

# 2020

Annual Report of Royal Institute for Deaf and Blind Children





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# Report of the President and Chief Executive

**In March 2021, Royal Institute for Deaf and Blind Children (RIDBC) and its group of services—Taralye, SCIC, Renwick Centre, and schools—rebranded as a single, unified organisation—NextSense.**

**This Annual Report is about RIDBC and our group of services in 2020.**

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The rebrand signifies a new era for us, and our many brands, services, and organisations that have been part of our family over many years.

We are a 160-year-old organisation, founded by Thomas Pattison, a Scottish migrant who was deaf—who opened Australia's first school for children who were deaf.

Our history and the legacy of all the people who have brought us to today are incredibly important to us, and our rebrand is a stepping stone to our future.

We've always been committed to people who are deaf or hard of hearing, blind or have low vision. That commitment has not changed—nor have our services.

Throughout our 160-year history, we have expanded and grown—and rebranding will help us reach all those who need our services.

2020 was a remarkable, unexpected year. Every part of our organisation came together to continue to put our clients first. We're so incredibly proud of how we thrived, not just survived, in some of the most trying times our country has seen—bushfires, floods and a pandemic.

We kept our people safe, we kept jobs safe, and we continued to deliver vital services and professional education in the safest and most effective way possible—where they were needed most.

Over and above this, we were delighted to progress several critical strategic priorities—including development of our Broadmeadow, Liverpool and Werrington centres; a focus on growing our services; progressing our rebrand (following the decision to delay its launch due to COVID-19); advancing plans for the design of the Centre of Excellence at Macquarie University; signing a memorandum of understanding

(MOU) with the University; strengthening our relationship with our partners; and uniting our three schools into one, with three distinct streams.

In October we marked a significant milestone, celebrating our 160-year anniversary. COVID-19 restrictions meant we needed to celebrate online, so we brought our rich history and legacy to life with a moving video, timeline, stories of our people, and some of the moments that have defined us.

## Financial summary

We closely managed finances to ensure we are sustainable for the next 160 years.

The organisation's revenue in 2020 was significantly reduced due to the impact of COVID-19. We reported a net deficit of \$0.6M compared to a surplus of \$17.2M in 2019. Total Revenue was \$49.2M, a decrease of \$16.7M or 25% from 2019. This included a non-operating gain of \$0.4M on the sale of a property at Floraville midway through the year.

Total Operating Expenditure on activities increased by \$1.1M or 2.3% to \$49.8M, with 76% of our outgoings utilised for delivering student and client

services, including our cochlear implant program. We continue to rely on, and are enormously grateful for, the generosity of our donors and supporters who contributed 21% of our Operating Revenue in 2020, including income from bequests and other fundraising activities. Commonwealth and State Governments contributed 54% of our Revenue in 2020.

## Looking forward to 2021

In addition to the rebrand, there's so much more we're looking forward to. We'll progress our organisational strategy to take us into the future, and better support our clients.

We're well prepared should we need to pivot in line with government mandates, in response to COVID-19, and we'll continue to unite as one organisation with one purpose, position, and ambition under a single, unified brand.

We'll also outline ways in which we'll honour our past and its people well into the future.

We invite you to read this report outlining the challenges and achievements of 2020, acknowledging our valued supporters and demonstrating how RIDBC, now as NextSense, is enhancing futures, today.

## Our leadership teams



### Board of Directors

- **Mr David Dinte (President)**
- Mrs Barbara Stone AM (Vice President)
- Mr Peter van Dongen (Vice President)
- Clinical Professor Catherine Birman
- Mr Charles Cowper
- Mr Roger Gee
- The Hon Robyn Parker
- Mr Matt Pearce



