



Annual Report

1 July 2016 – 30 June 2017

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The mission of
Independent Audiologists Australia
is to promote and support
clinical practices
owned by Audiologists.

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Mission Statement

The mission of Independent Audiologists Australia is to promote and support clinical practices owned by Audiologists.

About Independent Audiologists Australia Inc

Executive Members during 2016 – 2017

President:	Ms Myriam Westcott
Vice President:	Mr Grant Collins
Treasurer:	Ms Deborah Pallett
Secretary:	Ms Tricia Sharples
Councillors:	Mr Mel Gray-Thompson
	Ms Sharyn Lim
	Ms Philippa Long
	Jane MacDonald
	Ms Elaine Melville
	Ms Nolene Nielson
Executive Officer:	Dr Louise Collingridge

***IAA has national membership and
holds activities across Australia.***

Contact Independent Audiologists Australia Inc

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***Independent Audiologists
Australia Inc is a not for profit
association incorporated in
the State of Victoria.***



Presidents Report

Myriam Westcott

I have been privileged to serve as President of Independent Audiologists Australia during the period ending 30 June 2017. At all times, the focus of IAA is to promote and support clinical practices owned by audiologists. We operate a highly transparent organization, ensuring that we represent, engage and involve our members through an active and responsive Executive and working groups that are open to all members. Our association has provided ongoing education involving consumer groups, responded to a significant report on hearing aid sales issued by the ACCC with a new code of ethics, and participated in numerous government inquiries.

Our Excellence in Education program in 2016– 2017 consisted of two face-to-face seminars, one addressing employment in independent audiology practices and the other hearing and deafness in children. We invited local leading speakers to participate, including the Ombudsman for Small Business and Family Enterprise, Kate Carnell AO; renowned author and academic, Donna McDonald; and leaders from the Deaf community – Leonie Jackson and Alex Jones. In addition, we offered one free webinar to our members in conjunction with the Academy of Doctors of Audiology on hearing apps for smartphones.

2016 –2017 has been a very busy year in Australia for anyone concerned with hearing and hearing loss. Representation to government and decision makers has been an important focus of IAA activities. IAA participated in the Hearing Health and Wellbeing Inquiry and the NDIS Inquiry by submitting papers, appearing before the inquiries and providing follow up information. Further details about IAA's strong advocacy role are provided in the report by the IAA Chair of Advocacy Elaine Melville.

The ACCC issued a report on the sale of hearing aids in Australia, sparking much discussion, media interest and interest from consumer groups. IAA responded by revising our code of ethics, to make explicit the values and practices adhered to by our members. This included a clear statement that our members do not pay commissions to staff for the sale of hearing aids and that they have transparent relationships with industry. IAA was approached to provide background information to the ABC television show, The Checkout, which highlighted some key issues for our profession in addressing issues with regard to conflict of interest.

IAA holds a memorandum of understanding with Audiology Australia, and met at regular intervals over this period. We maintain close ties with other professional bodies that are related to the audiology field – engaging in various forums where policy is debated and to discuss matters of mutual interest. IAA has working relationships with organizations representing consumers, many of whom have been engaging with the same government inquiries and media attention, presenting many opportunities for collaboration and discussion. We welcomed the recent establishment of the Hearing Business Alliance, a group that complements the support that we offer to our members.

It has been my pleasure to represent IAA at various industry events including an event sponsored by HCIA, where I had the opportunity to present the mission of IAA as promoting and supporting clinical practices owned by audiologists, and to explain the way that IAA operates as a voice for audiologists. Our Treasurer Deborah Pallett and our Executive Officer, Louise Collingridge represented IAA at a follow up dinner sponsored by ACAud, where they too were able to explain the focus and role of IAA in discussions about regulation and the practice of the audiology profession.

Membership of IAA has grown over the past year. At the close of the financial year ending June 2017, we have 95 members, representing almost 300 clinic sites. The increasing numbers of members has meant increased administration. To better integrate membership, seminar attendances and our website, we undertook a restructuring this year to develop a new website that incorporated online seminar registration, online membership applications, members' discussion forums as well as information for the public. Each year IAA produces a comparison of the funding of audiological services and hearing devices under Extras cover by health funds. Our members and the public find this information extremely valuable and it is available on the IAA website.

Very sadly, this year saw the passing of Dr Judith Boswell, a longstanding member of IAA, who made a very unique contribution to audiology, breaking new ground in delivering services in remote indigenous communities. In recognition of Judith's contribution to our profession, IAA has established an annual scholarship to assist an audiology student from Flinders University to undertake a clinical placement in an indigenous community.

