

# Environment, Social and Governance (ESG)

Sustainability Report  
FY2024

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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 2024. Building on the momentum of our inaugural report, this year marks a significant milestone in our sustainability journey as we continue to integrate environmental, social, and governance considerations into the core of our operations.

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 that reads "Kim Terrell". The signature is written in a cursive style with a large, sweeping flourish at the end.

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 2024 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 FY24 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 2023 to 30 June 2024 including;

- ESG programs implemented in FY2023–24
- Forward looking statements underpinning our planned ESG activities throughout FY2025
- 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

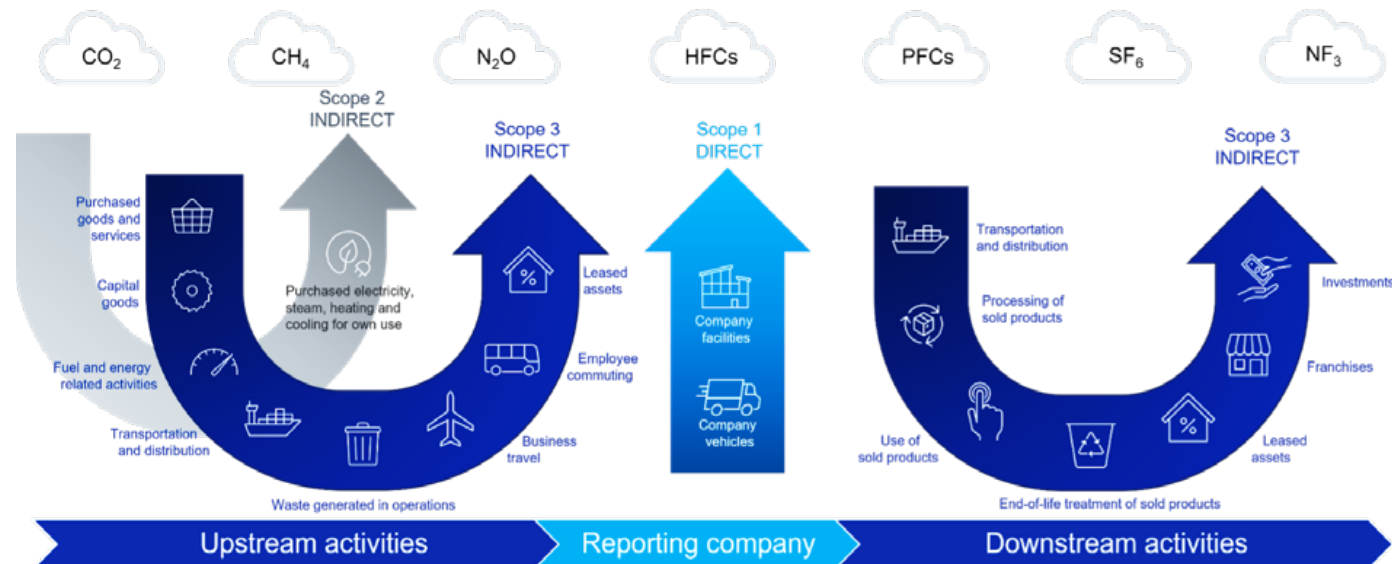
## Measuring our effectiveness

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 FY24 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 FY23-24 Comparison

As of June 2024, Hearing Australia had a fleet of 149 vehicles, that is 10 more than the prior year. 115 of these are Hybrid Low Emissions Vehicles (LEV) that meet 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 2023-24, our fleet emissions were 359.2 t CO<sub>2</sub>-e, 13 per cent lower than prior year.

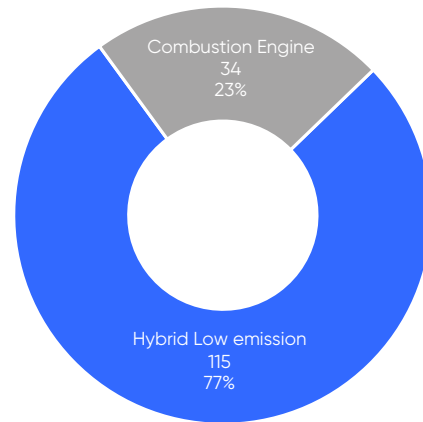
### FY23 v FY24 VEHICLE FLEET SIZE



### Low Emissions Vehicles (LEVs)

Our fleet consists of 77 per cent Low Emissions Vehicles (LEVs), which utilise Hybrid Technology and underscores our commitment to reduce vehicle induced carbon emissions.

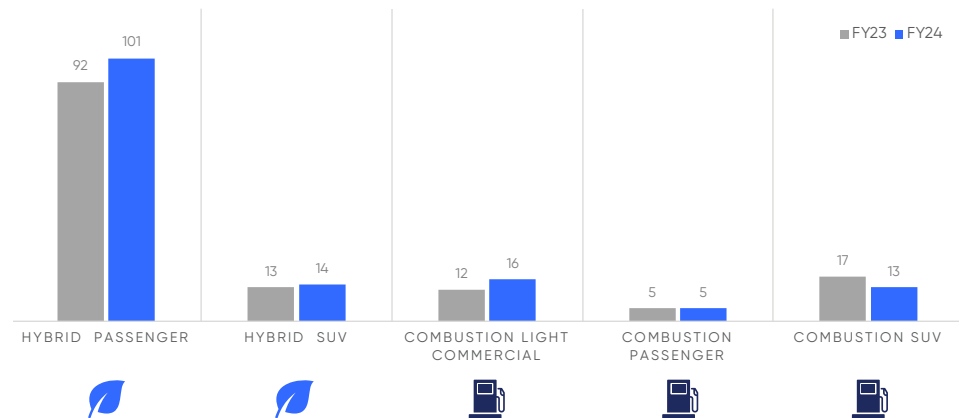
### FY24 COMBUSTION ENGINE v HYBRID



### Vehicle Mix FY23 to FY24 Comparison

We have 68 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 has remained unchanged from last year (34 in number) and majority (12) are our mobile vans used at different events to create awareness of hearing health services.

