

Environment, Social and Governance (ESG)

Sustainability Report
FY2025

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Our Commitment

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

We commit to listening, 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 ensure they 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 remote and regional communities.

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

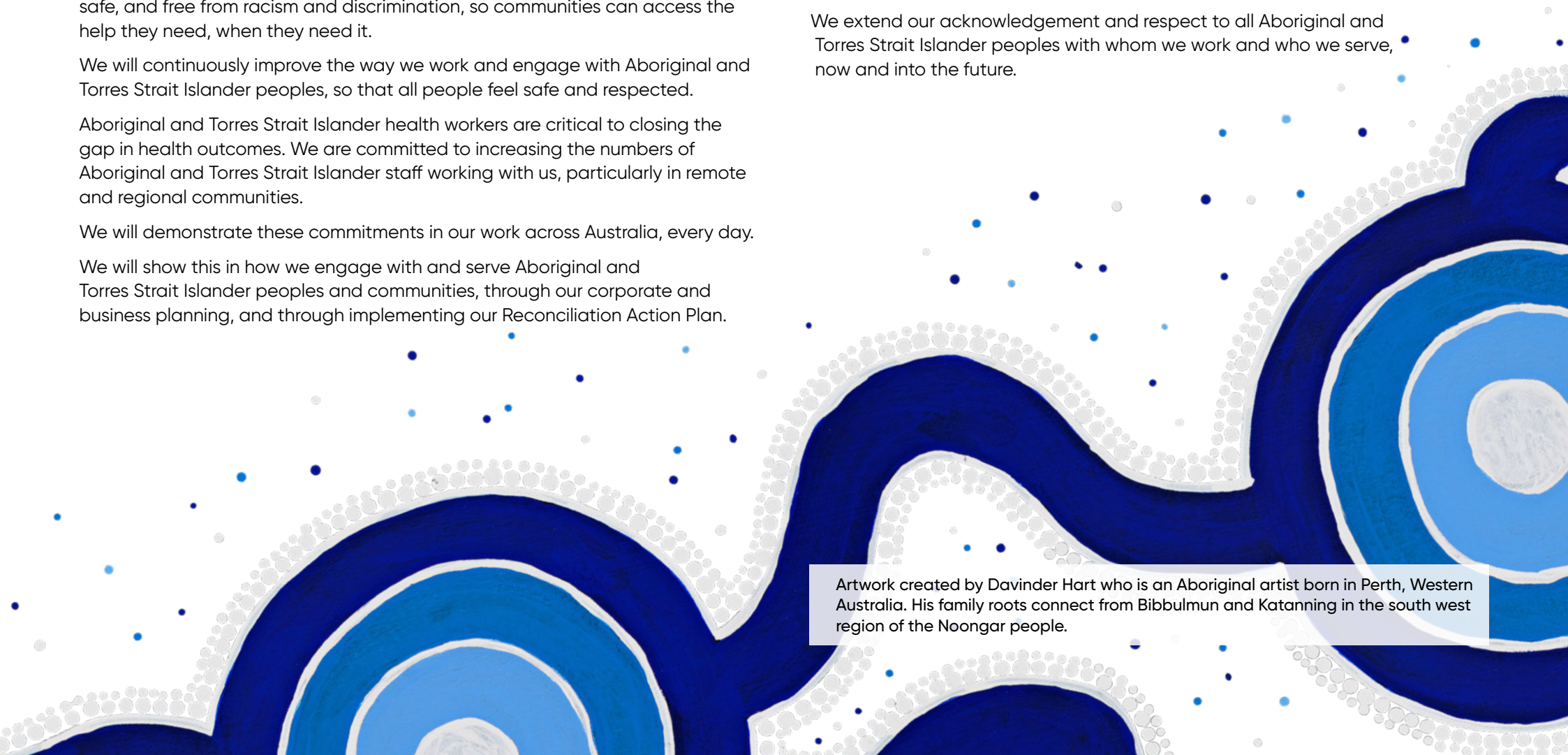
We will show this in how we engage with and serve Aboriginal and Torres Strait Islander peoples and communities, through our corporate and business planning, and through implementing our Reconciliation Action Plan.

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.

Foreword

A message from our Managing Director

It is with great pleasure that I present Hearing Australia's Environmental, Social and Governance Sustainability Report (ESG-SR) for financial year ending 30 June 2025. This year's report reflects our continued momentum to integrating sustainability across every part of our business – from how we operate, to how we partner and deliver services to our clients and communities.

Our commitment to sustainability is no longer just an ambition—it is embedded in the way we operate and the decisions we make. Through innovation and collaboration with our business partners and suppliers, we are collectively advancing towards a more sustainable and equitable future.

We are proud of the progress we have made in reducing carbon emissions and recognise that further progress requires ongoing action.

We remain steadfast in our belief that sustainability is a shared responsibility and together with our partners, we aim to pioneer solutions that address the dual challenges of climate change and social inequality.

We would like to express our thanks to our people and business partners for their innovation and unwavering commitment to our vision. With their support, we will continue to make progress and play our role in addressing climate change while improving the lives of those with hearing loss.



A handwritten signature in black ink, appearing to read 'Kim Terrell', with a long, sweeping flourish extending from the end of the signature.

Mr Kim Terrell

Managing Director of Hearing Australia

Introduction

Environment, Social and Governance (ESG) Sustainability Report

Hearing Australia is a corporate Commonwealth entity (CCE) and is required to report our emissions pursuant to the Australian Federal Government's annual reporting requirements for CCEs, Resource Management Guide No. 136 ([RMG136](#)).

The Board of Hearing Australia (Board) advises that this Environment, Social and Governance (ESG) Sustainability Report 2025 has been prepared in accordance with the *Public Governance, Performance and Accountability Act (2013)* ([PGPA Act](#)) and section 16E of the *Public Governance, Performance and Accountability Rule 2014* ([PGPA Rule](#)).

Overview

This report outlines how Hearing Australia has worked towards achieving its sustainability goals over the FY25 period and the organisation's commitment to delivering services to all Australians in alignment with our corporate goals:



**Deliver
excellent client
outcomes**



**Provide great value
to government
and partners**



**Grow our
commercial
business**



**Be a high
performing
organisation**

Hearing Australia is committed to solidifying its sustainability commitments and our Environment, Social and Governance Sustainability Report (ESG – SR) details our outcomes for the period from 1 July 2024 to 30 June 2025 including;

- ESG programs implemented in FY2024–25
- Forward looking statements underpinning our planned ESG activities throughout FY2026
- Targets that support our corporate plans to reduce our emissions across a range of identified areas.

Sustainable Development Goals (SDG)

Aligning Hearing Australia's sustainability goals to global standards

Our Global Approach to Sustainability

Hearing Australia supports the [United Nations Sustainability Development Goals](#). We have developed our framework and key sustainability initiatives and commitments in alignment with the globally recognised targets, indicators and best practice approach to managing our environmental, social and governance impacts.



Image courtesy of the [United Nations](#)

Sustainable Development Goals (SDG)

ENVIRONMENT

Our environmental initiatives, outcomes and targets are supported by the following SDGs:



SOCIAL

Our social services and impact are supported by the following SDGs:



GOVERNANCE

Our corporate responsibilities and oversight support all of Hearing Australia's SDGs in addition to SDG 16:





