



Australian College  
of Audiology

# ANNUAL REPORT 2023-24

**A voice for all Hearing Health Professionals**

Australian College of Audiology Ltd

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# A voice for all **Hearing Health** Professionals

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Welcome to our Annual Report, where we highlight our accomplishments, advancements, and dedication to Audiology over the past year.



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# Chair's REPORT

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Dear Members,

It is with great pleasure that I present the Chair's Report for 2024, a year marked by significant milestones. One of the most notable achievements of this year has been the upcoming amalgamation of HAASA (Australia's oldest Audiology Professional Practitioner Body) and ACAud, set to take place in July 2025. HAASA has a long and proud history of advocating for hearing care professionals and promoting the highest standards of practice. The joining of HAASA and ACAud marks a new era for our association, as it brings together the rich legacy, expertise, and values of both organisations.

This amalgamation is being undertaken with the aim of creating a stronger, more unified association that can better serve our members and the broader community. Through this partnership, we are preparing to:

- Advocate more effectively on behalf of audiometrists and audiologists.
- Expand the range of professional development opportunities available to all members.
- Foster a sense of unity and shared purpose within the hearing care profession.

The careful planning and collaborative efforts of both organisations have laid the

groundwork for a seamless integration of HAASA's membership into ACAud. We are committed to working closely with HAASA's leadership to ensure that their members feel welcomed and valued within ACAud, and we look forward to the positive impact this will have on both existing and new members.

This year has also seen a renewed focus on strengthening our governance processes in anticipation of the amalgamation. We have taken this opportunity to review our policies to ensure our strategic priorities align with the needs of our expanded membership base. Key governance initiatives include the formation of a joint working group to oversee the integration process and explore further opportunities for growth and collaboration.

With the amalgamation, ACAud's membership will significantly increase, bringing in many new members from HAASA and broadening our community to include a diverse spectrum of hearing care professionals.

The upcoming amalgamation will also amplify our voice in the industry. We continue to engage with policymakers and industry stakeholders to ensure that the needs of hearing care professionals are



# Chair's REPORT (cont.)

heard and addressed at all levels. Our involvement remains strong in discussions around healthcare reforms, hearing aid funding, and patient access to hearing services.

From a financial perspective, the amalgamation will provide ACAud with greater stability, enabling us to invest more in member services, advocacy, and professional development. Despite the logistical efforts involved in the amalgamation, our financial position remains strong, and we are excited to announce several new initiatives funded through prudent financial management.

The amalgamation of HAASA and ACAud is setting the stage for a dynamic and impactful future. As we look ahead to the coming year, our priorities will focus on fully integrating HAASA's legacy into ACAud's operations while continuing to support the professional development and advocacy needs of all members.

Strategic priorities include:

- Expanding professional development programs for both audiometrists and audiologists.

- Strengthening our advocacy efforts to reflect the broader interests of our membership.
- Enhancing member services and benefits to ensure we meet the diverse needs of our community.

In conclusion, this year has been a transformative one for ACAud, and I want to extend my heartfelt thanks to the board, our members, and the dedicated staff who have made this upcoming amalgamation possible. Together, we are poised for continued growth and success as we build on the strengths of both ACAud and HAASA.

Thank you for your ongoing support and commitment.

Yours sincerely,

**Marguerite Rushworth Dip HDPE FACAud**  
**Chair of ACAud**



# Message From CEO

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Dear Members,

As this report covers the period 1 July 2023 to June 30, 2024, and I started at ACAud on June 11 2024, there isn't much for me to report during that short period of time.

I would like to thank my predecessor, Jane, for her work during her tenure. I would also like to thank the ACAud Board for the opportunity to join the organisation as its CEO.

Looking ahead, my focus will be on ensuring ACAud inc. HAASA is delivering value to its members and that we're elevating the profile of audiologists and audiometrists. In addition, I want to ensure ACAud inc. HAASA is functioning efficiently and effectively.