2016 – 2017 has seen many other activities undertaken by the Executive. We have formed a working group made up of interested members to raise awareness of independent audiology practices amongst our colleagues in the medical and allied healthcare professions, to promote our revised code of ethics.

I would like to thank all those who have contributed to the success of our activities over the past year – including our Executive committee, members who have participated in working groups and provided comments on various submissions and papers that we have produced, and to all invited speakers who have participated in our events. I would particularly like to thank our Executive Officer, Louise Collingridge, who works so hard on our behalf.

Myriam Westcott
IAA President



Remembering Dr Judith Boswell, longstanding member of IAA, who passed away on 4 April 2017 after a long illness.

Judith will be remembered for her unique contribution to audiology and honoured by IAA with an annual scholarship in her name awarded to a Flinders University student undertaking a clinical placement in a remote community.



Treasurers Report

Deborah Pallett

Income to Independent Audiologists Australia for this financial year was derived from membership subscriptions, seminar fees and sponsorship, selling promotional materials, as well as interest from savings.

Accumulated funds available at the start of this financial year (1 July 2016) amounted to \$153, 598.

Available funds (to 30 June 2017) totalled \$142,517, representing an operating loss of \$11,082.

Income from membership subscriptions is higher than in previous years, as expected from a growing membership and a slight increase in membership fees approved by the Executive committee. Sponsorship appears higher than in previous years, but inflated by some sponsorship being received late in the previous year. Averaging out sponsorship over the past few years indicates stable income.

During this year, funds were invested in a new website. The new website offers integrated membership and public webpages, and has proved to be beneficial for the whole organization.

Sundry expenses are higher than in previous years. Sundry expenses include payment for promotional materials that IAA sells on to members and the public (including a publication by Dr Dusty Jessen, Frustrated by Hearing Loss? 5 keys to communication success and promotional bags. As these promotional materials have been ordered over the past year and promoted to members to use in their clinics, the sundry expenses have increased.

The total expense incurred during this period was \$170, 774.

Liabilities for the next financial year will be as follows:

Fixed:

Executive Officer salary including superannuation (\$80,000 pa)

Insurances

Telephone, website and other online services

Variable:

Seminar expenses

Travel

Postage and stationary

Banking / Merchant Fees

Promotional materials and activities.

As a not-for-profit association, all surplus funds are used for association purposes, and income tax is not payable. The association is registered for GST. Financial record keeping involves reconciling the bookkeeping records in Cashflow Manager, an accounting software programme, and internet banking.

Cash is held in an interest-bearing savings account and in a cheque account – both at Westpac. Two signatories are required to authorise any payment from the association's accounts. Monthly reconciliation is reported to the Treasurer.

Income and expenditure statement for the year ended 30 June 2017, showing a comparison with the previous two years.			
Income	2017 \$	2016 \$	2015 \$
Interest Received	930	2,058	3,150
Seminar Income	42,237	142,630	64,552
Subscription Income	46,841	14,880	24,847
Sponsorship	61,900	25,296	52,700
Sundry Income / promotional products	7754	10,249	240
Total Revenue	159,662	195,113	145,508
Expenses			
Accountancy	1,320	1,386	880
Advertising and Promotion	9,002	17,806	3,019
Amortisation Expense		0	0
Fees and Charges	638	1,164	730
Seminar Expenses	35,587	83,911	51,875
Honorarium / Donations	460	1,300	6,895
Insurance	862	1,551	1,567
Legal Fees		5,782	
Printing, Postage and Stationary	3,776	6,627	2,463
Subscriptions	2,138	4,101	4,903
Sundry Expenses (Refunds)	12,610	8,089	2,821
Superannuation	6,941	8,841	1,900
Telephone & Online Meetings	1,991	2,467	2,750
Travel	9,031	20,381	5,265
Website	13,328	353	729
Wages	73,059	73,249	41501
Filing Fees (Consumer Affairs, Victoria)			78
Total Expenditure	170,744	237,870	127,377
Net Profit (Loss)	(11,082)	(42,758)	18,131
Retained Assets	142,517	153,598	196,356



Membership

Dr Louise Collingridge
Executive Officer

Full members of Independent Audiologists Australia hold tertiary qualifications in audiology, have a financial interest in an audiology related business that is at least 50 % owned by audiologists and sign acceptance of the IAA code of ethics.