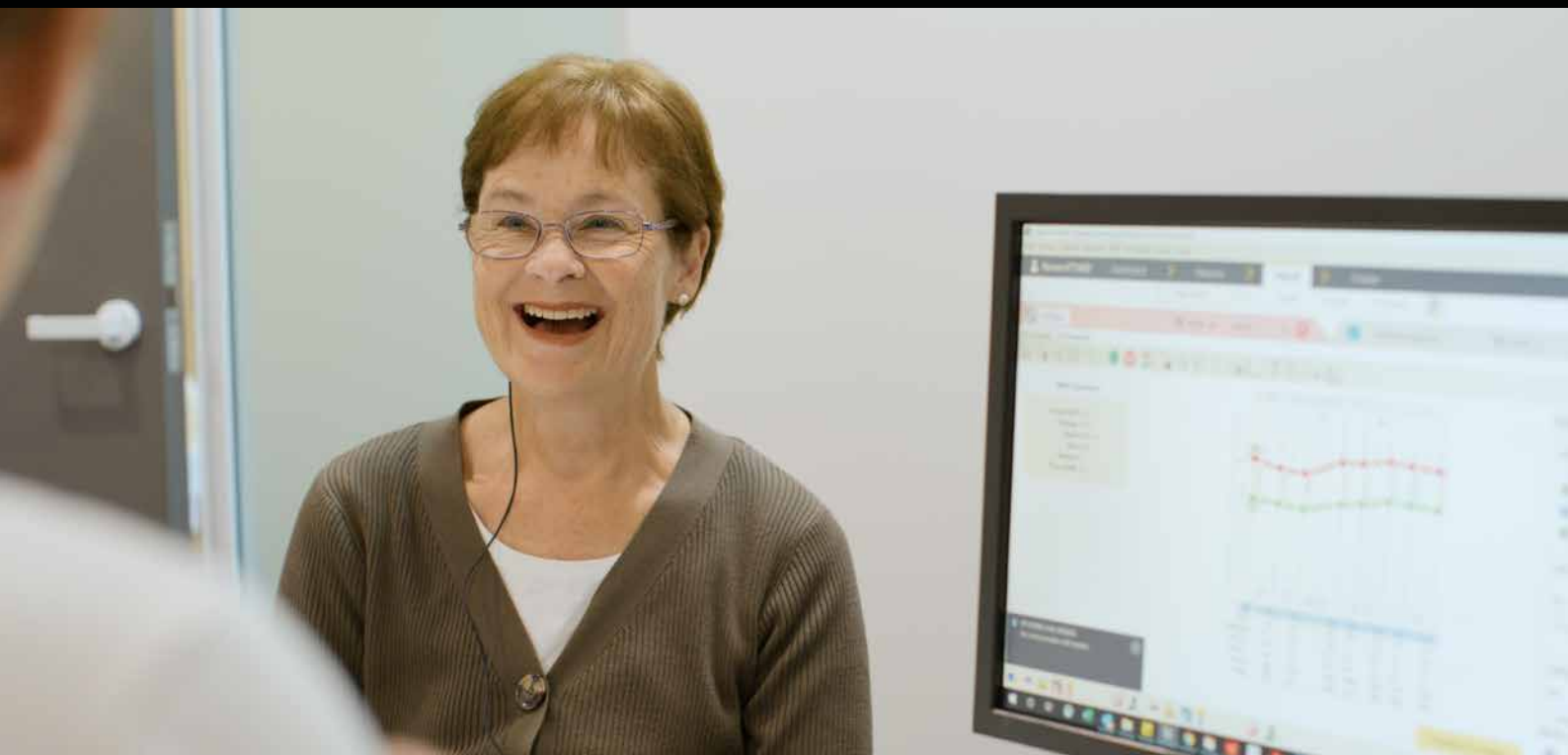
### Senior Leadership Team

- **Chris Rehn (Chief Executive)**
- Shy Bastianpillai
- Melissa Bergin
- Robyn Bridgwood
- Bart Cavalletto
- Hockman Chang
- Marie-lyse Eliatamby
- Professor Greg Leigh AO
- Kylie Pearson
- Nicole Smith

# Our impact in numbers

# 10,000+

clients supported by RIDBC, and  
our group of services.



# 324

hearing implant procedures performed across 23 hospitals by 18 ENT surgeons.

# 1,300+

children with hearing or vision loss received early intervention.

# 200+

children supported by RIDBC in specialist or mainstream schooling.

