology.

Note 26. Non-current liabilities - Contract liabilities

	2026 $'000	2025 $'000
Maintenance fees	958	-
Licence fees	276	108
	1,234	**108**

Accounting policy for contract liabilities
Contract liabilities represent Hearing Australia's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when Hearing Australia recognises a receivable to reflect its unconditional right to consideration, whichever is earlier, before Hearing Australia has transferred the goods or services to the customer.

Note 27. Non-current liabilities - Provisions

	2026 $'000	2025 $'000
Employee benefits	4,146	5,209
Restoration obligations	7,040	7,267
	11,186	**12,476**

Restoration obligations
The provision represents the present value of the estimated costs to make good the premises leased by Hearing Australia at the end of the respective lease terms. Hearing Australia currently has 188 (2025: 193) agreements for the leasing of premises which have provisions requiring Hearing Australia to fully or partly restore the premises to their original condition at the conclusion of the lease.

Movements in provisions

Movements in each class of provision (current: note 23 and non-current: note 27) during the current financial year, other than employee benefits, are set out below:

	Restoration obligations $'000
2026	
Balance at 1 July 2025	7,930
Additional provisions recognised	117
Provision write backs	(183)
Makegood utilisation	(233)
Makegood revaluation	(397)
Unwinding of discount	238
Balance at 30 June 2026	7,472

Accounting policy for 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 as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. 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 high quality corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Note 28. Dividends paid and payable

	2026 $'000	2025 $'000
Final dividend to the Australian Government payable at the reporting date	1,000	4,047

Hearing Australia's dividend payment is made in accordance with a direction from the Portfolio Minister under section 63A of the Australian Hearing Services Act 1991. Under the direction issued during 2024–25, Hearing Australia is required to pay an annual dividend to the Australian Government of 60 per cent of net profit each financial year, with the total dividend capped at $1.0 million from 1 July 2026, provided that an agreed minimum amount is invested in a program to provide hearing services to vulnerable groups not supported through the Hearing Services Program. The spend target of the program was achieved this year. The dividend declared for the year ended 30 June 2026 is payable to the Official Public Account via the Department of Health, Disability and Ageing by 31 October 2026.

Note 29. Key management personnel disclosures

Key management personnel

Hearing Australia has determined that Key Management Personnel ('KMP') is comprised of all members of the Board and all members of the Executive Management Team as they have the responsibility for planning, directing and controlling the activities of Hearing Australia.

Compensation

The aggregate remuneration made to directors and other members of KMP is set out below:

	2026 $	2025 $
Short-term employee benefits	2,992,416	3,008,117
Post-employment benefits	352,553	355,297
Other long-term benefits	(2,983)	113,800
Total aggregate compensation of KMP	**3,341,986**	**3,477,214**

The negative amount in other long-term benefits of $2,983 reflects net favourable movements between the present value factors applied to long service leave obligations and the accrual for the reporting period.

Short term employee benefits include estimated bonuses of $424,627 that are not yet finalised at the time of preparing this report (2025: $343,829).

Other than the above compensation there were no other material related party transactions with KMP.

The total number of KMP that are included in the above table are 14 (2025:15).

	Directors	Senior Executives
The KMP movements for the year are set out below:		
KMP as at 1 July 2025	8	4
Incoming during the year	1	1
Total KMP included in this year's aggregate compensation	9	5
Outgoing during the year	(1)	-
KMP as at 30 June 2026	**8**	**5**

The senior executive roles are as follows:

1	Chief Digital & Transformation Officer
2	Chief Financial Officer
3	Chief Operating Officer
4	Director, Corporate Services
5	Director NAL Research

The above KMP remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set out by the Remuneration Tribunal and are not paid by Hearing Australia.

Note 30. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by Australian National Audit Office, the auditor of Australia.

	2026 $	2025 $
Audit services:		
Audit of the financial statements	112,000	150,000

Note 31. Contingent liabilities

Hearing Australia had no contingent liabilities or assets as at 30 June 2026 and 30 June 2025.

Accounting policy for contingent liabilities and contingent assets

Contingent liabilities and assets are not recognised in the statement of financial position but are reported in the notes.

They may arise from uncertainty as to the existence of a liability or asset or represent a liability or asset in respect of which the amount cannot be reliably measured.

Contingent assets are disclosed when settlement is considered probable, but not virtually certain. Contingent liabilities are disclosed when the likelihood of settlement is greater than remote.

Note 32. Commitments

	2026 $'000	2025 $'000
Lease commitments - Operating		
Committed at the reporting date but not recognised as liabilities, payable:		
Within one year	4	19
One to five years	–	4
	4	23
Capital commitments		
Committed at the reporting date but not recognised as liabilities, payable:		
Within one year	19	576

Commitments are GST exclusive.

Note 33. Related party transactions

Related party relationships
Hearing Australia is an Australian Government controlled entity. Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment by Hearing Australia of taxes, workers compensation and receipt of grants and payments under the Hearing Services Program.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by the entity, it has been determined that there are no related party transactions to be separately disclosed.

Note 34. Events after the reporting period

On 1 August 2026, Hearing Australia acquired 100 per cent of the issued share capital of Earworx Pty Ltd. This company operates in the hearing services sector. The acquisition occurred after 30 June 2026 and has therefore been treated as a non-adjusting event for the year ended 30 June 2026. The total consideration is approximately $6.5 million and remains subject to final completion adjustments and is funded from cash reserves. At the date these financial statements were authorised for issue, Hearing Australia had not yet completed its preliminary assessment of the fair values of the identifiable assets acquired and liabilities assumed and accordingly it is not yet practicable to estimate reliably the full financial effect of the acquisition.

Other than the above, no matter or circumstance has arisen since 30 June 2026 that has significantly affected, or may significantly affect Hearing Australia's operations, the results of those operations, or Hearing Australia's state of affairs in future financial years.

Glossary

Acronym/ Specialist Term	Expansion/Meaning
ACCHO	Aboriginal Community Controlled Health Organisation - a community-run primary healthcare service which provides comprehensive, culturally informed care for Aboriginal and Torres Strait Islander people.
ADF	Australian Defence Force
AHS Act	*Australian Hearing Services Act 1991*
AI	Artificial Intelligence
AIMEE	Hearing Australia's AI-enabled clinical support platform.
ANAO	The Australian National Audit Office, Hearing Australia's external auditor.
ARMC	Audit and Risk Management Committee (of the Hearing Australia Board)
Audiologist	A university-qualified professional who evaluates hearing function and provides appropriate rehabilitation, such as the fitting of hearing aids.
Audiometrist	A hearing clinician who has completed a certificate course in hearing assessment, hearing aid fitting and management.
CARE Framework	Hearing Australia's client service framework based on the areas of Connect, Assess, Recommend and Enable.
CHA	Community Hearing Advisor – a person who conducts hearing screening and arranges assessment appointments.
CI	Cochlear Implant
Clinician	An audiometrist or audiologist
Cochlear implant speech processor	The external component of a cochlear implant system which captures and processes sound.
Commercial Services	Hearing services offered in competitive aspects of the Australian market. Predominantly covers HSP (Voucher) and self-funded services.
Corporate Plan (CP)	Strategic Plan, covering the forward 4 years and required to be provided to the Responsible Minister and the Finance Minister.
CPD	Continuing Professional Development – an Audiologist must earn a minimum number of CPD points each year to retain their accreditation.
CSO	Community Service Obligations (CSO) Program – part of the Commonwealth Government's Hearing Services Program.
DoH	Department of Health, Disability and Ageing (within the Financial Statements) – see 'Health'.
DVA	Department of Veterans' Affairs
EA	Enterprise Agreement
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortisation
First Nations	A term which acknowledges the diversity of Australia's first peoples
FTE	Full Time Equivalent (staff-related measurement)
FY	Financial Year – commencing 1 July and ending 30 June
GST	Goods and Services Tax