We will be looking to increase the engagement with members through our communications and events and we welcome your ideas on activities you feel we should be considering.

I look forward to working with you all.

**Miguel Diaz**  
**Chief Executive Officer**



# Board of Directors & CEO



**Meet your dedicated  
Board Members & CEO  
for 2023-24:**

**Marguerite Rushworth**

*President/Chair*

**Kylie Dicieri**

*Vice President/Chair*

**Mark Paton**

*Secretary*

**Cameron Dicieri**

*Treasurer*

**Stephen Dimitri**

*Board Director*

**Jan Pollard**

*Board Director*

**Nadine Currey**

*Board Director*

**Janette Brazel**

*Board Director*

**Bettina Turnbull**

*Board Director*

**Vijay Marimuthu**

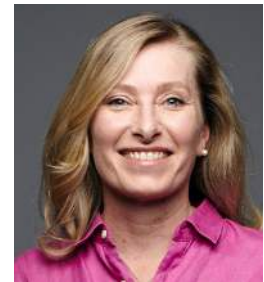
*Board Director*

**Andrew Sharrock**

*Board Director*

**Miguel Diaz**

*Chief Executive Officer*







# Secretariat TEAM

This year, our Secretariat welcomed Bianca Tozer, who brings over ten years of administrative expertise to our team. Together, they have provided services to more than 1,033 members, both active and pending, assisting with a range of tasks from initial inquiries and application support to documentation, transcriptions, and examinations.

While facilitating CEP audits and endorsements, supporting our Board and Sub-Committees, and generating advertising revenue for ACAud, their primary focus remains on dedicating significant time and energy to our membership. This commitment is what makes the team vital in ensuring a seamless transition during the merger of ACAud and HAASA.



**Meet your dedicated  
Secretariat:**

**Sandra Konig**

*Executive Board &  
Secretariat Administrator*

**Tonya Bridgford**

*Member Services*

**Bianca Tozer**

*Member Services*





# ACAud EVENTS

Over the past year, we successfully hosted a range of impactful events that underscored our commitment to professional growth and community building within the field of audiology.

Highlights included a hearing awareness cocktail party in Melbourne, which drew significant attendance and facilitated valuable discussions and networking opportunities.

Our Congress in Cairns was another standout, bringing together over 800 delegates and featuring a stellar lineup of speakers who provided insightful presentations on the latest industry advancements, fostering knowledge exchange and camaraderie among peers.

This year also marked significant progress in the expansion of our digital resources, including the development of our new Learning Management System (LMS) which will be launched in early 2025 and provide members with access to online training and development tools and resources.



# Sub-Committee REPORTS

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The role of each committee is to research, consult, scope, undertake activities, run events, draft submissions, and provide ideas and feedback to the CEO and ACAud Board on operational and strategic activities, new innovations, services, and opportunities related to each committee area. Each committee has events, policies, programs and plans that they are responsible for. The committees provide advice and recommendations to the Board.

## Governance, Finance and Risk Sub-Committee

The Governance, Finance and Risk sub-committee has continued to work on issues as requested by the ACAud board. Their scope has included the budget preparation, insurance policy renewal, financial audit and accounting concerns amongst others. The committee has worked well over the past 12 months. The chair of this committee is Cameron Diceri, Committee members Tony, Khairy, Gary Raymond, Jan Pollard, Gayle Diceri and Marguerite Rushworth.

## Policy and Advocacy Sub-Committee

In the last 12 months the Policy and Advocacy sub-committee discussed the following subjects and provided advice to the board.

- Sponsorship Policy
- Regulation of clinicians under AHPRA
- Recognition of Audiometrists by government in Western Australia

Members of the Committee chaired by Mark Paton include; Jacinda Gibson, Sam Camilleri, Tony Khairy, Kylie Diceri and Jan Pollard.