# 54

students completed requirements of a RIDBC Renwick Centre postgraduate degree.

# 400+

children who are blind or have low vision supported by RIDBC.

# 1,245

people completed at least one continuing professional education course.

# Nearly 200

indigenous children received hearing screening during two outreach trips.

# 260,000+

RIDBC web page views.

# 287,000+

total downloads of RIDBC apps.

# COVID-19 challenge and achievement

**2020 challenged our organisation like no other year before it. Throughout, we focused on keeping people safe and our people employed—and together—we continued to put our clients first.**

With a global pandemic declared in March 2020, on the back of one of the worst bushfires in living memory and widespread flooding, COVID-19 saw RIDBC reimagine our service offerings and operate in new and innovative ways.

Although challenging, the required shift in ways of working had its advantages and rewards. The RIDBC Renwick Centre (now NextSense Institute) has been providing in-person and online access to its continuing professional education events since 2012 and is well trusted in the digital learning space. This expertise enabled the necessary training and deployment of online provision of services previously delivered in-person.

As well, RIDBC Renwick Centre events—previously offered both in-person and online—pivoted to online only, resulting in higher participation rates for conferences and workshops.

Our online Annual General Meeting (AGM) attracted our largest ever audience, and our bolstered IT resources enabled us to collaborate and engage as a well-connected organisation.

As government-mandated actions were made and changed at speed, we activated a communications approach to keep our people safe and well informed.

When it came to keeping jobs safe, our people made some sacrifices, like accepting a temporary reduction in hours, and therefore salary, to keep jobs safe and to ensure RIDBC remained sustainable. Our values truly came into action through this difficult time.

## **As a result of COVID-19:**

- We quickly deployed a COVID response team.
- We created a COVID safe plan.
- We pivoted service delivery to include online, where possible.
- Cochlear implant surgery ceased temporarily.
- Preschools and schools supported children online for a short period.
- We modified ways of working to enable in-person services.
- We held our first virtual AGM.
- We postponed the rebrand launch.





## Achievements

2020 marked the fifth year of implementing our 2016-2020 Strategic Plan to reach more people, deliver best practice, and secure our future.

All the work currently underway underpins this strategy—the rebrand, development of a new staff enterprise agreement, the relocation to Macquarie and establishment of the Centre of Excellence.

## Reach more people

Reaching more people took on a whole new meaning for us in 2020, due to our COVID-19 response. We did it in very different ways, and in many cases identified new ways of delivering services. We:

- Reached a significant milestone in our cochlear implant program, with over 6,400 hearing implants completed.
- Expanded the size of our Liverpool centre to meet increasing client demand.
- Opened our new site in Werrington—relocating from Penrith—and adding vision services to our offering.
- Opened our new facility in Broadmeadow—co-located with Hunter ENT Hearing, uniting RIDBC and SCIC practitioners.
- Advanced our adult cochlear implant (CI) growth strategy.
- Advanced the schools and Centre of Excellence model, data and systems—to better service our clients.
- Further enhanced the client experience.
- Brought our schools together as one school with three streams.

## Deliver best practice

The immediate and effective pivot to online service delivery, for a majority of our services, was only possible due to our in-house telepractice experts.

Knowledge sharing and mentoring proved enormously effective for our ability to continue to deliver services, and most importantly, for our clients to achieve their desired outcomes.

We responded to COVID-19 measures with innovation, such as the introduction of room-to-room cochlear implant mapping, online early intervention story time, and the blended schools delivery model.

Over and above our COVID-19 response, we continued to focus on clients achieving their goals, maintaining engagement with our stakeholders, and the design of our future home at Macquarie University.

We deepened our relationship with the University, signing an MOU and collaboration agreement covering our relocation, affiliation with RIDBC Renwick Centre, collaborative research projects, opportunities to further collaborate with the Australian Hearing Hub, and building a stronger platform for people with hearing loss.

Significant progress was made on the design of our new head office and Centre of Excellence at Macquarie University, with the development of internal and external design features; spatial and service planning; brand integration and interior fit-out concepts.