Acronym/ Specialist Term	Expansion/Meaning
HAPEE	Hearing Assessment Program – Early Ears Provides free hearing screening to First Nations children aged 0-6 years and who are not yet attending full time school. Funded through the Department of Health, Disability and Ageing.
Health	The Department of Health, Disability and Ageing, which administers the Government's Hearing Services Program
Hearing Centres	Hearing Australia's service outlets and physical point of contact for clients.
HLT	Higher Level Technology - generally, technology which requires out of pocket expenditure as is usually not fully covered under the HSP Program.
HSP	Hearing Services Program - funded by the Department of Health, Disability and Ageing and covers services for eligible pensioners and veterans, plus services under the CSO.
HSP (Voucher)	The elements of the Hearing Services Program which do not include the CSO.
KPI	Key Performance Indicator
NACCHO	National Aboriginal Community Controlled Health Organisation - the national peak body representing 150 Aboriginal Community Controlled Health Organisations across Australia.
NAL	National Acoustic Laboratories – the research division of Hearing Australia.
NDIS	National Disability Insurance Scheme - provides Government funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.
NDIS Early Intervention Pathway	This pathway fast-tracks NDIS eligibility testing and the provision of an interim NDIS plan for young children who have a hearing impairment, resulting in children and families gaining rapid access to the NDIS and having a plan approved within 2 weeks, on average.
Network	Hearing Australia's footprint of Hearing Centres which deliver services nationwide, often also used to refer to the staff who work in these locations.
Otitis media	Middle-ear infection or inflammation, particularly significant in relation to childhood ear disease.
Outreach services	Hearing services delivered through visits to communities outside Hearing Australia's hearing centres.
PGPA Act	*Public Governance Performance and Accountability Act 2013*
RAP	Reconciliation Action Plan
Remote microphone system	A hearing support system used with hearing aids or cochlear implants to reduce the effects of distance and background noise, particularly useful in classroom settings.
Shared Hearing Service Plan	A co-designed service arrangement between Hearing Australia and an Aboriginal Community Controlled Health Organisation or community partner.
Social Purpose Fund	Hearing Australia's initiative which supports hearing care for vulnerable people who are not eligible for Government-funded services.
Telehealth	Delivery of clinical or support services remotely, using telecommunications technology.
Tinnitus	Ringing, buzzing or other perceived sound in the ears, often when no external sound is present.
Tinnitus Treatment Pilot Program	The national pilot program delivered with DVA and the ADF for eligible current and former ADF members living with tinnitus.
Virtual Personas	NAL's artificial intelligence-based training platform for practising hearing-care conversations.
YTD	Year To Date

Appendices

Appendix 1: Board of Directors

Board appointments

Directors are appointed to the Board of Hearing Australia on fixed terms by the Minister. The Board consists of highly credentialed Directors with significant and extensive expertise across a variety of areas relevant to Hearing Australia's operations. The Directors oversee performance and shape our strategic direction. All are Non-Executive or Special Purpose Directors, except for the Managing Director.

The term of Mr Kim Keogh as a Special Purpose Director concluded on 31 August 2025.

Directors' details

Elizabeth Crouch AM, BEc, M. Cyber FAICD, Chair

Ms Crouch AM brings strong government and policy expertise and extensive governance experience as a Non-Executive Director, including as Chair of Ochre Health, the Customer Owned Banking Association, Catholic Schools Parramatta Diocese Ltd and the Sydney Children's Hospital Network. She has previously held board roles with ASX listed ReadyTech, Bingo Industries, Angus Knight, Chandler Macleod and McGrath. She is the Chair of the Board of Hunter Water and a non-executive director of the boards of the NSW Institute of Sport and the University of Newcastle and chairs the Audit and Risk Committees for the NSW State Emergency Service and the NSW Department of Creative Industries, Tourism, Hospitality and Sport. She is also a Senior Advisor with HNG Partners.

Ms Crouch is the Emerita Deputy Chancellor of Macquarie University and is skilled in business strategy and service delivery, cyber security, enterprise risk management, leadership, policy, stakeholder relations and culture change. She holds a degree in Economics, a Masters in Cyber Security and is a fellow of the Australian Institute of Company Directors and member of Chief Executive Women. Ms Crouch was awarded an Order of Australia for her services to tertiary education and the rail transport sector.

Mr Kim Terrell, Managing Director, B Arts, Master's Degree in Public Policy, OLY

Mr Kim Terrell was appointed Acting Managing Director of Hearing Australia on 1 March 2018 and Managing Director on 30 August 2018.

Mr Terrell's extensive career includes working as a senior executive within the Department of the Prime Minister and Cabinet, the Department of Human Services, the Attorney-General's Department and several small agencies. He played a key role in establishing the Digital Transformation Office (DTO), the Australian Sports Anti-Doping Authority (ASADA) and CrimTrac, and is highly experienced in building innovative, high performing teams. Mr Terrell was instrumental in creating myGov and driving digital transformation across the Department of Human Services and the government.

He has a Bachelor of Arts degree, a Master's Degree in Public Policy and has received four Australia Day awards. In addition to his professional achievements, Kim was an Australian Swim Team member from 1981-1986. During this time Kim won ten national titles, established six Australian records and attended the 1982 Commonwealth Games and 1984 Olympics. Kim also has a significant hearing loss.

Ms Loretta Di Mento, Non-Executive Director, BCom, CA, GAICD

Ms Loretta Di Mento was appointed to Hearing Australia's Board and as Chair of its Audit and Risk Management Committee in June 2024. Ms Di Mento has a wealth of experience in governance, audit and financial oversight. She is Chair of the Board of the Western Sydney Local Health District; and is a board member of Opportunity International Australia.

Ms Di Mento is Chair of the Audit and Risk Committees of Health Infrastructure NSW, Justice Health NSW and TAFE NSW and is a member of the Audit and Risk Committees of the National Australia Day Council and the NSW Electoral Commission. Loretta is a Graduate Member of the Australian Institute of Company Directors (AICD) and Member of Chartered Accountants Australia and New Zealand. She was formerly a registered Company Auditor.

Professor Sharon Goldfeld AM, Non-Executive Director, PhD, MBBS(Hons), FAFPHM, FRACP, FAHMS, MAICD

Professor Sharon Goldfeld is a paediatrician, researcher and policy advisor focussing on child development and health equity. She is Director of the Centre for Community Child Health at the Royal Children's Hospital, and Director of Population Health at the Murdoch Children's Research Institute. With a decade of experience in state government as a senior policymaker in health and education, including holding the role of Principal Medical Advisor in the Victorian Department of Education and Training, Professor Goldfeld is uniquely positioned to seamlessly straddle research, policy, and practice. Her expertise is highly sought after with appointments to government Expert Advisory Groups in health, education and social services departments. Professor Goldfeld is a member of the Australian Institute of Company Directors.

Dr Stephen Parnis, Non-Executive Director, MBBS, PGDipSurgAnat, FACEM, FAICD, FAMA

Dr Stephen Parnis was appointed to the Board in June 2023 and is an accomplished medical specialist, experienced company director and opinion leader and advocate. As a senior specialist in emergency medicine, he has played leadership roles across hospitals in regional and metropolitan Victoria, in the provision of clinical care, education, research and clinical administration in the public and private hospital sectors. As a company director in the medical and professional insurance industries for over 18 years, Dr Parnis has contributed to the governance of professional associations and the medical indemnity sector. His leadership within the medical profession and influence in the wider community began in 2004 in areas including public health, industrial relations and workforce policy, end of life care, health funding and medical ethics. He continues to advise medical and political leaders on medical practice and health policy, and to speak on matters of public importance.

Ms Susan Turner-Kapsanis, Non-Executive Director, LLM, BA/LLB (Hons), GAICD (from 26 June 2026)

Susan Turner-Kapsanis was appointed to the Board in June 2026. Her past and current board roles span healthcare, disability, education and professional services. She has founded two Australian healthcare businesses, has been a Singapore-based finance lawyer with Wall Street law firm Milbank, and is currently Chair of leading children's hearing charity, The Shepherd Centre. Ms Turner-Kapsanis is a graduate member of the Australian Institute of Company Directors (GAICD) with Order of Merit, and holds a Master of Environmental Law and a Bachelor of Laws/Bachelor of Arts (Science and Technology) with First Class Honours.

Professor Scott Avery, Special Purpose Director, PhD, LLM, MAppSci, GDipLaw, BCom(Hons)

Professor Scott Avery is a professor of Indigenous disability health and wellbeing in the School of Public Health, University of Technology Sydney. He is an Aboriginal man descended from the Worimi people and is profoundly deaf. Professor Avery is a recognised educator, researcher and policy adviser on Indigenous cultural approaches for the inclusion of people with disability.

Professor Avery has extensive experience in conducting community-based research and policy in Indigenous and disability organisations and is the 'Professor in Residence' at the First Peoples Disability Network, an Indigenous Disabled Peoples Organisation. His publication *Culture is Inclusion: A narrative of Aboriginal and Torres Strait Islander people with disability* (2018) has influenced national policy across Closing the Gap, Australia's Disability Strategy, and the Disability Royal Commission. Professor Avery has been appointed as an expert adviser to numerous Government bodies and is a director on the board of disability service provider Achieve Australia Ltd.