### FY23 v FY24 VEHICLE MIX



# Fuel Gaseous Emissions

In FY24, Hearing Australia's vehicle fleet consumed a total of 118.6 kilolitres of fuel, 14 per cent less than prior year, leading to 14 per cent less emissions (352.1 t-CO<sub>2</sub>-e compared to 410.9 t-CO<sub>2</sub>-e in FY23).

Premium ULP and ULP represented the highest volume at 60 per cent, followed by Premium Diesel and Diesel at 24 per cent and, 17 per cent of biofuel E10 (10 per cent Ethanol) at lower quantities mainly due to our 115 Hybrid vehicles requiring less fuel.

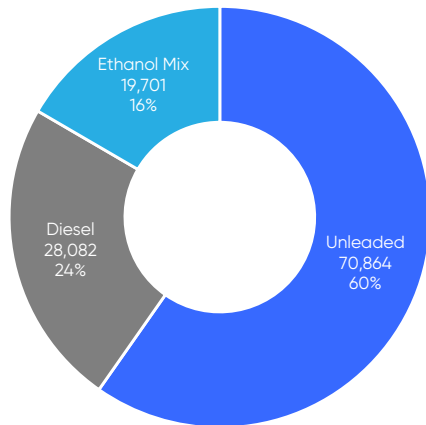
Across our 149 vehicles, the estimated total of Scope 1 combined gaseous emissions was 281.2 t CO<sub>2</sub>-e and, Scope 3 combined fuel emissions was 70.9 t CO<sub>2</sub>-e.

## Forward Looking Statement

In FY25, Hearing Australia will;

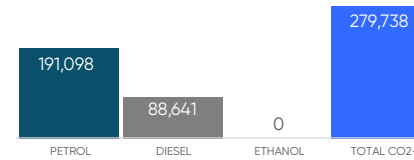
- Ensure Vehicles are the least emitting in their class
- Endeavour to reduce our fleet size where the opportunity presents
- **Target:** Reduce combined CO<sub>2</sub>-e emissions by a further 10 per cent

Fuel litres by Type and Percentage

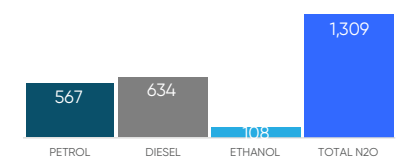


## Scope-1 Fuel Gaseous Emissions

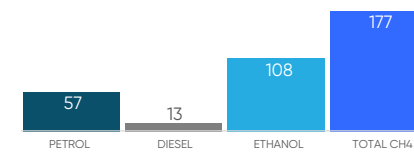
Carbon Dioxide CO<sub>2</sub>



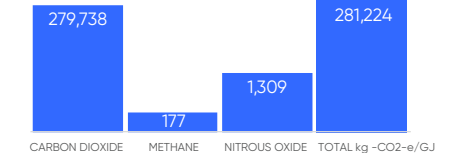
Nitrous Oxide N<sub>2</sub>O



Methane CH<sub>4</sub>

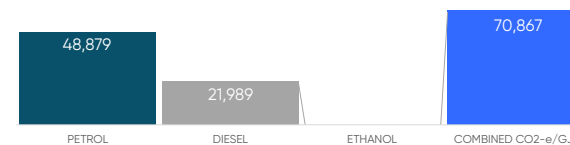


Combined Gaseous Emissions



## Scope-3 Fuel Gaseous Emissions

Combined Fuel Emissions



# Aviation Emissions

In FY24, 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.

This initiative has led to 15 per cent less air travel kilometres in 2023-24, and our aviation emissions was 34 per cent lower to prior year.

For the year, we undertook 4,036 flights of which;

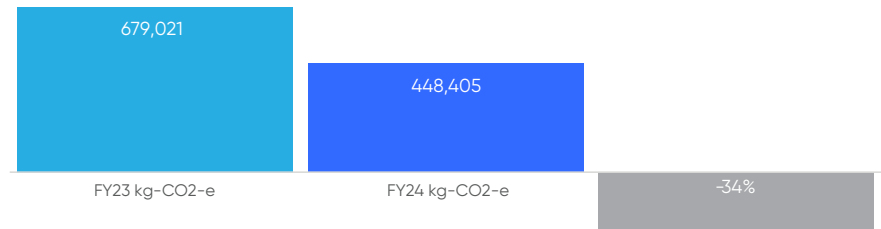
- 3,930 were domestic flights and 99 per cent economy seats. This included 150 charter flights to support our First Nations outreach program
- 106 were international flights and 54 per cent economy seats
- Total flight kilometres travelled were 5,237,487 kilometres, of which 4,484,577 were attributed to domestic travel.

## Forward Looking Statement

In FY25 Hearing Australia will 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 with considerations for:

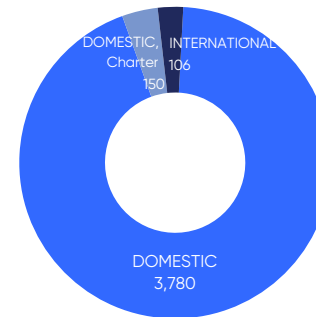
- Adopting travel thresholds
- Maintaining our travel limit strategy across business travel
- **Target:** Reduce FY25 travel related CO<sub>2</sub> (kgs) by 5-10 per cent

FY23 v F24 CO2 Emissions (Kgs)

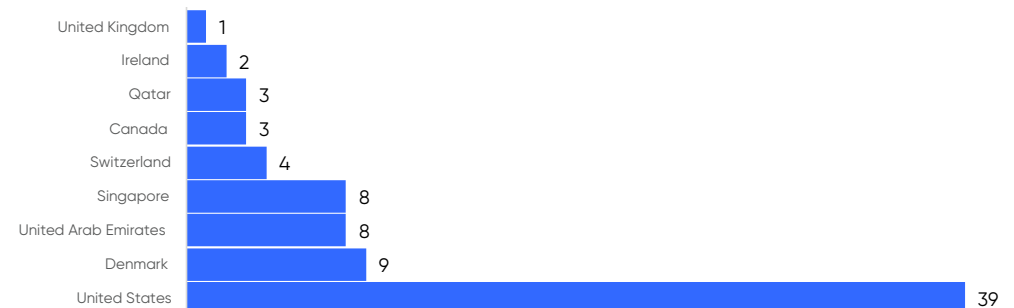
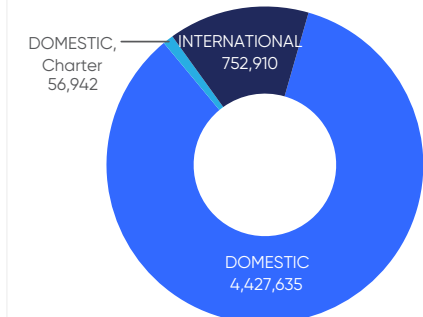


## Flights by volume, kilometre and top international destinations

Flights by Volume



Flights by Kilometres



# Product Supply and Distribution Emissions

Hearing Australia distributed a total of 225,178 letters and packages in FY24, 29 per cent lower compared to prior year.