In a major milestone, the Development Application (DA) for the building was lodged in 2020.

## Secure our future

Securing our future—across more than just the financial front—was pivotal to decision making in 2020.

In a COVID-19 environment, we kept jobs safe and supported the mental wellbeing of our most valuable asset—our people—whilst maintaining a responsible fiscal position.

Key supporting factors:

- eligibility for the original JobKeeper subsidy
- a staff 10% reduction in hours and pay
- board endorsement of a financial support package.

More than ever before, fundamental decisions about our future sustainability were critical. We focussed on our people, processes, and future brand. The appointment of a new People and Culture Director led to a new people strategy—to provide support as we develop into an organisation that is modern, agile, responsive, accountable, and unified. Core to unification was kicking off the development of a new Enterprise Agreement, to create a fair and equitable workplace for all our people.

We delayed the launch of our new brand out of necessity due to COVID-19, but the board's endorsement of a March 2021 launch date provided the springboard for many key projects—as well as the overarching ambition of unifying the organisation.

Despite a challenging and unpredictable financial landscape in the COVID-19 environment, there were several positive outcomes that contributed to our financial position—the sale of our Floraville centre; and strong income from generous bequestors and donations, including over \$280,000 from long-time supporter, the J&K Wonderland Foundation, to support our increased technology needs during the pandemic.

**As we look ahead, we know 2021 will see us enhance our focus on our clients, our people, and the broader community.**

# 160 years of RIDBC

**We've always been an organisation of firsts. In fact, we've been breaking boundaries since 1860 when Thomas Pattison opened the very first school for children who were deaf in Sydney. Nine years later, the first children who were blind were also enrolled. We've been expanding our services ever since.**

2020 marked the 160-year anniversary of RIDBC with a week-long celebration of the many people and milestones that have brought us to today.

We recognised the monumental impact we've had on people's lives over time, and looked to the future of RIDBC as NextSense.

COVID-19 restrictions meant celebrating in-person wasn't possible—so we celebrated online with staff, clients, partners, supporters, and the broader community.

We celebrated the people who made it possible to lead the field, transform lives and provide life-changing moments for past and future generations of

people who are deaf, hard of hearing, blind or have low vision.

We shared stories about our education services, cochlear implant services, vision services, RIDBC Renwick Centre, our donors and supporters, and our volunteers. We brought our rich history together with a celebratory video and timeline which captured some of the many moments of our past.

Across the week our stories were viewed over 2,000 times on our website, and reached over 10,000 people on our social media platforms.

As we move into our next 160 years, we'll continue to honour the legacy of our rich past and its people.



# Our generous donors

**2020 challenged everyone Australia-wide, and the fundraising and charity sector was no exception. The support of our donors was critical in helping us to continue to deliver our vital services.**

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The uncertainty of 2020 meant we needed to rely on the generous support of our kind-hearted donors, partners, committees, and fundraisers more than ever before—the people and groups who enable us to continue delivering our vital services to people with hearing or vision loss.

We're the organisation we are today thanks to the kindness of the individuals, committees, groups, and businesses who so generously give their money, time, energy, and passion to support us.

With their support, we're able to provide life-changing services to the thousands of Australians who need us.

Our five-year fundraising growth strategy was delayed a year, due to the pandemic. However, our fundraising performed better than anticipated in 2020—bequest income was 25% of a record previous year. Overall, fundraising revenue (excluding bequests) was 18% below.

Government-mandated physical distancing restrictions had a significant impact on our community fundraising program, with all fundraising

events cancelled, meaning we couldn't meet and connect with our valued supporters in-person. Our hardworking committees couldn't meet in-person, so many of their fundraising activities temporarily ceased.

Many of our corporate supporters were also impacted by the pandemic, and the subsequent economic crisis. We would like to extend a huge thank you to our long-term corporate partner, Hyundai Help for Kids, for their continued support throughout 2020.