## Education Sub-Committee

The Education sub-committee has been working on two major projects over the past 12 months:

1. In consultation with Charles Sturt University the development of a Bachelor of Audiometry. It is hoped this will be ready for student enrolment in 2026.
2. The development of a new Audiometry Certification Examination process for Associates working towards gaining their QP number. This new (HRS) Certification process will be ready for implementation July 2025.

Members of the Committee chaired by Janette Brazel include; Kylie Diceri, Bettina Turbull, Nadine Currey, Letitia Vion, Henriette Lattigan, Marguerite Rushworth, Anuu Priya, Francine Norman, Kristen Davies, and Shevawn Becker.



# Sub-Committee REPORTS (cont.)

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## Membership Sub-Committee

The Membership sub-committee undertook a number of activities/initiatives throughout last financial year including;

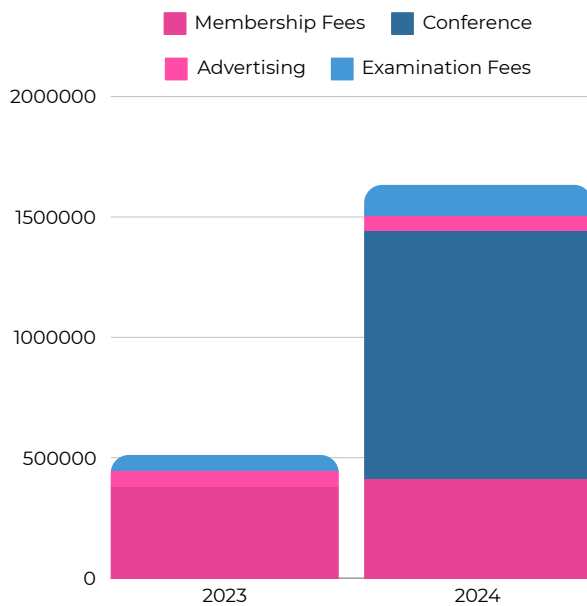
- Making recommendations on those members who were still non-compliant on their 2023 CEP Audit.
- Updated the Member Declaration
- Redesigned/Refreshed the look of Membership Certificates
- Handling of numerous membership enquiries around supervision requirements and Scope of Practice.

The Membership sub-committee is chaired by Stephen Dimitri and includes Kylie Diceri, Simon Dunn, Jan Pollard, Gayle Diceri and Michael Dimitri as its members.

