



Independent audiologists
australia

Biennial Report

1 July 2019– 30 June 2021

**P.O. Box 164
Turrumurra
NSW 2074**

Tel 0424 720 915

<https://independentaudiologists.net.au>
exec@independentaudiologists.net.au

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 2019 - 2021

	2019 - 2020	2020 - 2021
President	Grant Collins	Tegan Keogh
Vice President	Tegan Keogh	Matthew Callaway
Exec Members	Matthew Callaway Mel Gray Thompson Elaine Melville	Grant Collins Mel Gray Thompson Elaine Melville
Chief Executive Officer: Executive Officer (2019)	Dr Louise Collingridge Ms Michelle Thompson-Laing	
Finance Admin Assistant (volunteer)	Dr Celene McNeill	

IAA has national membership and holds activities across Australia.

Contact Independent Audiologists Australia Inc

Website: www.independentaudiologists.net.au
Email: exec@independentaudiologists.net.au
Tel: 0424 720 915
Mail: P.O. Box 164
Turrumurra
NSW, 2074

ABN: 37475036210



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



President's Report Grant Collins / Tegan Keogh

It has been a privilege for us to serve on the Executive in the office of President of Independent Audiologists Australia Inc (IAA) during the period from 1 July 2019 to 30 June 2021. Grant served as president through to October 2020, when Tegan was elected to the position, with Grant remaining on the Executive, offering much support to the Executive. Our elected Executive have been supported by IAA staff (Chief Executive Officer Louise Collingridge and Executive Officer Michelle Thompson-Laing (up to December 2019), to provide advocacy for our profession and ongoing education tailored to independent audiological practice.

This report covers the period dominated by COVID-19. During this time, our members and our association have been faced with the same uncertainties, risks, health concerns and frustrations as the wider community. Our members have impressed us with their agility and their adoption of new strategies to continue to serve the Australian public requiring audiology services throughout the pandemic. A small number of our members re-evaluated their positions during this time and opted to close or sell their practices. Apart from this small number, our members have continued to adapt and face the challenges of operating healthcare services in COVID safe ways. At the start of the pandemic in Australia, in March 2020, IAA sought to inform members as to what regulations applied, what operating as COVID – safe meant for audiology, and how to provide teleaudiology services in an effective way. As the pandemic progressed, through surveying our members, we were assured that they were appropriately taking advice from their state health authorities and were operating within the restrictions that applied to them. We also supported our members by extending membership renewal times in 2020, as we did not want any members to give up their membership because of COVID uncertainties.

IAA was very fortunate to offer a hybrid (online and face to face) event, 2020 Audition: Changing the Game in March 2020, just before restrictions were imposed. From there on, our educational program has been online – including an exciting collaboration with the Academy of Doctors of Audiology (ADA) and Independent Audiologists New Zealand (IANZ) to offer AuDacity 2020: Forge Ahead and Forge Ahead Down Under. Our affiliation with the ADA and IANZ continues, with all IAA and IANZ members having access to our subscription to ADA resources, that include a very practical and valuable library for independent practice operation. During the pandemic, as increasing numbers of online educational events were on offer, our focus shifted to supporting our members through advocacy and services for members. We focussed on the NDIS (holding an online seminar devoted to the topic, including participants from the NDIS), as well as meeting with NDIS staff and communicating extensively with them. We also participated in the independent review of the Hearing Services Program that was undertaken in 2020 – 2021.

A very practical initiative has been for IAA to partner with BNG Online, who have developed a quality management platform for IAA members to subscribe to. The platform ensures subscribers are prompted for policies and procedures that meet the requirements for delivering services under the NDIS, and they are working on incorporating similar guidelines for the HSP.

As we move into what we hope is the post pandemic era, we look forward to expanding the promotion and support for clinical audiology practices owned by our members.

Grant Collins
IAA President (2019 – 2020)

Tegan Keogh
IAA President (2020 – 2021)



Financial Report

Celene McNeill & Louise Collingridge

Income to Independent Audiologists Australia for period 1 July 2019 to 30 June 2021 was derived from membership subscriptions, seminar fees, and sponsorship

Accumulated funds available at the start of this period (1 July 2019) amounted to \$89 858.
Available funds (to 30 June 2021) totalled \$108 906, representing an operating profit of \$27 122.

