

Annual Report 2024 – 2025

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



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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 2025.

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 the achievements and performance outcomes of Hearing Australia during 2024–25.

For nearly 80 years, Hearing Australia has led the way in hearing health through research, innovation and a deep commitment to our clients and the communities we serve.

From pioneering hearing aid technology to expanding access to hearing services in First Nations communities, our legacy is one of excellence and an unwavering dedication to improving the lives of children and adults with hearing loss.

Every hearing assessment, device fitting, and community visit represents an opportunity to change a life—for a child to hear their parent's voice clearly for the first time, or for an older adult to reconnect with their family and community. These moments are the true measure of our impact.

We look forward to working with you to continue this legacy of providing world leading research and hearing services for the wellbeing of Australians.

Yours sincerely



Ms Elizabeth Crouch AM
Chair

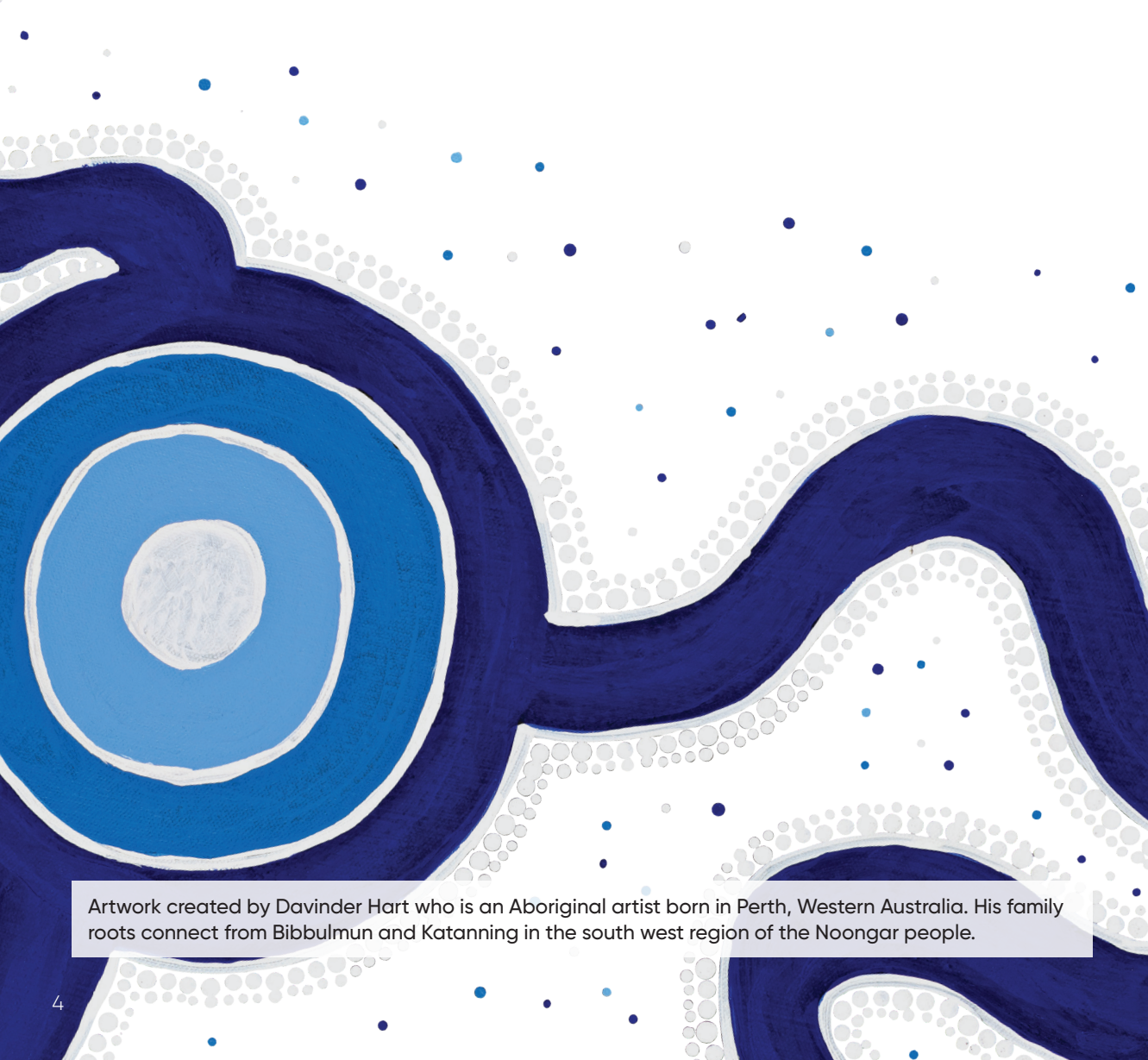
10 September 2025

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 to 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 2024–25 Hearing Australia continued to help thousands of children and adults every week while making fundamental improvements to our organisation and the way we operate.

The year was a success and a credit to our people – from the Board, our Executive Team and senior leaders, our centre managers, our front of house staff, our clinicians, those working in our Customer Support Centre, our head office and the National Acoustic Laboratories.

In 2024–25 we proudly helped 264,712 children and adults across Australia through the provision of hearing assessments, devices, and support services, achieving client satisfaction rates of 86 per cent. The impact of our work helping children and adults to hear and to communicate reverberates and multiplies through families, schools, workplaces and communities across Australia.

Our services were delivered through a national network of hearing centres, thousands of home visits, via our call centre and telehealth appointments, and visits to many metropolitan, regional, and remote communities across Australia.

We are proud to have maintained our position as Australia's most trusted hearing services provider for the fifth consecutive year.

We supported 184,621 commercial clients, many of whom are pensioners and veterans.

We also provided hearing care to 67,575 clients under the Community Service Obligations (CSO) Program, meeting nine of ten KPIs for the Program and only narrowly missing the tenth.

Our commitment to early intervention remained strong, with Hearing Australia assessing 12,516 young First Nations children through the Hearing Assessment Program – Early Ears (HAPEE). This program plays a vital role in identifying undiagnosed ear disease and hearing loss and referring children to critical medical attention.

We deepened our partnerships with Aboriginal Community Controlled Health Organisations (ACCHOs), expanding Shared Hearing Services Plans while increasing our support for First Nations peoples in pursuing careers in audiology. These efforts align with the *National Agreement on Closing the Gap and the National Aboriginal and Torres Strait Islander Health Plan 2021–2031*.

We also continued our services and advocacy for vulnerable Australians, including supporting 778 families to access the National Disability Insurance Scheme (NDIS) early intervention pathway for children aged 0–6 years. We continued to build new partnerships with community organisations and established our first ever

Social Purpose Fund, to operate from 1 July 2025, to support the most vulnerable members of our community through revenue generated by our commercial operations.

The National Acoustic Laboratories delivered another year of research with real world impact, contributing to global advancements in hearing technology and care, including the release of the NAL-NL3 fitting prescription. This has already been licenced to multiple hearing device manufacturers and is expected to become the new global standard for hearing aid fitting prescriptions.

We also remain committed to innovation, with improvements to our client service pathways and our ICT platforms.

A major milestone was the successful launch of *Bridge* – our new clinical platform. This upgrade has improved service efficiency and enables us to provide our clients with the most advanced hearing technology available.

We continued to invest in our people. Our commitment to technical excellence and our support for the growth of audiology expertise in Australia remains critical to our success. Pleasingly, our clinical employees all maintained their accreditation for clinical practice and we retained our status as the most attractive employer for Australia's graduate audiologists, attracting 22 graduates during the year. We are also proud to report that our First Nations staff cohort has grown in 2024–25 and now makes up 4.1 per cent of our workforce.

During 2024–25 we continued to implement our staff Wellbeing Strategy, advanced the implementation of our fifth Reconciliation Action Plan (RAP), and continued to embed sustainability through our ESG efforts. We are proud to report that over 85 per cent of our RAP deliverables are either 'on track' or completed.

Thanking our partners

There are many partners who have helped us achieve these results.

Our thanks to the Hon. Mark Butler, Minister for Health and Ageing and Minister for Disability and the NDIS, who assumed responsibility for Hearing Australia in May 2025. Minister Butler has engaged early with Hearing Australia and we are grateful for his support, as well as the support of our former Ministers the Hon. Bill Shorten, MP and Senator the Hon. Katy Gallagher.

Thanks also to our Board of Directors and Audit and Risk Management Committee members for their oversight and leadership. We particularly recognise the efforts of outgoing Board Member and Chair of the Board's Remuneration and People Committee, Professor Jody Currie, for her dedication and advocacy, particularly in relation to our services for First Nations peoples and her mentorship of our First Nations staff members. We also welcome Professor Scott Avery's appointment to the Board in November 2024.

We also thank our many partners who help us in communities across Australia. A special thanks to our health partners, including the Aboriginal Controlled Community Health Organisations (ACCHOs), our early education partners, and our industry and research partners.

To our Executive Team and our people, thank you for an outstanding year in delivering world leading hearing services and in continuing to strengthen our organisation and our partnerships to deliver quality hearing health care to all Australians.



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 2060¹. 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 profoundly impact an individual, leading to reduced workforce participation and social isolation. If not addressed early, hearing loss affects the way children speak, learn, and interact with others, with potential lifetime impacts.

Hearing Australia's work not only addresses a growing health challenge—it restores connection, dignity and opportunity. Whether it's enabling a child to thrive in school or helping a veteran enjoy conversations with loved ones, our services change lives.

Our clients remain at the heart of everything we do, and we work to ensure that they are able to access the latest and most advanced hearing technologies.

Hearing Australia also operates in a rapidly changing and highly competitive domestic and global marketplace. As such, we must anticipate and respond to:

- the evolving expectations of our clients
- increases in community hearing loss associated with an ageing population, noise induced hearing loss, and unacceptably high levels of ear disease in First Nations children
- broader Australian Government priorities and initiatives, including in relation 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

- continuing advances in technology and the use of data and digital solutions
- an increasingly dynamic marketplace, dominated by large, multinational manufacturers and emerging non-traditional competitors
- broader economic and consumer trends
- a tight labour market, where the demand for people with the skills critical to our success is high
- increases in cyber security threats, and
- an increased focus on integrity, reconciliation with our First Nations peoples and environmental, social and governance responsibilities.

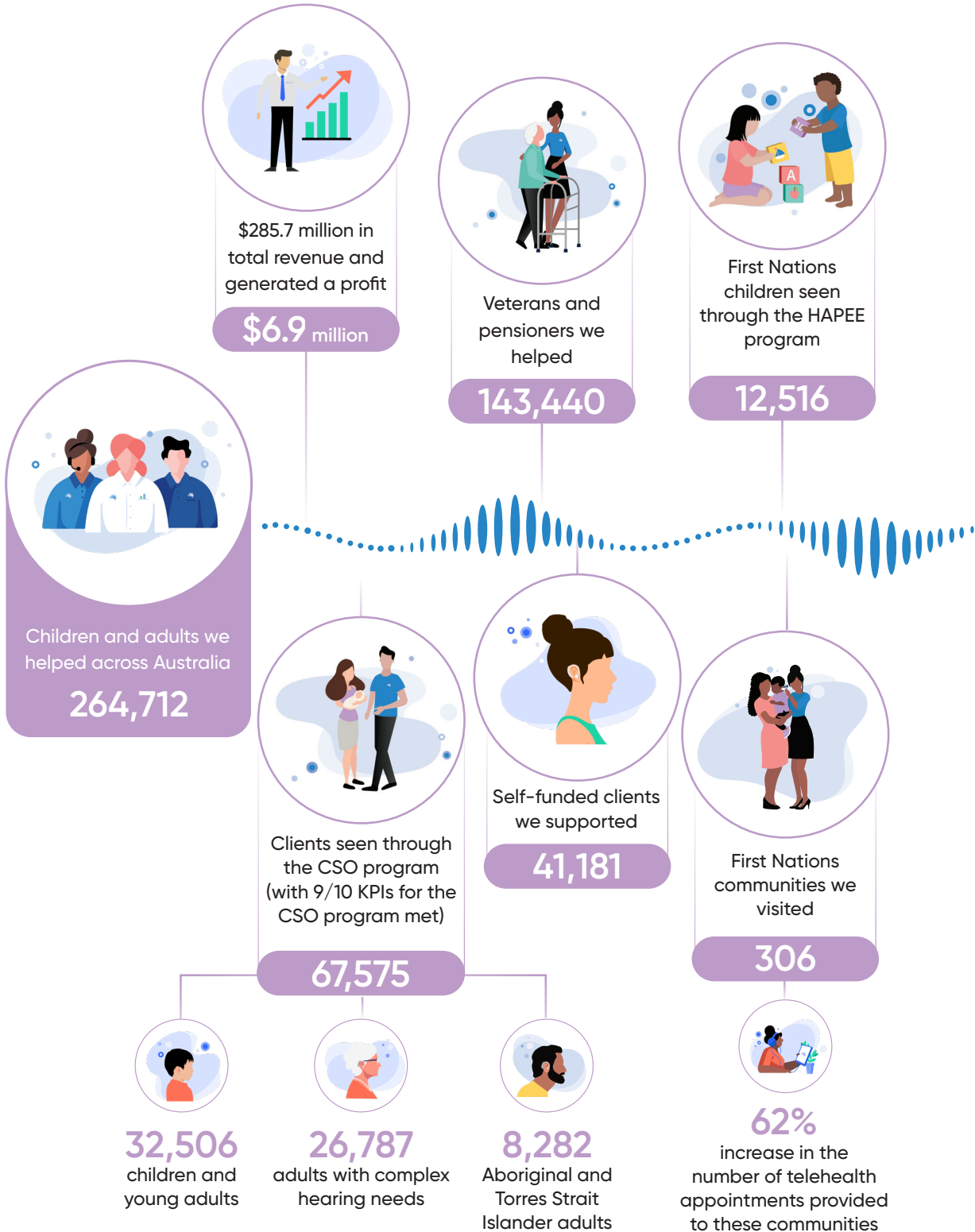
Hearing Australia's strategic pillars guide the organisation's priorities. During 2024–25, these were:

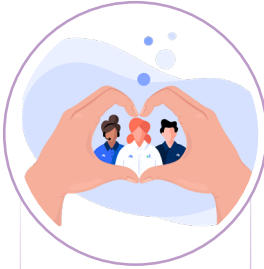
- delivering excellent client outcomes
- growing our commercial business
- providing great value to the Australian Government and our partners, and
- being a high performing organisation.