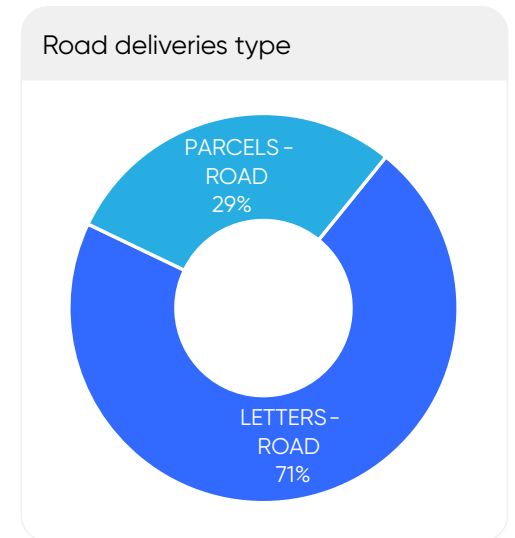
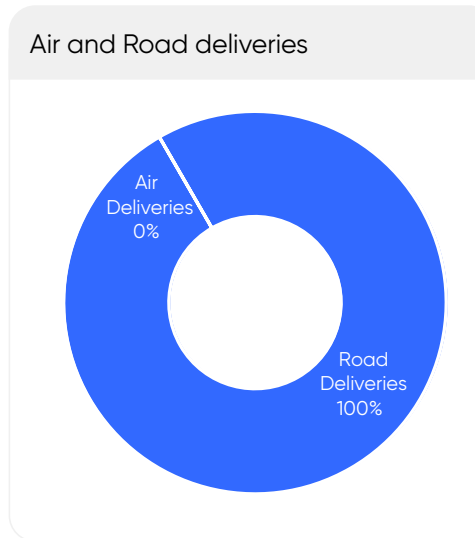
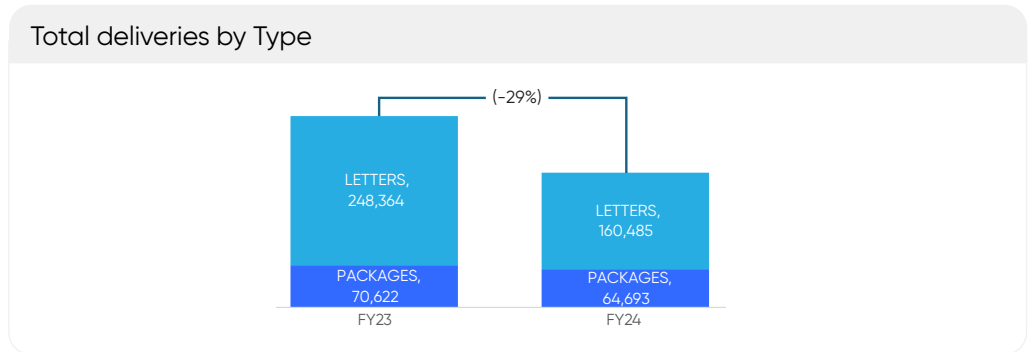
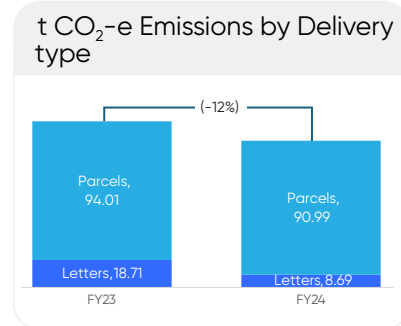
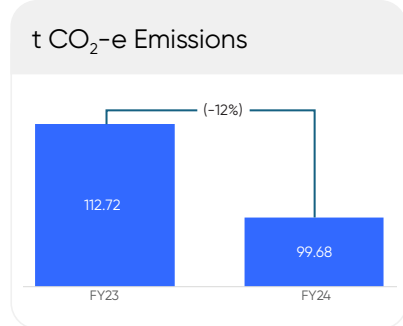
82 per cent of deliveries were managed by Australia Post and the balance by TGE representing 18 per cent.

In FY24, there was a 12 per cent decrease in t CO<sub>2</sub>-e emissions resulting from 29 per cent lower deliveries.

## Forward Looking Statement

**Supply and Distribution Program** aims to reduce carbon footprint by;

- Leveraging new technologies that automate distribution flow via a Direct-To-Vendor (DTV) model
- Digitising letters and forms
- Engaging ESG conscious delivery partner/s
- Introducing criteria to deter Priority or Express options



# Energy

## Purchased Electricity Emissions

Hearing Australia has a national property portfolio of 189 permanent hearing centres. In FY24, purchased energy mix to operate these centres was 40 per cent GreenPower accredited from none in FY23:

- Electricity usage – Not GreenPower: 60 per cent
- Electricity usage – GreenPower: 40 per cent

The total kilowatts (kWh) purchased nationally was 2,620,969 kWh and 22 per cent higher from prior year driven by post-Covid operations. However, our transition to GreenPower accredited suppliers in FY24, helped to reduce our market-based electricity emissions by 41 per cent to 963.84 t CO<sub>2</sub>-e.