Dr Jim Hungerford, Special Purpose Director, BVSc, GAICD

Dr Jim Hungerford has over 10 years' experience in the hearing and not-for-profit sectors in Australia and was appointed to the Hearing Australia Board in June 2023. From 2011-2023, Dr Hungerford was the Chief Executive Officer of The Shepherd Centre, a world-leading early intervention support service for children with hearing problems. During this time, Dr Hungerford was also the Chair of First Voice, a peak body for eight charities which focus on providing listening and spoken language therapy services to children who are deaf or hearing-impaired. Dr Hungerford was a member of the NDIS Early Intervention Hearing Expert Reference Group from 2017-2019 and a member of the NSW Government Ministerial Standing Committee on Hearing from 2011-2012. Dr Hungerford held early career roles in veterinary, biotechnology and pharmaceutical companies in Australia and overseas, in private veterinary practice and in the Australian Army Reserve. He is a Fellow of the Fundraising Institute of Australia, a Graduate Member of the Australian Institute of Company Directors (AICD) and holds a Bachelor of Veterinary Science from the University of Sydney.

Kim Keogh, Special Purpose Director (to 31 August 2025)

Mr Keogh was appointed as a Special Purpose Director of Hearing Australia on 1 September 2018. Mr Keogh was previously a Director of Hearing Australia over the period of 2007 to 2013. He is currently an Executive Director of Darlot Brothers Pty Ltd and a government relations/public affairs advisor to Atlas Iron Ltd, Pilbara Minerals Ltd and Balla Balla Infrastructure Pty Ltd. Previously he was a member of the National Heritage Trust Advisory Board, Chair of the Ministerial Reference Group (Agriculture and Environment), member of the National Weeds Advisory Group and a pastoralist. He is a member of the Australian Institute of Company Directors. Mr Keogh was a Murchison shire councillor for 22 years and president for eight of those years.

Board Governance

Hearing Australia operates under the *Australian Hearing Services Act 1991* (AHS Act) and the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). Under the PGPA Act, Hearing Australia is defined as a corporate Commonwealth entity.

The Board of Hearing Australia is our accountable authority, and it is responsible for determining the objectives, strategies and policies to be followed and to ensure Hearing Australia performs its functions in a proper, efficient and economical manner.

The functions and powers of the Board are set out in sections 8 and 9 of the AHS Act and are summarised as follows:

- to decide the objectives, strategies and policies to be followed by Hearing Australia, in accordance with section 14(1)(a) of the AHS Act
- to ensure that Hearing Australia performs its functions in a proper, efficient and economical manner in accordance with section 14(1)(b) of the AHS Act
- to act in accordance with the duties of officials required by the PGPA Act, which includes the obligations provided for in Division 3 (Subdivision A sections 25 – 29) dealing with the general duties of officials.

In practice, the Board is responsible for a range of functions, including:

- setting the strategic direction of Hearing Australia
- representing the interests of stakeholders, especially the Minister
- working with the Managing Director to improve the ongoing performance of Hearing Australia
- providing guidance, support and advice to the executive management team
- monitoring the organisation's performance
- ensuring that the organisation meets its legislative and regulatory compliance responsibilities
- determining the Managing Director's terms and conditions, consistent with the provisions of the AHS Act and Remuneration Tribunal Determinations
- recommending to the Minister the appointment and termination (if necessary) of the Managing Director
- delegating to management the day-to-day running of Hearing Australia.

The Board is also responsible for ensuring that Hearing Australia meets its legal, accounting, regulatory and compliance requirements, including those outlined in the PGPA Act.

Directors are appointed by the Minister in line with the AHS Act and have qualifications relevant to, or special experience or interest in, a field related to Hearing Australia's functions. The duties of the Managing Director are prescribed in section 42 of the AHS Act.

The Board meets on a regular basis and has a number of committees. Table 1.1 lists the qualifications and experience of each Board member and the number of formal meetings attended by each member during 2025-26.

Induction

New Directors are provided with a briefing and information to ensure they understand their roles, responsibilities, and key features of Hearing Australia, including its operations, policies and strategies. Ongoing Director education is provided through site visits and presentations.

Confidentiality

All Directors are required to sign a confidentiality agreement on commencement with Hearing Australia. These agreements set out the obligations of Directors not to disclose confidential information obtained through their duties as Directors.

Indemnity and insurance of officers

During the year, Hearing Australia paid a premium of ex GST $70,197.78 to insure the Directors and Officers of Hearing Australia. The liabilities insured were legal costs and other expenses that may be incurred in defending any civil or criminal proceedings brought against them in their capacity as Directors and Officers of Hearing Australia.

Performance assessment

An appraisal of the performance of the Board is undertaken annually to ensure the effectiveness of operations of the Board and its Committees. This includes completion of a formal questionnaire based on guidance from the Australian Institute of Company Directors and actions to improve internal governance arrangements.

Certification

The Managing Director and the Chief Financial Officer provide written certification regarding the integrity of the controls and activities of the organisation, including assurances as to Hearing Australia's financial situation. This assurance supports the Audit and Risk Management Committee in one of its key responsibilities – reviewing the Annual Financial Statements – which culminates in the acceptance of the Annual Financial Statements by the Board.

Independent professional advice

Directors have the right, with the prior agreement of the Chair, to obtain relevant independent professional advice at the expense of the organisation on any matter connected with the discharge of their duties as a Director.

Details of accountable authority during the reporting period current report period (2025-26)

				Period as the accountable authority or member within the reporting period		
Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Start Date (1 July Previous Year or after)	End Date (30 June Current Year or before)	Number of meetings of accountable authority attended
Ms Elizabeth Crouch AM	Bachelor of Economics, FAICD, Masters in Cyber Security	Ms Crouch AM brings strong government and policy expertise and extensive governance experience as a Non-Executive Director, including as Chair of Ochre Health, the Customer Owned Banking Association, Catholic Schools Parramatta Diocese Ltd and the Sydney Children's Hospital Network. She has previously held board roles with ASX listed ReadyTech, Bingo Industries, Angus Knight, Chandler Macleod and McGrath. She is the Chair of the Board of Hunter Water and a non-executive director of the boards of the NSW Institute of Sport and the University of Newcastle and chairs the Audit and Risk Committees for the NSW State Emergency Service and the NSW Department of Creative Industries, Tourism, Hospitality and Sport. She is also a Senior Advisor with HNG Partners. Ms Crouch is the Emerita Deputy Chancellor of Macquarie University and is skilled in business strategy and service delivery, cyber security, enterprise risk management, leadership, policy, stakeholder relations and culture change. She holds a degree in Economics, a Masters in Cyber Security and is a fellow of the Australian Institute of Company Directors and member of Chief Executive Women. Ms Crouch was awarded an Order of Australia for her services to tertiary education and the rail transport sector.	Director, Chair	01/07/2025	30/06/2026	8

Details of accountable authority during the reporting period current report period (2025-26)

				Period as the accountable authority or member within the reporting period		
Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Start Date (1 July Previous Year or after)	End Date (30 June Current Year or before)	Number of meetings of accountable authority attended
Mr Kim Terrell	BA, Master's Degree in Public Policy, OLY, GAICD	Mr Terrell's extensive career includes working as a senior executive within the Department of the Prime Minister and Cabinet, the Department of Human Services, the Attorney-General's Department and several small agencies. He played a key role in establishing the Digital Transformation Office (DTO), the Australian Sports Anti-Doping Authority (ASADA) and CrimTrac, and is highly experienced in building innovative, high performing teams. Mr Terrell was instrumental in creating myGov and driving digital transformation across the Department of Human Services and the government. He has a Bachelor of Arts degree, a Master's Degree in Public Policy and has received four Australia Day awards. In addition to his professional achievements, Kim was an Australian Swim Team member from 1981-1986. During this time Kim won ten national titles, established six Australian records and attended the 1982 Commonwealth Games and 1984 Olympics. Kim is also a Graduate Member of the Australian Institute of Company Directors and has a significant hearing loss.	Managing Director	01/07/2025	30/06/2026	8
Ms Loretta Di Mento	Bachelor of Commerce, Chartered Accountant, Graduate Member of the Australian Institute of Company Directors	Ms Loretta Di Mento was appointed to Hearing Australia's Board and as Chair of its Audit and Risk Management Committee in June 2024. Ms Di Mento has a wealth of experience in governance, audit and financial oversight. She is Chair of the Board of the Western Sydney Local Health District; and is a board member of Opportunity International Australia. Ms Di Mento is Chair of the Audit and Risk Committees of Health Infrastructure NSW, Justice Health NSW and TAFE NSW and is a member of the Audit and Risk Committees of the National Australia Day Council and the NSW Electoral Commission. Loretta is a Graduate Member of the Australian Institute of Company Directors (AICD) and Member of Chartered Accountants Australia and New Zealand. She was formerly a registered Company Auditor.	Director	01/07/2025	30/06/2026	8

Details of accountable authority during the reporting period current report period (2025-26)