The support of all our valued donors helped us get through this difficult year. We prioritised the wellbeing and care of our donors and supporters during this time. Many of our supporters were among the more vulnerable in the community during the pandemic and more isolated than most. We made regular contact with them to express our gratitude for their kindness, and to have a chat or simply check-in. We shared stories of the children and families we support—and updated them on how we kept our clients and staff safe, and adapted our service delivery to ensure our clients continued to receive the vital support they need.





Despite an incredibly tough year, we took early steps towards delivering on our strategic plan. Some key highlights:

- Our 2020 tax appeal broke a five-year record, generating \$759,000—a \$324,000 increase on the 2019 appeal.
- We launched our first dedicated supporter and donor newsletter—Shine.
- We launched a new donor program, to better engage and service our growing group of mid-value supporters.
- We received a very generous gift of over \$280,000 from the J&K Wonderland Foundation to support our technology needs during COVID-19—that supported us to adapt service delivery from in-person to telepractice, and ensure ongoing support for those in need.
- We launched a new digital fundraising campaign, in response to COVID-19. Make A Stand raised \$25,000 and featured on Channel 7's Weekend Sunrise program.
- Loud Shirt Day, usually an in-person fundraising campaign run on behalf of Taralye, an RIDBC service, pivoted to an online event in response to the restrictions—raising over \$41,000.

**To our donors, thank you for the important role you played in enabling our services to continue, adapt and develop, throughout 2020, and for the impact your support has made to the lives of people with hearing or vision loss. Your ongoing support enables us to do the life-changing work we do—enhancing futures, today.**

## Our supporters

### Visiting and honorary professional staff organisations

#### Consulting Otologists

- Professor William Gibson, AO, MD, FRACS, FRCS
- Clinical Professor Catherine Birman, MBBS, FRACS, GAICD, PhD

#### Consulting Paediatrician

- Dr Elizabeth Peadon MBBS, DCH, MPH, PhD, FRACP

#### Auditor

- Grant Thornton Audit Pty Ltd

#### Banker

- St George Bank

#### Solicitors

- Bartier Perry
- Corrs Chambers Westgarth
- Integroe Partners
- Marquette Intellectual Property
- Matt Crouch Legal
- Meyer Vandenberg Lawyers
- Sparke Helmore Lawyers
- Reimers Legal
- S&P Walters solicitors

#### Investment Adviser

- JANA Investment Advisers

### Bequests received in 2020

- Winsome Aboud
- Betty Ashby
- Beryl Bain
- Rodney Ball
- Susan Bateman
- Lisa Box
- Olive Branz
- Dorothy Burton
- Doreen Canavan
- George Clark
- Kathleen Clarke
- Doris Cox
- Margaret Crawley
- Hazel Cromack
- Lionel Dege
- Irene Eaton
- Janusz Franckiewicz
- Violet Gerrett
- John Giles
- K & G Gluck Trust
- Patsy Gore
- Alison Hale
- Norman Heaton
- Judith Hodge
- Catherine Hooton
- Pieter Huveneers
- Jennifer Jackson
- J & C Kennedy Trust
- Vera Lawrence
- David Lawson
- Ross Lindsay
- Lyle Chivers
- Michael Malley
- Ruth McAuley
- Ian McLean
- William Moore
- Richard Ottaway
- Andrew Paul
- Jill Pratten
- Shirley Reid
- Edmund Resch
- John Richards
- Pamela Rosewarne
- Bernard Rothbury
- Allan Rowling
- Ronda Scott
- Rudolph Stoeger
- Anne Thorburn
- Thomas Tuite
- Joan Tunnie
- Joyce Tyrer
- Tasia Varvaressos
- Basil Vincent
- Sir William Walkley
- Warren Watkins
- Elma Wheeler
- Sidney Williams
- Allan Willoughby