Total kWh purchased by state (Inc. Renewables)								
STATE	NSW	VIC	QLD	TAS	SA	WA	NT	ACT
Usage (kWh)	1,109,439	544,928	517,894	123,341	110,524	114,825	54,172	45,847
% GreenPower accredited	42%	59%	33%	0%	62%	4%	0%	11%

Total kWh usage by State

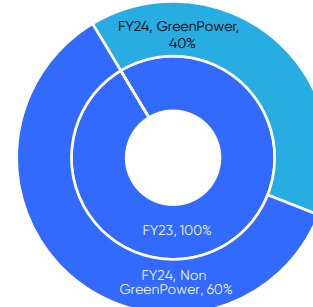
### Forward Looking Statement

In FY24, we actioned the conversion to GreenPower across 116 sites which helped achieve a 40 per cent reduction in market-based emissions from electricity usage. In FY25 we will aim to further decrease our energy emissions by 10 per cent.

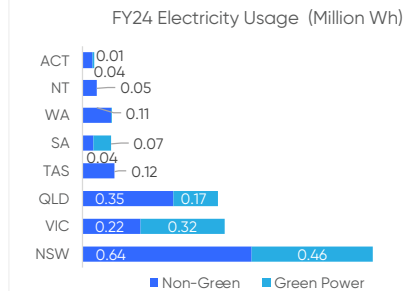
### FY25 Targets

- Increase Renewable Energy kWh's: from 40 per cent to 50 per cent
- Increase Sites Powered by 100% Renewable Energy: +10 per cent
- Decrease Energy Emissions t CO<sub>2</sub>-e: -10 per cent from FY24

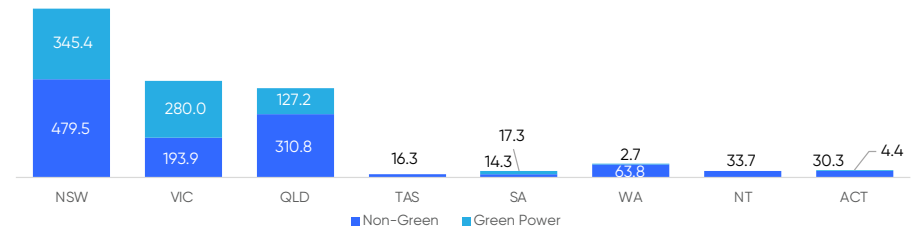
### National Energy Mix



### Purchased Electricity by State



### FY24 Location based t CO<sub>2</sub>-e emissions (Tonnes)



# Solid Waste

## Paper Waste Emissions

In FY24, we consumed 26 per cent less paper than prior year and reduced our emissions from paper waste to 13 t CO<sub>2</sub>-e. About 50 per cent of Hearing Australia's photocopier and printer paper were certified carbon neutral. Only 12 per cent of paper use was 100 per cent recycled, down from 25 per cent prior year.

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

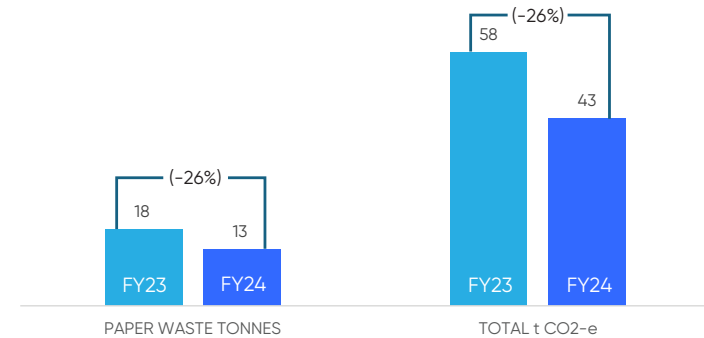
Our ESG Principles are being further enhanced by encouraging a paperless environment and transitioning to e-Forms in lieu of paper based forms, where feasible.

### Forward Looking Statement

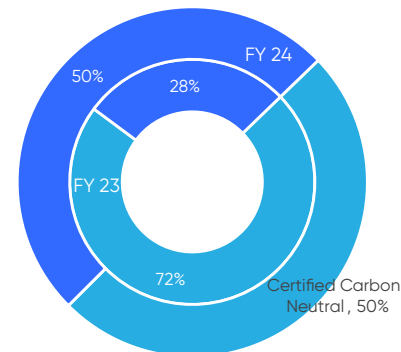
In FY25 we will audit our existing printer fleet and printing needs and aim to introduce a SaaS Enabled Printer Fleet to manage waste and further reduce our emissions in FY26;

- Utilising 100 per cent Recycled copier paper (where possible)
- Deploying a new Printer Fleet embedded with SaaS technology to effectively manage print volumes, paper waste and emissions
- Employing energy efficient machines to reduce energy consumption
- Ensuring default print setting is for black and white and double-sided print

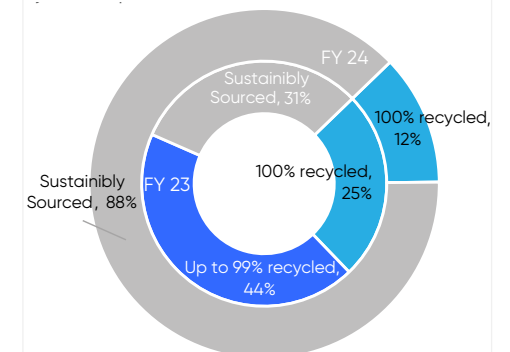
Paper Waste emissions: t CO<sub>2</sub>-e



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 FY24, accumulative battery purchases showed a 20 per cent decrease compared to the previous financial year due to a combination of operations being impacted by our new client management system rolled out in Q1 FY24, and an endeavour to encourage clients to opt for rechargeable devices.

The estimated landfill from single use battery purchases equated to 12.5 tonnes and scope 3 emissions of 16.4 t CO<sub>2</sub>-e.