				Period as the accountable authority or member within the reporting period		
Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Start Date (1 July Previous Year or after)	End Date (30 June Current Year or before)	Number of meetings of accountable authority attended
Professor Sharon Goldfeld AM	Doctor of Philosophy Bachelor of Medicine/ Bachelor of Surgery Fellow of the Australasian College of Physicians and the Australasian Faculty of Public Health Medicine Member of the Australian Institute of Company Directors	Director of the Centre for Community Child Health and the Royal Children's Hospital. Director of Population Health at the Murdoch Children's Research Institute. Holds a decade of experience in state government as a senior policymaker in health and education including as Principal Medical Advisor in the Victorian Department of Education. She has also been appointed to Expert Advisory Groups in health, education and social services departments. Fellow of the Academy of Health and Medical Science.	Director	01/07/2025	30/06/2026	7
Dr Stephen Parnis	Bachelor of Medicine/ Bachelor of Surgery Postgraduate Diploma of Surgical Anatomy Fellow of the College of Emergency Medicine Fellow of the Australian Institute of Company Directors Fellow of the Australian Medical Association	Specialist in Emergency Medicine, in consultant practice at St Vincent's Hospital and the Royal Victorian Eye and Ear Hospital in Melbourne and has played leadership roles across hospitals in regional and metropolitan Victoria in the provision of clinical care, education, research and clinical administration in the public and private hospital sectors. Has held senior roles with the Australian Medical Association, culminating as Federal Vice President from 2014-16. Over 18 years' experience as a company director in the medical and professional insurance industries and has contributed to the governance of professional associations and the medical indemnity sector.	Director	01/07/2025	30/06/2026	7

Details of accountable authority during the reporting period current report period (2025-26)

				Period as the accountable authority or member within the reporting period		
Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Start Date (1 July Previous Year or after)	End Date (30 June Current Year or before)	Number of meetings of accountable authority attended
Ms Susan Turner-Kapsanis	Graduate member of the Australian Institute of Company Directors (GAICD) with Order of Merit. Master of Environmental Law. Bachelor of Laws/Bachelor of Arts (Hons I).	Past and current board roles span healthcare, disability, education and professional services. Ms Turner-Kapsanis has founded two Australian healthcare businesses, has been a Singapore-based finance lawyer with Wall Street law firm Milbank, and is Chair of leading children's hearing charity, The Shepherd Centre.	Director	26/6/2026	30/06/2026	0
Professor Scott Avery	PhD in Aboriginal and Torres Strait Islander disability and inclusion LLM (Business Law) MAppSci - Health Information Management GDipLaw BCom (Hons) – Economics, Accounting	Professor of Indigenous disability health and wellbeing in the School of Public Health, University of Technology Sydney. An Aboriginal man descendant from the Worimi people and is profoundly deaf. A recognised educator, researcher and policy adviser on Indigenous cultural approaches for the inclusion of people with disability, with extensive experience in conducting community-based research and policy in Indigenous and disability organisations, and 'Professor in Residence' at the First Peoples Disability Network, an Indigenous Disabled Peoples Organisation. His publication 'Culture is Inclusion: A narrative of Aboriginal and Torres Strait Islander people with disability' (2018) has influenced national policy across Closing the Gap, Australia's Disability Strategy, and the Disability Royal Commission. Appointed as an expert advisor to numerous Government bodies and is a director on the board of disability service provider Achieve Australia Ltd.	Director	01/07/2025	30/06/2026	8

Details of accountable authority during the reporting period current report period (2025-26)

				Period as the accountable authority or member within the reporting period		
Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Start Date (1 July Previous Year or after)	End Date (30 June Current Year or before)	Number of meetings of accountable authority attended
Dr Jim Hungerford	Bachelor of Veterinary Science Graduate Member of the Australian Institute of Company Directors Fellow, Fundraising Institute of Australia	Holds over 10 years' experience in the hearing and not-for-profit sectors in Australia. Formerly the Chief Executive Officer of The Shepherd Centre, a world-leading early intervention support service for children with hearing problems. Was also formerly the Chair of First Voice, a peak body for eight charities which focus on providing listening and spoken language therapy services to children who are deaf or hearing impaired. Member of the NDIS Early Intervention Hearing Expert Reference Group 2017-2019 and member, NSW Government Ministerial Standing Committee on Hearing 2011-2012. He is a Fellow of the Fundraising Institute of Australia.	Director	01/07/2025	30/06/2026	8
Mr Kim Keogh		Previously a Director of Australian Hearing over the period 2007 to 2013. Executive Director of Darlot Brothers Pty Ltd. Government relations/public affairs advisor to Atlas Iron Ltd, Pilbara Minerals Ltd and Balla Balla Infrastructure Pty Ltd. Previously a member of the National Heritage Trust Advisory Board, Chair of the Ministerial Reference Group (Agriculture and Environment), member of the National Weeds Advisory Group and pastoralist. He is a member of the Australian Institute of Company Directors. Previously Murchison shire councillor for 22 years and president for eight of those years.	Director	01/07/2025	31/08/2025	0

Appendix 2: Audit and Risk Management Committee

The purpose of Hearing Australia's Audit and Risk Management Committee is to assist Hearing Australia's Board to discharge its responsibilities under the AHS Act and the PGPA Act, including review and oversight of Hearing Australia's financial reporting, performance reporting, risk oversight and management, internal control and compliance with relevant laws and policies.

The Committee approves Hearing Australia's Internal Audit Plan, Internal Audit provider, Risk Management Framework and organisational assurance map.

Committee members are appointed by the Board, as Hearing Australia's accountable authority. The Committee:

- must include at least three Non-Executive Directors
- may include an external person appointed by the Chair of the Committee and who has specific expertise relevant to the role of the Committee
- must not include the Chair of the Board, the Managing Director or Chief Financial Officer of Hearing Australia.

The Charter of the Audit and Risk Management Committee, which includes further details of Committee Membership, the roles and responsibilities of Members, and functions of the Committee, is available at: www.hearing.com.au/getContentAsset/41d5e6fa-54cb-4490-8a4b-27634ce50f0c/34e3906f-eb3e-4837-8411-9bd2ff37588d/ARMC_Charter_June_2025_Marked-1.pdf?

The Chair of the Hearing Australia Board; the Managing Director; the Chief Financial Officer; the Chief Operating Officer; the Chief Digital and Transformation Officer; the Director, Corporate Services and other representatives from Hearing Australia management, who are not members of the Committee, may attend all or part of the ARMC meeting as observers, by invitation of the Committee Chair.

Representatives from the ANAO and its contracted service provider - Crowe Australasia - also attend each ARMC meeting, by invitation of the Committee Chair.

KPMG continued to deliver internal audit services for the 2025-26 financial year, having been reappointed for 3 years from 1 July 2025 to manage Hearing Australia's internal audit function. KPMG representatives attended ARMC meetings, as required, by invitation of the Committee Chair.

Reports are received from management, internal and external auditors, with recommendations for improved internal controls, processes and efficiencies implemented regularly.

Mr Ray Armstrong's appointment to the Committee concluded on 10 November 2025.

The following table lists the number of formal meetings attended by each Committee member during 2025-26.

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc.)	Additional Information (including role on committee)
Ms Loretta Di Mento	Bachelor of Commerce, Chartered Accountant, Graduate Member of the Australian Institute of Company Directors (GAICD). Formerly a registered Company Auditor. Holds extensive Board and Audit Committee experience, including as Chair of the Board of the Western Sydney Local Health District, and board member of Opportunity International Australia. Further, Loretta is Chair of the Audit and Risk Committees of Health Infrastructure NSW, Justice Health NSW and TAFE NSW and a member of the Audit and Risk Committees of the National Australia Day Council and the NSW Electoral Commission.	5	5	18,437	Chair
Dr Stephen Parnis	Specialist in Emergency Medicine, in consultant practice at St Vincent's Hospital and the Royal Victorian Eye and Ear Hospital in Melbourne and has played leadership roles across hospitals in regional and metropolitan Victoria in the provision of clinical care, education, research and clinical administration in the public and private hospital sectors. Has held senior roles with the Australian Medical Association, culminating as Federal Vice President from 2014-16, and is a Fellow of the Association. Over 18 years' experience as a company director in the medical and professional insurance industries and has contributed to the governance of professional associations and the medical indemnity sector.	5	5	9,224	
Mr Kim Keogh	Previously a Director of Australian Hearing over the period 2007 to 2013. Executive Director of Darlot Brothers Pty Ltd. Government relations/public affairs advisor to Atlas Iron Ltd, Pilbara Minerals Ltd and Balla Balla Infrastructure Pty Ltd. Previously a member of the National Heritage Trust Advisory Board, Chair of the Ministerial Reference Group (Agriculture and Environment), member of the National Weeds Advisory Group and pastoralist. He is a member of the Australian Institute of Company Directors. He was a Murchison shire councillor for 22 years and president for eight of those years.	2	2	1,839	Mr Keogh's term concluded on 31 August 2025