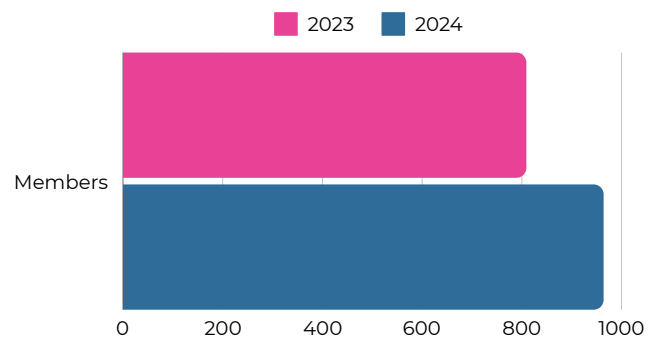


# Performance HIGHLIGHTS

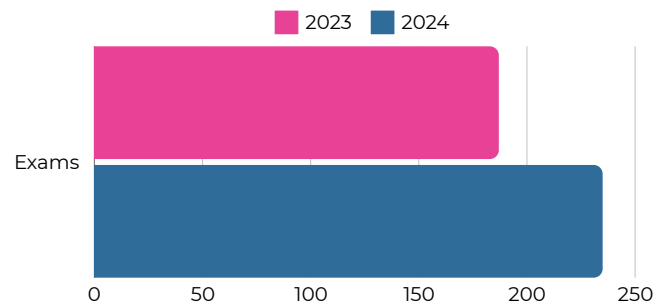
**\$1.6M** Total revenue



↑ **155** Increase in members



**235** Associate exam registrations



**65** ACAud endorsed CEP activities

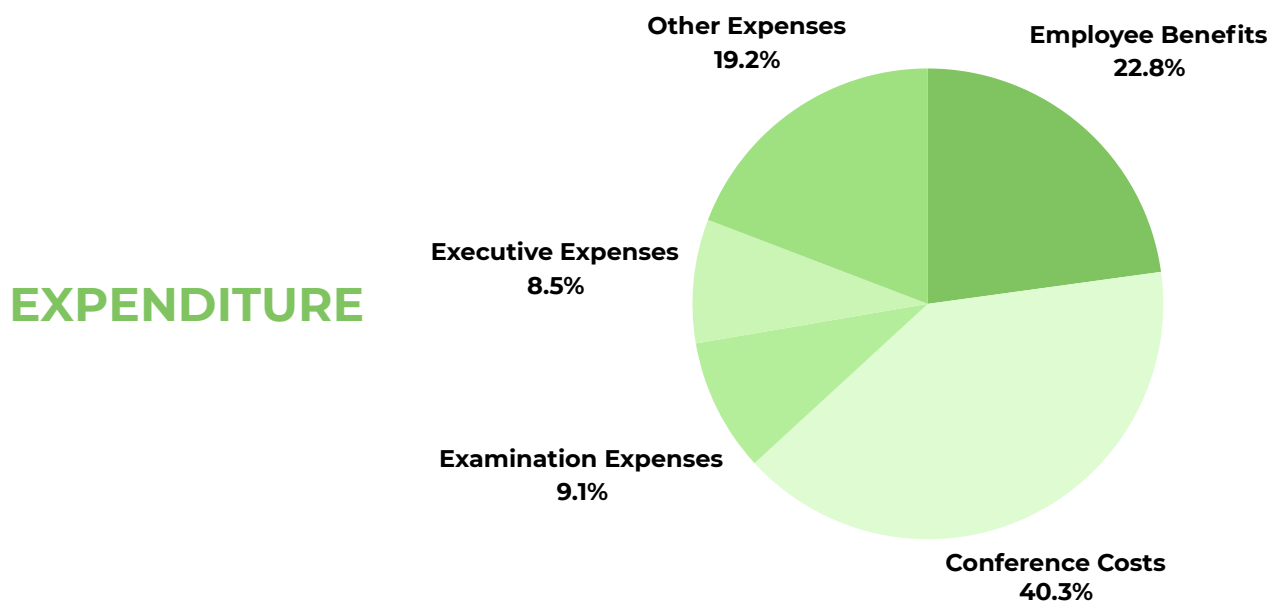
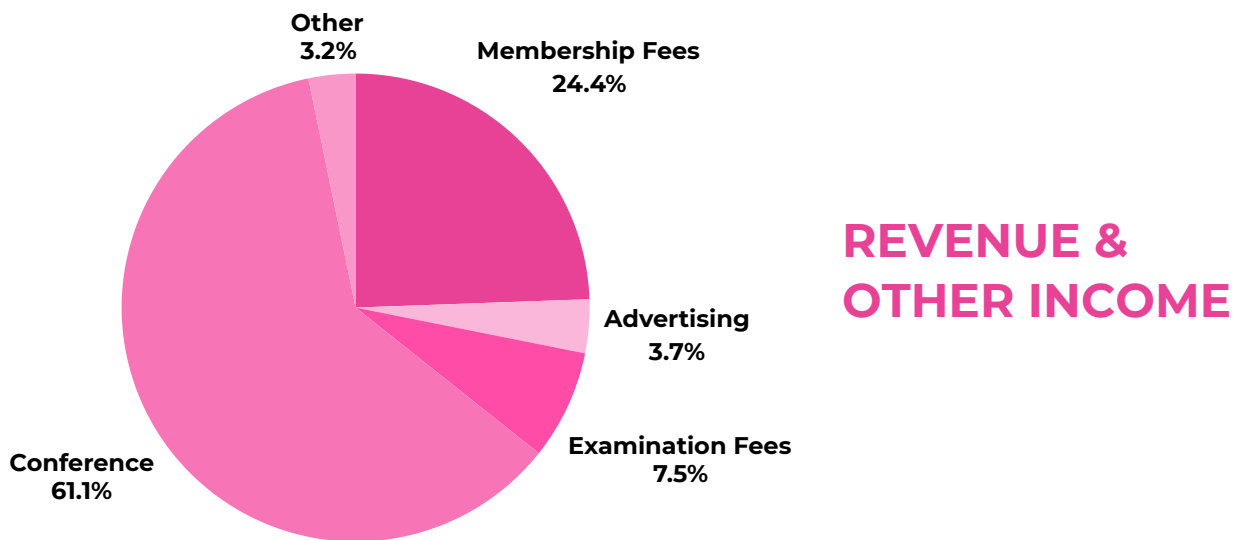
# Financial REPORT