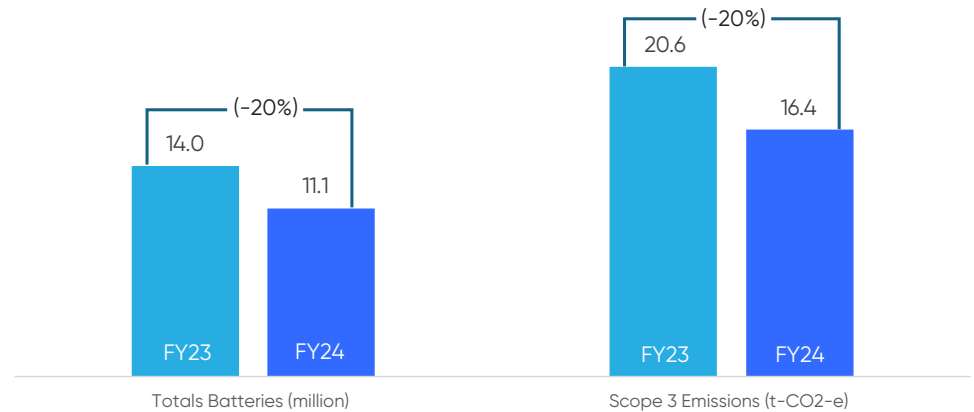
## Forward Looking Statement

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;

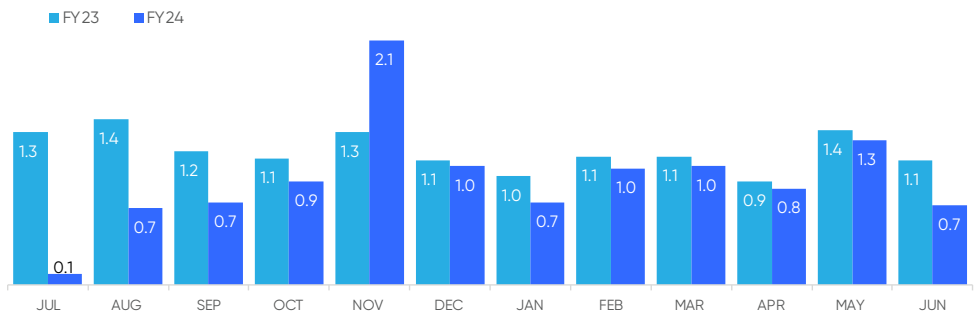
- Providing our centre network and clients with a safe and convenient battery collection option
- Embedding a circular economy for 100 per cent of spent batteries deposited across our network
- **Target:** Reduce CO<sub>2</sub>-e/t emissions by 5-10 per cent



FY24 Battery purchases and Commercial Waste



FY23 - FY24 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.

FY23 saw a 43 per cent increase in customer uptake of our rechargeable hearing aids, however FY24 had a 9 per cent drop in rechargeables over prior year, primarily due to operations being affected from our new system roll out.

## Forward Looking Statement

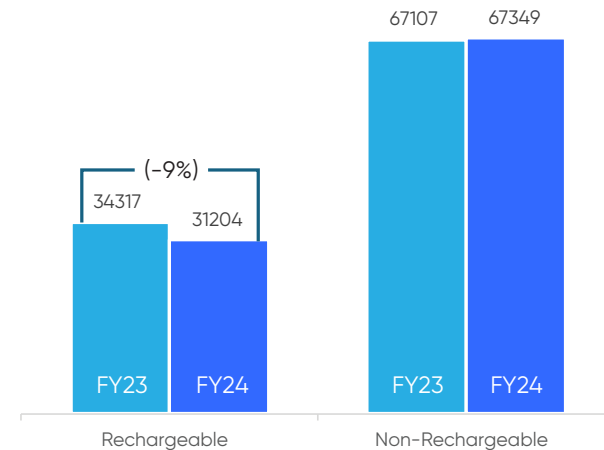
Hearing Australia will continue to offer rechargeable devices to our clients.

During FY25, we will increase our focus on improving our customers awareness of Hearing Australia's rechargeable options and their benefits, for example:

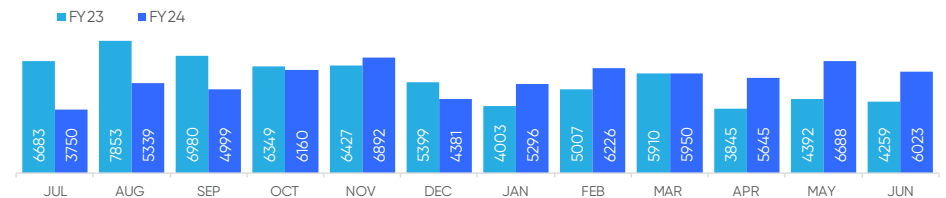
- Ease of use
- Length of product life
- Eliminating the need to purchase batteries
- Reduced battery swallow risk by children or pets
- Reduced landfill waste and environmental impact
- **Target:** Increase rechargeable uptake of non-fully subsidised devices for our commercial clients to >80 per cent.



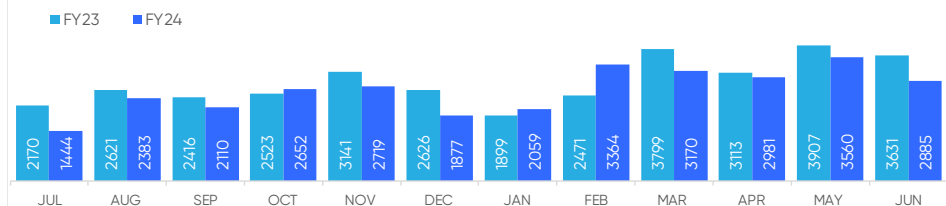
Rechargeable v Non-Rechargeable volume



FY23 – FY24 Monthly Non-rechargeable device volume



FY23 – FY24 Monthly rechargeable device volume



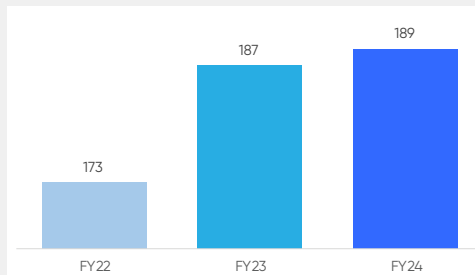
# Facilities

## Property

Hearing Australia provides our national services across our 189 centre network in addition to our 278 nationwide visiting sites.

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

In FY24, we grew our network by establishing two new Hearing Centres.