Liabilities for the association include:

Fixed:

Chief Executive Officer contract
Additional occasional contractors
Insurances
Telephone, website, and other online services

Variable:

Seminar/Webinar expenses
Travel
Postage and stationery
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.

Sponsorship was received for events and activities.

Details of income and expenses during 2021 and 2020 are shown on the next page.

Income (shown in \$AU)	2021	2020
Interest Received	31	96
Seminar Income	30 514	84 345
Subscription Income	61 818	43 655
Sponsorship	28 801	39 105
Sundry Income / promotional products	1 702	6 019
Total Revenue	122 866	173 220
Expenses (shown in \$AU)		
Accountancy	1 170	1 190
Advertising and Promotion	2 122	1 169
Fees and Charges (including Merchant fees)	1 214	2 370
Seminar Expenses	17 645	42 135
Honorarium / Donations/ Scholarship		
Insurance	2 008	1 975
Legal Fees		1 362
Printing, Postage and Stationery	164	8 018
Subscriptions	8 939	6 807
Sundry Expenses (refunds, reimbursements, royalties)	1 282	4 236
Superannuation	6 936	8 673
Telephone & Online Meetings	317	343
Travel		7 345
Website	5 137	5 496
Wages (salaries and contractor fees)	48 809	90 174
Total Expenditure	95 744	181 293
Net Profit (Loss)	27 122	(8 073)
Retained Profits	108 906	81 785



Membership Louise Collingridge Chief Executive Officer

Full members of Independent Audiologists Australia Inc (IAA) 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.

All full and life members enjoy the same rights to:

- access the members only section of the website including access to resources IAA subscribes to on behalf of members
- 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

	2021	2020
Full Members at financial year end	106	107

Membership numbers have remained relatively stable over this two- year period. Over this period 8 members did not renew their membership -in most cases because of loss of eligibility for full membership. In the same, 7 new members joined the association. Collectively, our members operate almost 400 clinic sites across Australia, employ on average 4 staff members, including audiologists, audiometrists and support staff.

Subscription to IAA is open to *any* individual who is interested in the work of the association. Subscriber’s newsletters and advance notice of events held by IAA. Complimentary subscription is offered to representatives of advocacy groups and university clinics.

Membership Surveys

Surveys of full members of IAA were conducted during this period as follows:

September 2019 survey focussed on IAA members involvement with the NDIS, Medicare, HSP, Insurance companies, and the make up of your practice - 40 % of the membership completed the survey – a higher than average response rate for this type of survey.

April 2020 survey focussed on the effect of COVID 19 on members, their staff and practices. The results helped guide the initial support through emails to direct members as to how to adjust to restrictions. A follow up survey was carried out in **July 2020**, to assess the impact for the month of June. About half the number of members responded to the second survey, but this was complicated by developments in Victoria. By the end of July, each state and territory were at such different stages in the COVID journey that providing advice on running a practice during the pandemic was no longer possible.

April 2021 – general survey of what members want from IAA. A quarter of members responded to the survey. Members who completed the survey want advocacy and information. We also asked for a wish list about IAA – some of which is deliverable, such as encouraging networking (eg our Facebook Members Only group), HR advice, policy templates - and some of which is beyond our control – like holding face to face events, achieving registration for audiologists, or collaborations that are dependent on invitation or aligned views.

Quality Management Platform for IAA Members

During 2020, a quality management platform was developed by BNG Online that is available only to IAA members. Subscribers to BNG Online have a platform to maintain, store and update clinic policies and procedures to meet requirements of third parties such as the National Disability Insurance Scheme. The platform continues to be developed and upgraded.

Private Health Insurance - Summaries for Members and the Public

Summaries of publicly available information describing health fund cover under Extras and Hospital cover for audiology and hearing devices are made available on the IAA website. The information is updated annually. The project is supported by Cochlear Ltd, who provide sponsorship to ensure this project is sustained. Sponsorship through to 2025 has been secured.



Advocacy **Tegan Keogh**

Independent Audiologists Australia Inc (IAA) advocates for independent audiologists and the audiology profession. Our advocacy work centres around differentiation between our profession and the device industry. Regulation, professionalization, unbundling of fees and recognition by funding bodies are always on our advocacy agenda.