New members pay a small joining fee, and are billed for their first membership fee at the end of the financial year in which they join. Life members were established to reward foundation members. Neil Clutterbuck, Susan Clutterbuck, Marie-Louise Hekel and Janice Milhinch are life members of the association.

All full members enjoy the same rights to:

- access the members only section of the website
- voting rights
- propose and second membership applications
- object to members joining
- serve on the Executive
- call for special general meetings
- use the letters M. IAA after their name
- display membership certificates and membership status in their clinics and websites
- pay members fees (for themselves and their staff) to attend IAA seminars
- Members are listed in the “Find” section of the association’s website unless a request is made to remove their name or details.

Membership trends by Financial Year

	2017	2016	2015
Membership at financial year end	95	82	97

Full membership has shown an increase over the past few years. Ninety-five full members operate close to 300 clinic sites across Australia.

Full members were surveyed in October 2016 to provide input to the association as to direction that the association should take in the year ahead. Results endorsed the advocacy activities of the association and provided direction for future educational events.

Subscribers

Subscription to IAA is open to any individual who is interested in the work of the association. Subscribers to IAA receive newsletters and advance notice of events held by IAA.

Subscribers are not entitled to any of general rights enjoyed by full members and may not describe themselves as members of IAA. Complimentary subscription is offered to representatives of advocacy groups and university clinics.



Advocacy **Elaine Melville** **Chair of Advocacy**

2016 – 2017 was a very full year for advocacy undertaken by Independent Audiologists Australia, as well as by individual members, several of whom provided individual submissions to various inquiries, in addition to those provided by the association.

8 July 2016 – letter to OHS requesting that IAA be included in stakeholder discussions about regulation.

29 July 2016 – presentation to audiology students at the University of Queensland (Louise Collingridge, Sharyn Lim and Grant Collins).

31 August 2017 – Independent Audiologists Australia paper on regulation updated and published online.

7 November 2017 – Submission to the skilled occupation list for the Department of Education and Training.

23 December 2017 – Submission to the parliamentary inquiry into hearing health and wellbeing.

30 January 2017 – Submission to the joint standing committee investigating the NDIS – hearing services.

20 February 2017 – IAA appeared at the public hearing in Melbourne related to the investigation into the provision of hearing services under the National Disability Insurance Scheme (NDIS) (Grant Collins and Louise Collingridge).

2 March 2017 – IAA Supplementary statement to the Joint Standing Committee on the NDIS – Hearing Services.

7 March 2017 – IAA comment to Deafness Forum in response to the ACCC report about the sale of hearing devices in Australia, issued on 3 March 2017.

4 April 2017 – IAA appeared at the public hearing in Sydney that formed part of the inquiry into hearing health and wellbeing (Grant Collins and Louise Collingridge).

18 April 2017 – IAA response to question on notice to the parliamentary inquiry into hearing health and wellbeing.

23 May 2017 – IAA Executive Officer, Louise Collingridge, met with the Director of the Professional Standards Authority, Dr Deen Sanders.

8 June 2017 – ABC The Checkout segment “Had it up to Hear” aired. Researchers obtained information from the ACCC, IAA, Audiology Australia and Better Hearing Australia

21 June 2017 – IAA submission to Price Waterhouse Coopers’ review of services and technology supply in the Hearing Services Program.

26 June 2017 – IAA facilitated a meeting between members of our Executive, representatives of Audiology Australia, representatives from the Australian College of Audiology and Dr Deen Sanders, from the Professional Standards Authority.



Excellence in Education Programme

Myriam Westcott
President and Chair of Education

Independent Audiologists Australia members who attend Excellence in Education events are awarded certificates annually that indicate the number of hours of ongoing education they have accumulated. Events that are open to members and non-members are submitted for endorsement by other professional associations.

Quality is ensured through detailed planning of all seminars and master classes, according to the following principles:

1. The Independent Audiologists Australia Executive appoints a Chair of Education to oversee all decisions related to the Excellence in Education programme.
2. Seminar topics arise from contemporary themes that emerge at international conferences and in international peer reviewed publications, and which are determined by the Executive, to be relevant to local needs.
3. Seminar convenors are appointed to assist with seminar arrangements at the discretion of the Executive and the Chair.
4. All seminar contributors are invited because of their academic, research and/or clinical record and reputation.
5. Seminar contributors are required to submit detailed abstracts before seminar programmes are finalised.
6. Seminar programmes are carefully compiled to ensure maximum learning opportunities, introducing theoretical bases, current research findings, and clinical applications for each topic.
7. Seminar programmes allow sufficient time for each contributor to offer in depth and advanced knowledge on their specific topic.
8. Programmes build in discussion and question time to ensure that the relevance of each topic is made known within each seminar.
9. Pre-seminar reading lists and post-seminar access to presentations and resources are available to all Independent Audiologists Australia members, and to seminar delegates who are not members.
10. Feedback is sought after all activities to ensure optimal learning and development opportunities.
- 11.