## Forward Looking Statement

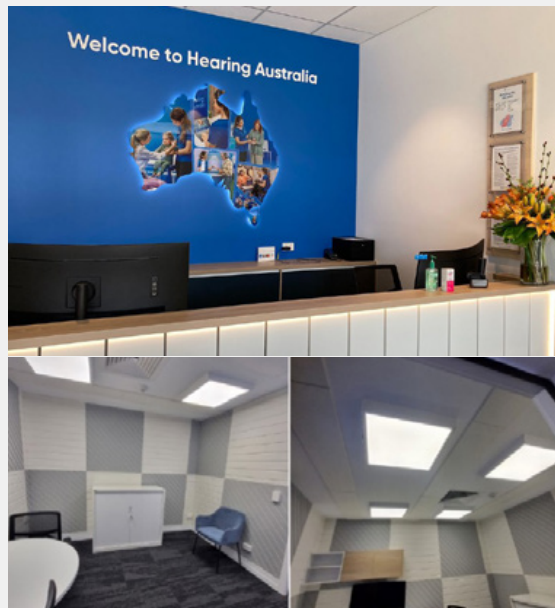
To ensure our customers have access to high quality hearing services and care, we have committed to providing an optimised property footprint.

## Sustainable Building

In FY23, Hearing Australia piloted new sound proofing Durra Panels™ and we endeavour to use these in the majority of new builds.

The panels are manufactured from;

- Compressed wheat and rice straw
- Naturally renewable resource products
- Circular economy processing that utilises agricultural waste by-product



## 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 97 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.

During FY24, we provided our services to around 247,000 clients and achieved an 87 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 77 years include;

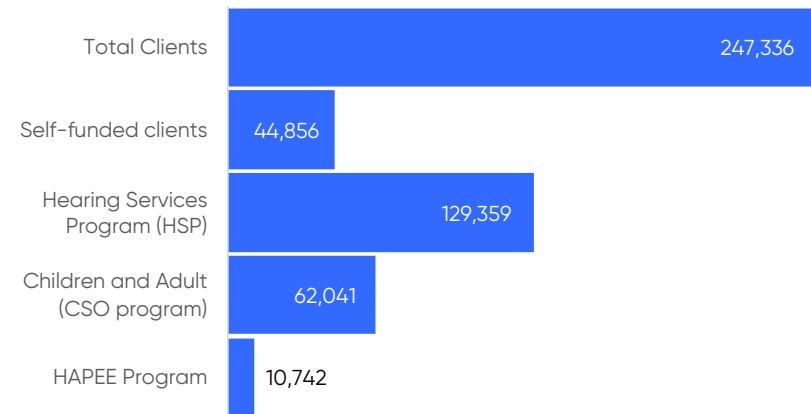
- making our first visit to a Northern Territory Aboriginal community in 1954
- launching Australia's first in-the-ear hearing aid in 1965
- being established as a statutory authority - Australian Hearing Services - in 1991
- starting to deliver the Community Service Obligations (CSO) program in 1997,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

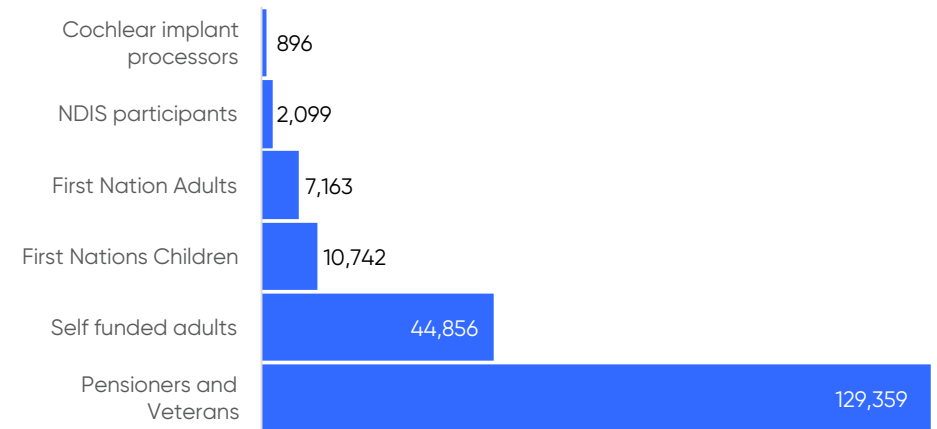
### Future Looking Statement

Our focus remains on achieving the best outcomes for our clients and delivering market leading products and globally recognised and respected research. We are committed to improving the lives of people with hearing loss in an impactful and life changing way.

FY24 Clients serviced under different programs



FY24 Improving hearing health of all Australians



# Outreach Program

In 2023-2024 Hearing Australia provided government funded hearing care to 10,415 Aboriginal and Torres Strait Islander children and adults.

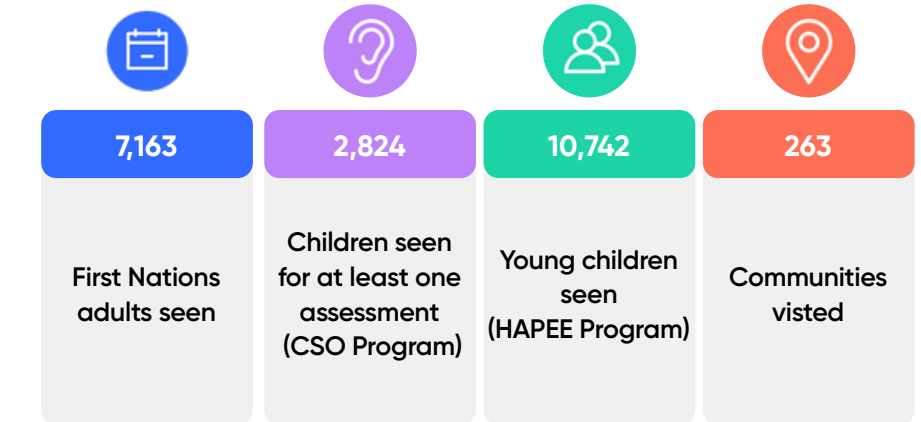
We also worked closely with Aboriginal and Torres Strait Islander communities to provide hearing services in urban, regional and remote locations, providing a total of 1,028 outreach visits to 223 communities.

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.

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.

During 2023-24 we continued to work with ACCHOs to co-design community focussed Shared Hearing Service Plans. In FY24 we successfully completed 22 of these partnership agreements.