## Life Governors as at 31 December 2020

- Abigroup Limited
- Andrew Pethebridge
- Broadspectrum (Australia) Pty Limited
- Bruce and Joy Reid Trust
- Charles P Curran AC
- Cochlear Limited
- Crane Group Limited
- De Lorenzo Hair & Cosmetic Research
- Don and Sharon Moss
- Dorothy Malouf OAM
- Dr John Gregory-Roberts
- Dr Pat Mutton
- Emeritus Professor Christine E Deer AM
- Graeme Skarratt OAM
- Gwynvill Group
- Ian Holmes
- James N Kirby Foundation
- Janet Calvert-Jones AO
- John Calvert-Jones AM
- John Race
- Kathleen Breen Children's Charity Trust
- Kenny Cheng
- Kumagai Australia Pty Ltd
- Lynda Rydge Guyton
- Lysia O'Keefe
- Merry Howie
- Myer Community Fund
- National Australia Bank
- Network Ten Pty Limited
- Norman Rydge AM OBE
- NORTHS
- Opera Australia
- Patricia Tang
- Qantas Airways Limited
- Richard Bonyng AO CBE
- Richard Owens AM
- Robert Albert AO
- Rotary Club of Carlingford
- Rotary International District 9680
- Rotary International District 9690
- Rotary International District 9750
- Royal New South Wales Bowling Association Inc
- Sean P Wareing AM
- Sir Michael Parkinson CBE
- St Andrew's Cathedral School
- Suttons Motors Pty Ltd
- Sydney Airport Corporation Limited
- Tasia Varvaressos
- Terrace Tower Group
- The Profield Foundation Trust
- The R A Gale Foundation
- Vincent Fairfax Family Foundation

## Life Members appointed 2020

- Rita M Andre
- Zaheer Anjum
- Dulcie R Battaglione
- David Burns
- Esther Cossman
- Ralph Dyer
- Grace English
- Elaine Foster
- Joseph Habib
- Dr Timothy Harpur
- Dr Ai-Lee Heng
- GR Johnson
- Michael Kaminski
- Dr David Lewis
- Claire McCartney
- M Peine
- Alison Rosenberg
- Gillian Sofatzis
- Anne Stayner
- Dr Allan Sturgess
- Jon Tually

## Permanent funds

- 18th Australian Infantry Brigade Association of NSW Fund
- Ann Ratcliffe Fund
- Dora & George Garland Memorial Fund
- Elsie McLachlan Bursary Fund
- Frederick Gregory-Roberts Prize Fund
- Ian Paul Fund
- Ivan Rado Memorial Fund
- Jack and Gwen Freeman Fund
- Jane Vickery Memorial Fund
- Japan Australia Friendship Fund
- John B Bedwell Fund
- Joseph Tyrrell Fund
- Neville McWilliam Prize Fund
- Robert Simpson & Amy Caroline Brown & Family Fund
- Stan and Betty Graham Bursary Fund for GBS
- Stan Graham Bursary Fund for TPS
- The Estate of Joan Isabel Craven Fund
- Vera Rado Fund
- William & Gladys Judd Memorial Fund
- William H Boydell Fund



## Our supporters

### Corporate and community supporters

- Abstract Committee
- Castle Hill RSL Group
- ClearaSound Pty Ltd
- CMV Truck & Bus Pty Ltd
- Cutting Hedge
- Dangar Barin Smith Pty Ltd
- Endes Pty Ltd
- F B Rice
- Glencore International AG
- Horizon Committee
- Hyundai Motor Company Australia Pty Ltd
- Intopia
- J J Richards & Sons Pty Ltd
- Lamanna Direct Pty Ltd
- LaManna Supermarket
- Lantern Clubs
- Lee & Sons (Aust) Pty Ltd
- Maxim Accounting & Business Advisors
- Mitsubishi Electric Australia Pty Ltd
- Qantas Pathfinders
- RBA Group
- Results Oriented Pty Ltd
- Robert Plumb Garden Pty Ltd
- Rotary Club of Carlingford
- Rotary Club of Turrumurra
- Seasonal Supplies
- Security Portman Pty Ltd
- Vinta Investment Management Pty Ltd
- Vtech Telecommunications (Australia) Pty Ltd