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc.)	Additional Information (including role on committee)
Mr Ray Armstrong	Extensive experience across areas including risk management, fraud, security and crisis management. Has worked in a wide variety of environments, including in the public sector as Head of Business Resilience for Water NSW, in the Queensland Police and the Australian Army; and in the private sector, including at Coca-Cola Amatil and DHL Supply Chain. Qualifications include a Graduate Diploma in Public Policy and a Diploma of Investigations.	3	3	9,213	Mr Armstrong's term concluded on 10 November 2025
Mr Stuart Comino	Holds an Executive MBA from the Australian Graduate School of Management and a Bachelor of Commerce (Accounting and Finance) from UNSW. Has been a Chartered Accountant since 1993 and a Graduate Member of the Australian Institute of Company Directors since 2020. Has extensive senior experience in finance and commercial executive roles in FMCG and MedTech organisations in Australia and overseas. Has extensive experience in the not-for-profit and disability sector as a long-standing Director and Chair of the Finance and Audit Committee of the Cerebral Palsy Alliance.	5	5	9,224	

Appendix 3: Remuneration and People Committee

The purpose of Hearing Australia's Remuneration and People Committee is to provide guidance, support and oversight of Hearing Australia's people strategies and policies, including providing advice to the Board and Management in relation to workplace arrangements (including safety and wellbeing), corporate culture, Hearing Australia's Enterprise Agreement and remuneration arrangements, inclusion and talent management.

The Committee is also responsible for making recommendations to the Board regarding the remuneration of the Managing Director, within the terms of the Managing Director's Employment Determination and relevant Remuneration Tribunal determinations and guidelines. This includes providing advice to the Board on the Managing Director's performance and eligibility for performance payments, in line with Remuneration Tribunal determinations.

The table below provides details of Directors' attendance at Committee meetings.

Name	Number of meetings attended / total number of meetings
Dr Stephen Parnis	3/3
Ms Elizabeth Crouch AM	3/3
Dr Jim Hungerford	3/3

Appendix 4: Service Optimisation and Transformation Committee

The purpose of Hearing Australia's Service Optimisation and Transformation Committee is to provide guidance and direction to the Board and the Executive Team on the ongoing transformation of Hearing Australia's operations, to optimise productivity and efficiency and drive improved outcomes.

This Committee has a particular focus on overseeing improvements to commercial operations and to the delivery of Australian Government-funded services.

The Committee is also responsible for providing guidance and support in relation to the enhancement of Hearing Australia's services through its network of hearing centres, its call centre and via digital channels.

The table below provides details of Directors' attendance at Committee meetings.

Name	Number of meetings attended / total number of meetings
Dr Jim Hungerford	3/3
Prof Sharon Goldfeld AM	3/3
Prof Scott Avery	3/3

Appendix 5: Due Diligence Committee

The purpose of Hearing Australia's Due Diligence Committee is to provide oversight and informed recommendations to the Board of Hearing Australia in connection with potential merger and acquisition (M&A) activity including joint ventures and other material commercial opportunities which, due to their scale, risk or strategic significance, may materially impact Hearing Australia and therefore warrant Board level due diligence and oversight.

The Committee is responsible for overseeing that such opportunities are evaluated through a rigorous, consistent and independent process which protects the interests of Hearing Australia and its stakeholders, and for providing independent advice to the Board.

The table below provides details of Directors' attendance at Committee meetings.

Attendance at Due Diligence Committee meetings

Name	Number of meetings attended / total number of meetings
Ms Elizabeth Crouch AM	6/7
Ms Loretta Di Mento	7/7
Mr Stuart Comino	7/7

Appendix 6: Executive Management and Governance

Executive Governance Structure

Hearing Australia's Executive Team is responsible for the efficient and effective operation of Hearing Australia and for developing strategies and policies for Board consideration.

Members of Hearing Australia's Executive Team during 2025-26 and their responsibilities were as detailed below.

Kim Terrell, Managing Director
Refer to Directors' Details.

David Cuda, Chief Financial Officer
David joined the Hearing Australia Executive Team in April 2021 as the Chief Financial Officer. He has over 30 years' experience, having worked across the FMCG, telco and media industries in a variety of roles spanning Finance, Strategy, Sales and Customer Marketing. David brings technical expertise, entrepreneurial drive and a deep understanding of customer drivers to champion strategies and solutions focusing on the customer loyalty needed to remain relevant in fast-changing markets. He has a strong passion for people and creating high-performance teams that add value to the divisions they support. David has a Bachelor of Economics, MBA, is a Fellow of CPA Australia, is a Justice of the Peace and a Graduate Member of the Australian Institute of Company Directors.

Brent Edwards, Director NAL
Brent is the Director of the National Acoustic Laboratories, where he is currently leading research and innovation initiatives that focus on transforming hearing healthcare. For over 22 years he headed research and technology development at major hearing aid companies (GN ReSound, Starkey) and at Silicon Valley startups that have developed innovative technologies and clinical tools used worldwide. Brent founded and ran the Starkey Hearing Research Center in Berkeley, California, which was a leading site for research in hearing impairment and cognition. He is a Fellow of the Acoustical Society of America, a Fellow and current President of the International Collegium of Rehabilitative Audiology, an Adjunct Professor at Macquarie University and an Adjunct Professor at the University of Queensland. Brent received his PhD in Electrical Engineering and Computer Science from the University of Michigan and was a Postdoctoral Fellow in Psychology at the University of Minnesota.

Gina Mavrias, Chief Operating Officer
Gina holds a Bachelor of Science and a Diploma of Audiology from the University of Melbourne and has completed the General Management Program at the Australian Graduate School of Management. With over two decades of senior leadership experience, Gina brings deep expertise in both the hearing industry and business operations. As Chief Operating Officer, she oversees the management of operations and service delivery across Hearing Australia's national network of sites. Her role encompasses ensuring the efficient running of centres, delivering a consistently high-quality client experience, and upholding excellence in clinical service standards.

Phil Gray, Interim Chief Digital and Transformation Officer (to 14 September 2025)
Phil is a leader with more than 25 years' experience in transforming businesses through operations, technology platforms and people, and delivering mission-critical operations in rapidly changing and complex businesses. He has led large to mid-sized businesses across a variety of sectors, including professional services, finance, retail, human capital management, insurance, utilities, industrial services, property services and aviation.

Robert Flanagan, Chief Digital and Transformation Officer (from 15 September 2025)
Robert joined Hearing Australia in September 2025 as the leader of technology and digital transformation initiatives. Bringing extensive senior experience in radiology, pathology, IVF, and hospital environments, he is dedicated to leveraging technology to enhance health outcomes and elevate patient experiences. Robert holds a Bachelor of Computer Science. He is recognised for fostering innovation and improving both clinical workflows and operational efficiency through advanced technological solutions, consistently delivering value to clinicians and patients alike.

Caroline Marston, Director, Corporate Services
Caroline Marston joined Hearing Australia as Director, Corporate Services, in February 2025. She has over 25 years' experience working for Australian and international businesses and has been responsible for teams in Australia, the UK and across parts of Asia. Most recently, Caroline worked as the Chief Operating Officer, ANZ, for Peninsula Group, a multinational HR and health and safety adviser to more than 32,000 small businesses, where she was responsible for oversight of the organisation's delivery functions and acted as a member of the ANZ Board. Previously her work included HR Director roles with Commonwealth Bank (CBA) and Pactera, a global technology group, and client-facing roles where she was involved in negotiating agreements in partnership with technology organisations into Government and other enterprises. Additionally, Caroline built and ran her own small business offering executive search, job design and sales training, after which she sold the business to work for CBA. Caroline holds a Masters Degree in Business Administration from the University of Strathclyde and a GCCM (Change Management) from UNSW.