Twenty-three hours of ongoing education were available to full members through the *Excellence in Education* events held between July 2016 and June 2017.

Employment Matters

28 – 30 October 2017

Kangaroo Point, Brisbane, QLD

Convened by Sharyn Lim

The seminar was opened by the Ombudsman for Small Business and Family Enterprise, Kate Carnell, AO. Other speakers included representatives of accounting, legal and human resources professions. Topics included how to support staff, compose employment contracts, and address challenges with employment of staff in independent practices.



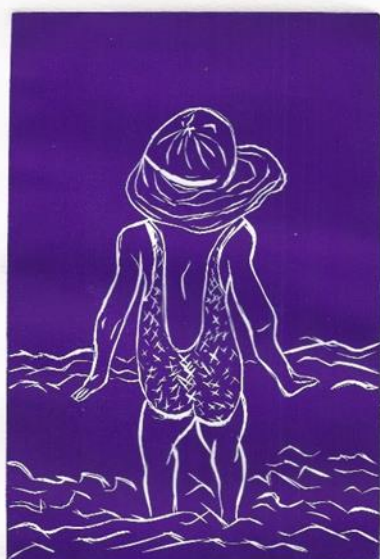
Hearing and Deafness in Children: Identity, Trust and Technology

24 – 26 February 2017

Port Macquarie, NSW

Convened by Mel Gray-Thompson

Invited keynote presenter Dr Donna McDonald, renowned academic, author and artist assisted with the concept of this innovative seminar, that incorporated presentations from audiologists, researchers, advocates from the Deaf community, parents of D/deaf children and the NDIS. The role of independent audiologists in the treatment of all auditory conditions, including those that are not part of the Australian Hearing funding scheme, was closely examined. Independent audiologists undertaking work with children were able to listen to the perspective of parents and adults who have passed through the system in Australia. Attention to terminology, perspective and context, whilst remaining respectful of diverse points of view was stressed, whether in face to face discussion with parents and other team member or when communicating in writing.



Dr Donna McDonald provided the signature image for the seminar Hearing and Deafness in Children: Identity, Trust and Technology. Shown alongside, the original print was sold by raffle tickets at the seminar, with the proceeds donated to the Deaf Camp in NSW.

Blue Beach Girl. Lino-print.
Art work by Donna McDonald;
Printed by Wim deVos,
Studio West End. 2016

Smartphone Applications for Private Practice Audiologists

28 June 2017

Presented by Brian Taylor and Abram Bailey

A joint educational event offered to members of Independent Audiologists Australia, Independent Audiologists New Zealand and the Academy of Doctors of Audiology.

Smartphone apps are used every day for clinical and everyday use. Some are adapted for clinical use and others are purposely designed. Increasingly, patients are using apps to communicate, to modify devices, and to maximise communication in complex listening environments.

The webinar provided an overview of the current state of the art and directions for further applications, specific to independent practice.



” Very valuable in bringing different concepts into a central theme”

“This is the first conference where I feel the Deaf community and consumers were treated as equals and given the empowerment to participate”.

“Excellent high-quality presentations that covered such complex diverse topics in a most interesting way”

*.....Seminar Delegates attending
Hearing and Deafness in Children, Port Macquarie,
February 2017*



Governance

Patricia Sharples
Secretary

Independent Audiologists Australia members are from across Australia, and the Excellence in Education programme operates across all states.

Independent Audiologists Australia is incorporated as a not for profit in the State of Victoria. Rules of the association are lodged with Consumer Affairs, in Victoria.

The rules of Association are updated as changes are voted in by the membership.

Online applications for membership and subscription are now available. Full members pay a joining fee which is the same amount as the annual subscription. If they join online, but are found not to be eligible for full membership, their application defaults to subscription.