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2024

	2024 (\$)	2023 (\$)
Revenue	412,369	378,842
Other Income	1,275,613	147,178
Employee Benefits Expense	(309,003)	(310,017)
Depreciation and amortisation expense	(1,952)	(713)
Conference costs	(546,046 )	(913)
CEP Costs	(3,230)	
Examination expenses	(123,727)	(45,265)
Executive expenses	(115,125)	(71,536)
Consulting fees	(58,952)	(13,278)
Other expenses	(195,665)	(165,599)
<b>Current year surplus before income tax</b>	<b>334,281</b>	<b>(81,301)</b>
Income tax expense		
<b>Net current year surplus</b>	<b>334,281</b>	<b>(81,301)</b>
<b>Other comprehensive income:</b>		
<b>Items that will not be reclassified subsequently to profit or loss:</b>		
<b>Total other comprehensive (losses)/income for the year</b>		
<b>Total comprehensive income for the year</b>	<b>334,281</b>	<b>(81,301)</b>
Surplus attributable to members of the entity	334,281	(81,301)
<b>Total comprehensive income attributable to members of the entity</b>	<b>334,281</b>	<b>(81,301)</b>



# Financial REPORT (cont.)





# Financial REPORT (cont.)

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	2024 (\$)	2023 (\$)
<strong>ASSETS</strong>		
<strong>CURRENT ASSETS</strong>		
Cash and cash equivalents	1,481,658	1,179,198
Trade and other receivables	15,792	10,139
Other current assets	11,015	31,824
<strong>TOTAL CURRENT ASSETS</strong>	<strong>1,508,464</strong>	<strong>1,221,161</strong>
<strong>NON-CURRENT ASSETS</strong>		
Property, plant and equipment	283,162	252,054
<strong>TOTAL NON-CURRENT ASSETS</strong>	<strong>283,162</strong>	<strong>252,054</strong>
<strong>TOTAL ASSETS</strong>	<strong>1,791,626</strong>	<strong>1,473,215</strong>
<strong>LIABILITIES</strong>		
<strong>CURRENT LIABILITIES</strong>		
Trade and other payables	47,488	60,263
Employee provisions	7,495	19,912
Membership fees paid in advance	264,597	257,516
<strong>TOTAL CURRENT LIABILITIES</strong>	<strong>319,581</strong>	<strong>337,691</strong>
<strong>NON-CURRENT LIABILITIES</strong>		
Employee provisions	2,241	
<strong>TOTAL NON-CURRENT LIABILITIES</strong>	<strong>2,241</strong>	
<strong>TOTAL LIABILITIES</strong>	<strong>321,822</strong>	<strong>337,691</strong>
<strong>NET ASSETS</strong>	<strong>1,469,805</strong>	<strong>1,135,524</strong>
<strong>EQUITY</strong>		
Retained surplus	1,469,805	1,135,524
<strong>TOTAL EQUITY</strong>	<strong>1,469,805</strong>	<strong>1,135,524</strong>

The complete 2023-24 financial report can be found in the members' portal.