Appendix 7: Key staffing statistics

All Ongoing Employees (2025-26)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			
	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	***Total***
NSW	125	11	**136**	288	139	**427**	–	–	–	–	–	–	–	–	–	**563**
QLD	26	6	**32**	93	75	**168**	–	–	–	–	–	–	–	–	–	**200**
SA	5	1	**6**	27	17	**44**	–	–	–	–	–	–	–	–	–	**50**
TAS	5	0	**5**	19	15	**34**	–	–	–	–	–	–	–	–	–	**39**
VIC	34	5	**39**	130	107	**237**	–	–	–	–	–	–	–	–	–	**276**
WA	9	2	**11**	39	31	**70**	–	–	–	–	–	–	–	–	–	**81**
ACT	3	0	**3**	9	4	**13**	–	–	–	–	–	–	–	–	–	**16**
NT	1	0	**1**	12	2	**14**	–	–	–	–	–	–	–	–	–	**15**
External Territories	-	-	**-**	-	-	**-**	–	–	–	–	–	–	–	–	–	**-**
Overseas	-	-	**-**	-	-	**-**	–	–	–	–	–	–	–	–	–	**-**
Total	**208**	**25**	**233**	**617**	**390**	**1007**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**–**	**1240**

All Non-Ongoing Employees (2025-26)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			
	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	***Total***
NSW	13	6	**19**	11	13	**24**	-	-	-	-	-	-	-	-	-	**43**
QLD	-	-	**-**	2	4	**6**	-	-	-	-	-	-	-	-	-	**6**
SA	-	-	**-**	-	1	**1**	-	-	-	-	-	-	-	-	-	**1**
TAS	-	-	**-**	1	4	**5**	-	-	-	-	-	-	-	-	-	**5**
VIC	2	4	**6**	6	20	**26**	-	-	-	-	-	-	-	-	-	**32**
WA	-	-	**-**	-	3	**3**	-	-	-	-	-	-	-	-	-	**3**
ACT	-	-	**-**	1	1	**2**	-	-	-	-	-	-	-	-	-	**2**
NT	-	1	**1**	1	4	**5**	-	-	-	-	-	-	-	-	-	**6**
External Territories	-	-	**-**	-	-	**-**	-	-	-	-	-	-	-	-	-	**-**
Overseas	-	-	**-**	-	-	**-**	-	-	-	-	-	-	-	-	-	**-**
Total	**15**	**11**	**26**	**22**	**50**	**72**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**98**

All Ongoing Employees Previous Report Period (2024-25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			
	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	***Total***
NSW	116	12	**128**	273	134	**407**	0	0	0	0	0	0	0	0	0	**535**
QLD	31	4	**35**	101	77	**178**	0	0	0	0	0	0	0	0	0	**213**
SA	6	1	**7**	24	18	**42**	0	0	0	0	0	0	0	0	0	**49**
TAS	9	1	**10**	20	12	**32**	0	0	0	0	0	0	0	0	0	**42**
VIC	29	4	**33**	121	117	**238**	0	0	0	0	0	0	0	0	0	**271**
WA	13	0	**13**	39	31	**70**	0	0	0	0	0	0	0	0	0	**83**
ACT	1	0	**1**	9	4	**13**	0	0	0	0	0	0	0	0	0	**14**
NT	1	0	**1**	7	2	**9**	0	0	0	0	0	0	0	0	0	**10**
External Territories	0	0	**0**	0	0	**0**	0	0	0	0	0	0	0	0	0	**0**
Overseas	0	0	**0**	0	0	**0**	0	0	0	0	0	0	0	0	0	**0**
Total	**206**	**22**	**228**	**594**	**395**	**989**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1217**

All Non-Ongoing Employees Previous Report Period (2024-25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			
	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	Full-time	Part-time	*Total*	***Total***
NSW	12	6	**18**	17	24	**41**	0	0	0	0	0	0	0	0	0	**59**
QLD	1	0	**1**	3	7	**10**	0	0	0	0	0	0	0	0	0	**11**
SA	1	0	**1**	0	0	**0**	0	0	0	0	0	0	0	0	0	**1**
TAS	1	0	**1**	1	5	**6**	0	0	0	0	0	0	0	0	0	**7**
VIC	1	1	**2**	1	17	**18**	0	0	0	0	0	0	0	0	0	**20**
WA	0	0	**0**	2	4	**6**	0	0	0	0	0	0	0	0	0	**6**
ACT	0	0	**0**	0	0	**0**	0	0	0	0	0	0	0	0	0	**0**
NT	0	0	**0**	0	0	**0**	0	0	0	0	0	0	0	0	0	**0**
External Territories	0	1	**1**	1	2	**3**	0	0	0	0	0	0	0	0	0	**4**
Overseas	0	0	**0**	0	0	**0**	0	0	0	0	0	0	0	0	0	**0**
Total	**16**	**8**	**24**	**25**	**59**	**84**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**108**

Appendix 8: Information about executive remuneration

In accordance with the requirements of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule) and the Department of Finance Resource Management Guide 38 *Commonwealth Entities Executive Remuneration Reporting Guide for Annual Reports*, Hearing Australia reports on its remuneration practices.

Table 8.1 lists Hearing Australia's Key Management Personnel (KMPs) for 2025-26. This includes all Board Directors and members of Hearing Australia's Executive Team. These 14 individuals are identified as KMPs, consistent with the definition in the Australian Accounting Standards Board (AASB) 124 Related Party Disclosures.

A further 25 employees are regarded as 'Other Highly Paid Employees' for the purposes of the Commonwealth's remuneration reporting (Table 8.2 refers). 'Other Highly Paid Staff' are employees who are neither KMP nor senior executives and whose total remuneration exceeds the $265,000 threshold for the 2025-26 reporting period.

Employment arrangements

Hearing Australia employees are engaged under the *Australian Hearing Services Act 1991* as Commonwealth employees and are not covered by the *Australian Public Service Act 1999*. Approximately 96 per cent of employees are employed under Hearing Australia's Enterprise Agreement. Approximately three per cent of employees, including members of the Executive and selected other senior staff, are employed under common law contracts. One per cent is employed under Remuneration Tribunal Determinations.

Hearing Australia's employees include audiologists, audiometrists, technicians, researchers and other hearing health professionals. Other roles include support for client engagement and corporate services.

Fixed and performance-based pay

To achieve its business outcomes, as outlined in the Corporate Plan, Hearing Australia needs to be able to attract, reward and retain skilled employees. Hearing Australia's performance scheme framework supports that outcome, recognising that Hearing Australia must comply with relevant Commonwealth Government policies.

Remuneration for some employees consists of two components: a total guaranteed package and a variable 'at risk' component which is delivered through the performance scheme framework. The fixed, guaranteed component of remuneration is comprised of base salary, superannuation contributions, allowances and any non-cash benefits, and aims to compensate employees for executing the core requirements of their role. The performance payment (variable component) is an 'at risk' opportunity where a performance component of remuneration may be awarded to recognise outstanding performance. The provision of performance

payments is discretionary and recognises high performing individuals and teams that have exceeded their key performance indicators and have contributed to the overall success of Hearing Australia.

Salary increases

Hearing Australia works within the parameters of the *Remuneration and Funding Declaration (Declaration)* under the Workplace Bargaining Policy approved by the Australian Public Service Commission.

Those employees engaged under Hearing Australia's Enterprise Agreement received an annual pay increase of 3.0 per cent. In addition, eligible full-time and part-time employees with at least 12 months service received a retention payment equal to 1.0 per cent of their base salary in 2025-26. Most employees on common law contracts received a 2.75 per cent annual salary increase for 2025-26.

Director remuneration

All Hearing Australia Directors are appointed by the Minister for Government Services in accordance with section 16 of the *Australian Hearing Services Act 1991*. Board fees for Directors are paid according to the determination of the Commonwealth *Remuneration Tribunal (the Tribunal) under the Remuneration Tribunal (Remuneration and Allowances for Holders of Part-time Public Office) Determination 2025*. Hearing Australia has no role in determining the level of the Board Director fees. Statutory superannuation is paid in addition to the fees set by the Tribunal.

Managing Director remuneration

The Managing Director's remuneration during 2025-26 was determined by the Board of Hearing Australia in line with the *Remuneration Tribunal (Principal Executive Officers - Classification Structure and Terms and Conditions) Determination 2025*.

Remuneration governance arrangements

Hearing Australia's Remuneration and People Committee advises the Board on matters relating to employee remuneration. Appendix 3 provides further details on the operation of this Committee.

2025-26 remuneration information

The following tables detail the remuneration paid to Hearing Australia KMPs and other highly paid staff in 2025-26.

Table 8.1 Information about remuneration for key management personnel

		Short-term benefits			Post-employment benefits	Other long-term benefits			
Name	Position Title	Base Salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long Service Leave	Other long-term benefits	Termination Benefits	Total Remuneration
Crouch E A	Board Chair	87,996	0	0	10,560	0	0	0	98,556
Hungerford J W I	Board Member	39,605	0	0	4,753	0	0	0	44,358
Goldfeld S R	Board Member	39,605	0	0	4,753	0	0	0	44,358
Parnis S J	Board & Audit Member	39,605	0	9,266	5,865	0	0	0	54,736
Di Mento L M	Board Member & Chair of Audit Committee	39,605	0	18,522	6,975	0	0	0	65,102
Keogh K W	Board Member & Audit Member	6,677	0	1,562	989	0	0	0	9,227
Avery S C	Board Member	39,605	0	0	4,753	0	0	0	44,358
Turner-Kapsanis S	Board Member	0	0	0	0	0	0	0	0 *
Terrell K C	Managing Director	426,146	70,949	0	62,676	0	-6,661	0	553,110
Edwards B	Director NAL Research	384,150	79,129	47,974	54,563	0	8,210	0	574,026
Mavrias G	Chief Operating Officer	375,840	79,243	27,017	72,137	0	-9,813	0	544,424
Marston C S	Director, Corporate Services	338,150	67,188	0	42,011	0	1,501	0	448,850
Cuda D P	Chief Financial Officer	368,930	72,931	0	50,141	0	2,451	0	494,453
Flanagan R W	Chief Digital & Transformation Officer	277,532	55,187	0	32,379	0	1,329	0	366,428
	Total	**2,463,447**	**424,627**	**104,341**	**352,553**	**0**	**-2,983**	**0**	**3,341,986**

* Ms Turner-Kapsanis was appointed to the Board on 26 June 2026 and has no reportable remuneration for 2025-26 as remuneration is reported on a cash basis.