Association rules cover the following:

- Mission of Independent Audiologists Australia
- Membership Criteria
- Subscriptions
- Database of members and associates
- Resignation from the association
- Complaints against members
- Election of the Executive
- Rules for meetings of the Executive, Special General Meetings, and Annual General Meetings
- Office bearers – duties
- Employees – duties
- Industry Partnerships
- Excellence in Education Programme
- Communication with members
- Disputes and mediation within the association
- Record keeping
- Winding up and cancellation



Sponsorship & Affiliations

Sharyn Lim
Executive Committee

Sponsorship was provided to the association on an annual basis at the start of the financial year to enable the association to plan seminar budgets in advance.

The agreement that we hold with sponsors is as follows:

- Sponsors' company logo is displayed on the Independent Audiologists Australia website
- Sponsors' company logo is printed on all seminar and master class programmes
- Links to sponsors' documents can be created from our members' only section of our website.
- Sponsors promotional events and ongoing education events can be placed in our Events section of our website on request.
- Sponsors can register up to 2 company representatives at Independent Audiologists Australia seminars and networking functions offered during the sponsorship period for the same registration fee as is paid by members of the association.

Conditions of sponsorship

1. Annual sponsorship (\$8 000.00 excl GST during the 2016 – 2017 period)
2. Sponsorship is neither binding nor restrictive on the policies, associations, membership, practices or other sources of funding of Independent Audiologists Australia.
- 3.

Sponsors 2016 – 2017

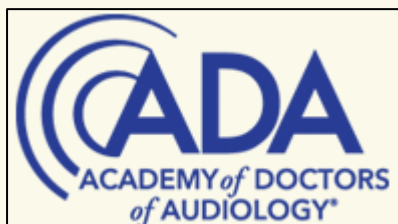


Affiliations

Independent Audiologists Australia is affiliated to like-minded associations Academy of Doctors of Audiology in the USA and Independent Audiologists New Zealand. In the past

year, the Hearing Business Alliance has been established in Australia, which offers a complementary focus to that offered by IAA, and we have sought a close affiliation with that new group.

IAA also keeps close associations subscribing to consumer groups Self Help for the Hard of Hearing People, Better Hearing Australia and Deafness Forum (ACT). Independent Audiologists Australia Members have the opportunity to participate in the SHHH hearing aid bank in New South Wales. Discussions have been held with the Deaf Society, Parents of Deaf Children and Aussie Deaf Kids in relation to service provision and regulation and scope of practice of audiologists. Representatives of various groups have attended IAA seminars as contributors and delegates.





Excellence in Education in 2017 – 2019

Myriam Westcott
President & Chair of Education

Price Matters: Private fees and public funding for sustainable independent practices
14 October 2017 (for IAA Members)
Melbourne, Victoria

Representatives of the ACCC, NDIS providers, audiologists who unbundle fees and who work with Medicare will share their experience and models of service delivery in a members' only, interactive, discussion-based one-day seminar.

Making Contemporary Clinical Audiological Decisions: Teams, Technologies and Timing
16 – 17 March 2018 (Open to all)
St Vincents Hospital, Sydney, NSW

Supported by Hearing Implants Australia, this seminar will address how and when to incorporate implantable technologies in contemporary audiological practice. Team decision making, roles in teams, models of intervention, live surgery, clinical case studies discussed in grand rounds and technology updates are some of the highlights. The opening address will be made by Elizabeth Convery, whose work on models of intervention for hearing loss considering the chronic nature of the condition will serve as the foundation for important clinical and professional discussions.

Clinic Management Systems
October 2018 (for IAA members and their representatives)

Software, paperless clinics and support for front and back office staff – support for all who manage their own practices.

Hearing in Noise
Early 2019 (Open to all)

Convened by Dr Tegan Keogh, this seminar will explore hearing in noise from multiple perspectives - including acoustics, architecture, physiology, psychology, education, audiology, hearing device technology, consumer experience, and hearing in public spaces. The topic will be developed in conjunction with fellow professionals and consumer organizations.

Over the Counter Devices
October 2019 (for IAA members and their representatives)

Convened by Grant Collins, this seminar will address all aspects of the supply and impact of over the counter devices for independent practices.

Incoming Executive 2017 - 2018

At the IAA AGM held on 14 October 2017, a new Executive Committee was formed, which will take Independent Audiologists Australia through the next financial year.

President:	Mr Grant Collins
Vice President:	Ms Myriam Westcott
Treasurer:	Ms Sharyn Lim
Secretary:	Ms Jane MacDonald
Councillors:	Dr Matthew Callaway
	Mr Mel Gray Thompson
	Dr Tegan Keogh
	Ms Philippa Long
	Ms Elaine Melville
	Mr Wesley Ong