Environmental

Initiatives minimising our environmental impact

Scope 1, 2 and 3 Emissions

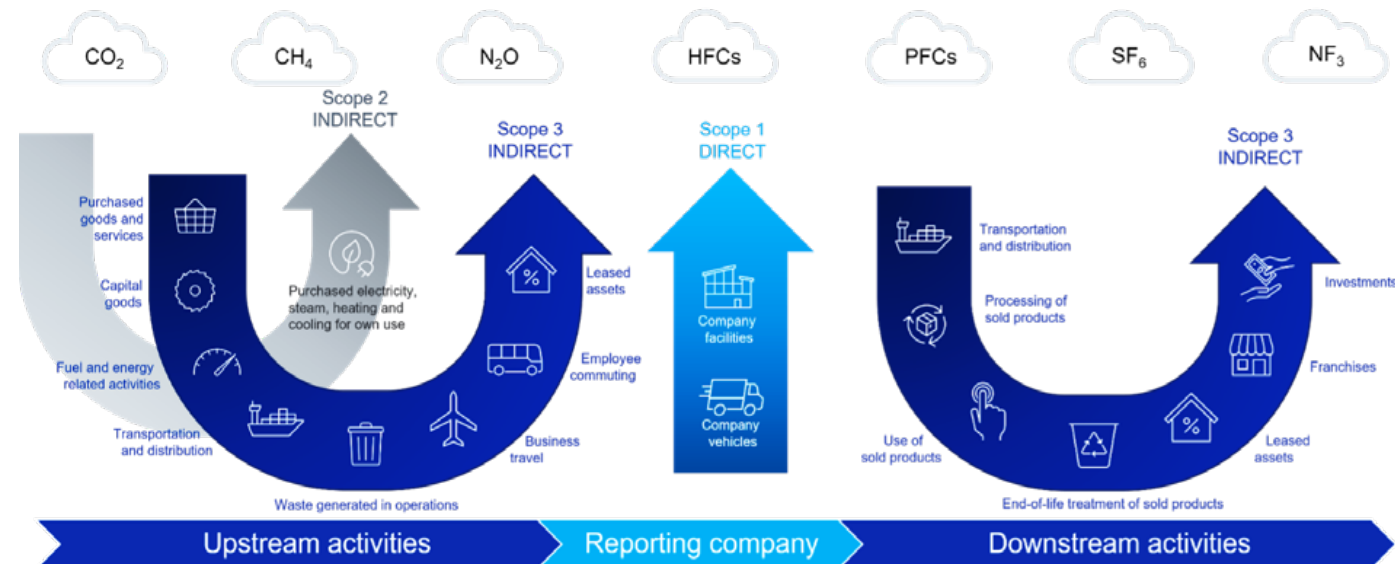
Measuring our effectiveness

Hearing Australia measures the effectiveness of our emissions reduction actions in accordance with the [Div. 4 of the National Greenhouse and Energy Reporting Regulations 2008 \(NGER\)](#) as defined by the [GHG Protocol Corporate Standard](#) for Scope 1, 2 and 3 emissions.

ESG Sustainability Report addresses our relevant Scope 1, 2 and 3 emissions. Calculations used to report emissions are consistent with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) [Australian National Greenhouse Accounts Factors](#) equations.

For the FY25 period, emission reporting is in line with the Australian Public Service Emission Reporting Framework using the emission inventory tables and tools provided by the Department of Finance. The approach taken is a combination of Australian Public Service to be Net Zero by 2030 in government operations, an internal assessment of our current emissions status and, emissions reports provided to Hearing Australia by our suppliers.

Transportation



Scope 1 Emissions

Covers emissions from sources that an organisation owns or controls directly. (e.g.; Gasoline)

Scope 2 Emissions

Covers emissions indirectly caused from energy purchased and used. (eg; Electricity)

Scope 3 Emissions

Covers emissions a company is indirectly responsible for across its value chain. (e.g.; Supplied product disposal)

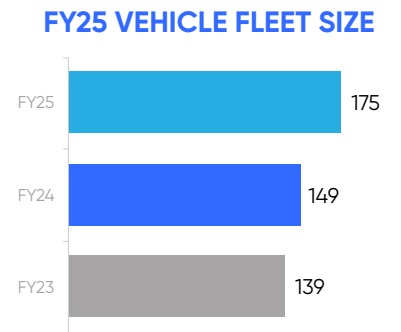
Transportation

Vehicle Fleet

Vehicle Fleet Size FY24-25 Comparison

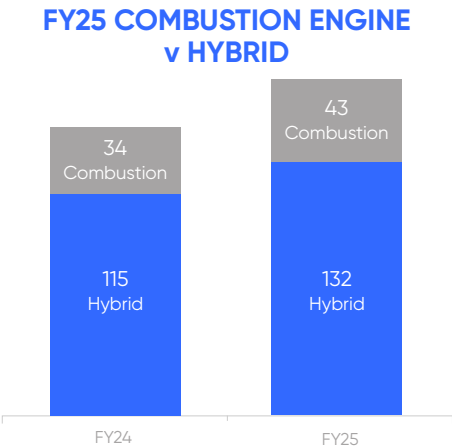
As of June 2025, Hearing Australia had a fleet of 175 vehicles. 132 (75 per cent) of these are Hybrid Low Emissions Vehicles (LEV) that meet the government’s commitment to reduce vehicle induced carbon emissions by ensuring 75 per cent of vehicles are LEVs by 2025, in support of Australian Public Service Net Zero 2030 targets.

In 2024-25, our fleet emissions were 402.02 t CO₂-e, 12 per cent higher than prior year.



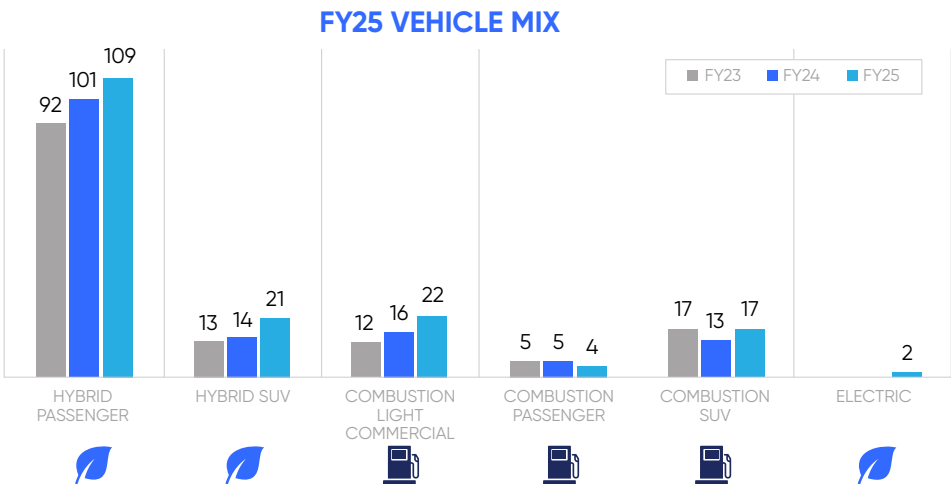
Low Emissions Vehicles (LEVs)

Our fleet consists of 75 per cent Low Emissions Vehicles (LEVs), which utilise Hybrid Technology and underscores our commitment to reduce vehicle induced carbon emissions. In FY25 we had 26 additional vehicles and 17 of these were Low Emission Vehicles.



Vehicle Mix

We have 62 per cent of our fleet as hybrid passenger vehicles, with the majority being Toyota Corolla Hybrid Hatch models which are identified as having low emissions and a high [Green Vehicle Guide](#) rating within their class. Our fleet of combustion engine vehicles increased by 9 from last year.



Fuel Gaseous Emissions

In FY25, Hearing Australia’s vehicle fleet consumed a total of 129.5 kilolitres of fuel, 9 per cent higher than prior year, leading to 12 per cent higher emissions (402.0 t-CO₂-e compared to 352.1 t-CO₂-e in FY24).

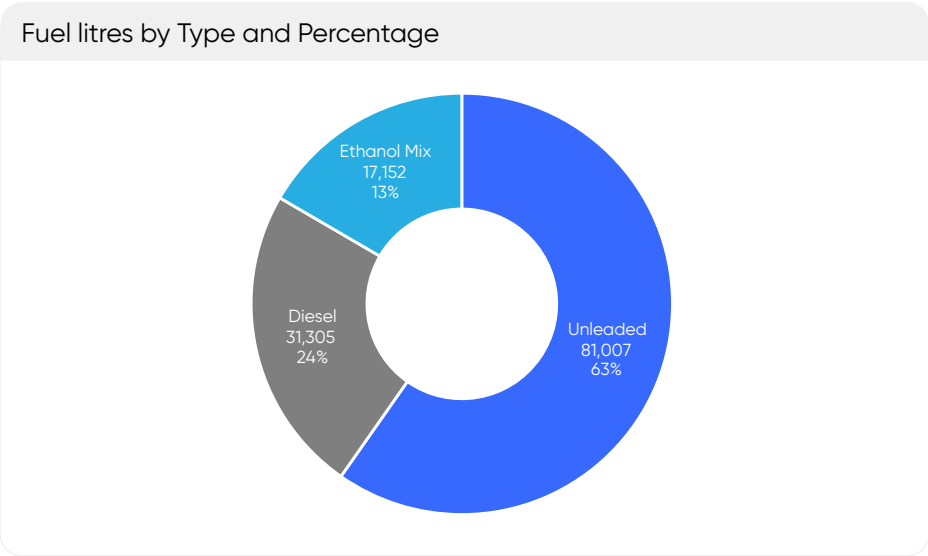
Premium ULP and ULP represented the highest volume at 63 per cent, followed by Premium Diesel and Diesel at 24 per cent and, 13 per cent of biofuel E10 (10 per cent Ethanol) at lower quantities mainly due to our 132 Hybrid vehicles requiring less fuel.