### Trusts and Foundations

- Barr Family Foundation
- Birchall Family Foundation Trust
- Brian M Davis Charitable Foundation
- Bruce & Joy Reid Trust
- Carolyn & Michael Gray Foundation
- Datt Family Foundation Pty Limited
- Duchon Family Foundation Pty Ltd
- Feilman Foundation
- Foundation of Graduates in Early Childhood Studies
- G P Harris Foundation
- Gandel Philanthropy
- Geoff and Helen Handbury Foundation
- Goudswaard Family Foundation
- H V McKay Charitable Trust
- Henson Foundation
- J&K Wonderland Foundation
- James N Kirby Foundation
- JDR Family Trust
- JLDJS Foundation
- Kathleen Breen Children's Charity Trust
- Lady (Mary) Fairfax Trust
- Liangrove Foundation Pty Ltd
- Maple-Brown Family Foundation Ltd
- Marathon Trust Pty Limited
- Nell & Hermon Slade Trust
- Olsson Property Group Trust Pty Ltd
- Parramore Family Foundation
- Payne Family Charitable Fund
- Sibley Endowment
- Skipper-Jacobs Charitable Trust
- The Belalberi Foundation Pty Limited
- The Danks Trust
- The F M Bradford Endowment
- The Graham and Pam Nock Foundation
- The Hargrove Foundation
- The Hildanna Foundation
- The J & G Bedwell Endowment
- The John Bedwell Endowment
- The Johnson Family Foundation
- The Miller Foundation Ltd
- The Morpheus Foundation Pty Limited
- The Perpetual Foundation
- The R A Gale Foundation
- The Ruth Marie Sampson Foundation
- The Rydge Foundation
- The UBS Australia Foundation
- U & A Foundation
- Victorian Foundation for the Promotion of Oral Education of the Deaf
- William Angliss Charitable Fund
- William Buckland Foundation





## Individual supporters

- F Adamson
- Robert Albert AO
- Ross Anderson
- Rita Andre
- Maizie Barakat
- Clive Berghofer AM
- Timothy Blomfield
- Isobel Boccalatte
- D Bottomley
- Pauline Bridge
- Leo and Ann Browne
- Laurence Cable
- John Calvert-Jones AM and Janet Calvert-Jones AO
- Peter Campbell
- Grace Cavanagh
- Evelyn Chan
- Justin Cherrington
- Angela Cho
- Peter Choy
- Allyn Colgan
- Hugh Condon
- Charles Curran AC
- John Dark
- Nellie Davies
- David Dinte
- Margaret Dobbin
- John Dorrington
- Michael Driscoll
- Robyn Dwyer
- Janelle Ellwood
- Agnete England
- Rachel Fitzhardinge
- Colin Gageler
- John Gerofi
- Peter Gibson
- Helen Goddard
- Maureen Graham
- Patrick Gregory
- Matthew and Catherine Gwynne
- Peter Haeusler
- Brian Harrison
- Stuart Hart
- Betty Hatch
- Barbara Humphrey
- Ian Huntley
- Gordon Ingate
- John Jefferis
- Steven Kalmin
- Azra Khan
- Sudha and Vijay Khandelwal
- Lawrence Kupkee
- Ivy Kwan
- Raymond Love
- Andrew Lu
- Gwen Lyons
- Heather MacDonald
- Iain MacDonald
- Fiona MacGregor
- James Mackillop
- Jason McGann
- Judith McKnight
- Narelle McLennan
- Rosemary McNeill
- Colin and Janice Mercer
- Sue Metzmacher
- Meredith Miller
- Jeanette Milston
- Catherine Moroney
- Don and Sharon Moss
- Mancelino Neves
- Patricia New
- Philip Newall
- Gwennyth O'Brien
- Norm O'Neill
- Evelyn Ong
- Douglas Paisley
- Harin and Lakmali Panambalana
- Andrew Pethebridge
- Bill Petrie
- Brian Pinch
- Tom and Robyn Pinzone
- Nathalie Quinlivan
- Vera Rado
- Rosemary Rajola
- Hugh Ralston AM and Jan Ralston
- Michael and Karen Rich
- Peter Riordan
- Tony Robinson
- Peter Robson
- Margaret Ross AM
- Sophie Rothery
- Bernard Royle
- Garrett Ryan
- Richard Rydge
- June Sainty
- Carolyn Shih
- