

World leading research and hearing services

Hearing Australia innovation and impact in 2024-25



Acknowledgement of Country

Hearing Australia would like to acknowledge and pay our respect to the Traditional Owners of the lands 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 we work with and serve, now and into the future.

Building on our proud history

A message from our Chair and Managing Director

Since our establishment in 1947, we have improved the lives of over two million children and adults with hearing loss and have undertaken research through our research division the National Acoustic Laboratories (NAL), that has changed the lives of many more around the world.

Today, our experienced and talented team of over 1,300 people across the country, are united in their determination to make a difference to our clients, their families, and the communities we serve. In 2024-25 our national team helped over 260,000 Australians, achieving client satisfaction rates of 86 per cent.

For over 75 years, we've worked with our clients and partners to deliver on our promise – to offer expert service and the latest hearing solutions anyone can access.

Thank you to our clients, the Australian Government and our partners for your support and we look forward to working with you to help more people with hearing loss connect to the sounds they love.



A stylized, handwritten signature in white ink.

Elizabeth Crouch AM
Chair



A stylized, handwritten signature in white ink.

Kim Terrell
Managing Director

Our purpose

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

Hearing Australia is a corporate Commonwealth entity. Through our network of 180 permanent centres and more than 240 visiting sites, telehealth services, digital solutions, and outreach services in rural and remote communities, hearing support is always within reach.

Every week, we help thousands of babies, children, young adults, adults, Aboriginal and Torres Strait Islander peoples, pensioners and veterans stay connected to their friends, family and community.

Our commitment

In 2024-25 we helped 264,712 children and adults across Australia, achieving a client satisfaction rate of 86 per cent.

We are committed to maintaining high levels of client satisfaction and making it easier for the community to access tailored hearing solutions, expert advice and ongoing care.

We deliver accessible, high-impact hearing solutions tailored to diverse needs, ensuring exceptional service for everyone, regardless of their financial circumstances, age or location.



Who we help



Children and young adults under the age of 26 years



Adults including pensioners, veterans and self-funded clients



Adults with complex hearing and communication needs



Aboriginal and Torres Strait Islander children and adults



Vulnerable Australians through our Social Purpose Program

Our community programs

Community Service Obligations (CSO) Program

Hearing Australia is the sole provider of services under the CSO Program which can be accessed by children and young adults under the age of 26, Aboriginal and Torres Strait Islander adults over 50 and adults with complex hearing needs. In 2024-25, we helped 67,575 children and adults under the CSO program.

First Nations hearing health

Hearing Australia's First Nations Action Plan aims to improve the hearing health of Aboriginal and Torres Strait Islander children.

Critical to achieving our Action Plan objectives is Hearing Australia's Hearing Assessment Program – Early Ears (HAPEE). Since the program started in 2019, we have undertaken over 50,000 clinical assessments of First Nations children aged 0-6 years in urban, regional and remote locations across Australia. The HAPEE program is critical in identifying children with ear disease and hearing loss and supporting them in getting the help they need.

Our First Nations Outreach Services team is dedicated to working with Aboriginal and Torres Strait Islander communities and partners to prevent and treat hearing loss in First Nations children and adults. Our team visits more than 300 First Nations communities to deliver hearing services and support.

Social Purpose Program

In 2024-25 we launched our Social Purpose Program. This program is funded entirely from our commercial operations and is dedicated to helping vulnerable Australians access vital hearing care. The Social Purpose Program supports people not eligible for government funded hearing services, including people experiencing homelessness and unemployment, children who are temporary residents, as well as Aboriginal and Torres Strait Islander adults in remote communities.

Our commercial services

In 2024–25 we provided hearing services to 143,440 pensioners and veterans who are eligible for services under the government funded Hearing Services Program. We also supported 41,181 self-funded clients across the country with high-quality hearing services and solutions that suit their needs and lifestyle.

We empower our clients with cutting-edge hearing solutions, harnessing the latest technology to enhance their quality of life and keep them connected to the sounds and life they love. In addition, we run campaigns and events to raise public awareness of the importance of good hearing health, providing education and resources to treat and help prevent avoidable hearing loss.

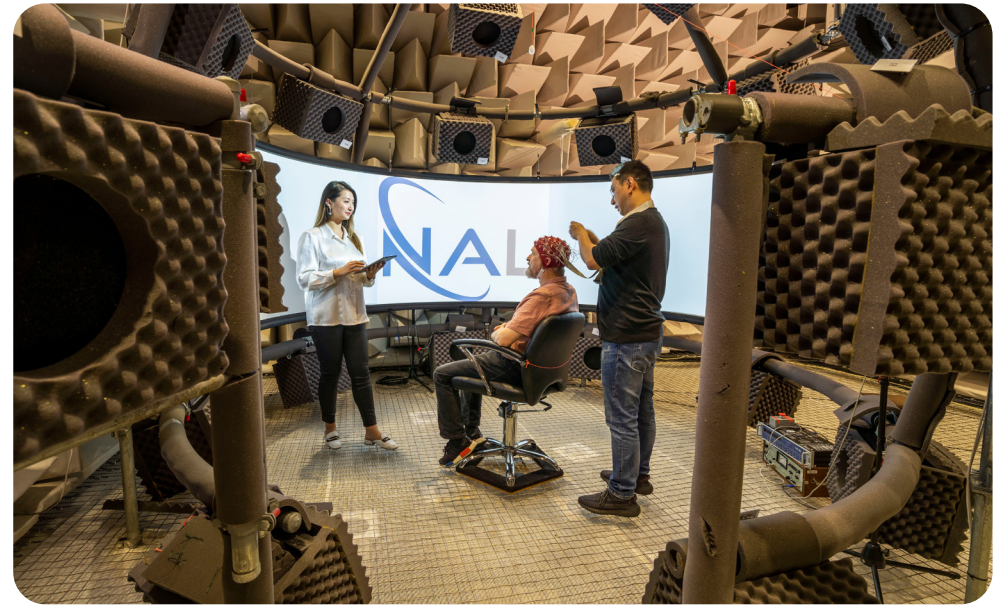
It's through the success of our commercial operations that we can reinvest in our community services and research program to help more people get the hearing help they need.

Delivering research with impact

In 2024–25, NAL continued to drive exciting advances in hearing health, delivering innovations that will shape the future of care and accessibility worldwide.

Since 1947, NAL has pioneered solutions that connect research with clinical practice. This year we launched the NAL-NL3 fitting system, now adopted across 90 per cent of the global hearing aid market and set to benefit millions of people with hearing loss.

NAL's research spans real-world listening from infancy to older adults, smarter clinical tools including AI, and culturally appropriate solutions for Aboriginal and Torres Strait Islander communities. With more than 40 active projects in 2024–25, NAL continues to ensure discoveries reach clinicians and people with hearing loss faster – improving lives through world-leading research and innovation.



Our partners

Hearing Australia is committed to working with the Australian Government and our partners to increase the impact and value of our services.

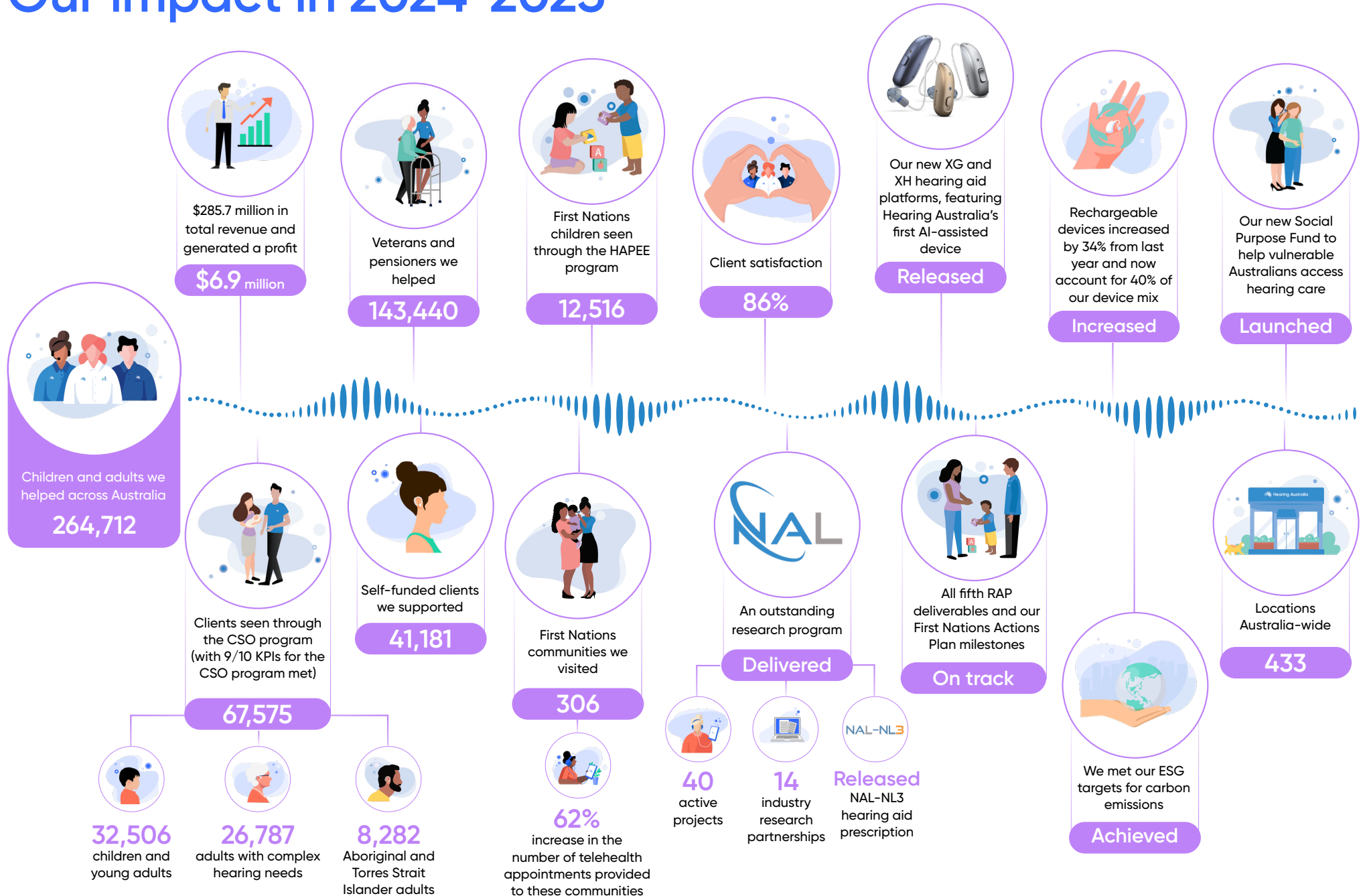
We work closely with a wide range of primary health services, not-for-profit organisations, universities, hearing device manufacturers and peak bodies to improve the hearing health of all Australians.

This includes collaborating with the National Aboriginal Community Controlled Health Organisation and over 100 Aboriginal Community Controlled Health Organisations.

NAL regularly produces internationally recognised research and collaborates with global partners on innovative products and clinical resources.

Our success is due to the support of many individuals, organisations and partners and we are committed to continuing to grow, strengthen and deepen these relationships.

Our impact in 2024-2025



Our future impact

Helping thousands of children and adults every week to hear better and to communicate with their families, their colleagues, and their communities, is an important responsibility and a great privilege.

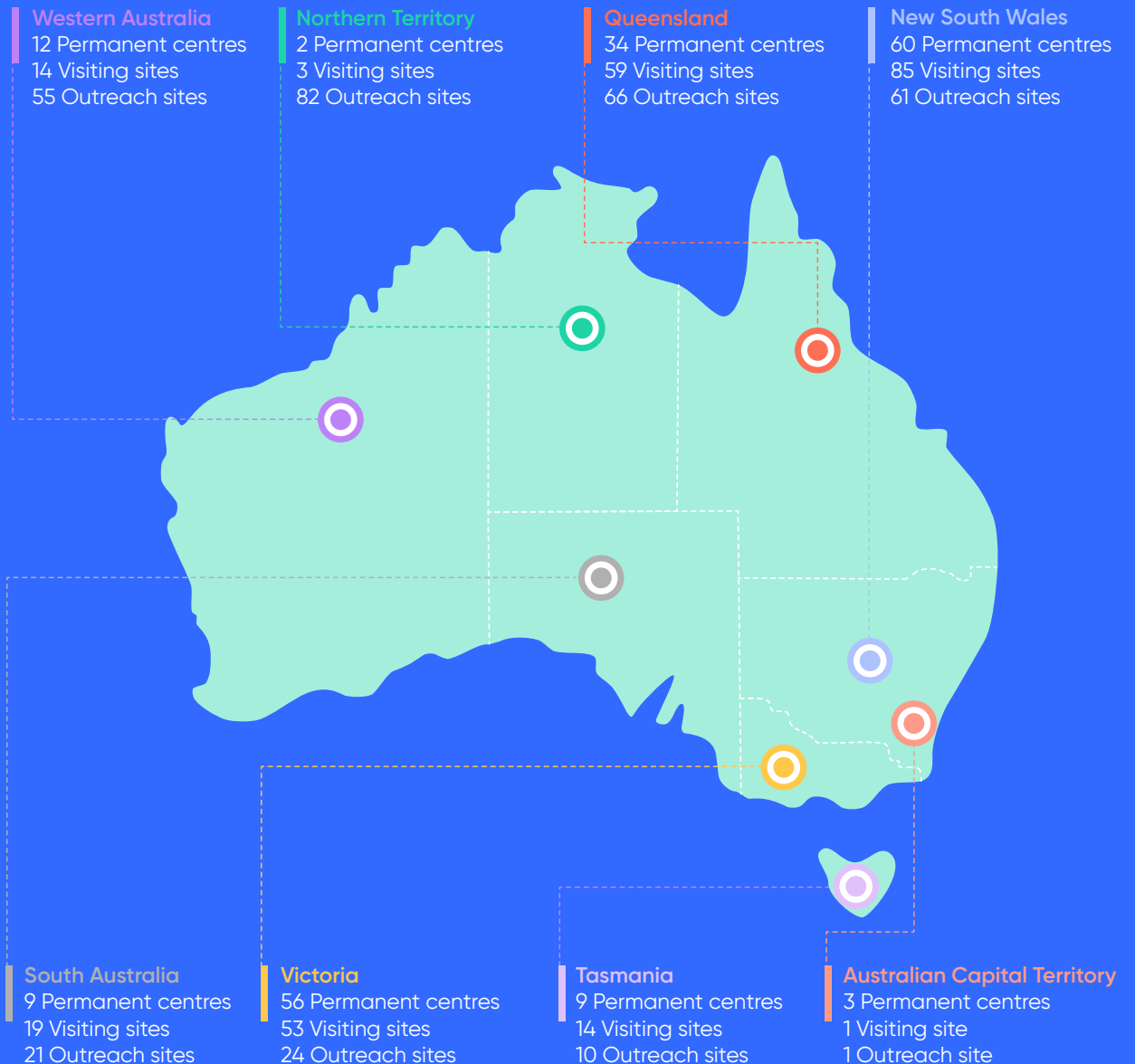
Hearing Australia will continue to play a national leadership role in hearing healthcare.

Looking ahead, we will build on our strong foundation to deliver even better hearing solutions for our clients, be agile in responding to their needs, fuelled by high quality data and insights, and innovative approaches to service delivery.

We will enhance our government funded hearing services and will continue to play a key role in improving the hearing health of First Nations adults and children.

We also look forward to working with all our partners over the coming years. Together, we can achieve our goal of improving the hearing health of our nation.

A national organisation



It matters more at Hearing Australia

 www.hearing.com.au

 134 432

 enquiry@hearing.com.au

The Spirit of Sound 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.