Across our 175 vehicles, the estimated total of Scope 1 combined gaseous emissions was 321.6 t CO₂-e and Scope 3 combined fuel emissions was 80.4 t CO₂-e.

Forward Looking Statement

In FY26, Hearing Australia will;

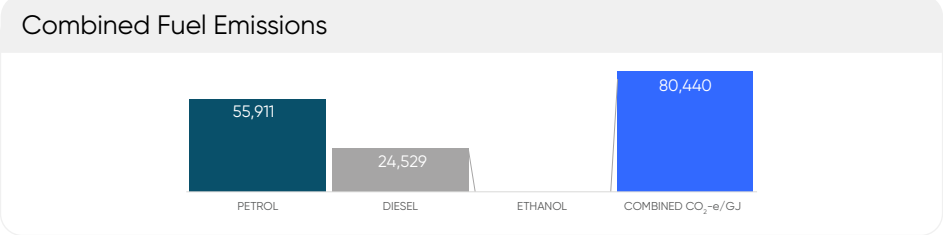
- Ensure Vehicles are the least emitting in their class
- Endeavour to reduce our fleet size where the opportunity presents
- Focus to have higher share of Low emission vehicles in its fleet



Scope-1 Fuel Gaseous Emissions



Scope-3 Fuel Gaseous Emissions



Aviation Emissions

Hearing Australia continued to promote and support the use of video and phone conferencing in place of staff using air travel, where appropriate. All meeting invitations include virtual links by default to allow dial in options for internal and external attendees, and we host virtual events from our National Office.

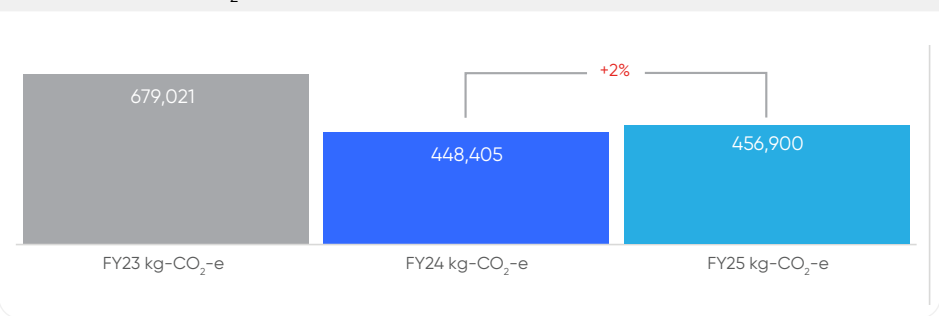
For the year FY2025, we undertook 3,813 flights of which;

- 3,608 were domestic flights and 99 per cent economy seats. In addition, we undertook 112 charter flights to support our First Nations outreach program
- 93 were international flights and 75 per cent economy seats
- Total flight kilometres travelled were 4,239,305 kilometres¹, of which 3,679,455 (87 per cent) were attributed to domestic travel, 476,315 kilometers (11 per cent) were for international travel and 83,535 kilometers (2 per cent) were on charter flights to support our First Nations outreach program
- Aviation emissions for FY2025 were 456.9 Scope-3 t CO₂-e, 2 per cent higher than in 2023-24. Travel-related accommodation contributed an additional 186.2 Scope-3 t CO₂-e emissions with this being the first year of reporting on emissions from travel related accommodation.

Forward Looking Statement

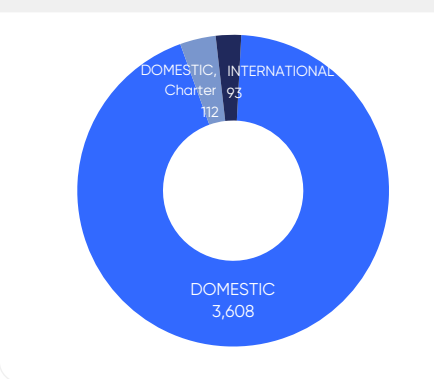
In FY26 Hearing Australia will continue to review its travel activities, including considering the introduction into our travel policy of exclusion provisions for non-urgent or unnecessary air travel and exploring opportunities to offset flight emissions.

FY25 Aviation CO₂ Emissions (Kgs)

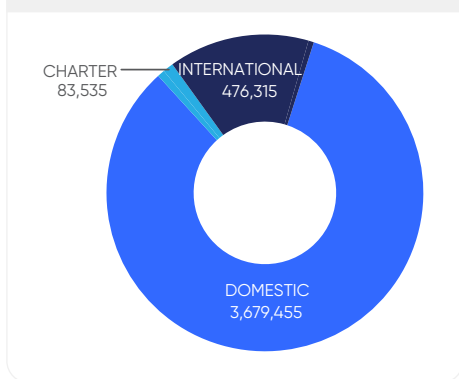


Flights by volume, kilometre and top international destinations

Flights by Volume



Flights by Kilometres

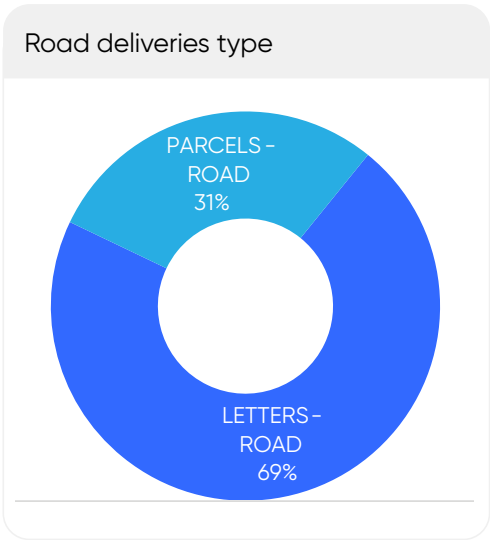
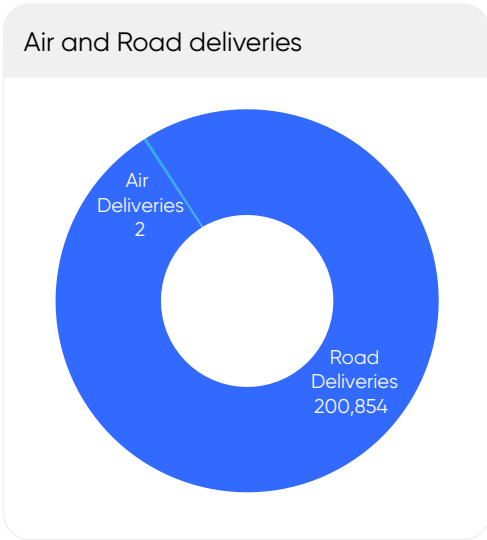
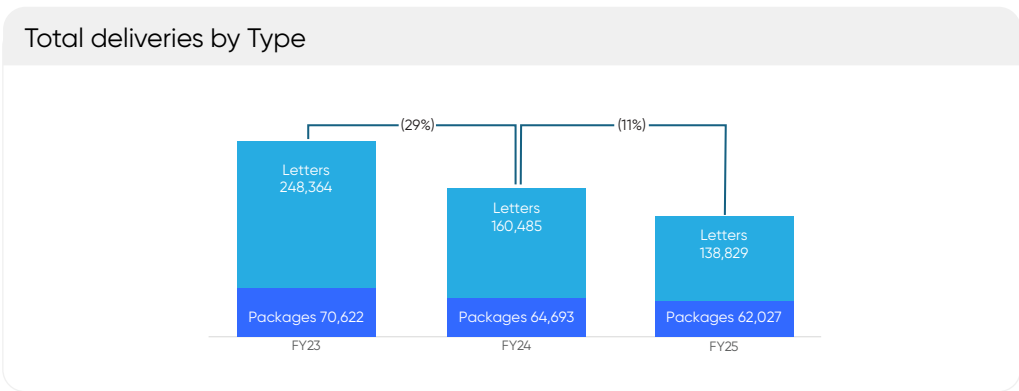
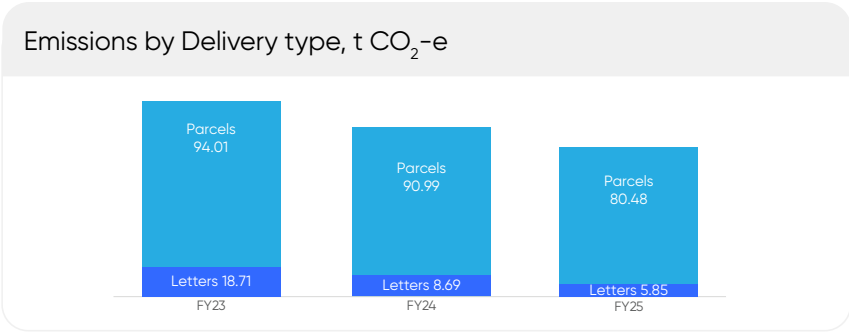
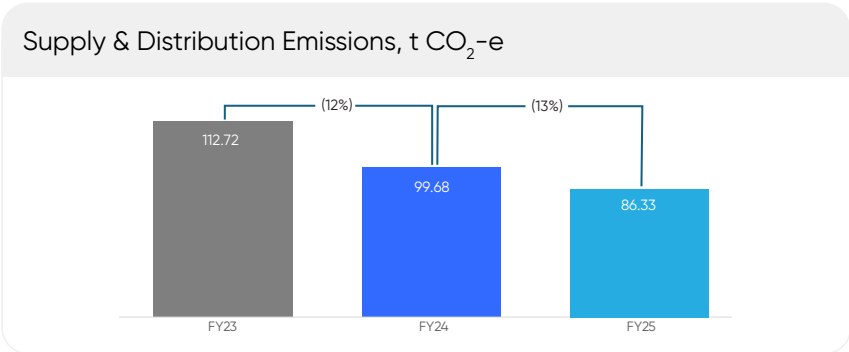


1. Kilometers used to calculate carbon emissions for Ticket 'O' and 'R'type

Product Supply and Distribution Emissions

In FY25, Hearing Australia distributed a total of 200,856 letters and packages in FY25, 11 per cent lower compared to prior year. Emissions from supply of products was 13 per cent lower at 86.3 in t CO₂-e emissions in FY25 compared to 99.7 in t CO₂-e emissions in FY24.

80 per cent of deliveries were managed by Australia Post and the balance by TGE.



Energy

Purchased Electricity Emissions

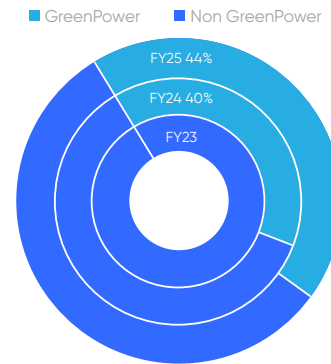
As of June 2025, Hearing Australia has a national property portfolio of 185 permanent hearing centres. In the last two years, we have shifted our energy mix to GreenPower accredited and in FY25, we had:

- 56% of electricity usage classified as Not GreenPower and,
- 44% of electricity usage classified as GreenPower

The total kilowatts (kWh) purchased nationally² was 2,167,088 kWh and 17 per cent lower from prior year. Our transition to GreenPower accredited suppliers has helped to reduce our market-based electricity emissions by 24 per cent to 728.2 t CO₂-e and location based emissions by 20 per cent to 1526.4 t CO₂-e.

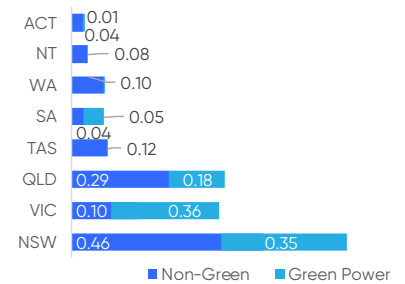
Total kWh purchased by state (Inc. Renewables)								
STATE	NSW	VIC	QLD	TAS	SA	WA	NT	ACT
Usage (kWh)	809,955	457,996	469,190	115,808	87,158	101,046	77,985	47,949
GreenPower accredited	43%	79%	38%	0%	55%	4%	0%	13%

National Energy Mix

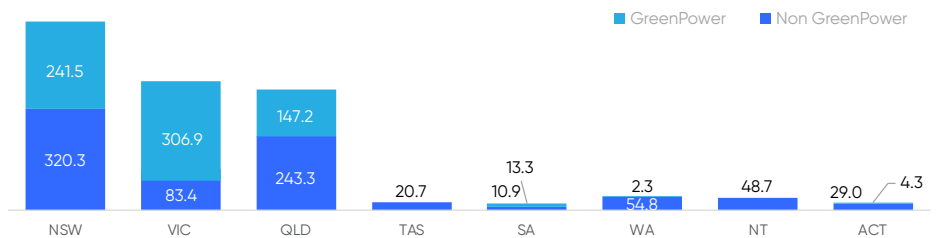


Purchased Electricity by State

FY25 Electricity Usage (Million Wh)



FY24 Location based t CO₂-e emissions



Solid Waste

Paper Waste Emissions

In FY25, we consumed 18 per cent less paper than prior year and reduced our emissions from paper waste to 11 t CO₂-e. More than 99 per cent of our photocopier and printer paper were certified carbon neutral up from 50 per cent prior year. 13 per cent of our paper use was 100 per cent recycled similar to the trend we had in prior year.

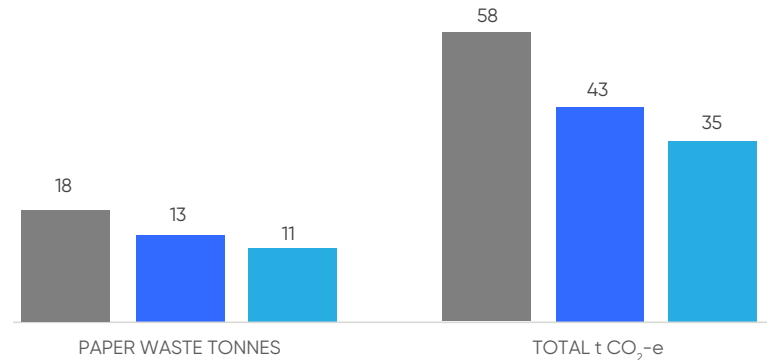
We also ensure that our cleaning contractors provide environmentally friendly tissue paper (e.g.: toilet paper and towels) and cleaning products.

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

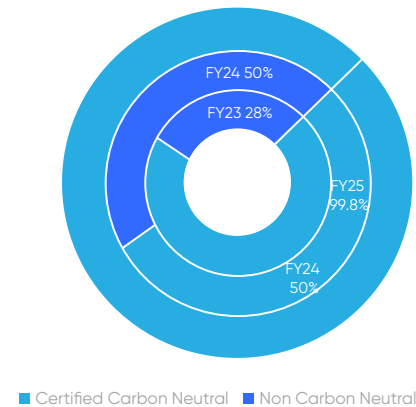
Forward Looking Statement

In FY26 we will audit our existing printer fleet and printing needs and aim to introduce measures (such as double-side printing, reduce colour printing, etc) to manage waste and further reduce our emissions.

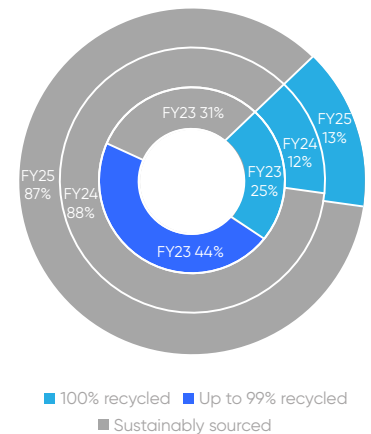
Paper Waste emissions: t CO₂-e



Certified Carbon Neutral paper



Recycled Paper



Office Stationery and Supplies

Paper based stationery and supplies are limited to essential items and approved for order on a needs basis to actively mitigate over consumption.

Forward Looking Statement

Hearing Australia will continue to review market offerings so it receives:

- Best value for money
- Highest quality product range
- Paper and plastic products are made from the highest possible levels of recycled materials
- Potential to engage a Supply Nation Certified stationery partner.

Cleaning Products

Hearing Australia's cleaning contractors are required to use environmentally conscious:

- Toilet tissue
- Paper towels
- Cleaning products

Additionally, we provide all employees with the following products to maintain a safe environment for our people, customers, and visitors;

- Hand sanitiser
- Alcohol wipes for hard surfaces

In addition, our national centres and offices are professionally cleaned and maintained on a regular basis.

Recycling Bins

We have deployed recycling bins with clear labelling and graphics to assist employees and customers dispose of food and packaging in an environmentally conscious manner.

Each bin series is stationed in highly visible areas in our kitchen areas and office spaces and facilities.

This initiative supports our responsible waste management approach and ensures food and packaging waste is:

- Correctly sorted
- Collected regularly
- Responsibly handled
- Recycled appropriately

Hearing Australia holds our cleaning and solid waste management suppliers under contract, and ourselves, to the applicable National Policy and Environmental Protection Measures.



National Waste Policy 2018



National Environment Protection Measures



National Waste Action Plan 2022

Single Use Batteries Emissions

In FY25, single use battery consumption showed a 6 per cent decrease to 10.5 million units following a 20 per cent decrease in the previous financial year driven by our efforts to transition to rechargeable hearing devices.

The estimated landfill from single use battery purchases equated to Scope 3 emissions of 15.4 t CO₂-e.

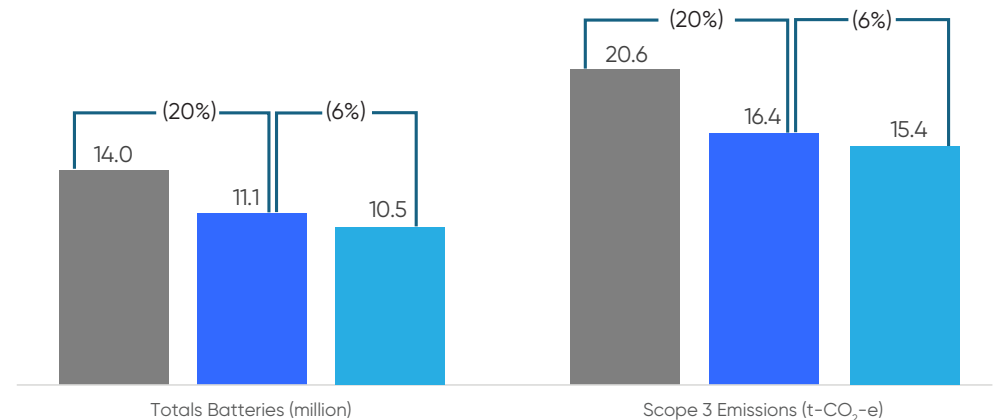
Forward Looking Statement

We will continue to offer rechargeable devices to our clients to improve their quality of life and by extension decrease the associated Scope 3 emissions by;

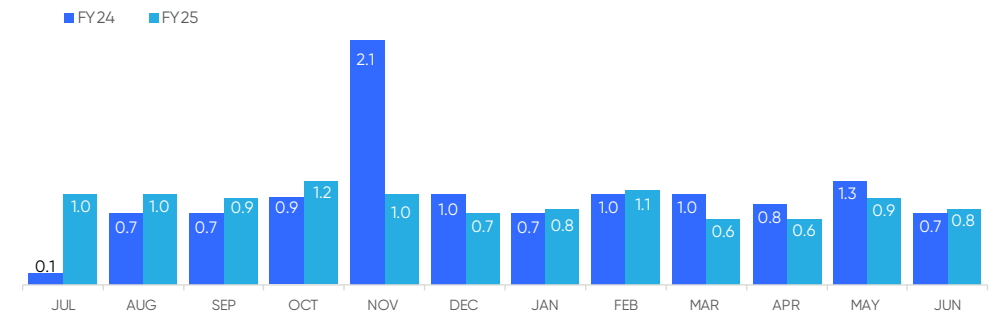
- Providing our centre network and clients with a safe and convenient battery collection option
- Undertake a feasibility study for the introduction of a national battery recycling scheme across our Hearing Centre network
- **Target:** Reduce CO₂-e/t emissions by 5 per cent.



Battery purchases and Commercial Waste



Monthly Battery Purchases (million units)



Rechargeable Devices

Hearing Australia actively supports improving the life of our clients, and as an organisation we continuously seek to provide sustainable products such as our rechargeable hearing aids.

In FY25, 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 prior year.

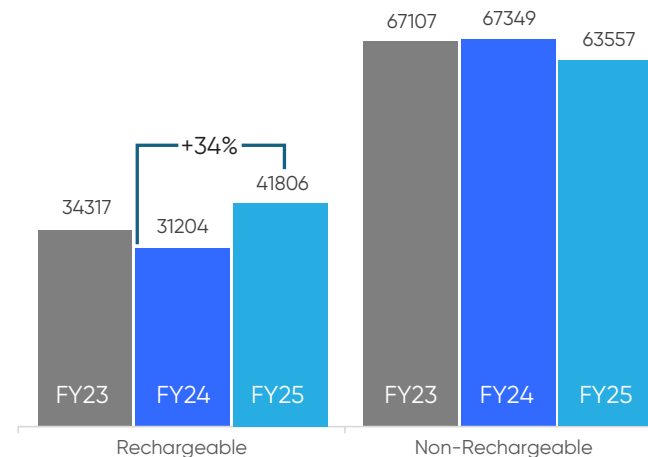
Forward Looking Statement

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.

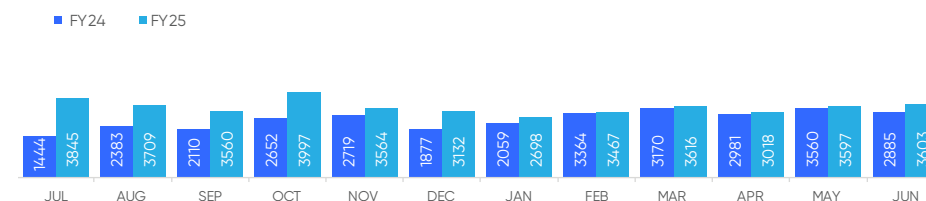
We will increase our focus on improving our customers awareness of Hearing Australia's rechargeable options and their benefits, for example:

- Ease of use
- Length of product life
- Eliminating the need to purchase batteries
- Reduced battery swallow risk by children or pets
- Reduced landfill waste and environmental impact

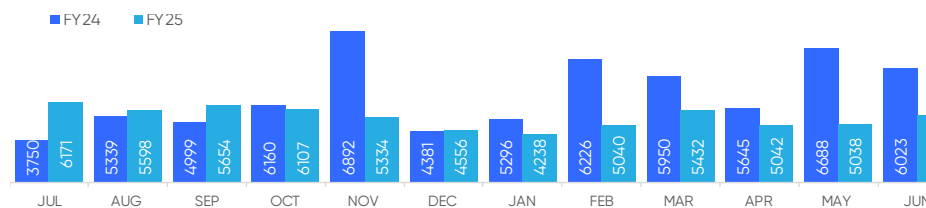
Rechargeable v Non-Rechargeable volume



Monthly Rechargeable device volume



Monthly non-rechargeable device volume

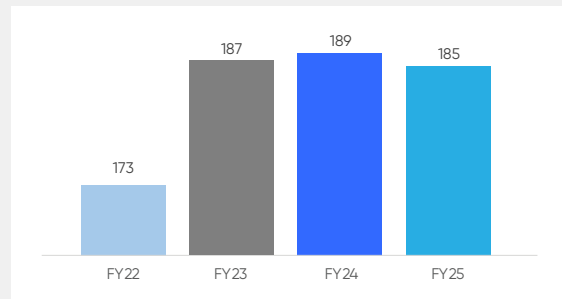


Facilities

Property

Hearing Australia provides our national services across our 185 permanent centre network and about 250 nationwide visiting sites.

We continually review our footprint for opportunities to deliver our services to Australians.

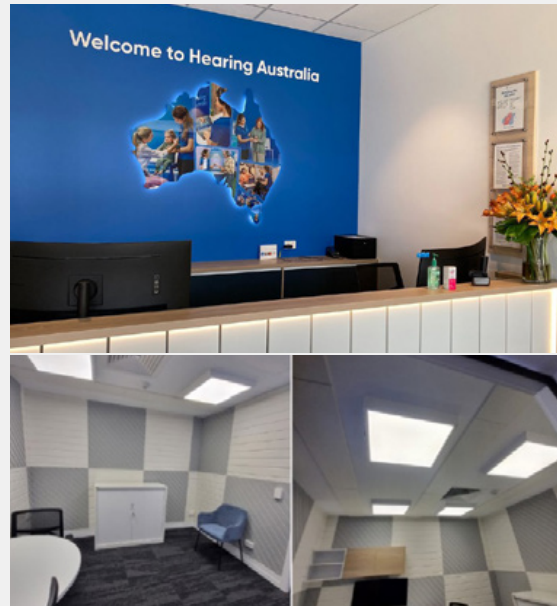


Forward Looking Statement

To ensure our customers have access to high quality hearing services and care, we have committed to providing an optimised property footprint.

Sustainable Building

Enhancement of the ESG Principles is being achieved through all new hearing centre builds 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



Energy Efficiency

Across our centre network, we ensure properties are energy efficient, including electronic hardware, in support of the objectives of the Australian Government's [Energy Productivity and Efficiency](#) priorities.

Some of the initiatives undertaken to embed sustainable practices include;

- Implementing an Energy Management Plan and Green Lease Schedules for our National Head Office
- Incorporating energy efficient lighting across all centres
- Upgrading aged air conditioning units with modern units
- Using environmentally conscious refrigerants
- Installing dual flush toilets Ensuring computer hardware is ecologically and power saving compliant
- Monitors automatically set to sleep mode after 10 minutes of inactivity
- Incorporating a Solid-State storage unit
- Virtualising 99 per cent of Wintel Server workload 95 per cent of Unix Server workload.



Social

Caring for all Australians since 1947

Our Services

Hearing Australia Services

Hearing Australia's mission is to provide world leading research and hearing service for the wellbeing of all Australians.

Our vision is to deliver the best hearing solutions for anyone, anytime, anywhere.

In 2024-25, we provided our services to more than 264,000 clients and achieved an 86 per cent client satisfaction rate.

Hearing Australia has a long and proud history of helping those with hearing loss and a few of our highlights over the past 78 years include;

- making our first visit to a Northern Territory Aboriginal community in 1954
- launching Australia's first in-the-ear hearing aid in 1965
- being established as a statutory authority – Australian Hearing Services – in 1991
- starting to deliver the Community Service Obligations (CSO) program in 1997, and
- establishing the Hearing Australia brand and the Hearing Assessment Program – Early Ears (HAPEE) Program in 2019.

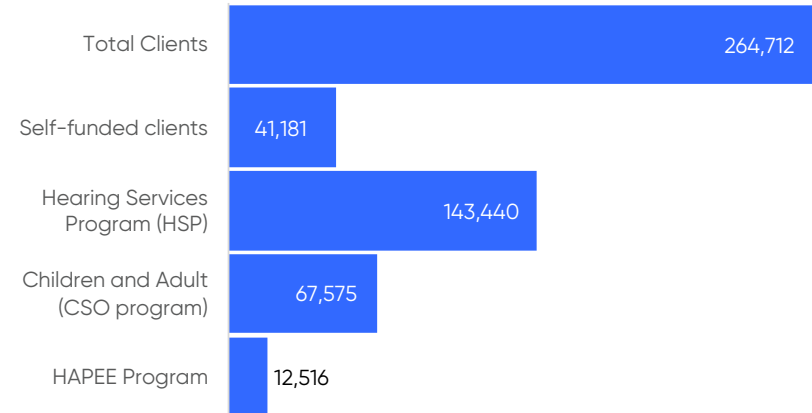
We provide all Australians with a wide range of information, education, research and clinical services, including hearing assessments, the fitting of hearing devices and follow-up services.

Future Looking Statement

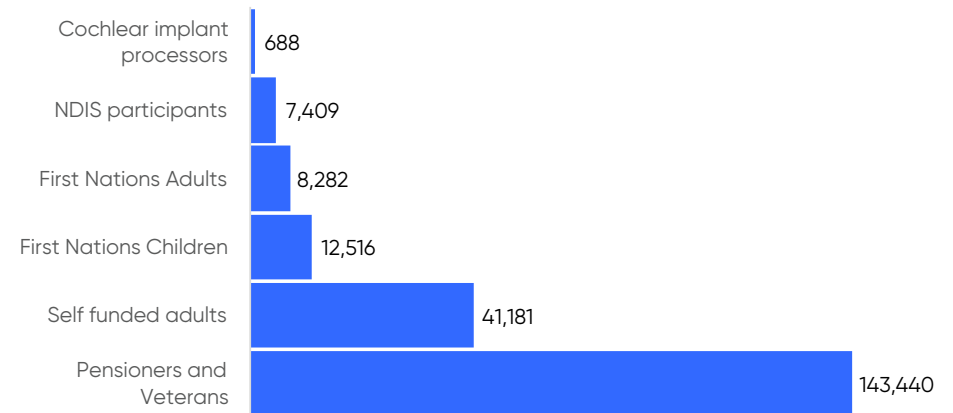
Our focus remains on achieving the best outcomes for our clients and delivering market leading products and globally recognised and respected research.

We continue to build new partnerships with community organisations and established our first ever **Social Purpose Fund**, to operate from 1st July 2025 to support the most vulnerable members of our community who are ineligible for Australian Government funded hearing services. It 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.

FY25 Clients serviced under different programs



FY25 Improving hearing health of all Australians



Outreach Program

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.

Community liaison, training and raising awareness of the importance of ear and hearing health are crucial aspects of our outreach program. We work in close partnership with local organisations such as ACCHOs, schools, early education providers, communities and families, to tailor our services to best meet the needs of each community we visit.

In 2024–2025 Hearing Australia provided government funded hearing care to 8,282 Aboriginal and Torres Strait Islander adults. 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.

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

FY25 Outreach Days and Community Services

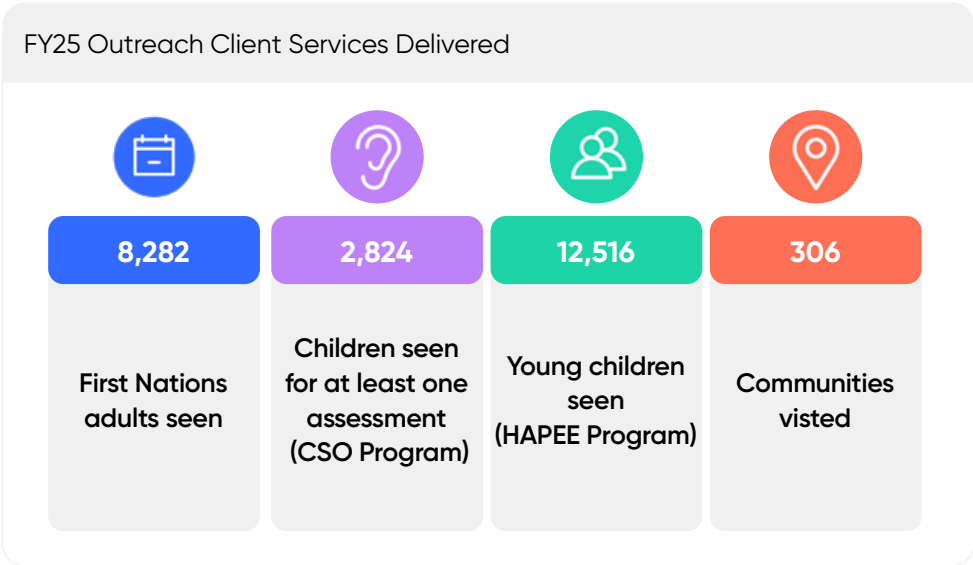


Outreach Days

2,070

Communities Supported

306



Forward Looking Statement

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

We will continue to collaborate with the OAMS, CAHS and partner with hearing health sector leaders and stakeholders to help shape and deliver long-term improvements in the delivery of hearing services to First Nations peoples.

Hearing Assessment Program – Early Ears (HAPEE)

In FY25 under our Hearing Assessment Program – Early Ears (HAPEE) program, we assessed and supported 12,516 children across 306 outreach locations.

HAPEE is funded by the Australian Government and provides free diagnostic hearing checks and follow up care for young Aboriginal and Torres Strait Islander children aged between 0–6 years of age prior to commencing full time schooling.

The program was developed in consultation with:

- Representatives from the Aboriginal Community Controlled Health Service
- Key stakeholders from the Aboriginal and Torres Strait Islander hearing health sector
- The Department of Health and Aged Care Hearing Australia key stakeholders

This critical service helps identify and assist children who may be left undetected and untreated for hearing loss or ear disease, which could adversely impact their learning outcomes and wellbeing.

Forward Looking Statement

Hearing Australia will continue to provide the critical HAPEE program in conjunction with the Australian Government and support the hearing health and work toward increasing assessments across the nation and provide hearing care and support services to our youngest First Nations people. The HAPEE Program is due to conclude on 30th June 2026 and Hearing Australia is working with the Government on options to continue to provide these critical services in the future.