Table 8.2 Information about remuneration for other highly paid staff

		Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Total remuneration bands	Number of other highly paid staff	Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
$265,000- $270,000	1	205,359	20,276	115	34,634	5,514	0	0	**265,897**
$270,001- $295,000	9	199,223	30,933	9,981	34,123	1,707	0	507	**276,473**
$295,001- $320,000	11	224,516	34,415	5,468	35,190	879	0	0	**300,468**
$320,001- $345,000	4	243,494	38,583	7,476	40,653	2,614	0	0	**332,820**

Appendix 9: Code of Conduct

Hearing Australia's Code of Conduct outlines the standards of behaviour required of all individuals who perform work at Hearing Australia. As a corporate Commonwealth entity, Hearing Australia requires anyone who works for Hearing Australia to have the highest standards of personal behaviour and integrity and to actively contribute to a safe, inclusive and respectful workplace.

Employees, Board Directors, consultants and contractors are required to comply with this Code of Conduct to achieve the goals of:

- providing world leading research and hearing services for the wellbeing of all Australians
- meeting in full Hearing Australia's legal and regulatory requirements
- creating an environment that is supportive
- remaining true to Hearing Australia's brand behaviours
- providing everyone who works for Hearing Australia with a safe and respectful workplace.

Appendix 10: Ministerial directions and other statutory requirements

Hearing Australia is required to make annual disclosures under the following legislation: *Australian Hearing Services Act 1991, Public Governance, Performance and Accountability Act 2013, Work Health and Safety Act 2011, Freedom of Information Act 1982, Environment Protection and Biodiversity Conservation Act 1999.*

During 2024-25, the then Minister for Government Services, the Hon Bill Shorten MP, under section 63A of the *Australian Hearing Services Act 1991*, directed that Hearing Australia continue to pay Government an annual dividend payment of 60 per cent of net profit each financial year, with the total capped at $1 million (indexed annually) from 1 July 2026, dependent on Hearing Australia establishing and investing a minimum of $1 million each year into a program to provide hearing services to vulnerable groups which are not supported through the Hearing Services Program. During 2025-26, Hearing Australia invested $1.3 million into its Social Purpose Fund and met this requirement.

No Government Policy Orders were applied to Australian Hearing Services (trading as Hearing Australia).

Appendix 11: Freedom of information

Hearing Australia is subject to the *Freedom of Information Act 1982* (FOI Act). The FOI Act provides the public with a general right of access to documents held by Australian Government agencies, by requiring Commonwealth entities, such as Hearing Australia, to publish information and provide a right of access to documents.

The general right is limited by exception to protect essential public interests, including the privacy of individuals and the business affairs of those who give information to the entity. Hearing Australia is required to publish information to the public as part of the Information Publication Scheme (IPS). The IPS is designed to promote open and transparent communications of government information. Hearing Australia's plan showing what information it publishes in accordance with the IPS is located at www.hearing.com.au/About-Hearing-Australia/Corporate-Publications.

Hearing Australia is required to publish on its website information about its structure, functions and statutory appointments. Hearing Australia must also publish its Annual Reports and other types of information including information that guides decisions or recommendations affecting members of the public as well as information about how the public can comment on policy proposals.

This information is available at www.hearing.com.au/About-Hearing-Australia.

Enquiries on freedom of information matters, including requests for access to documents, may be directed to:

The FOI Officer
Hearing Australia
Level 5, 16 University Avenue
Macquarie University NSW 2109
Telephone: (02) 9412 6800
TTY: (02) 9412 6802
email: FOI@hearing.com.au

In the reporting year to 30 June 2026, Hearing Australia was not the subject of any report given by the Office of the Australian Information Commissioner.

Appendix 12: Environment

This section is provided in accordance with our requirement to report on environmental performance and how we accord with, and advance, the principles of ecologically sustainable development (ESD) under Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*.

Accountable Authority

Hearing Australia has delivered hearing assessments, services, support and products to Australians for almost 80 years. We offer world-leading hearing solutions and seek to make a positive impact and difference to the communities we serve.

We are the nation's largest provider of Government-funded hearing services for children, young adults under 26, Aboriginal and Torres Strait Islander peoples, pensioners and veterans and have over 400 locations across Australia.

In conducting our services, we support sustainable procurement practices set by the Australian Government to drive performance, optimise our resources, and integrate innovation across our product offerings, operations, vendor selection and supply chains.

Declaration of targets

Ecologically Sustainable Development (ESD)

Under section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* and Resource Management Guide No. 136, of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule), Hearing Australia reports on its environmental performance and its contribution to ecologically sustainable development. Hearing Australia is a corporate Commonwealth entity and has not formally opted in to the Australian Public Service Net Zero 2030 Target; however, we support its intent through our own emissions reduction targets and actions.

For 2025–26, Hearing Australia had targets to:

- increase the use of renewable electricity
- reduce carbon dioxide-equivalent emissions by 1 per cent.

In 2025–26, Hearing Australia increased its use of renewable electricity to 74 per cent, up from 63 per cent in 2024-25. Scope 1 and 2 carbon emissions decreased by 27 per cent, while total Scope 1, 2 and 3 emissions decreased by 2 per cent compared with the previous year.

Emissions inventory

In 2025–26, Hearing Australia's combined Scope 1 and market-based Scope 2 emissions were 60 per cent below the 2022–23 baseline and 27 per cent below 2024–25. Table 12.1 presents the change for each reported emissions source.

Table 12.1: Scope-1 and Scope-2 Emissions progress, 2025-26

Emission Source	FY2022-23 Baseline t CO_2-e	FY2024-25 t CO_2-e	FY2025-26 t CO_2-e	Percentage change since baseline	Percentage change year on year
Electricity (Market- Based Approach)	1,473.33	660.81	484.09	-67%	-27%
Fleet and Other Vehicles	328.19	321.59	235.65	-28%	-27%
Total t CO_2-e	**1,801.52**	**982.40**	**719.74**	**-60%**	**-27%**

Note: Hearing Australia's baseline emissions were established using data from the 2022-23 financial year and remain the reference point for measuring progress against emissions reduction actions. Hearing Australia's complete 2022–23 greenhouse gas emissions inventory is presented in our 2022–23 Annual Report.

As shown in Table 12.1 above, market-based Scope 2 electricity emissions decreased substantially from the baseline year. This reflects an increase in the share of electricity matched to renewable sources, from 20 per cent in 2022–23 to 74 per cent in 2025–26, including GreenPower increasing from zero to 56 per cent of electricity use.

Scope 1 fleet emissions also decreased from the baseline year, driven by lower diesel consumption following downsizing of our bus fleet as mobile hearing services were reduced, together with a continued transition to low-emissions vehicles.

Emissions inventory for the reporting period 2025-26

Tables 12.2 and 12.3 present Hearing Australia's greenhouse gas emissions for the 2025–26 financial year. Emissions are reported in tonnes of carbon dioxide equivalent (t CO_2-e) and calculated in accordance with the 2025–26 Emissions Reporting Framework. This approach is consistent with the Australian Government's emissions reporting arrangements.

Some data was not available when at the time of preparation of this report, due to the timing of supplier billing and reporting cycles. Where estimates have been used this has been noted, and comparative figures may be updated in future reporting periods as data quality improves.

Table 12.2: 2025-26 Greenhouse gas emissions inventory – location-based method

Emission Source	Scope 1 t CO_2-e	Scope 2 t CO_2-e	Scope 3 t CO_2-e	Total t CO_2-e
Electricity (Location Based Approach)	n/a	1,485.99	141.26	1,627.25
Natural Gas	–	n/a	–	–
Solid Waste	–	n/a	–	–
Refrigerants	n/a	n/a	n/a	n/a
Fleet and Other Vehicles	235.65	n/a	60.12	295.77
Domestic Commercial Flights	n/a	n/a	432.39	432.39
Domestic Hire Car	n/a	n/a	–	–
Domestic Travel Accommodation*	n/a	n/a	181.35	181.35
Other Energy	–	n/a	–	–
Total t CO_2-e	**235.65**	**1,485.99**	**815.12**	**2,536.76**

The table above presents emissions related to electricity usage using the location-based accounting method.
CO_2-e = Carbon Dioxide Equivalent

Note:

- Due to billing cycles not aligning with the end of the financial year, some electricity data was not available during the collection process in July-August 2026. Adjustments may be required in future reports.
- Emissions from charter flights have been included as 'Scope 1 Fleet and other vehicle emissions' and the emissions factor for commercial flights less than 400 km has been applied.
- Emissions data from hire cars is incomplete due to a lack of robust data. The quality of data is expected to improve over time as reporting matures.
- Some accommodation-related data was estimated based on the average cost of a room per night ($195), due to the total number of nights not being available.
- Any travel records with departure dates outside of the reporting year were not included in emissions calculations.