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*

2024-25 year at a glance





Client satisfaction

86%



Our new XG and XH hearing aid platforms, featuring Hearing Australia's first AI-assisted device

Released



Rechargeable devices increased by 34% from last year and now account for 40% of our device mix

Increased



Our new Social Purpose Fund to help vulnerable Australians access hearing care

Launched



An outstanding research program

Delivered



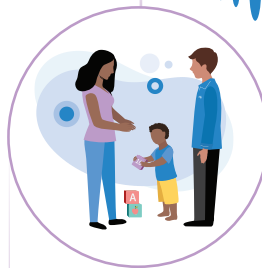
40
active
projects



14
industry
research
partnerships



Released
NAL-NL3
hearing aid
prescription



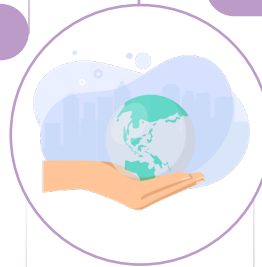
All fifth RAP deliverables and our First Nations Actions Plan milestones

On track



Locations
Australia-wide

433



We met our ESG
targets for carbon
emissions

Achieved

About Hearing Australia

Since our establishment in 1947, Hearing Australia and our research arm – the National Acoustic Laboratories (NAL) – has helped over two million children and adults across Australia and countless more across the world with our care, research 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:

- 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, and
- National Disability Insurance Scheme (NDIS) participants.

We also provide support to those who are ineligible for Government funded hearing services and who cover their own costs of care.

With support from our head office at the Australian Hearing Hub on the campus of Macquarie University, we deliver our services online, via our call centre, through our national network of 185 hearing centres, through thousands of home visits, and visits to many metropolitan, regional and remote community locations 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, including providing hearing services and hearing devices, conducting hearing health-related research and development and provide training and education and public information on the importance of hearing health.

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

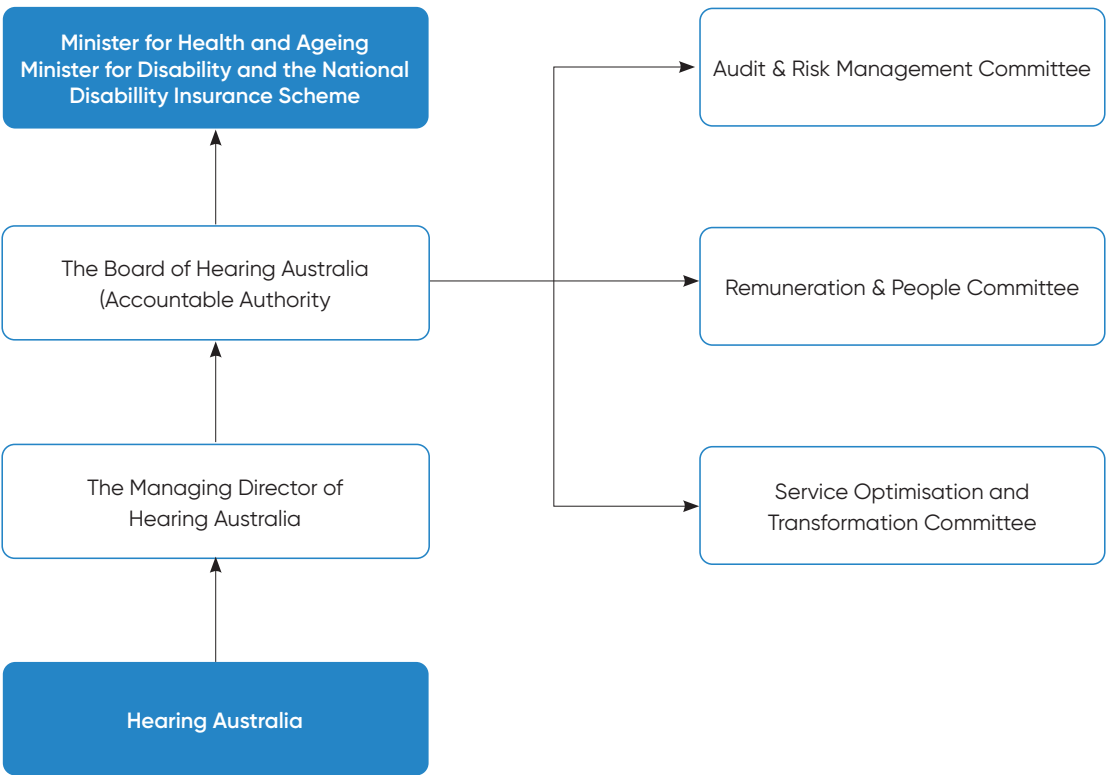
We support initiatives to prevent hearing loss and advocate for improved access to, and quality of, hearing health services across Australia, including providing hearing services to Aboriginal and Torres Strait Islander communities.

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 organisation 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.

For the period 1 July 2024 to 20 January 2025, Hearing Australia reported to the

Hon. Bill Shorten MP in his role as Minister for Government Services.

For the period 21 January 2025 to 13 May 2025, Hearing Australia reported to Senator the Hon. Katy Gallagher in her role as the Minister for Government Services.

Case Study: 80 Years of Impact and Innovation

For nearly 80 years, Hearing Australia has led the way in hearing health through innovation, research, and a deep commitment to community service.

Originally formed in 1947 to provide hearing services to returning World War II veterans, we quickly expanded from our Sydney headquarters to every major city across the country.

By 1949, we had launched Australia's first hearing aid—the Calaid. By the mid-1950s, we were providing services to all Australians under 21 with hearing loss and had begun outreach services for Aboriginal communities in the Northern Territory. In the 1960s, the inclusion of social security pensioners marked a shift toward supporting older Australians.

The 1970s saw the fitting of the 100,000th Calaid and our rebranding as the National Acoustic Laboratories (NAL). We pioneered the use of binaural hearing aids for children and were the only routine provider globally of high-powered behind-the-ear aids for young clients.

By the 1980s, Hearing Australia operated 35 permanent and 65 visiting sites nationally. Our research into aircraft noise led to the development of the Australian Noise Exposure Forecast (ANEF), adopted nationally.

In 1991, we became Australian Hearing Services under new legislation. The 1990s also brought the establishment of the Government's Hearing Services Program and Hearing Australia's development of Australia's first digital hearing aids.

During this decade we also began supporting Cochlear implant recipients and partnered with Bernafon to offer programmable in-the-ear aids—an international first. The release of the NAL-NL1 fitting procedure further advanced hearing aid effectiveness. Our services were also extended to all Aboriginal and Torres Strait Islander people aged over 50, under the Community Service Obligations program.

In the early 2000's NAL-NL2 was introduced, becoming the world's most widely used hearing aid prescription and we launched online services, including a new website, live chat, and a clinical helpline.

In 2019, we rebranded as Hearing Australia, reflecting a modern identity and our strong community connections. That same year, we launched the HAPEE (Hearing Assessment Program – Early Ears) initiative, offering free hearing checks for First Nations children under school age. Over 35,000 children have since been assessed, with 26 per cent of children having undiagnosed ear disease and one in five having undiagnosed hearing loss, underscoring the continuing and urgent need to prioritise First Nations people's early hearing health.

During the COVID-19 pandemic and natural disasters of the early 2020s, Hearing Australia remained open and extended our services to those who were ineligible for government hearing programs, ensuring continuity of care for vulnerable Australians during times of crisis.

Today, Hearing Australia operates from over 450 locations nationwide, supporting more than 250,000 clients annually. Our team includes over 500 highly trained clinicians and a total workforce of over 1,300 dedicated professionals.



Highlights for 2024-25

Delivering excellent client outcomes

Hearing Australia is committed to delivering excellent outcomes and exceptional client experiences, and to working with our partners to prevent avoidable hearing loss.

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 that occurs more often and causes more long-term damage to Aboriginal and Torres Strait Islander children compared with non-Indigenous children.

Hearing and listening are fundamental for the development of oral language. Children learn language through listening to the sounds around them. If a child cannot hear these sounds, they may have challenges with developing spoken language, reading and writing.

Hearing Australia is committed to working with Aboriginal and Torres Strait Islander people and communities, the community-controlled sector, and government and sector partners to improve the ear health and hearing outcomes of Australia's First Nations peoples.

Our outreach work is much more than the provision of clinical services. By partnering with communities, we ensure that hearing health is accessible, culturally safe and deeply respectful.

We work in close partnership with over 400 local organisations including Aboriginal Controlled Community Health Organisations (ACCHOs), schools, early education providers, communities and families to tailor our services to best meet the needs of communities.

Rates of *otitis media*, or middle ear infection, in Aboriginal and Torres Strait Islander children are among the highest globally², often starting in infancy and without obvious symptoms.

During 2024–25 we undertook clinical assessments of 12,516 First Nations preschool children through our HAPEE program and provided access to services at 306 outreach locations.

Since 2019, Hearing Australia has undertaken over 50,000 clinical assessments of First Nations children aged 0–6 years under the HAPEE program, which is delivered nationally across metropolitan, regional, remote and very remote locations. These children have been seen through their local ACCHO, State health service, early childhood education service or our network of centres.

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

3. Based on a total population of First Nations children aged 0 to 6 years of 150,000 nationally

In total, approximately 35,000 children (around 29 per cent of the total First Nations population in this age group³), have had one or more hearing assessment. Of these children, 26 per cent had undiagnosed ear disease and one in five had undiagnosed hearing loss.

As *otitis media* is a fluctuating condition, Hearing Australia's approach is to re-assess children over time to check that ear and hearing issues are treated promptly and therefore less likely to cause ongoing issues.

Of the total cohort assessed, we have found that one third (or 11,500 children) had fluctuating ear disease. This equates to some 49,500 children nationally in this age cohort⁴. In addition, around eight per cent of children assessed (equating to approximately 12,000 children nationally⁵), experience persistent ear trouble.

These commonly overlooked hearing issues can lead to serious developmental delays.

Hearing Australia's early diagnosis of infection and early assessment of hearing difficulties supports these children to develop important listening, speech and language skills, and is key to supporting 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 physical health and wellbeing, social competence, language and cognitive and communication skills.

The HAPEE Program is due to conclude on 30 June 2026 and Hearing Australia is working with the Government on options to continue to provide these critical services into the future.

Building capabilities and supporting local communities

Community liaison, training and raising awareness of the importance of ear and hearing health are crucial aspects of our outreach program.

During 2024–25 we continued to work with ACCHOs to co-design community focussed Shared Hearing Service Plans. At the conclusion of the year, we had successfully completed 58 of these agreements, with an additional 74 in progress and five awaiting final signature.

We worked closely with the NSW based *Ear Train* program, assisting it to deliver 42 training workshops across Australia. Hearing Australia audiologists also provide direct support to 139 primary health care workers, assisting them to consolidate the skills gained at the Ear Train workshops so that they can then apply these skills in the workplace and deliver hearing checks independently.

We also have collaborative fitting arrangements with *Teach Speak Hear* (formerly Telethon Speech and Hearing) and the Ear Science Institute in Western Australia, *Deadly Ears* in Queensland, and *Congress* in Central Australia. We have also worked with the Northern Territory Hearing Program to improve referral pathways and are now providing services to adult clients at an increased number of locations.

Hearing Australia also provides free online professional development through an online learning portal for primary health care workers, early childhood education and care service educators, primary school teachers and other workers in the education sector, to support early identification of possible hearing issues in children.

4. Based on a total population of First Nations children aged 0 to 6 years of 150,000 nationally

5. Based on a total population of First Nations children aged 0 to 6 years of 150,000 nationally

Government funded hearing services for vulnerable populations

Permanent hearing loss may have disproportionate impacts on children and young adults, people with complex hearing needs, those with disabilities, and First Nations peoples.

The Government supports the provision of fully subsidised hearing services for these members of our community through the Community Service Obligations (CSO) Program, funded under the Hearing Services Program.

During 2024–25 Hearing Australia provided CSO services to 67,575 children and adults, with 93 per cent reporting they were satisfied with their experience.

Services for babies, children and young people

In 2024–25 we provided hearing services to 32,506 children and young adults – 2,871 more than in 2023–24. Among those clients fitted with hearing aids, 75 per cent reported experiencing significant benefit from their devices, with an equal proportion wearing them for four or more hours per day.

During the year we fitted 4,229 remote microphone systems to 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 can be particularly useful in a classroom environment.

We upgraded a total of 435 Cochlear implant speech processors for children and young adults, a reduction of 37 per cent compared with 2023–24. We further replaced a total of 253 lost or damaged processors, an 11 per cent increase. The growing number of clients with Cochlear implants supported by the CSO Program has meant that a higher proportion of funding was allocated towards maintenance and to the replacement of lost speech processors, reducing the number of upgrades that could be provided.

Given rising demand, it is anticipated that wait times for speech processor upgrades will continue to lengthen. We are continuing to work with the Department of Health, Disability and Aging to deal with the increase in costs and demand for this critical element of the CSO program.

Services for adults with complex hearing rehabilitation needs

In 2024–25 we provided services to 26,787 adults with complex hearing needs through the CSO Program – 1,544 more than in 2023–24. Most of these adults have a severe or profound hearing loss or a poor understanding of speech and require much more than a well fitted hearing aid to participate fully in life. Other clients in this group may have hearing loss plus 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 79.6 per cent of them with a specialised communication assessment and individual training program.

Services for Aboriginal and Torres Strait Islander people

In 2024–25 we provided hearing services to 3,529 Aboriginal and Torres Strait Islander children and young adults, including providing diagnostic assessments, device fittings and ongoing support and management. Of these clients, 385 were fitted with hearing devices for the first time.

We also provided services to 8,282 Aboriginal and Torres Strait Islander adults, a 16 per cent increase on 2023–24 resulting from an expansion in the number of Outreach communities we visited, driven by increased coordination between operations under the HAPEE and CSO programs.

In line with previous years, over 60 per cent of our First Nations adult clients chose to receive hearing services at one of our hearing centres or visiting sites, and 98 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 2,070 days of visits across 306 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.

In 2024–25 almost 20 per cent of our time in communities was spent on education and community liaison. This includes attendance at clinic team meetings to discuss our services and referral pathways, education sessions for teachers regarding hearing loss and 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 stronger community engagement.

During 2025–26 we will restructure our Outreach operations to further improve the efficiency of our service delivery and to strengthen our relationships with the communities and clients we support.

Case Study: Outreach audiologist Alannah D'Cruz

Outreach Audiologist Alannah D'Cruz dreamt of working at Hearing Australia since she finished university in 2014.

Alannah always knew she wanted to work in paediatrics as it makes her feel genuinely happy to be part of a child's development and holistic care. She is also very passionate about 'closing the gap' when it comes to our First Nations community health, so working as an Outreach audiologist makes perfect sense.

Alannah became an audiologist because her two grandfathers both experienced severe to profound hearing loss from working on steam engines and diesel locomotives. She saw first-hand how isolating hearing loss could be and decided that she would dedicate her career to helping people stay connected to their loved ones through the gift of hearing.

A key takeaway from Alannah's career so far has been the importance of outreach work.

"As a hearing care professional, I understand the flow-on impact poor ear health can have on hearing, speech development and eventually education and employment outcomes, which can be highly disruptive to a child's overall development.

"I'm proud to be one of Hearing Australia's Outreach audiologists who go to local preschools and health services to reach the children who need us most".



Case Study: hearing health challenge for early childhood services

To celebrate Hearing Awareness Month during 2024–25, Hearing Australia's First Nations Services team ran a Hearing Health Challenge for Early Childhood Education and Care (ECEC) services across Australia.

ECECs were invited to take part in hearing awareness activities, like reading our *Spirit of Sound* book with children, for the chance to win some great prizes.

The Gumala 3a Early Learning Program participated in the challenge and came up with its own hearing activity.

Gumala 3a has centres across WA's Pilbara region and uses a unique learning program developed by Gumala Aboriginal Corporation (in partnership with the University of Melbourne and Tom Price Primary School). This includes educational games, conversational reading and enriched care giving based on a collection of evidence-based teaching and learning strategies, as part of a broad community building exercise.

The Gumala 3a entry showed children making rain sticks. Once made, it was time to listen closely – what sounds could they hear? The children talked about how the rain stick sounded loud when it was close to the ear and quieter when it got further away. They also noticed that shaking the rain sticks fast made a sound like heavy rain, while a gentle shake sounded like soft drizzle.

This hands-on activity wasn't just fun, it also connected children to sound and how it can tell stories about nature.



Delivery of services under the NDIS

Hearing Australia is an approved provider of services under the National Disability Insurance Scheme (NDIS).

During 2024–25 Hearing Australia assisted 778 families access the NDIS early intervention pathway for children aged 0–6 years. The pathway is strongly supported 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 also provided services to 7,409 NDIS participants. Services provided outside the HSP to these clients depend on each participant's individual NDIS plan but can include hearing assessments, hearing devices and assistive listening technology.

Hearing services for pensioners, veterans and other clients with hearing loss

Hearing Australia provides commercial hearing services to pensioners and veterans who are eligible for Government funded services through the Hearing Services Program (HSP), and to self-funded clients who meet the cost of their own services.

During 2024–25, we provided services to 143,440 clients who were eligible for services under the HSP and to a further 41,181 self-funded clients.

In total, 87 per cent of these clients were satisfied with the service they received, with 79 per cent reporting wearing their hearing devices for four or more hours each day and 76 per cent saying that their devices helped 'quite a lot' or 'very much' in the situations in which they most wanted to hear better.

Hearing Australia partners with GN Hearing to provide a diverse and innovative range of hearing devices which is regularly updated to ensure clients have access to the latest technology. In April 2025, we were proud to launch our new XG and XH platforms, featuring Hearing Australia's first AI-assisted device. This cutting-edge technology helps reduce background noise, allowing clients to focus on the sounds that matter most.

Hearing Australia operates in a competitive commercial market. Our campaigns raise awareness about hearing health through a combination of broad-reaching channels such as television and online. This helps us maintain a strong brand presence and drive meaningful engagement with Australians who require hearing help.

Our messaging promotes our services and raises awareness of the importance of the need for timely action if hearing loss is suspected. Through this approach, we aim to make hearing care more accessible to a greater number of Australians.

During 2024–25 we were also recognised for the fifth consecutive year by Readers Digest as the Most Trusted Brand in the hearing services category. This achievement reflects the strong relationships we maintain with our clients and local communities and underscores the trust Australians place in our services.

Case Study: Proud to support our veterans

Hearing Australia has a proud history of delivering hearing services for veterans.

We now support over 100,000 veterans and their families, helping them stay connected to their loved ones and communities.

Hearing loss and tinnitus are two of the most common conditions experienced by former Australian Defence Force personnel. Due to the nature of military training and service, veterans of all ages may experience one, or both, of these conditions.

While veterans' hearing loss itself may not differ significantly from hearing loss experienced by the broader community, veterans may have additional conditions that exacerbate the complexity of their hearing loss and tinnitus and potentially complex psychological and interpersonal needs.

In addition to hearing services, Hearing Australia also supplies veterans with products which support them to be independent

at home and in the community, under the Rehabilitation Applicate Program. Examples include smoke alarms, doorbells, wireless communication devices, and devices to support listening to televisions.

Hearing Australia client Dale joined the Navy in 1963 and served in Vietnam.

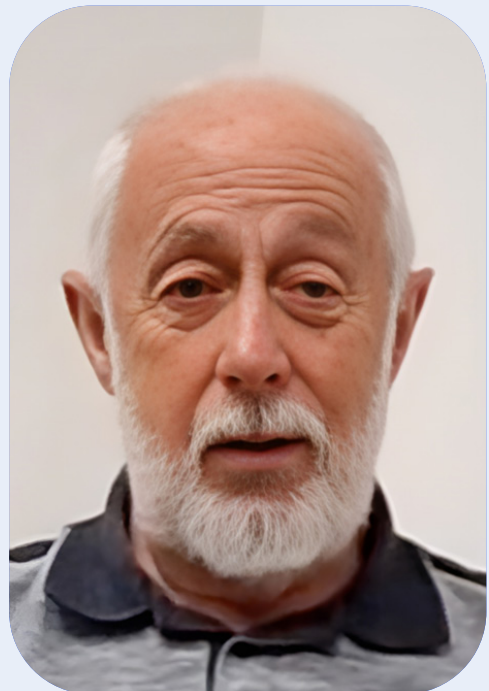
Dale's relationship with Hearing Australia started around seven years ago after his wife 'decided' that Dale couldn't hear her.

Dale had worked in engine rooms for many years, and he found that his hearing had recently deteriorated.

After getting hearing care and support from Hearing Australia, Dale now jokes that he can 'hear ants crawling across the floor'.

Dale says his favourite sound is that of marching bands, particularly bagpipes.

We're proud to care for our veterans, helping them to enjoy life and the sounds they love.



Providing great value to Government and partners

Overview

Hearing Australia delivers significant services on behalf of the Australian Government and the community. We are committed to working with the Australian Government and our partners to help shape and deliver policies and programs which improve the hearing health of our nation and to increase the value of these services to the taxpayer.

During 2024–25 our key priorities in this area were to strengthen and deepen our engagement with the Australian Government on the design and delivery of Government funded hearing services, and to deliver outstanding research to improve the lives of people with hearing loss.

Working with Government

During 2024–25 we continued to work with the Australian Government on improving the design and delivery of Government funded hearing services. This includes the development of potential reforms to the Hearing Services Program, including the CSO element of the program.

As part of this we acknowledge the engagement and support we have received from our current Minister, the Hon. Mark Butler MP, and the support of former Ministers, the Hon. Bill Shorten MP and Senator the Hon. Katy Gallagher.

We also acknowledge the strong support we have received from key Australian Government departments, including the Department of Health, Disability and Ageing, the Department of Social Services, and the Department of Veterans' Affairs.

Social Purpose Fund

Hearing loss can be devastating and may make it difficult for people to engage and communicate, impacting their ability to learn or find work. This can lead to social isolation, impacting wellbeing and mental health.

The Government announced in March 2025 that Hearing Australia would establish a small but important program to provide free hearing assessments, hearing aids and support to vulnerable people who are ineligible for Australian Government funded hearing services.

Commencing on 1 July 2025, the Social Purpose Fund is funded entirely from Hearing Australia's commercial operations and will initially focus on helping First Nations adults aged between 26 and 50, and children who are temporary residents of Australia.

The name of this initiative reflects Hearing Australia's commitment to supporting people at risk of social isolation because they can't afford the hearing help they need.

The Social Purpose Fund will open doors for members of the community who are not currently supported through the Hearing Services Program and builds on

Hearing Australia's legacy of nearly 80 years of changing the lives of millions of adults and children with hearing loss.

Under the program, Hearing Australia will also work with its partners to invest in small community hearing health pilots and support research to advance treatment and prevention strategies.

Case Study: Enhancing Audiology Education with NAL Virtual Personas

Today's audiology students need as many opportunities as possible to practice their communication skills within realistic clinical scenarios.

NAL Virtual Personas (NAL-VP) is an AI-powered simulation platform which helps students build their confidence by practising realistic consultations in a structured learning environment.

"NAL-VP was designed to deliver realistic, evidence-based scenarios to help students bridge the gap between theory and practice."
Dr Nicky Chong-White, Principal Engineer, NAL.

Educators can select from a diverse persona library featuring varied case histories, hearing conditions and client personalities. NAL-VP allows students to participate in diverse clinical interactions, regardless of their

confidence or prior experience. Each session is transcribed, enabling feedback, reflection, and continuous improvement.

Launched in 2025 at the University of Queensland, NAL-VP supports more inclusive and effective audiology education.

A professional version, tailored for industry personnel and clinicians, will be released shortly to support the continuous learning and development of audiology professionals.

"It's a valuable tool for students to practice communication skills, accurate case history taking, and adapting the communication of results and recommendations to be individualised and person-centred."
Dr Barbra Timmer, Senior Lecturer of Audiology, The University of Queensland



National Acoustic Laboratories (NAL)

The National Acoustic Laboratories (NAL) had significant success in 2024–25 in undertaking cutting edge hearing research and evidence-based innovation to improve hearing health and transform the lives of people with hearing difficulties.

NAL's research doesn't just advance technology—it enhances human connection. From emotion recognition to multilingual accessibility, our innovations help people engage more fully with the world around them.

During 2024–25 NAL managed 40 active projects and completed 16 of them. Key outcomes included:

- development of an AI, virtual, scenario-based training tool to support audiology students to boost their skills in clinical communication, and which is now in use at the University of Queensland. This tool is being modified for use by large hearing service organisations to train their clinicians in improved client conversations, which can lead to better client outcomes
- an investigation into the benefits of hearing devices routinely prescribed to Aboriginal and Torres Strait Islander children, finding that children used these devices more consistently when (i) their hearing loss was more severe, (ii) they were seen alongside a parent or carer, and (iii) the time between hearing aid fitting and a follow-up appointment was reduced to a few months, and

- examining how hearing loss affects a person's ability to detect and identify emotions in speech, which included demonstrating for the first time the positive impact that hearing devices can have on supporting vocal emotion recognition.

During 2024–25, NAL commenced 14 projects, addressing a variety of important hearing healthcare needs, including:

- advancing clinical adoption of the cloud-based, AI-powered Universal Language-Independent Speech Test, to improve the access of multicultural communities to hearing care
- developing a new clinical tool that uses brain responses to speech to determine whether babies can hear well, both with and without hearing aids, and to understand whether hearing aids provide sufficient sound input to support development of age-appropriate speech and language, and
- developing a revolutionary hearing aid fitting system – NAL-NL3 – which expands the benefits of the earlier NAL-NL2 solution from helping people hear in quiet conditions to now providing higher levels of comfort for listening in noisier conditions and providing the first evidence-based approach to fitting hearing aids in people with minimal diagnosed hearing loss. NAL has licensed this technology to most of the major manufacturers in the hearing health industry.

NAL successfully delivered the report *Tool to Assess Client Motivation for Improving Hearing and Using Hearing Devices* commissioned by Department of Health, Disability and Ageing (Health) which was used to inform updated settings for the Hearing Services Program (HSP). NAL also briefed, at Health's request, hearing service providers and device manufacturers on its recommendations for new minimum hearing aid specifications under the HSP, following NAL's report on this topic from 2023-24.

NAL also conducted a program of acoustic measurements and testing on the effects of personal protective equipment on critical listening tasks, and on whether hearing aids may be worn and operated effectively by operational personnel, at the request of NSW Fire & Rescue.

NAL participated in 14 active industry research partnerships during the year, including multiple research initiatives with GN ReSound and Phonak, under a multi-year collaboration agreement.

NAL's innovation process has matured over time and has produced, as described above, a pipeline of applications for the hearing healthcare sector that, if successfully applied, will lead to improved audiology services and client outcomes worldwide.

More details of all projects can be found at NAL's website.

Case Study: Transforming Hearing Aid Fittings with NAL-NL3 Fitting System

Fifteen years after the release of the globally adopted NAL-NL2 hearing aid fitting prescription, NAL has introduced NAL-NL3, a next-generation, modular solution that redefines how hearing aids are prescribed and personalised.

The NAL-NL3 prescription has been developed using over 1.8 million verified fittings and advanced machine learning to better reflect the modern clinical environment.

The NAL-NL3 fitting system includes two purpose-built modules alongside the NAL-NL3 Prescription and reflects a decisive shift from nearly 50 years of incremental iterations, focusing solely on 'audibility', to an approach that responds to functional challenges like effective communication in noisy conditions.

This revolution reframes hearing aid prescription choice and provides an opportunity to support users' participation and communication in real life, not just compensating for hearing loss.

In noisy settings, traditional hearing aid prescriptions may amplify users' discomfort.

The NAL-NL3 Comfort in Noise Module applies strategic gain reduction to improve listening comfort and reduce listening effort, without compromising speech intelligibility. Studies showed improved user comfort without any degradation of speech quality.

Many hearing aid users report difficulties hearing in noise, despite them having clinically normal hearing thresholds. The NAL-NL3 Minimal Hearing Loss Module introduces just enough amplification of sound to enable the user to benefit from features like directional microphones, while still providing a comfortable solution that improves speech intelligibility and reduces listening effort.

With its beta release in July 2025, NAL-NL3 signals a new era of evidence-based, person-centred and future-ready hearing care.

"NAL-NL3 is designed to reflect real-world clinical practice. It's a fitting system that evolves with patients' needs and gives clinicians smarter tools to personalise their care." Dr Pádraig Kitterick, Head of Audiological Science



Case study: Modernising Hearing Needs Assessment with NAL COSI 2.0

While the Client Oriented Scale of Improvement (COSI) remains widely used in the hearing services sector, nearly three decades following its introduction, clinicians have since adapted this tool in the context of faster-paced workflows, evolving client expectations, and advances in hearing technology.

These shifts signal the need for a modernised version of COSI.

NAL is developing COSI 2.0 to support clinicians and clients and to leverage the power of AI, to assess hearing needs and to support clients and clinicians to agree on achievable hearing goals and to track outcomes, using a format which can readily

integrate into current clinical software and with digital workflows.

Early data indicates that COSI 2.0 increases client engagement in hearing needs discussions by 40 per cent, while boosting the confidence of clinicians in recommending suitable hearing devices. Currently being piloted across Australia, following this, COSI 2.0 will be further developed for full release.

"COSI 2.0 helps clinicians have more meaningful and structured conversations with their clients. It makes the goal-setting process easier, enhancing personal connection."
Bettina Turnbull, Senior Innovation Audiologist, NAL.

Needs Assessment

NAL

What is the most important situation where you experience difficulty with your hearing?

Some common examples include:

- Following dialogue on the TV/ watching TV
- Hearing my family at home
- Having conversations in noisy places
- Conversations in groups or social events
- Conversations on the phone

Reply in your own words. Avoid replying with phrases like "all of the above".

Hearing at morning coffee.

Submit

Outcomes Measurement

NAL

You identified the following hearing need as being important to you:

To hear clearly at morning coffee despite lots of people around and the music so you can enjoy the experience without needing repeats all the time.

How have things changed since being fit with hearing technology?

Much better

Better

Slightly better

No difference

Worse

Submit

A high performing organisation

Our People

Our people are the key to our success and in 2024-25 we delivered on our promises to them.

Behind every success story is a dedicated team member—an audiologist who listens; a staff member who supports or manages our business; and a researcher who innovates. Their passion, dedication and professionalism are the heartbeat of Hearing Australia.

Our commitment to technical excellence and the growth of audiology expertise in Australia remains critical to our success, with all our clinical employees successfully maintaining their accreditation for clinical practice during 2024-25.

We have continued to improve the capability of our staff by extending our learning and development programs, including providing our clinicians with technical training and upskilling on our new products; and providing leadership training to our senior staff, including on people management and financial management.

Additionally, Hearing Australia has retained its place as the most attractive employer in Australia for graduate audiologists, attracting 22 graduates in 2024-25.

We are proud to report that our First Nations staff cohort has grown further in 2024-25 and now makes up 4.1 per cent of our workforce (an increase of 0.4 per cent year on year).

Keeping our people and clients safe

Keeping our people and clients safe remains a key focus. Under our Work Health and Safety and Wellbeing Strategy, Hearing Australia continually seeks to maintain an injury free environment, while meeting our obligations under the *Work Health and Safety Act 2011* and the *Safety, Rehabilitation and Compensation Act 1988*.

In 2024-25, our staff had access to:

- workplace assessments and ergonomic equipment
- early intervention support for injury, to support return to work
- wellbeing programs including access to the Fitness Passport program, 15-minute challenge, and our monthly wellbeing publication *Good Vibrations*
- work role specific safety and wellbeing training, with a focus on psychological wellbeing, and
- influenza vaccinations.

A significant focus has been supporting the redesign of our Outreach services, including reviewing related Work Health and Safety procedures and guidance to support the consistent and safe delivery of these services.

The Hearing Australia Workers compensation prescribed rate for 2024-25 was 0.24 per cent, which compares favourably with the average of 0.98 per cent for Australian Government entities under the Comcare scheme. This highlights our ongoing commitment to injury prevention and early intervention, contributing to an improved capacity to provide services to our clients and retain our valued employees.

Creating an environment of enhanced performance

In 2024- 2025 Hearing Australia introduced an enhanced staff performance framework to support further development of our people's goals. Included as part of the new process was a continued focus on personal development, supporting our staff to have open discussions with their manager to identify their ambitions and opportunities for growth, and foster a deeper understanding of any further training or development required to pursue those ambitions.

Development of the process was informed through comprehensive consultation with our people which confirmed that providing greater clarity regarding roles and responsibilities supports our people to perform at their best. Feedback from staff on the new process has been highly positive.

Hearing Australia's Reconciliation Journey

At the conclusion of the second year of our three-year Stretch Reconciliation Action Plan (RAP), we are proud to report that over 85 per cent of our deliverables across all pillars are either 'on track' or completed—demonstrating strong and consistent progress.

Central to our RAP is our commitment to ensuring First Nations voices are at the heart of our reconciliation efforts. Our RAP Working Group reflects this, with 14 members—half of whom identify as Aboriginal and/or Torres Strait Islander—representing a diverse range of roles and operating locations across the organisation.

Cultural awareness and competency remain a key focus, with 98 per cent of our staff completing required training, reinforcing our commitment to a culturally safe and inclusive workplace.

This year also saw the development and implementation of our First Nations Workforce Plan, with focus areas of career development, retention, and attraction. As a result, we welcomed growth in our First Nations workforce during the year, including the successful launch of a traineeship program, with five new trainees set to join Hearing Australia in July 2025.

During the year, we proudly celebrated National Reconciliation Week and NAIDOC Week with events which amplified the voices and experiences of our First Nations staff. These activities not only deepened awareness across our organisation but also strengthened our connections with RAP partners through shared engagement and collaboration.

Case Study: A decade of client centred care

When we say 'it matters more at Hearing Australia', Senior Audiologist Yvonne Ho is a role model who immediately springs to mind.

Manager Moonee Ponds, Northcote & Heidelberg Jacinta Gerin says Yvonne is one of the most dedicated clinicians she has worked with. "Yvonne's passion for improving people's lives is contagious. As a paediatric specialist she nurtures the children and families expertly and role models the perfect example of client-centred care. Her dedication echoes in every life that she has touched.

Yvonne says there have been many highlights in her ten-year journey but leading the pilot of the Hearing Australia app stands out.

The app allows clients to make quick adjustments to their hearing aids and is available in English, Arabic, simplified Chinese and Turkish. It also allows users to request remote assistance from Hearing Australia, and for our clinicians to send new settings which the user can save directly to their hearing aids. The app even allows users to track lost hearing aids.

"Working on the app brought together my clinical roots, my growing interest for transformation, and the power of cross functional collaboration. It felt like a turning point for me professionally and personally, a reminder that growth happens when we say yes to new challenges".



Systems and Data Transformation

Over the past year, we have made significant strides in our digital transformation journey, delivering improvements across platforms, processes, and client experiences.

We have continued to improve our Dynamics platform, which has led to operational efficiencies and greater client satisfaction. We have also simplified our approach to managing appointments, streamlining the client experience. We have continued to make better use of client data to provide more personalised client journeys, better identify trends and forecast client needs.

A major milestone was the successful launch of Bridge – our new clinical platform. This upgrade significantly reduced operational risk, improved service efficiency, and enables us to continue to provide our clients with the most advanced hearing technology available. We will decommission further legacy applications to simplify our technology ecosystem and realise additional cost savings.

During the year we also upgraded our Customer Service Centre (CSC) to a modern, cloud-based Webex Contact Centre platform, which supports our broader strategy of automating and centralising services and enhances our ability to deliver seamless support across client channels.

We further completed the migration from our physical data centre to Microsoft Azure, resulting in cost savings and improved scalability and resilience. Our data transformation efforts have culminated in the successful migration to a modern data platform which offers enhanced security, cost-efficiency, and advanced analytics capabilities.

Cybersecurity has remained a top priority, including improving our NIST maturity, creating a safer cyber environment, particularly for staff members operating remotely. All platforms have been stabilised, with backup, restore and disaster recovery capabilities tested.

As we continue to modernise our systems, we remain focused on maximising the value delivered to our clients and government partners, while proactively addressing emerging risks and opportunities.

By making our services more accessible, we are better positioned to meet the diverse needs of Australians, ensuring they receive the support they need—wherever and whenever it suits them. These digital initiatives reflect our ongoing commitment to customer-centric innovation, improved outcomes, and responsive service delivery.

Case Study: Transforming Audiology Software at Hearing Australia

During 2024-25 we upgraded our core audiology software to provide our clinicians with an advanced platform to support our clients.

The replacement platform - Bridge - is a modern software as a service (SaaS) platform and was chosen for its proven reliability and scalability, and ability to integrate seamlessly with Hearing Australia's Microsoft Dynamics platform.

Moving to the new platform has allowed us to support the latest hearing aid technologies, allowing our clinicians to provide the best support for our clients.

The successful rollout of the new platform has also enhanced operational capabilities and set a new organisational standard for executing major technological changes.

This project was delivered within the planned timeframe and budget.

Significantly, Bridge has achieved 100 per cent uptime since deployment and was rolled out with zero disruption to our operations.

The new platform has also been fully integrated with our Dynamics platform delivering increased productivity and streamlining internal processes.



Case Study: New AI and enduring excellent client care, changing lives

The introduction of Hearing Australia's new range of XG hearing aids, coupled with the excellent client care and clinical expertise that we've long been known for, are changing the lives of our clients.

Hearing Australia's new XG microRIE premium hearing aid, released in April 2025, features AI-assisted hearing technology which works with the user's ears and natural sound processors to deliver more vivid sound.

The AI technology has been trained with 13.5 million spoken sentences and has been shown to help cut through background noise and improve sound quality when listening in noisy environments.

This feature works automatically as the user's environment changes – when moving from a noisy café to a quiet park, the hearing aids adjust accordingly. And unlike older technology that could make the world sound unnatural, these advanced features maintain awareness of the user's surroundings while making speech more distinct.

These aids also connect to Bluetooth® LE Audio and Auracast™ broadcast audio for an exceptionally clear listening experience and allow direct streaming of the sound during video meetings and from television programs to the aids. Users can answer calls hands-free from iPhone, iPad and compatible Android™ mobile devices.

They are the world's smallest AI-powered rechargeable hearing aid, with a 20 hour battery life, even while streaming. They are designed for durability and a comfortable fit, and water-resistant IP68 certified, performing well in all weather conditions.

In addition, the devices are rechargeable, which offers both environmental and safety advantages.

Lismore-based Provisional Audiologist June Dunning has experienced first-hand the benefits this technology has for our clients.

Mrs S was a new client reporting difficulties hearing at family gatherings, when socialising with friends and watching TV.

June showed Mrs. S. the benefits of the new technology, providing her with a trial pair of the XG hearing aids.

"Mrs S. said she was extremely happy with the sound. She was speechless at first and reported that she was hearing so much better in social situations and loved using her phone and listening to music through the hearing aids."



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, a policy first established in 1996 to ensure that Government businesses are not advantaged or disadvantaged because they are owned by Government. Hearing Australia is fully compliant with this policy.

Corporate Planning

Hearing Australia's Board and Executives undertake annual strategic planning sessions and present a Corporate Plan to the Minister responsible for Hearing Australia and to the Minister for Finance by the end of April each year. This Corporate Plan must meet the requirements of the AHS Act and the PGPA Act. In 2024-25, Hearing Australia prepared a Corporate Plan which met these requirements.

Reporting and Analysis

In addition to reporting to our Board of Directors, we provide regular reporting on our performance to our Minister. These reports contain information on key operational and financial indicators, as well as performance against strategic objectives.

Financial Performance

During 2024-2025 Hearing Australia generated \$285.7 million in total revenue, \$28 million or 10.9 per cent higher than in 2023-24.

We produced an operating profit of \$6.9 million to 30 June 2025, a \$24.4 million improvement compared with 2023-24.

These results were due to improved performance in both community and commercial services and disciplined 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.

Additional Supporting Information

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 2024–25 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

During 2024–25 Hearing Australia continued to improve the lives of thousands of children and adults every week while making fundamental improvements to our organisation and the way we operate.

During the year we helped 264,712 children and adults across Australia through the provision of hearing assessments, devices, and support services, achieving client satisfaction rates of 86 per cent. This was an increase of 17,376 clients or seven per cent compared with 2023–24.

Our commitment to improving the hearing health of young First Nations children remained a key priority and we assessed 12,516 children aged 0–6 years across Australia, a 13 per cent increase from the preceding year. One in four of these children had ear disease or hearing loss requiring medical treatment. Addressing this health challenge is critical to achieving the Closing the Gap target Number Four of ensuring Aboriginal and Torres Strait Islander children commencing school are developmentally on track.

During 2024–25 we also provided Government funded hearing services to 67,575 children and adults with permanent hearing loss under the Community Service Obligation (CSO) element of the Hearing Services Program. There was a nine per cent increase on the preceding year and Hearing Australia met nine of its ten Key performance Indicators for the program, missing the tenth by two per cent.

Hearing Australia also provided hearing services to a further 184,621 pensioners, veterans and self-funded clients during the financial year – a six per cent increase on 2023–24.

During the year we were also voted Australia's most trusted hearing services provider for the fifth consecutive year.

We were also pleased to obtain Government support to establish our first ever Social Purpose Fund, to operate from 1 July 2025, to support the most vulnerable members of our community through revenue generated by our commercial operations.

And our research arm, the National Acoustic Laboratories (NAL), delivered another impactful year of research, contributing to global advancements in hearing technology and care, including the release of the NAL-NL3, an innovative prescription hearing aid fitting system which is expected to become the new global standard.

Our financial performance was particularly strong. During 2024–25 Hearing Australia generated total revenue of \$285.7 million, which was a record for the organisation and an 11 per cent increase on 2023–24.

We also generated a \$6.9 million profit. This is the best result we have had in four years and due to strong commercial revenue growth, improvements to internal systems and processes, and tight management of operating costs. These results were delivered while maintaining a highly engaged workforce, with monthly staff pulse survey score at 70 percent.

In summary, Hearing Australia demonstrated strong performance across its strategic pillars in 2024–25 and is well-positioned to build on this momentum in the year ahead.

The following table outlines the results achieved by Hearing Australia against the activities and targets in our 2024–25 Corporate Plan. These results highlight the enduring strength of the organisation and its positive impacts supporting people with hearing loss across metropolitan, regional and remote locations across Australia.

Notes supplementing each KPI are also included, providing context to the metric.

Performance Activities

These performance measures and targets were set in our 2024-25 Corporate Plan.

Strategic Pillars	Performance Measurement	Target 2024-25	Results Achieved 2024-25
Delivering Excellent Outcomes	1. Adult client satisfaction rates	86-90	86
	2. Number of CSO clients seen	70,000	67,575
	3. Percentage of children and young adults with a permanent hearing loss seen within two weeks of referral	85%	89%
	4. Number of First Nations children aged 0-6 years seen	13,000	12,516
	5. Number of First Nations communities visited	270	306
	6. First Nations Action Plan Milestones	Achieved	On Track
	7. Percentage of First Nations children aged 0-6 with a hearing loss	25.5%	On Track
Providing Great Value to Australian Government and Partners	8. Quality of advice given and support to Government and Partners	Achieved	Achieved
	9. Research milestones	Achieved	Achieved
Being a High Performing Organisation	10. Staff engagement survey results	70+	70

Details on Performance Measurements

1. **Client Satisfaction Rate** (Appointments) is a measure based on all appointments. The score remained strong at 86, reflecting consistent service quality as staff adapted to new systems.
2. **Total CSO clients seen** is the unique number of clients served under the CSO program. The result of 67,575 was slightly below target, mainly due to reduced clinician capacity early in the year following system modernisation to Dynamics 365 in the prior financial year.
3. **85% of children and young adults with a permanent hearing loss, are seen within 2 weeks of receipt of referral.** The target was exceeded at 88%, showing strong prioritisation and service responsiveness.
4. **First Nations children seen** is a unique count of First Nations children aged 0–6 seen. The result of 12,516 was just under target, with outreach remaining strong across communities.
5. **First Nations communities visited** is a unique count of Aboriginal and Torres Strait Islander locations visited. Hearing Australia exceeded the target with 306 location visits, reinforcing our commitment to accessibility.
6. **First Nations Action Plan** Tracks progress against the Action Plan. All FY25 milestones remained on track, supported by continued stakeholder engagement.
7. **The percentage of First Nations children aged 0–6 with a hearing loss** is less than the previous reported as measured by internal data collected through the HAPEE program.
8. **Quality of advice & support** Advice was consistently delivered to required standards, supporting key government priorities.
9. **Research milestones** Reflects progress on strategic research. All milestones were achieved in FY25.
10. **Staff engagement survey results** In 2024–25, the engagement score reached 70, meeting the target and marking a recovery from the previous year's decline. The result reflects improved morale and growing confidence among staff as they adjusted to new systems and operational processes.

Financial Statements

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

Financial Statements – 30 June 2025

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General information

The financial statements cover Australian Hearing Services (hereinafter referred to as Hearing Australia) as an individual entity. The financial statements are presented in Australian dollars, which is Hearing Australia’s functional and presentation currency.

Hearing Australia is a corporate Commonwealth entity, incorporated and domiciled in Australia. Its registered office and principal place of business are:

Registered office

Level 5, 16 University Avenue
Macquarie University
NSW 2109

Principal place of business

Level 5, 16 University Avenue
Macquarie University
NSW 2109

A description of the nature of the entity’s operations and its principal activities are included in note 1 of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 14 August 2025.



INDEPENDENT AUDITOR'S REPORT

To the Minister for Health and Ageing

To the Minister for Disability and the NDIS

Opinion

In my opinion, the financial statements of the Australian Hearing Services, trading as Hearing Australia (the Entity) for the year ended 30 June 2025:

- (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 2025 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 2025 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 Directors are 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 Directors are also responsible for such internal control as the Directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are 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 Directors 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

14 August 2025

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

For the year ended 30 June 2025

Australian Hearing Services

Trading as Hearing Australia

Statement by the Accountable Authority, Managing Director and Chief Financial Officer
For the year ended 30 June 2025

In our opinion:

- the attached financial statements for the year ended 30 June 2025 comply with the 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

14 August 2025

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2025

	Note	2025 \$'000	2024 \$'000
Revenue			
Revenue from contracts with customers	4	262,603	234,913
Grant Income	5	16,863	16,303
Other income	6	6,200	6,433
Total revenues		285,666	257,649
Expenses			
Employee benefits	7	(155,178)	(152,366)
Goods and services received	8	(99,142)	(97,668)
Depreciation and amortisation	17,18,19	(19,815)	(20,622)
Lease rental	18	(1,699)	(2,077)
Workers compensation premiums		(402)	(174)
Finance costs	9	(2,487)	(2,240)
Total expenses		(278,723)	(275,147)
Surplus/(deficit) before income tax equivalent (expense)/benefit		6,943	(17,498)
Income tax equivalent (expense)/benefit	10	(2,376)	4,989
Surplus/(deficit) after income tax equivalent (expense)/benefit for the year		4,567	(12,509)
Total comprehensive income/(loss) for the year		4,567	(12,509)

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 2025

	Note	2025 \$'000	2024 \$'000
ASSETS			
Current assets			
Cash and cash equivalents		12,191	11,789
Trade and other receivables	12	2,669	4,657
Inventories	13	6,884	5,887
Prepayments		1,546	3,376
Contract assets from contracts with customers	14	3,158	3,856
Investments	16	93,618	76,848
Other current assets	15	449	58
Total current assets		120,515	106,471
Non-current assets			
Property, plant and equipment	17	17,496	21,936
Right-of-use assets	18	40,983	48,956
Intangible assets	19	396	562
Deferred tax assets	20	24,999	27,375
Total non-current assets		83,874	98,829
Total assets		204,389	205,300
LIABILITIES			
Current liabilities			
Trade and other payables	21	20,320	18,379
Lease liabilities	18	12,666	12,537
Provisions	22	24,189	22,201
Contract liabilities for contracts with customers	23	12,924	12,319
Dividend payable	26	4,047	–
Grant Liabilities	5	5,578	6,746
Refund liabilities	24	1,243	1,206
Total current liabilities		80,967	73,388
Non-current liabilities			
Lease liabilities	18	35,927	44,585
Provisions	25	12,476	12,828
Total non-current liabilities		48,403	57,413
Total liabilities		129,370	130,801
Net assets		75,019	74,499
Equity			
Retained surpluses		75,019	74,499
Total equity		75,019	74,499

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 2025

	Retained surplus \$'000	Total equity \$'000
Balance at 1 July 2023	87,008	87,008
Deficit after income tax equivalent benefit for the year	(12,509)	(12,509)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	(12,509)	(12,509)
Balance at 30 June 2024	74,499	74,499

	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

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 2025

	2025 \$'000	2024 \$'000
Cash flows from operating activities		
Receipts from goods and services	282,438	248,688
Interest received	6,183	6,240
Rent received	7	37
Royalty received	50	21
Net GST received	4,105	4,228
Payments to employees	(152,481)	(151,960)
Payments to suppliers	(104,914)	(101,317)
Income tax equivalent	–	(791)
Interest paid on lease liabilities	(2,204)	(1,954)
Net cash from operating activities	33,184	3,192
Cash flows from investing activities		
Payments for property, plant and equipment	(3,546)	(5,758)
Net (outflow)/inflow from investments	(16,770)	11,700
Net cash from/ (used in) investing activities	(20,316)	5,942
Cash flows from financing activities		
Principal paid on lease liabilities	(12,466)	(12,223)
Net cash used by financing activities	(12,466)	(12,223)
Net increase/(decrease) in cash and cash equivalents	402	(3,089)
Cash and cash equivalents at the beginning of the financial year	11,789	14,878
Cash and cash equivalents at the end of the financial year	12,191	11,789

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 2025

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Note 1. General Information

Australian Hearing Services ('AHS') trading as Hearing Australia (hereinafter referred to as Hearing Australia) 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 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 14 August 2025.

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

Adoption of New Australian Accounting Standard Requirements

AASB 2023-3 amends AASB 1060 to clarify the classification criteria for non-current liabilities and enhance disclosures about non-current liabilities with covenants. Key changes include specifying that a liability is non-current if the entity can defer settlement for at least twelve months from the reporting date and clarifying the treatment of liabilities settled by issuing equity instruments. The amendments also require disclosures to help users understand the risk of non-current liabilities becoming repayable within twelve months. There has been no material impact of adopting these changes.

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 accruals 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 be 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.

Interests 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 the 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 2025. 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 2025.

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, 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 are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account, based on actuarial assessments. The last actuarial assessment was in June 2023.

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 has used 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 a right to obtain the future economic benefits flowing from the software itself and to restrict other's access to those benefits. Costs incurred for such arrangements are expensed as incurred.

Note 4. Revenue from contracts with customers

	2025 \$'000	2024 \$'000
Sale of goods	127,992	119,020
Rendering of services	134,611	115,893
	262,603	234,913

Disaggregation of revenue

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

	2025 \$'000	2024 \$'000
Major product & service lines		
Fittings and sales of devices	185,584	171,158
Hearing assessments and maintenance	77,019	63,755
	262,603	234,913
Geographical regions		
Australia	262,603	234,913
Timing of revenue recognition		
Goods and services transferred at a point in time	237,139	210,885
Goods and services transferred over time	25,464	24,028
	262,603	234,913

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

Note 5. Grant income and liabilities

	2025 \$'000	2024 \$'000
Grant income	16,863	16,303
Grant liabilities	5,578	6,746

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 program, 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 as expenses the related costs for which the grants are intended to compensate. Where grant monies are received in advance, a liability is initially recognised and subsequently recognised as income when the services have been performed.

Note 6. Other income

	2025 \$'000	2024 \$'000
Royalties	50	21
Rental income	7	37
Interest on deposits	6,129	6,063
Proceeds from Insurance claims	14	312
	6,200	6,433

Accounting policy for royalties

Royalty income is recognised by Hearing Australia when the funds are received.

Note 7. Employee benefits

	2025 \$'000	2024 \$'000
Wages and salaries	110,423	108,481
Superannuation	19,274	19,373
Leave and other entitlements	17,109	16,798
Taxes	8,372	7,714
	155,178	152,366

Note 8. Goods and services received

	2025 \$'000	2024 \$'000
Aids and appliances	59,421	59,453
Consultants	2,033	3,225
Contractors	1,858	533
Information and communication technology	10,665	10,795
Marketing	5,439	5,117
Property	5,927	6,005
Travel	6,066	5,172
Others	7,733	7,368
Goods and services received	99,142	97,668

Note 9. Finance costs

	2025 \$'000	2024 \$'000
Interest expense - leases	2,205	1,954
Unwinding of discount on restoration provision liability	282	286
	2,487	2,240

Accounting policy for finance costs

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

Note 10. Income tax equivalent expense/(benefit)

	2025 \$'000	2024 \$'000
<i>Income tax equivalent expense/(benefit)</i>		
Current Tax	-	-
Deferred tax-origination and reversal of temporary differences	2,376	(4,989)
Aggregate income tax equivalent expense (benefit)	2,376	(4,989)
Deferred tax included in income tax equivalent benefit comprises: Increase in deferred tax assets (note 20)	2,376	(4,989)
<i>Numerical reconciliation of income tax equivalent expense/(benefit) and tax at the statutory rate</i>		
Surplus/(deficit) before income tax equivalent (expense)/benefit	6,943	(17,498)
Tax at the statutory tax rate of 30%	2,083	(5,249)
Tax effect amounts which are not deductible/(taxable) in calculating taxable income:		
Non-deductible expense	293	260
Reduction to tax losses for tax exempt income	59	41
National Acoustic Laboratories exempt from income tax equivalent	(59)	(41)
Income tax equivalent expense/(benefit)	2,376	(4,989)

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 2025 is Nil (there was no income tax payable for the year ended 30 June 2024).

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

	2025 \$'000	2024 \$'000
State tax equivalent expense	7,188	7,079
Neutrality expense due to benefits under the workers compensation regulatory scheme	50	50
	7,238	7,129

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

	2025 \$'000	2024 \$'000
Trade receivables	2,859	4,071
Less: Allowance for expected credit losses	(1,143)	(410)
	1,716	3,661
Interest receivable	486	539
GST receivable	467	457
	953	996
	2,669	4,657

Allowance for expected credit losses

Hearing Australia has recognised an increase of allowance for expected credit losses of \$733,108 in profit or loss for the year ended 30 June 2025. (2024: an increase of allowance for expected credit losses of \$338,764).

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

	2025 \$'000	2024 \$'000
Inventories held for sale – at cost	3,912	2,811
Inventories held for distribution – at cost	6,854	5,162
Less: Provision for impairment	(3,882)	(2,086)
	6,884	5,887

Inventory held for sale and distribution that was recognised as an expense in profit or loss amounted to \$59,421,000 for the year ended 30 June 2025 (2024: \$59,453,000).

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

	2025 \$'000	2024 \$'000
Service and sale of goods	3,508	4,350
Less: Allowance for expected credit losses	(350)	(494)
	3,158	3,856

Hearing Australia has recognised reduction of impairment of expected credit losses of \$144,000 in profit or loss for the year ended 30 June 2025 (2024: an increase of impairment of \$375,670).

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 represents 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

	2025 \$'000	2024 \$'000
Grants receivables	370	30
Security deposits	7	7
Other Income	72	21
	449	58

Note 16. Current assets – Investments

	2025 \$'000	2024 \$'000
Fixed term cash deposits	93,618	76,848

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. Non-current assets – Property, plant and equipment

	2025 \$'000	2024 \$'000
Leasehold improvements – at cost	45,005	45,042
Leasehold improvements – accumulated depreciation	(33,049)	(29,545)
	11,956	15,497
Plant and equipment – at cost	22,014	21,544
Plant and equipment – accumulated depreciation	(16,474)	(15,105)
	5,540	6,439
	17,496	21,936

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 2024	6,439	15,497	21,936
Additions	1,653	1,893	3,546
Disposals	(50)	(87)	(137)
Depreciation expense	(2,502)	(5,347)	(7,849)
Balance at 30 June 2025	5,540	11,956	17,496

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 18. Non-current assets – Leases

(i) Amount recognised in the statement of financial position

The balance sheet shows the following amounts relating to leases:

	2025 \$'000	2024 \$'000
Right-of-use-assets		
Property	40,184	48,458
Vehicles	799	498
	40,983	48,956
Lease liabilities		
Current	12,666	12,537
Non-current	35,927	44,585
	48,593	57,122

Additions of the right-of-use assets during the year ended 30 June 2025 were \$1,597,993 (2024: \$4,519,040).

(ii) Amount recognised in profit or loss

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

	2025 \$'000	2024 \$'000
Depreciation charge of right-of-use assets		
Property	11,375	11,303
Vehicles	442	417
Office equipment	-	40
	11,817	11,760
Interest expense (included in finance cost)	2,205	1,953
Expense relating to low-value leases (less than \$10,000 per asset) (included in lease rental expense)	455	788
Expense relating to short-term leases (included in lease rental expense)	1,244	1,288

The total cash outflow for leases for the year ended 30 June 2025 was \$14,670,177 (2024: \$14,176,727).

	2025 \$'000	2024 \$'000
Maturity analysis - contractual undiscounted cash flows		
Within one year	14,158	14,022
One to five years	20,441	25,590
More than five years	-	79
	34,599	39,691

(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 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 19. Non-current assets – Intangible assets

	2025 \$'000	2024 \$'000
Computer software internally developed – at cost	3,076	3,616
Computer software internally developed – less accumulated amortisation	(2,680)	(3,054)
	396	562

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 2024	562	562
Disposals	(17)	(17)
Amortisation expense	(149)	(149)
Balance at 30 June 2025	396	396

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 20. Non-current assets – Deferred tax assets

	2025 \$'000	2024 \$'000
<i>Deferred tax asset comprises temporary differences attributable to:</i>		
Property, plant and equipment	(784)	(719)
Contract assets	(1,052)	(2,208)
Right of use assets	(12,295)	(14,687)
Accrued expense	2,690	3,269
Contract liabilities	2,132	2,015
Provisions	10,999	10,509
Inventories	1,165	1,765
Intangible assets	4,640	5,625
Lease liabilities	14,578	17,137
Other temporary differences	347	1,340
Tax losses carried forward	2,579	3,329
Deferred tax asset	24,999	27,375
<i>Movements:</i>		
Opening balance	27,375	22,386
Credited/(charged) to profit or loss (note 10)	(2,376)	4,989
Closing balance	24,999	27,375

Note 21. Current liabilities – Trade and other payables

	2025 \$'000	2024 \$'000
Trade creditors and accrued expenses	10,525	9,926
Salaries and wages	9,795	8,453
	20,320	18,379

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 22. Current liabilities – Provisions

Provisions	2025 \$'000	2024 \$'000
Employee benefits	23,526	21,800
Restoration obligations	663	401
	24,189	22,201

Restoration obligations

Refer to note 25 for more information on the restoration obligation.

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 23. Current liabilities – Contract liabilities for contracts with customers

	2025 \$'000	2024 \$'000
Maintenance and Hearing Services Card	12,924	12,212
Government funding for goods and services	-	107
	12,924	12,319

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 24. Current liabilities – Refund liabilities

	2025 \$'000	2024 \$'000
Current		
Refund liabilities	1,243	1,206

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 25. Non-current liabilities – Provisions

	2025 \$'000	2024 \$'000
Employee benefits	5,209	5,578
Restoration obligations	7,267	7,250
	12,476	12,828

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 193

(2024: 197) 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 22 and non-current: note 25) during the current financial year, other than employee benefits, are set out below:

	Restoration obligations \$'000
2025	
Balance at 1 July 2024	7,651
Additional provisions recognised	55
Provision write backs	(78)
Makegood utilisation	(205)
Makegood revaluation	225
Unwinding of discount	282
Balance at 30 June 2025	7,930

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 26. Dividends paid and payable

	2025 \$'000	2024 \$'000
Final dividend to the Australian Government payable at the reporting date	4,047	0

Hearing Australia’s dividend payment is paid according to a directive from the Portfolio Minister under section 63A of the *Australian Hearing Services Act 1991*. Dividend payments are typically made to the Official Public Account via the Department of Health, Disability and

Ageing in two instalments: an interim dividend paid by 30 April and a final dividend paid by 31 October each year. In this year only one final consolidated dividend payment was considered. From time to time there may be a requirement to pay an additional dividend.

Note 27. 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 Senior 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:

	2025 \$	2024 \$
Short-term employee benefits	3,008,117	2,984,446
Post-employment benefits	355,297	374,331
Other long-term benefits	113,800	121,340
Total aggregate compensation of KMP	3,477,214	3,480,117

Short term employee benefits include estimated bonuses of \$343,829 that are not yet finalised at the time of preparing this report (2024: \$208,657).

There were no material related party transactions with KMP.

The total number of KMP that are included in the above table are 15 (2024:16).

	Directors	Senior Executives
The KMP movements for the year are set out below:		
KMP as at 1 July 2024	8	5
<i>Incoming during the year</i>	1	1
Total KMP included in this year's aggregate compensation	9	6
<i>Outgoing during the year</i>	(1)	(2)
KMP as at 30 June 2025	8	4

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 28. 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.

	2025 \$	2024 \$
Audit services:		
Audit of financial statements	150,000	185,000

Note 29. Contingent liabilities

Hearing Australia had no contingent liabilities or assets as at 30 June 2025 and 30 June 2024.

Accounting policy for contingent liabilities and contingent assets

Contingent liabilities and assets are not recognised in the statement of financial position but disclosed in these financial statements. 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 probable but not virtually certain, and contingent liabilities are recognised when settlement is greater than remote.

Note 30. Commitments

	2025 \$'000	2024 \$'000
Lease commitments – Operating		
Committed at the reporting date but not recognised as liabilities, payable:		
Within one year	19	23
One to five years	4	4
	23	27
Capital commitments		
Committed at the reporting date but not recognised as liabilities, payable:		
Within one year	576	270

Commitments are GST exclusive.

Note 31. 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 32. Events after the reporting period

No matter or circumstance has arisen since 30 June 2025 and as at the date of this report that has significantly affected, or may significantly affect Hearing Australia’s operations, the results of those operations, or its state of affairs in future financial years.

Glossary

Acronym/ Specialist Term	Expansion/Meaning
ACCHO	Aboriginal Community Controlled Health Organisation
AHS Act	Australian Hearing Services Act 1991, Hearing Australia's enabling Act, which establishes Hearing Australia as a corporate Commonwealth entity.
AI	Artificial Intelligence
ANAO	The Australian National Audit Office, Hearing Australia's external auditor
APS	Australian Public Service
ARMC	Audit and Risk Management Committee (of the Board)
Commercial Services	Services offered in competitive aspects of the Australian market
Corporate Plan	Hearing Australia is required to provide to the relevant Minister and the Minister for Finance each year a Corporate Plan, which covers the following four financial years.
CSC	Customer Service Centre – centrally handles calls and other non-clinical client interactions. Based at Port Macquarie, NSW.
CSO	Community Service Obligations (CSO) program is a sub-program of the HSP. Covers services to children and young people under the age of 26 years, including First Nations children and young adults plus adults with complex needs and eligible First Nations adults. Hearing Australia is the only provider of these services in Australia.
EA	Enterprise Agreement
FTE	Full Time Equivalent
FY	Financial Year
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.
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.
KPI	Key Performance Indicator
MOU	Memorandum of Understanding – often used for documenting agreements with other Commonwealth entities
NAL	National Acoustic Laboratories – the research division of Hearing Australia
PGPA Act	Public Governance Performance and Accountability Act 1993 – governs Hearing Australia's systems of financial and performance management, systems of internal control and risk management and reporting obligations to Government
RAP	Reconciliation Action Plan
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. All are Non-Executive or Special Purpose Directors, except for the Managing Director. 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.

The then Minister for the National Disability Insurance Scheme (NDIS) and Minister for Government Services, the Hon. Bill Shorten, appointed Mr Scott Avery as a Special Purpose Director of the Board in December 2024.

The then Minister for Finance and Minister for Government Services, Senator the Hon. Katy Gallagher, reappointed Ms Elizabeth Crouch AM as Chair of Hearing Australia's Board for a three-year period on 9 April 2025.

The term of Professor Jody Currie as a Director on the Board concluded on 6 June 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 in one ear.

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; Deputy Chair of Museums of History NSW, and is a board member of Opportunity International Australia.

Ms Di Mento is Chair of the Audit and Risk Committees of the Australian Law Reform Commission, Health Infrastructure NSW, Sydney Catholic Schools, 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 Accounts Australia and New Zealand. She was formerly a registered Company Auditor.

Professor Sharon Goldfeld AM, Non-Executive Director, PhD, MBBS(Hons), FAFPHM, FRACP, 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's, and Theme Director for 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 including her recent appointment to the National Early Years Strategy Advisory Group. Professor Goldfeld is a member of the Australian Institute of Company Directors.

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

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.

Professor Scott Avery, Special Purpose Director, PhD, LL.M., 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 descendant 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 advisor 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

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.

Jody Currie, Non-Executive Director, BA, MAICD (to 6 June 2025)

Professor Jody Currie is a Professor of Practice in the Health Faculty of the Queensland University of Technology. Professor Currie has over 20 years' experience in health, housing and human service delivery, with a particular focus on vulnerable families and Aged Care, working in several Executive positions in both the community and government sector. She was most recently Chief Executive Officer of the Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane. Professor Currie established ATSICHS Brisbane as a Nationally Registered Early Childhood Education provider, a Nationally Registered Housing Provider, and a Registered National Disability Insurance Scheme Provider. She is an appointed member to the Federal Government's National Aged Care Advisory Council, and a Non-Executive Director on Brisbane North Primary Health Care Network, Cape York Partnerships, Opera Queensland and TAFE Queensland, and has expertise in government and stakeholder engagement.

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 Board are set out in section 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 include 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, and
- 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 as prescribed in Section 42 of the AHS Act.

The Board meets on a regular basis and has a number of committees. Table A1.1 lists the qualifications and experience of each Board member and the number of formal meetings attended by each member during 2024–2025.

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 to not disclose confidential information obtained through their duty as Directors.

Indemnity and Insurance of Officers

During the year, Hearing Australia paid a premium of ex GST \$57,285.54 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 action 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.

Table A1.1: Details of Accountable Authority during the reporting period (2024-25)

Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Period as the accountable authority or member within the reporting period		
				Start Date	End Date	Number of meetings of accountable authority attended
Ms Elizabeth Crouch AM	Bachelor of Economics, FAICD, Masters in Cyber Security	<p>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 a Non- Executive Director on the Boards of Hunter Water, the NSW Institute of Sport and the University of Newcastle and chairs 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.</p> <p>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.</p>	Director Non Executive, Chair	1 July 2024	30 June 2025	5

Table A1.1: Details of Accountable Authority during the reporting period (2024–25)

Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Period as the accountable authority or member within the reporting period		
				Start Date	End Date	Number of meetings of accountable authority attended
Mr Kim Terrell	BA, Master's Degree in Public Policy, OLY	<p>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.</p> <p>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 in one ear.</p>	Managing Director/ Executive	1 July 2024	30 June 2025	5
Ms Loretta Di Mento	Bachelor of Commerce, GAICD	<p>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; Deputy Chair of Museums of History NSW, and is a board member of Opportunity International Australia.</p> <p>Ms Di Mento is Chair of the Audit and Risk Committees of the Australian Law Reform Commission, Health Infrastructure NSW, Sydney Catholic Schools, 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 Accounts Australia and New Zealand. She was formerly a registered Company Auditor.</p>	Director Non-Executive	1 July 2024	30 June 2025	5

Table A1.1: Details of Accountable Authority during the reporting period (2024-25)

Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Period as the accountable authority or member within the reporting period		
				Start Date	End Date	Number of meetings of accountable authority attended
Professor Sharon Goldfeld AM	Doctor of Philosophy Bachelor of Medicine/ Bachelor of Surgery Member of the Australian Institute of Company Directors	Extensive experience in the fields of paediatrics, research and policy advice. Director of the Centre for Community Child Health and the Royal Children's Hospital. Theme Director for Population Health and 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, including the National Early Years Strategy Advisory Group.	Director Non-Executive	1 July 2024	30 June 2025	4
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	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 Non-Executive	1 July 2024	30 June 2025	5

Table A1.1: Details of Accountable Authority during the reporting period (2024–25)

Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Period as the accountable authority or member within the reporting period		
				Start Date	End Date	Number of meetings of accountable authority attended
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. 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. 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.	Special Purpose Director Non-Executive	15 January 2025	30 June 2025	3
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 in Hearing 2011–2012. He is a Fellow of the Fundraising Institute of Australia.	Special Purpose Director Non-Executive	1 July 2024	30 June 2025	5

Table A1.1: Details of Accountable Authority during the reporting period (2024-25)

Name	Qualifications of the Accountable Authority	Experience of the Accountable Authority	Position Title / Position held Executive / Non Executive	Period as the accountable authority or member within the reporting period		
				Start Date	End Date	Number of meetings of accountable authority attended
Mr Kim Keogh		<p>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.</p> <p>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.</p> <p>Previously Murchison shire councillor for 22 years and president for eight of those years.</p>	Special Purpose Director	1 July 2024	30 June 2025	5
			Non-Executive			
Professor Jody Currie	Bachelor's Degree – Ethnic, Cultural, Gender and Group Studies	CEO of the Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane. Member of the Australia Institute of Company Directors, Board of the Brisbane Indigenous Media Association. Formerly a member of the Board of the Queensland Poetry Festival. Previously a member of the ATSICHS board over a six year period, two of these as Chair. Lengthy history in Aboriginal and Torres Strait Islander human service delivery and is a strong advocate for improving the service accessibility to Aboriginal and Torres Strait Islander people.	Director Non-Executive	1 July 2024	6 June 2025	3

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 and PGPA Acts, 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: <https://www.hearing.com.au/getmedia/1fd9e052-52ab-4623-9ca3-1ec2b04f3def/ARMC-Charter.pdf>

Attendance at Meetings

The Chair of the Hearing Australia Board, the Managing Director, the Chief Financial Officer, the Chief Operating Officer, Chief People and Governance Officer (now 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 their 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 2024–25 financial year and was re-appointed for a further 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 was extended by the Board for 12 months, from 11 November 2024 to 10 November 2025.

Mr Stuart Comino was appointed by the Board to the Committee for a 2 year period, from 15 August 2024.

The following table lists the number of formal meetings attended by each Committee member during 2024–25.

Table A2.1 Members of the Audit and Risk Management Committee

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
Ms Loretta Di Mento	<p>Bachelor of Commerce, Graduate Member of the Australian Institute of Company Directors (AICD), and Member of Chartered Accounts Australia and New Zealand. Formerly a registered Company Auditor.</p> <p>Holds has extensive Board and Audit Committee experience, including as Chair of the Board of the Western Sydney Local Health District, Deputy Chair of Museums of History NSW and board member Opportunity International Australia.</p> <p>Further, Loretta is Chair of the Audit and Risk Committees of the Australian Law Reform Commission, Health Infrastructure NSW, Sydney Catholic Schools, 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.</p>	5	5	\$18,082	
Dr Stephen Parnis	<p>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.</p> <p>Has held senior roles with the Australian Medical Association, culminating as Federal Vice President from 2014–16.</p> <p>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.</p>	5	5	\$9,046	

Table A2.1 Members of the Audit and Risk Management Committee

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
Mr Kim Keogh	<p>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.</p> <p>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.</p>	5	5	\$9,046	
Mr Ray Armstrong	<p>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.</p>	4	5	\$19,730	
Mr Stuart Comino	<p>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.</p> <p>Has extensive senior experience in finance and commercial executive roles in FMCG and Medtech organisations in Australia and overseas. Has extensive experience in the NFP and disability sector as a long-standing Director and Chair of the Finance and Audit Committee of the Cerebral Palsy Alliance.</p>	3	5	\$16,999	Three meetings held during the period of Mr Comino's tenure in 2024-25.

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
Ms Elizabeth Crouch AM	3/3
Professor Jody Currie (to 6 June 2025)	3/3
Dr Jim Hungerford	2/3

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 the implementation of recommendations from

Hearing Australia’s internal review of its operating model, including 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	2/2
Prof Jody Currie (to 6 June 2025)	2/2
Sharon Goldfeld	2/2
Prof Scott Avery (from 20 Feb 2025)	1/2 One meeting held during Professor Avery’s tenure

Appendix 5: 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 2024–25 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 focussing 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 that 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 Ph.D. 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.

Siddhartha Parti, Chief Digital and Transformation Officer (to 23 May 2025)

Sid joined Hearing Australia in July 2023 as an Executive with extensive expertise in digital transformation and strategic leadership. With over 22 years of international experience, he is recognized for his ability to drive large-scale business and technology transformations with precision and efficiency. Sid specialises in developing and executing comprehensive digital strategies that align with organizational objectives. His background includes significant accomplishments in building and scaling digital capabilities and managing complex transformation programs. Sid's experience spans multiple sectors, including Construction and Engineering, Mining, Manufacturing, Banking and Insurance. Prior to joining Hearing Australia, he held senior executive roles in prominent organisations across Australia, the USA, and Canada. Sid holds a Bachelor of Engineering in Electrical, Electronics and Power.

Phil Gray, Interim Chief Digital and Transformation Officer (from 21 May 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 which cover a variety of sectors including professional services, finance, retail, human capital management, insurance, utilities, industrial services, property services and aviation.

Robin Priddin, Chief People and Governance Officer (to 11 February 2025)

Robin joined Hearing Australia in October 2018 from the Department of Human Services. She has a graduate certificate in Public Sector Management and is a member of the Australian Institute of Company Directors. She also holds qualifications in program and project management and has an extensive background in the Australian Public Service.