Stretch Reconciliation Action Plan (RAP)

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.

Forward Looking Statement

Hearing Australia will continue to implement its fifth Reconciliation Action Plan (RAP). This RAP aligns strongly with Priority Three of the National Agreement on Closing the Gap – Transforming Government Organisations.

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.

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.

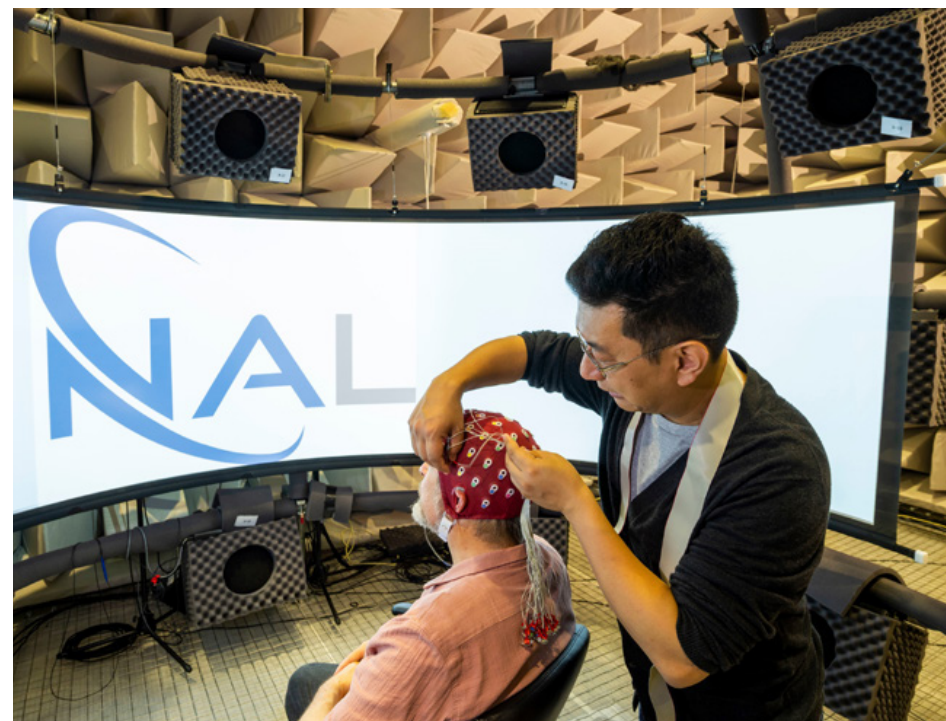
During 2024–25, NAL commenced 14 projects, addressing a variety of important hearing healthcare needs, including:

- 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
- 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 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.

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



Our People

Employee Growth and Opportunities

Our people are the backbone of Hearing Australia's success – delivering our services with dedication, professionalism, and purpose every day.

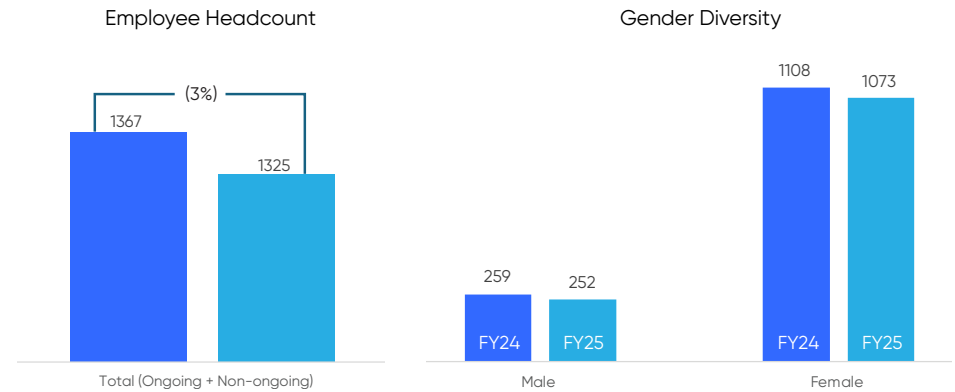
During the financial year 2025 Hearing Australia had:

- 1,325 employees, 3 per cent lower than the prior year
- Our employee mix is representative of our commitment to being an inclusive employer and a great place to work:

- 19 per cent or 259 male employees
- 81 per cent or 1,108 female employees
- 3.6 per cent or 48 First Nations employees
- 6.2 per cent or 82 deaf or hard of hearing employees

We also value and foster our globally diverse workforce whose heritage adds cultural richness and awareness to our organisation and customers, with over 380 employees who can speak other languages:

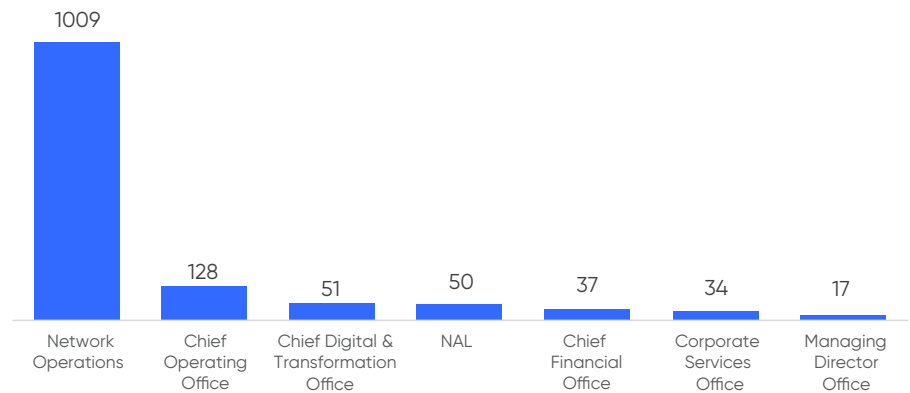
FY25: Total Employees



FY25 Cultural Diversity



FY25: Employee distribution by office



Employee Wellbeing

Hearing Australia has a wealth of Employee Wellbeing Programs to ensure our people feel safe, respected, and valued.

A suite of information and services is available to all our staff on our intranet, MyHub, regardless of employment structure or tenure.

Some wellbeing offerings include:

- Employee Assistance Program (EAP) by TELUS Health Digital EAP app called TELUS Health One
- Hearing Australia's Good Vibrations monthly wellbeing newsletter which can be viewed online or in an App.
- Supporting numerous health and wellbeing events e.g. 15 Minute Challenge, R U OK Day, flu vaccinations and Steptember
- Provision of access to the Fitness Passport program

We have a dedicated intranet channel that provides multiple employee services, health tips and contacts for prevention services.

Forward Looking Statement

We have updated our Wellbeing Strategy and included it as part of the broader WHS Strategy with a focus on psychosocial safety at work, and supporting employee wellbeing.

Learning and Development

Hearing Australia supports our employees with learning and development to build the capability of our people. We do this via a range of online information, tools, and training resources to support new hire induction, continuous learning, professional and career development, covering:

- Mandatory annual training
- New employee induction and training Business Support staff induction and training
- Community Hearing Advisor induction and training Manager onboarding, induction, and training.

Additionally, we provide our senior leaders with a suite of nearly 3,000 resources to assist with refresher training or refining their core skills:

- **Mind Tools:** An online platform to help improve performance and develop skills through on-demand learning
- **Manager's Corner:** Resources and information dedicated to our people leaders to support their development
- **Leadership Fundamentals Program:** Supporting our senior leaders to learn and evolve as leaders.



Welcome to Hearing Australia

Governance

Ensuring best practice

Corporate Governance

Hearing Australia Board

Hearing Australia operates under the *Australian Hearing Services Act 1991* 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.

Hearing Australia reports to, and is accountable to, the Minister for Government Services, who also appoints Directors to Hearing Australia's Board.

The Department of Social Services works closely with Hearing Australia, providing advice to the Minister in relation to the Minister's responsibilities regarding Hearing Australia.

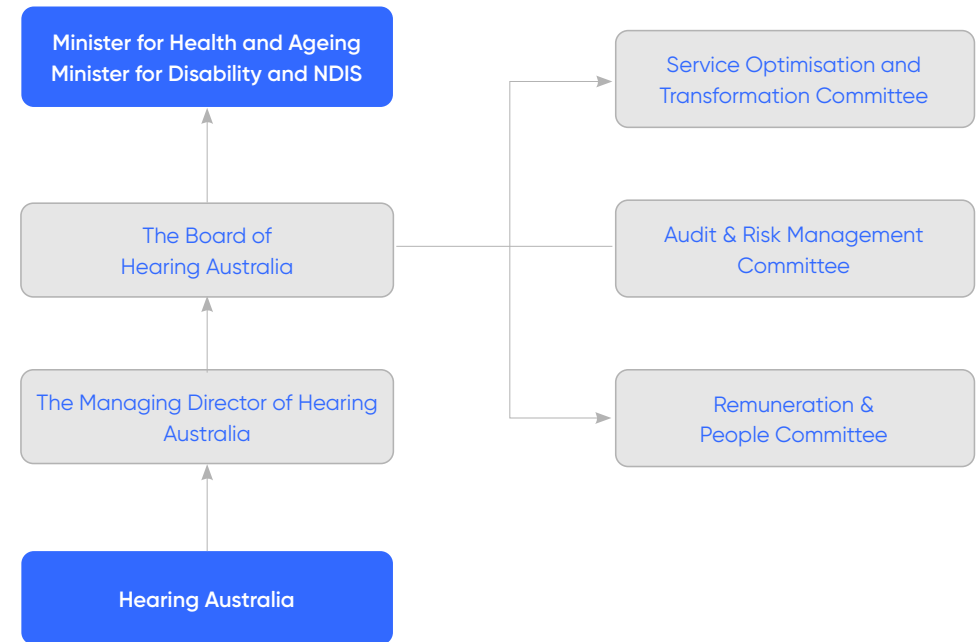
Audit and Risk Management Committee

Hearing Australia's Audit and Risk Management Committee assists 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 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>

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

Our Board and Leadership Structure



Our Executive Team

Hearing Australia Executive Team is responsible for ensuring:

- Efficient operations and delivery of our services
- Effective commercial management
- Development and delivery of our corporate strategies

We benefit from each team member's extensive professional experience across a variety of industries to ensure our vision, management and strategies lean into our rich legacy and heritage and equally incorporate and apply a multi-industry and progressive lens.

Our Managing Director and Executive team are also accountable for ensuring all areas of our organisation support and progress Hearing Australia's sustainability goals and delivery of our corporate strategies, including emission reduction targets.

Members of Hearing Australia's Executive Team during 2024-2025:



Managing Director
Kim Terrell



Director of NAL
Brent Edwards



Chief Operating Officer
Gina Mavrias



Director of Corporate Services
Robin Priddin (to 11 Feb 2025)



Chief Financial Officer
David Cuda



Director of Corporate Services
Caroline Marston (from 12 Feb 2025)



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

Our Procurement and Supply Chain Team

Our **Procurement** division is accountable for ensuring procurement best practices are followed, and leads or facilitates:

- Compilation of Hearing Australia's annual Modern Slavery Transparency Statement
- Modern slavery vendor compliance programs Management of procurement frameworks and policies
- Development and implementation of procurement strategies across all spend categories
- Implementing effective risk mitigation strategies Procurement procedural and legislative advice
- Major tender and vendor programs to achieve better commercial outcomes
- Procurement ethics and probity internal audits

Our **Logistics and Warehousing** division manage Hearing Australia's national supply chain, logistics and product vendors, and:

- Monitors and maintains inventory management systems Ensures vendors deliver products on time and efficiently Key product and 3PL vendor relationship management Leads global and local supply chain strategies
- Supply chain frameworks, procedures, and policies Inventory reporting and cost management

Supplier Environmental Management

Environmental management clauses are included in our supplier contracts and in compliance with the:

- National Environment Protection Measures
- Energy Efficiency in Government Operations Policy
- Australian Consumer Law
- National Waste Policy
- Green Marketing

Forward Looking Statement

We will continue to review our suppliers of goods and services to determine key areas of opportunities to partner with them to develop sustainable practices to facilitate reduction of emissions and waste to support Hearing Australia's ESG commitments and strategy.

Modern Slavery

Pursuant to the section 13 of the Modern Slavery Act 2018 (Cth), Hearing Australia is required to report and publish an annual Modern Slavery Transparency Statement (MSTS) with the Australian Attorney General's Office (AGO). Prior to publication, our MSTS is endorsed by Hearing Australia's Board and Managing Director and approved by the AGO who ensure we meet our obligations under the Act.

Commitment to Human Rights

Hearing Australia maintains a zero-tolerance stance on modern slavery, servitude, forced labour, and human trafficking. The organisation is committed to ethical operations and supply chain transparency, in alignment with the Modern Slavery Act 2018 (Cth).

Supply Chain Profile

- ~1,350 suppliers across 30+ countries
- Strong representation of local SMEs
- Key product categories: hearing aids, listening devices, batteries, and clinical equipment
- High-risk sectors identified include cleaning, electronics, and manufacturing.

Risk Assessment Approach

- Utilised the iPRO Modern Slavery Assessment Tool (MSAT)
- 40 suppliers with >\$250k annual spend assessed
- No modern slavery incidents reported in FY25

Governance and Due Diligence

- Supplier contracts include modern slavery clauses
- Annual supplier questionnaires and compliance checks
- New suppliers undergo MSAT assessment during onboarding and Supplier education via Modern Slavery Pack
- Documentation required to support risk control claims

FY25 Key Performance Indicators

- KPIs based on supplier risk scores
 - Inherent Risk Score: Measures built-in risk from geography, sector, and goods – 32.88/100
 - Unmitigated Risk Score: Measures remaining risk after controls – 15.66/100
- Lower scores indicate lower risk; emphasis is on continuous improvement



PART A - MODERN SLAVERY SELF-ASSESSMENT QUESTIONNAIRE (MSAQ)			
NOTE FOR RESPONDENTS COMPLETING THE MSAQ			
Please answer all questions that are applicable to the nature of your goods, services and/or services agreement or to the nature of your relationship with Hearing Australia.			
SECTION 1: ORGANISATIONAL DETAILS			
Organisation Name			
ABN/ACN (or foreign equivalent)			
Street Address (Head Office)			
Postal Address			
SECTION 2: SUPPLY CHAIN INFORMATION			
Operations / Manufacturing Site Name			
Street Address (Manufacturing Facility, Site or Operation)			
Description of goods, services and/or materials provided			
SECTION 3: SUPPLY CHAIN MANAGEMENT INFORMATION			
Full Name			
Position (Director or Above)			
Direct Phone - Landline			
Direct Phone - Mobile			
Direct Email			
SECTION 4: EMPLOYMENT INFORMATION			
Number of Workers	Male	Female	Total
Number of Permanent Workers			
Number of Seasonal or Contract Workers			
Number of Outsource Workers			
SECTION 5: SUPPLY CHAIN MANAGEMENT INFORMATION			
Modern Slavery	Ethical Practices	Environmental Sustainability	
Provide the date and details of any responsible auditing audits conducted, including the name of the auditor and audit outcome.			
Provide applicable details, date and date of the audit, and date of the audit.			
ISO 26000 / ISO 26001 / ISO 26002 / ISO 26003 / ISO 26004 / ISO 26005 / ISO 26006 / ISO 26007 / ISO 26008 / ISO 26009 / ISO 26010 / ISO 26011 / ISO 26012 / ISO 26013 / ISO 26014 / ISO 26015 / ISO 26016 / ISO 26017 / ISO 26018 / ISO 26019 / ISO 26020 / ISO 26021 / ISO 26022 / ISO 26023 / ISO 26024 / ISO 26025 / ISO 26026 / ISO 26027 / ISO 26028 / ISO 26029 / ISO 26030 / ISO 26031 / ISO 26032 / ISO 26033 / ISO 26034 / ISO 26035 / ISO 26036 / ISO 26037 / ISO 26038 / ISO 26039 / ISO 26040 / ISO 26041 / ISO 26042 / ISO 26043 / ISO 26044 / ISO 26045 / ISO 26046 / ISO 26047 / ISO 26048 / ISO 26049 / ISO 26050 / ISO 26051 / ISO 26052 / ISO 26053 / ISO 26054 / ISO 26055 / ISO 26056 / ISO 26057 / ISO 26058 / ISO 26059 / ISO 26060 / ISO 26061 / ISO 26062 / ISO 26063 / ISO 26064 / ISO 26065 / ISO 26066 / ISO 26067 / ISO 26068 / ISO 26069 / ISO 26070 / ISO 26071 / ISO 26072 / ISO 26073 / ISO 26074 / ISO 26075 / ISO 26076 / ISO 26077 / ISO 26078 / ISO 26079 / ISO 26080 / ISO 26081 / ISO 26082 / ISO 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