Table 12.3: 2025-26 Electricity greenhouse gas emissions

Emission Source	Scope 2 t CO_2-e	Scope 3 t CO_2-e	Total 3 t CO_2-e	Electricity kWh
Location-based electricity emissions	1,485.99	141.26	1,627.25	2,335,021.63
Market-based electricity emissions	484.09	65.74	549.82	597,630.92
Total renewable electricity[1]	n/a	n/a	n/a	1,737,390.72
Renewable Power Percentage[2]	n/a	n/a	n/a	403,725.24
Jurisdictional Renewable Power Percentage[3]	n/a	n/a	n/a	29,911.98
GreenPower	n/a	n/a	n/a	1,303,753.50
Large-scale generation certificates	n/a	n/a	n/a	–

Note: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO2-e = Carbon Dioxide Equivalent. Electricity usage is measured in kilowatt hours (kWh).

1 Excludes behind the meter solar other than generation used to create large scale generation certificates (LGCs).

2 The renewable power percentage (RPP) accounts for the portion of electricity used, from the grid, that falls within the Renewable Energy Target (RET).

3 The Australian Capital Territory is currently the only state with a jurisdictional renewable power percentage (JRPP).

Broader climate-related targets

In addition to emissions reduction, Hearing Australia is pursuing broader initiatives across products, fleet and distribution. These initiatives address emissions sources within and beyond the Scope 1 and Scope 2 inventory and support ongoing improvement in our environmental performance.

Delivery is supported through coordinated actions to increase renewable electricity use, improve fleet efficiency, reduce reliance on single-use batteries, optimise product deliveries and strengthen emissions data.

Progress during 2025–26 included:

- **Rechargeable hearing devices:** Hearing Australia continues to transition to rechargeable hearing devices where clinically appropriate, reducing reliance on single-use batteries. Battery consumption was 10.8 million units in 2025–26, 23 per cent below the 14 million units used in the 2022–23 baseline year.
- **Vehicle fleet:** Hearing Australia is increasing the proportion of low-emissions vehicles in its fleet. As at 30 June 2026, 82 per cent of the 188-vehicle fleet was designated as low emissions, compared with 75 per cent in the 2022–23 baseline year. Where suitable and available, we also encourage lower-emissions fuels. Vehicles are regularly serviced and maintained to support fuel efficiency and are managed under a Whole-of-Australian-Government fleet arrangement.
- **Product supply and distribution:** Most operational deliveries are managed through Australia Post. In 2025–26, Hearing Australia recorded more than 173,000 deliveries, 46 per cent fewer than in the 2022–23 baseline year. Associated emissions were 80.6 t CO_2-e, 26 per cent below the baseline.

Priorities and actions

Our priorities are to increase the share of electricity matched to renewable sources, transition eligible electricity contracts to GreenPower or equivalent renewable arrangements and continue moving the passenger vehicle fleet towards low-and zero-emissions options.

Further actions include further reducing single-use battery consumption; updating travel guidance to prioritise virtual meetings and lower-emissions travel, where operationally feasible; consolidating deliveries to clients and hearing centres; and improving data collection and controls for selected Scope 3 emissions. Progress will be reviewed through annual planning and reporting processes.

In 2026-27, we aim to further reduce carbon dioxide-equivalent emissions by 1 per cent from 2025-26.

Hearing Australia's 2025-26 ESG Report is available at: www.hearing.com.au/about-hearing-australia/corporate-publications.

Appendix 13: PGPA Rule section 17BE(h)-(i) significant non-compliance with finance law

Description of non-compliance	Remedial Action
One case of credit card misuse.	Hearing Australia undertook disciplinary action, strengthened relevant policies, and continues to undertake targeted reviews of credit card expenses, receipts and approvals.

Compliance Index

PGPA Rule Reference	Part of Report	Description	Requirement
17BE	Contents of annual report		
17BE(a)	About Hearing Australia	Details of the legislation establishing the body.	Mandatory
17BE(b)(i)	About Hearing Australia	A summary of the objects and functions of the entity as set out in legislation.	Mandatory
17BE(b)(ii)	Introduction, About Hearing Australia, Annual Performance Statement,	The purposes of the entity as included in the entity's corporate plan for the reporting period.	Mandatory
17BE(c)	Hearing Australia's Structure	The names of the persons holding the position of responsible Minister or responsible Ministers during the reporting period, and the titles of those responsible Ministers.	Mandatory
17BE(d)	Appendix 10: Ministerial Directions and other Statutory Requirements	Directions given to the entity by the Minister under an Act or instrument during the reporting period.	If applicable, mandatory
17BE(e)	N/A (Appendix 10)	Any government policy order that applied in relation to the entity during the reporting period under section 22 of the Act.	If applicable, mandatory
17BE(f)	N/A	Particulars of non-compliance with: (a) a direction given to the entity by the Minister under an Act or instrument during the reporting period; or (b) a government policy order that applied in relation to the entity during the reporting period under section 22 of the Act.	If applicable, mandatory
17BE(g)	Annual Performance Statement	Annual performance statements in accordance with paragraph 39(1)(b) of the Act and section 16F of the rule.	Mandatory
17BE(h), 17BE(i)	Appendix 13	A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with finance law and action taken to remedy non-compliance.	If applicable, mandatory
17BE(j)	Appendix 1 – Board of Directors	Information on the accountable authority, or each member of the accountable authority, of the entity during the reporting period.	Mandatory
17BE(k)	About Hearing Australia	Outline of the organisational structure of the entity (including any subsidiaries of the entity).	Mandatory
17BE(ka)	Appendix 7: Key Staffing Statistics	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17BE(l)	About Hearing Australia, Note 4. Revenue from contracts with customers	Outline of the location (whether or not in Australia) of major activities or facilities of the entity.	Mandatory
17BE(m)	About Hearing Australia, Appendix 1 – Board of Directors.	Information relating to the main corporate governance practices used by the entity during the reporting period.	Mandatory
17BE(n), 17BE(o)	N/A	For transactions with a related Commonwealth entity or related company where the value of the transaction, or if there is more than one transaction, the aggregate of those transactions, is more than $10,000 (inclusive of GST): (a) the decision making process undertaken by the accountable authority to approve the entity paying for a good or service from, or providing a grant to, the related Commonwealth entity or related company; and (b) the value of the transaction, or if there is more than one transaction, the number of transactions and the aggregate of value of the transactions.	If applicable, mandatory
17BE(p)	N/A	Any significant activities and changes that affected the operation or structure of the entity during the reporting period.	If applicable, mandatory
17BE(q)	N/A	Particulars of judicial decisions or decisions of administrative tribunals that may have a significant effect on the operations of the entity.	If applicable, mandatory
17BE(r)	N/A	Particulars of any reports on the entity given by: (a) the Auditor-General (other than a report under section 43 of the Act); or (b) a Parliamentary Committee; or (c) the Commonwealth Ombudsman; or (d) the Office of the Australian Information Commissioner.	If applicable, mandatory
17BE(s)	N/A	An explanation of information not obtained from a subsidiary of the entity and the effect of not having the information on the annual report.	If applicable, mandatory
17BE(t)	Appendix 1 – Board of Directors	Details of any indemnity that applied during the reporting period to the accountable authority, any member of the accountable authority or officer of the entity against a liability (including premiums paid, or agreed to be paid, for insurance against the authority, member or officer's liability for legal costs).	If applicable, mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17BE(taa)	Appendix 2 – Audit and Risk Management Committee	The following information about the audit committee for the entity: (a) a direct electronic address of the charter determining the functions of the audit committee; (b) the name of each member of the audit committee; (c) the qualifications, knowledge, skills or experience of each member of the audit committee; (d) information about each member's attendance at meetings of the audit committee; (e) the remuneration of each member of the audit committee.	Mandatory
17BE(ta)	Appendix 8 – Information about Executive Remuneration	Information about executive remuneration.	Mandatory

Hearing Australia National Support Office:
Australian Hearing Hub
Level 5, 16 University Avenue,
Macquarie University, NSW 2109

Tel: (02) 9412 6800
TTY: (02) 9412 6802

Registered trademark of Australian
Hearing Services - ABN 80 308 797 003