Caroline Marston, Director, Corporate Services (from 12 February 2025)

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 multi-national HR and Health and Safety advisor 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 in 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 point 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 6: Key Staffing Statistics

All Ongoing Employees Current Report Period (2024-25)

	Man			Woman			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
NSW	116	12	128	273	134	407	0	0	0	0	0	0	0	0	535
QLD	31	4	35	101	77	178	0	0	0	0	0	0	0	0	213
SA	6	1	7	24	18	42	0	0	0	0	0	0	0	0	49
TAS	9	1	10	20	12	32	0	0	0	0	0	0	0	0	42
VIC	29	4	33	121	117	238	0	0	0	0	0	0	0	0	271
WA	13	0	13	39	31	70	0	0	0	0	0	0	0	0	83
ACT	1	0	1	9	4	13	0	0	0	0	0	0	0	0	14
NT	1	0	1	7	2	9	0	0	0	0	0	0	0	0	10
External	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
Total	206	22	228	594	395	989	0	0	0	0	0	0	0	0	1217

[illegible]

All Ongoing Employees Previous Report Period (2023–24)

	Man			Woman			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
NSW	121	4	125	243	149	392	0	0	0	0	0	0	0	0	517
QLD	35	6	41	98	89	187	0	0	0	0	0	0	0	0	228
SA	6	2	8	23	22	45	0	0	0	0	0	0	0	0	53
TAS	11	1	12	19	19	38	0	0	0	0	0	0	0	0	50
VIC	32	3	35	143	124	267	0	0	0	0	0	0	0	0	302
WA	10	2	12	36	31	67	0	0	0	0	0	0	0	0	79
ACT	1	0	1	10	5	15	0	0	0	0	0	0	0	0	16
NT	1	0	1	8	5	13	0	0	0	0	0	0	0	0	14
External	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
Total	217	18	235	580	444	1024	0	0	0	0	0	0	0	0	1259

[illegible]

Appendix 7: 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 7.1 lists Hearing Australia's 15 Key Management Personnel (KMPs) for 2024–25. This includes all Non-Executive Directors and members of Hearing Australia's Executive. These individuals are identified as KMPs, consistent with the definition in the Australian Accounting Standards Board (AASB) 124 *Related Party Disclosures*.

A further 30 employees are regarded as 'Other Highly Paid Employees' for the purposes of the Commonwealth's remuneration reporting (Table 7.2 refers). 'Other Highly Paid Staff' are employees who are neither KMP nor senior executives and whose total remuneration exceeds the \$260,001 threshold for the 2024–25 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 95 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 3.4 per cent. In addition, eligible full time and part time employees with at least 12 months service received a gross retention payment equal to 1.0 per cent of their base salary in 2024- 25. Most employees on common law contracts received a 4.0 per cent annual salary increase for 2024-25.

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 2024*. 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 2024-25 was determined by the Board of Hearing Australia in line with the *Remuneration Tribunal (Principal Executive Officers - Classification Structure and Terms and Conditions) Determination 2024*.

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.

2024-25 Remuneration Information

The following tables detail the remuneration paid to Hearing Australia KMPs and other highly paid staff in 2024-25.

Table 7.1 Information about remuneration for Key Management Personnel

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	Chair	87,674			10,041				97,715
Terrell K C	Managing Director	416,978	62,887		61,767		35,366		576,998
Di Mento L M	Director	40,297		18,082	6,622				65,001
Goldfeld S R	Director	39,454			4,519				43,973
Parnis S J	Director	40,007		9,046	5,587				54,640
Avery S C	Special Purpose Director	17,848			2,034				19,882
Hungerford J W I	Special Purpose Director	39,462			4,519				43,981
Keogh K W	Special Purpose Director	39,923		9,046	5,576				54,545
Currie J E	Director	36,876			4,241				41,117
Edwards B	Director NAL Research	384,414	74,156	41,424	48,039		17,046		565,080
Mavrias G	Chief Operating Officer	355,856	74,341	28,052	69,294		30,467		558,010
Cuda D P	Chief Financial Officer	349,894	67,517		43,661		8,350		469,422
Marston C S	Director, Corporate Services	140,802	10,947		14,620		836		167,205
S Parti	Chief Digital & Transformation Officer	343,870	53,981		39,992		4,439		442,282
Priddin R A	Director Corporate Services	225,283			34,783		17,296		277,363
	Total	2,558,638	343,829	105,650	355,297		113,800		3,477,214

Table 7.2 Information about remuneration for Other Highly Paid Staff

Remuneration Band	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	Total remunerations
260000 – 270000	4	209,829	14,839	144	32,083	6,361	0	0	263,256
270001 – 295000	16	203,158	26,967	9,453	33,054	7,664	0	0	280,296
295001 – 320000	7	229,817	24,939	78	35,062	5,579	0	13,402	308,876
320001 – 345000	2	238,034	29,607	9968	36,033	9,542	0	0	328,167
345001 – 370000	0	0	0	0	0	0	0	0	0
370001 – 395000	1	293,965	28,014	0	48,422	8,411	0	0	378,812

Appendix 8: 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, and
- providing everyone who works for Hearing Australia with a safe and respectful workplace.

Appendix 9: 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*, *The 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.

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

Appendix 10: 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 the IPS is located at [https://www.hearing.com.au/About-Hearing-Australia/Corporate-Publications-\(1\)/Information-Publication-Scheme](https://www.hearing.com.au/About-Hearing-Australia/Corporate-Publications-(1)/Information-Publication-Scheme)

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 2025, Hearing Australia was not the subject of any report given by the Office of the Australian Information Commissioner.

Appendix 11: 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.

Ecologically Sustainable Development (ESD)

Pursuant to Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*, and *Resource Management Guide 136 of the Public Governance, Performance and Accountability Rule 2014* (PGPA Rule), Hearing Australia reports its commitments and environmental results in support of the Government's ecologically sustainable development (ESD) and Australian Public Service (APS) *Net Zero 2030* targets.

In addition to the information provided within this subsection of our Annual Report, Hearing Australia's ESG Sustainability Report FY2025 (ESG-SR) will provide a comprehensive view of sustainability and emissions reduction actions and associated outcomes for 2024-25.

The ESG-SR will also include forward looking statements which will be underpinned by the United Nations Sustainable Development Goals (UNSDGs) and provide insights to the foundational pillars of our broader Environment, Social and Governance commitments and results.

Year Ending 2025 ESG Outcomes

Contracts – Suppliers' Environmental Management

Environmental management clauses are included in supplier contracts, in compliance with the National Waste Policy, National Environment Protection Measures, Energy Efficiency in Government Operations Policy and the Green Marketing and Australian Consumer Law guideline.

We continue to review our supplier contracts to strengthen our ESG criteria and to ensure procured goods or services are, where possible, made from recycled material, are energy efficient, and environmentally preferable; and that our strategic vendors have active and quantifiable ESG programs and commitments which align with global standards.

Hearing Australia has implemented the following initiatives to minimise the effect of our activities on the environment.

Energy Efficiency

Hearing Australia has implemented an Energy Management Plan in support of the objectives of the Australian Government's energy productivity and efficiency priorities.

Our National Head Office located at 16 University Avenue, Macquarie University, NSW, is under a Green Lease Schedule and as a tenant, we collaborated with the landlord to improve the energy efficiency of the building and premises.

Enhancement of the ESG Principles is being achieved through all new hearing centre builds (small retail sites) incorporating energy efficient lighting. Where possible, aged air conditioning units are replaced with modern units which use environmentally conscious refrigerants, and dual flush toilets are installed.

Additionally, our computers are ecological and power saving compliant, and monitors are automatically set to 'sleep' mode after 10 minutes of inactivity. Other initiatives include incorporating a solid-state storage unit and virtualising approximately 99 per cent of Wintel Server workload and 95 per cent of Unix Server workload.

Energy (Electricity)

In FY23, Hearing Australia undertook a review of its energy supply arrangements to introduce renewable energy across our centres. This has led to 44 per cent of our total of 2.17 million KWh electricity use in 2024-25 being GreenPower accredited, as per billing data available at the end of June 2025. Our market-based electricity emissions in 2024-25 were 728.16 tCO₂-e, 24 per cent lower than in 2023-24.

Vehicle Fleet

As at 30 June 2025, our vehicle fleet comprised of greater than 75 per cent hybrid/electric low emissions vehicles (LEV) which meets the Government's commitment to reduce vehicle-induced carbon emissions by ensuring 75 percent of vehicles are LEV's by 2025, in support of Australian Public Service Net Zero 2030 targets. In 2024-25, our fleet emissions were 402.02 t CO₂-e, 12 per cent higher than in 2023-24, in line with our revenue growth compared with last year.

Additionally, we encourage the use of biofuels such E10 (10% Ethanol) or clean burning diesel for our twelve hearing buses, where available. Our fleet vehicles are also regularly serviced and maintained to ensure optimum fuel efficiency and are managed by SG Fleet under a Whole of Government Agreement.

Air Travel

In 2024-25 we undertook 4,239,305 kilometres of air travel which comprised 80 per cent domestic mileage; 18 per cent international mileage; and 2 per cent on domestic charter flights, to support services for Aboriginal and Torres Strait Islander communities. Our aviation emissions from domestic commercial flights in 2024-25 were 456.9 Scope 3 t CO₂-e, 2 per cent higher than in 2023-24. Travel related accommodation contributed an additional 186.23 Scope 3 t CO₂-e in 2024-25, with this being the first year of reporting on emissions from travel related accommodation.

In 2025-26, we will continue to review our travel activities, including considering the introduction into our travel policy of exclusion provisions for non-urgent or unnecessary air travel and exploring opportunities to offset flight emissions.

Rechargeable Devices

Hearing Australia is transitioning to rechargeable hearing devices, where clinically appropriate, to reduce reliance on single-use disposable batteries. In 2024-25, we reduced our battery consumption by six per cent to 10.5 million units, following a reduction in 2023-24 of 20 per cent.

In 2024-25, Hearing Australia supplied more than 105,000 hearing devices and more than 40 per cent of these devices were rechargeable, compared with 32 per cent in 2023-24. An increase in rechargeable devices supports our efforts to reduce battery-related landfill.

Hearing Australia will continue to promote rechargeable product options to reduce reliance on disposable battery devices, coupled with reviewing the market for battery-powered products that have a longer useful life. We will also undertake a feasibility study for the introduction of a national battery recycling scheme across our Hearing Centre network.

Paper

In 2024–25, we consumed 18 per cent less paper than in 2023–24 and reduced our emissions from paper waste to 10.7 t CO₂-e, with 99.8 per cent of Hearing Australia’s photocopier and printer paper certified as carbon neutral.

We also ensure that our cleaning contractors provide environmentally friendly tissue paper (eg: toilet paper and towels) and cleaning products.

Our ESG Principles are further enhanced by encouraging a paperless environment and transitioning to e-Forms in lieu of paper-based forms, where feasible.

Water

Hearing Australia is not a major water user, and our water use is not separately metered in our leased premises.

CO₂-e Emissions Summary

Hearing Australia’s CO₂-e emissions for the period ending June 2025 pursuant to the APS Net Zero report.

APS Net Zero 2030 is the Government’s policy for the Australian Public Service (APS) to reduce its greenhouse gas emissions to net zero by 2030 and transparently report on its emissions. As part of this, non-corporate and corporate Commonwealth entities are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over the 2024–25 period. Results are presented on the basis of Carbon Dioxide Equivalent (CO₂-e) emissions. This emissions reporting has been developed using methodology that is consistent with the whole of Australian Government approach as part of the APS Net Zero 2030 policy, with the table below presenting emissions related to electricity usage using the location-based accounting method.

Table A11.1: 2024-25 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	1,384.62	141.81	1,526.43
Natural Gas	N/A	N/A	0.00	0.00
Solid Waste	N/A	N/A	0.00	0.00
Refrigerants	0.000	N/A	0.00	0.00
Fleet and Other Vehicles	321.58	N/A	80.44	402.02
Domestic Commercial Flights	N/A	N/A	456.90	456.90
Domestic Hire Car	N/A	N/A	0.00	0.00
Domestic Travel Accommodation*	N/A	N/A	186.23	186.23
Other Energy	0.000	N/A	0.00	0.00
Total t CO₂-e	321.58	1,384.62	865.38	2,571.58

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 2025. 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 (\$190), due to the total number of nights not being available.
- Any travel records with departure dates, pick up date or check in dates outside of the reporting year were not included in emissions calculations.

**indicates emission sources data collected for the first time in 2024-25. The quality of data is expected to improve over time as emissions reporting matures.*

Table A11.2: 2024-25 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
Electricity	1,384.62	141.81	1,526.43	2,167,087.65
(Location Based Approach)	641.10	87.06	728.16	791,479.80
Total renewable electricity consumed	N/A	N/A	N/A	1,375,607.85
Renewable Power Percentage	N/A	N/A	N/A	394,301.60
Jurisdictional Renewable Power	N/A	N/A	N/A	38,124.25
GreenPower	N/A	N/A	N/A	943,182.00

Appendix 12 - PGPA Rule Section 17be (H) – (I) Significant Non-Compliance with the Finance Law

Description of non-compliance	Remedial Action
N/A	N/A
N/A	N/A

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)(iii)	About Hearing Australia	The purposes of the entity as included in the entity's corporate plan for the reporting period.	Mandatory
17BE(c)	About Hearing Australia	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 9	Directions given to the entity by the Minister under an Act or instrument during the reporting period.	If applicable, mandatory
17BE(e)	n/a	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)	n/a	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	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 6	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	Outline of the location (whether or not in Australia) of major activities or facilities of the entity.	Mandatory
17BE(m)	Structure and Governance	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	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
17BE(taa)	Appendix 2	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 7	Information about executive remuneration.	Mandatory

Hearing Australia National Support Office:
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