# ERCs Annual REPORT

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## ***Annual Report 2023-24 | Ethics Review Committees (ERCs) Prepared by the Ethics Officer, Sandra South***

This report provides an overview of key activities of the Ethics Review Committees (ERCs) during the 2023-2024 financial year.

The former joint AudA, ACAud and HAASA ERC ceased to operate on 13 September 2022 due to an issue with insurance. **Audiology Australia (AudA)**, the **Australian College of Audiology (ACAud)** and the **Hearing Aid Audiology Society of Australia (HAASA)** each implemented identical Complaints Management and Resolution Procedures on 1 May 2023. The AudA, ACAud and HAASA ERCs were not established until after insurance was in place and all relevant appointments were made:

- AudA ERC: Established 24 July 2023
- ACAud ERC: Established 22 August 2023
- HAASA ERC: Established 29 August 2023

On 1 July 2024, ACAud and HAASA incorporated to become ACAud Inc. HAASA and the ACAud and HAASA ERCs were also merged.

The Ethics Review Committees (ERCs) operate according to the relevant Complaints Management and Resolution Procedure and related policies and guidelines. **The Code of Conduct for audiologists and audiometrists** sets the professional and ethical standards that members must meet.

The ERCs promote ethical and professional hearing services through ensuring the Complaints Management and Resolution Procedures and related policies and procedures are adhered to in the handling of complaints.

The Ethics Officer provides information and guidance to hearing professionals (audiologists and audiometrists) and members of the public. When needed, the Ethics Officer seeks input from the ERCs when providing information and guidance.

Wherever possible, the Ethics Officer handles complaints informally through dialogue between the complainant, respondent and any other involved parties, with input from the ERCs when needed. However, it may be necessary for an ERC to proceed with mediation or a

# ERCs Annual REPORT (cont.)

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formal investigation and hearing according to the relevant professional body's Complaints Management and Resolution Procedure. The AudA, ACAud, HAASA or ACAud Inc. HAASA ERC may then make recommendations to the relevant Board regarding any appropriate sanctions.

## **Matters handled by the Ethics Officer and ERCs in 2023-24 financial year**

In the 2023-2024 financial year, the Ethics Officer and ERCs handled 22 complaints and 57 requests for information:

- 12 complaints received in the 2022-23 financial year that were unable to be handled in the 2022-23 financial year as the ERCs were not operating due to the abovementioned insurance issue were closed in the 2023-24 financial year after the relevant ERC was re-established. Of these:
  - Five were closed by the Ethics Officer following informal resolution between complainant and respondent facilitated by the Ethics Officer and in consultation with the relevant ERC, when appropriate.
  - Five were referred to an urgent preliminary investigation by the relevant ERC. Temporary sanctions were applied and then removed following the completion of an investigation by another entity and consideration of the findings by the relevant ERC.
  - Two closed as client consent to make the complaint on their behalf was not obtained.
- 10 complaints were received in the 2023-24 financial year, of these:
  - Five were closed by the Ethics Officer following informal resolution between complainant and respondent facilitated by the Ethics Officer and in consultation with the relevant ERC, when appropriate.
  - Two complaints were not accepted by the relevant ERC and closed with no further action in accordance with the Complaints Management and Resolution Procedure.
  - One was referred to a hearing and investigation panel and the respondent was sanctioned. The sanction was lifted once completed.
  - Two remained open as of 30 June 2024.

The ERCs continue to cooperate with other complaints handling entities. Of the complaints received in the 2023-24 financial year, seven were referred to the Hearing Services Program or a State/Territory health complaints entity for consideration before continuing to be handled by the relevant ERC.

- 57 requests for information were received and responded to by the Ethics Officer in the 2023-24 financial year after consultation the ERCs, when needed.



# Thank You, OUR MEMBERS

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We want to extend our sincere appreciation for your support and dedication to ACAud and our profession. Every step we take forward is thanks to your active involvement and belief in our mission. Your contributions, ideas, and feedback have truly made a difference, and have shaped our strategy and focus into 2025 and beyond.



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