Hearing services were set to shift to the NDIS on 1 July 2020 for all Australians over the age of 6 years. After the Department of Social Services held a meeting to prepare for the transition, at which concerns were expressed by members of First Voice, Audiology Australia and others who subsequently approached the Minister of Health, who then decided to keep funding for hearing services for those 26 years and under only with Hearing Australia, under existing CSO arrangements. IAA objected to the reversal of the decision.

Amongst the activities undertaken in the period 2019 – 2021 are the following:

- Negotiated with NDIA, auditors and policy providers to develop guidelines and quality management platform for IAA members.
- IAA Telehealth Guideline for IAA members – shared in May 2020.
- Department of Health and Department of Social Services re: reversals of decision to fund hearing services under the NDIS for all Australians as of 1 July 2020 – sent April 2020
- IAA MBS Review Submission 20 December 2019.
- IAA to NDIS Planners Inquiry 6 September 2019.
- IAA HSP Comment on Revised Contract and Key Service Items 17 July 2019.
- NDIS (APD, device supply, applications in collaboration with AudA and Melbourne Uni)
- Medicare review (in collaboration with AudA, NSU/HCIA members)
- HSP Review and revised rules
- SIRA – NSW workers compensation regulator – fees, guidelines for providers
- Audiology Australia – paediatric protocols, national competency standards, telehealth guidelines



Excellence in Education Programme

Tegan Keogh

IAA collaborated with local and international bodies to offer a diverse educational program that, due to COVID restrictions, shifted from hybrid events to online only.

IAA was a forerunner in hybrid events, as we sought to include participants from across Australia and from other countries without the inconvenience of travel. As COVID led to closed borders, our experience with hybrid events served us well in our shift to online collaborations.

The events we ran in the 2019 – 2021 period are listed below.

Seminars and Webinars (1 July 2019 – 30 June 2021)				
60 th Event	2021	Online	NDIS What's Working and What's Not	Dr Tegan Keogh
59 th Event	2020	Online	AuDacity 2020: Forge Ahead and Forge Ahead Down Under	ADA/IANZ/IAA
58 th Event	2020	University of Technology Sydney and online	2020 Audition: changing the game	Dr Tegan Keogh
57 th Event	2019	Coolangatta QLD and online	Hearables & Over the Counter Devices: How will they change my audiology business	Grant Collins





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

1. 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.
2. Seminar convenors are appointed to assist with seminar arrangements at the discretion of the Executive.
3. All seminar contributors are invited because of their academic, research and/or clinical record and reputation.
4. Seminar contributors are required to submit detailed abstracts before seminar programmes are finalised.
5. Seminar programmes are carefully compiled to ensure maximum learning opportunities, introducing theoretical bases, current research findings, and clinical applications for each topic.
6. Seminar programmes allow sufficient time for each contributor to offer in depth and advanced knowledge on their specific topic.
7. Programmes build in discussion and question time to ensure that the relevance of each topic is made known within each seminar.
8. 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.
9. Feedback is sought after all activities to ensure optimal learning and development opportunities.



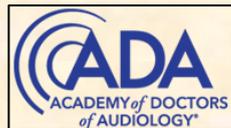
Sponsorship & Affiliations Grant Collins

We appreciate the support of the following sponsors and their contribution to our events and activities during 2019 - 2019.



Affiliations

Independent Audiologists Australia is affiliated to like-minded associations Academy of Doctors of Audiology in the USA and Independent Audiologists New Zealand. IAA subscribes to consumer groups Hearing Matters Australia, Better Hearing Australia, and Deafness Forum.



Excellence in Education in 2021 - 2022

IAA Human Resources Webinar Series

Online, in conjunction with MJSP Consulting

Product Supply

Online - April 2022

Pricing and Differentiation

Online – Date TBA

Incoming Executive 2021 - 2022

At the IAA AGM held on 16 November 2018, a new Executive Committee was formed, which will take Independent Audiologists Australia Inc through the next financial year.

President:	Dr Tegan Keogh
Vice President:	Mr Grant Collins
Treasurer:	Dr Matthew Callaway
Councillors	Dr Greg Butcher
	Mr Mel Gray Thompson
	Ms Elaine Melville
	Ms Heather Prentice