## FY24 Outreach Client Services Delivered



## FY24 Outreach Visits and Community Services



## Forward Looking Statement

In FY23, we developed our First Nations Action Plan and a Shared Hearing Services Plan (SHSP) co-designed with the Chief Executive Officers of three ACCHO's, the Orange Aboriginal Medical Service (OAMS), the Coonamble Aboriginal Health Service (CAHS) and the Katherine West Health Board.

In Q3-4 of FY23 we:

- Signed a 4-year Shared Hearing Services Partnership Agreement (SHSPA) with OAMS and CAHS.
- Ratified 3 new plans under the SHSP to support First Nation communities
- Launched a dedicated First Nations Support Line

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 FY24 under our Hearing Assessment Program – Early Ears (HAPEE) program, we assessed and supported 10,742 children across 263 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.

During FY2024 we:

- Tested 10,742 pre-school children across 263 outreach locations
- Clinically assessed 2,824 First Nations children through 1,028 visits to 223 communities across Australia

### 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 Australian Government has also extended its funding for the HAPEE program through to 30 June 2026.

## Stretch Reconciliation Action Plan (RAP)

Our Stretch RAP was endorsed by Reconciliation Australia in July 2023, with an official launch held at Hearing Australia's Leadership Conference in November 2023. The launch was followed by a series of roadshows across the business to raise awareness of the RAP and drive action at the individual, team and organisational level.

We are committed to having First Nations voices front and centre in our Reconciliation activities, with our RAP Working Group having 16 members, nine of whom identify as Aboriginal and/or Torres Strait Islander. The impact of this group is evidenced by it being recognised as the winner of the 2024 Enabling Team of the Year at the Hearing Australia Excellence Awards.

We further developed and delivered cultural awareness and competency training for all staff, including our senior leaders, with high levels of completion across the organisation. This was followed by the launch in May 2024 of a Cultural Protocol Guide, supported by engagement and education plans.

Our annual First Nations staff conference was held in May 2024 with the majority of Hearing Australia's First Nations staff participating. The conference theme of Leading the Way Together focused on further developing the careers of our First Nations staff, in alignment with the aspirations in our Employee Value Proposition.

We also held Reconciliation Week and NAIDOC Week events, elevating the voices and experiences of our First Nations staff members and raising awareness across the business of the importance of our Reconciliation agenda.

### 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)

Our research division, the National Acoustic Laboratories (NAL), had significant success in 2023–24 towards its mission to undertake cutting edge hearing research and evidence-based innovation to improve hearing health and transform the lives of people with hearing difficulties.

During FY24, NAL undertook 44 active projects during the year and delivered outcomes from 16 projects that included:

- recommendations for new minimum hearing aid specifications in the Hearing Services Program
- assessment of the benefits of hearing aids for children with mild hearing loss in challenging listening situations
- investigating the relationship of hearing loss with loneliness, social isolation, and psychosocial functioning in older people, and
- improving videoconferencing communication for people with hearing loss.

NAL is also addressing a variety of important hearing healthcare needs, such as :

- the development of an artificial intelligence (AI) persona to better understand the needs of people with hearing loss
- the development of a new tool for evaluating listening outcomes in school-entry children with unilateral (single ear) and mild hearing loss
- enhancing goal setting for clients who receive hearing devices
- the development of new technology to help people with unilateral hearing loss to better understand speech in noisy environments.

A key project for NAL - the Longitudinal Outcomes of Children with Hearing Impairment (LOCHI) study - reached a significant milestone with the successful completion of 18 years of data collection. Similarly, the Children with Unilateral Hearing Loss study also completed more than 5 years of data collection. The focus of these studies now moves to analysis and the sharing of results to better inform support for children and young people with hearing loss, including adolescents as they transition out of school.

NAL successfully delivered several initiatives at the request of the Department of Health and Aged Care (Health). Delivered reports include measuring client-level outcomes in adult clients of the Hearing Services Program and Hearing Services Program: Minimum Specifications for Subsidised Devices. Research requested by Health also began on a client motivation tool to assist clinician decision making. NAL was also engaged by New South Wales Fire and Rescue to undertake research related to hearing and personal protective equipment (PPE).

NAL participated in over 15 active industry research partnerships during the year, including multiple research initiatives with GN ReSound and with Phonak under a multi-year collaboration agreement.

More details of all NAL projects can be found at NAL's website: [Research projects – NAL](#).



# 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 2024 Hearing Australia had:

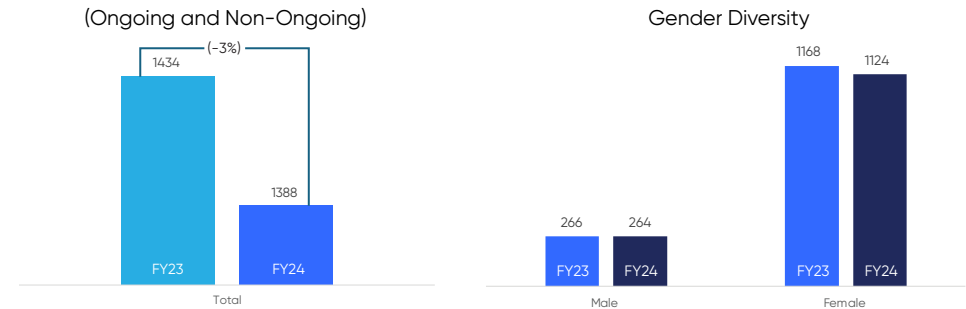
- 1,388 employees, which was 3 per cent lower than the prior year
- 234 new hires, with 166 of these full-time permanent staff

Our employee mix is representative of our commitment to being an inclusive employer and a great place to work:

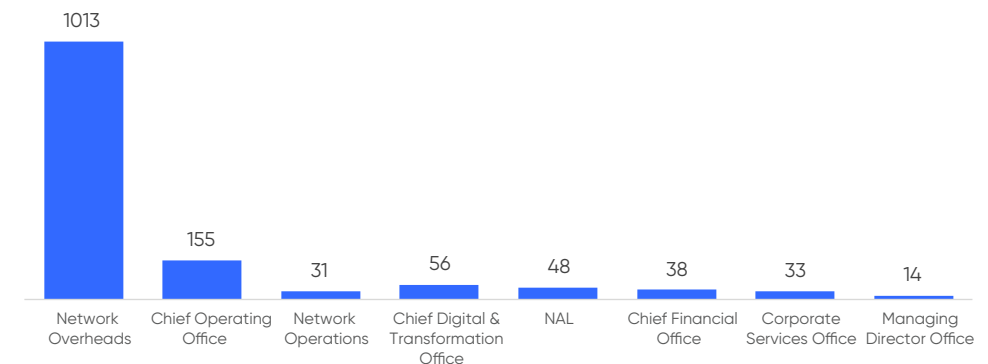
- 19 per cent or 264 male employees
- 81 per cent or 1,124 female employees
- 3 per cent or 43 First Nations employees
- 4 per cent or 55 deaf or hard of hearing employees

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:

FY24: Total Employees



FY24: Employee distribution by office



FY24 Cultural Diversity





## 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 September
- 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



# 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.

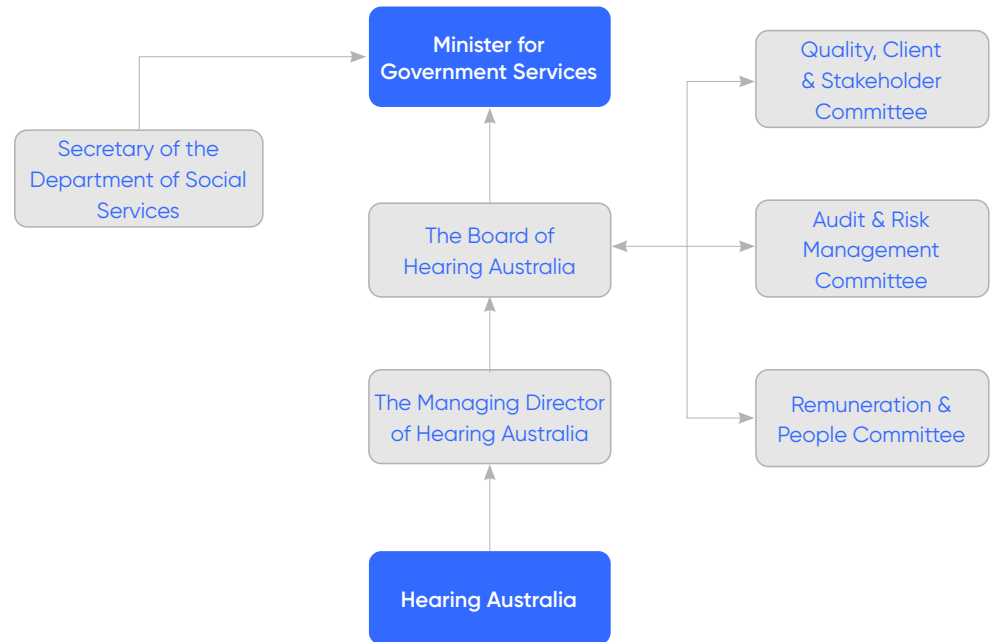
### Audit and Risk Management Committee

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

The [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.



**Managing Director of Hearing Australia**  
Kim Terrell



**Director of NAL**  
Brent Edwards



**Chief Operating Officer**  
Gina Mavrias



**Director of Corporate Services**  
Robin Priddin



**Chief Financial Officer**  
David Cuda



**Chief Digital and Transformation Officer**  
Siddhartha Parti

# 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 manages 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

In FY25, we will commence a supply chain and procurement wide review of our supplier base. This is to determine key areas of opportunities to partner with our supplier group and to develop sustainable practices to facilitate reduction of emissions and waste to support Hearing Australia's ESG commitments and strategy.

Some key areas of focus will be:

- ESG selection criterion
- Sustainably sourced goods
- Emissions reporting packages
- Ethically manufactured goods
- Product innovation and technology
- Waste and packaging management
- Environmentally conscious operations
- Energy efficient hardware and devices
- Application of circular economy principles
- Percentage of recycled material in product lines

In addition to refreshing our commercial agreements, we will work with our key supply chain partners to develop quantifiable KPI's, ESG programs and sustainability commitments that are aligned with globally recognised standards and best practice.

# 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.

Hearing Australia continues to hold a zero-tolerance position on human rights breaches and are committed to eradicating all forms of slavery, servitude, forced labour and human trafficking across our supply chain and undertake to perform our corporate responsibilities purposefully and with integrity.

## Forward Looking Statement

We annually assess compliance of our vendors (>\$250k annual spend) to the Modern Slavery Act to a new format implemented in FY24 detailing our activities in identifying, assessing, and mitigating modern slavery risks across our global supply chain.

The MSTS and under-pinning modern slavery program was approved and registered by the AGO and incorporates best practice improvements, such as:

- Compilation of a Modern Slavery Compliance Register
- Embedding Modern Slavery Risk Management into our supplier contracts
- Annual requirement for suppliers to sign our new Hearing Australia - Supplier Code of Conduct
- Annual requirement for suppliers to complete and submit our new Supplier - Modern Slavery Questionnaire (MSAQ)
- Ongoing risk assessment of all our suppliers with annual expenditure above internal tolerance thresholds
- Compilation and publication of a compliant and AGO approved Modern Slavery Transparency Statement
- Deployment of an employee training program to raise awareness and assist in identifying and reporting potential modern slavery risks.

Our FY24 Modern Slavery Transparency Statement can be viewed at one of the following locations;

- The Hearing Australia website
- The Australian Attorney General's Modern Slavery Statements Register



The image shows the 'PART A - MODERN SLAVERY SELF-ASSESSMENT QUESTIONNAIRE (MSAQ)' form. It is a structured questionnaire with sections for 'SUPPLIER INFORMATION', 'DETAILS OF BUSINESS OPERATIONS', 'EMPLOYEE INFORMATION', 'WORKFORCE INFORMATION', and 'SUPPLIER AND BUSINESS INFORMATION'. It includes fields for company name, address, employee count, and various risk assessment questions.





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

Tel: (02) 9412 6800

TTY: (02) 9412 6802

[www.hearing.com.au](http://www.hearing.com.au)

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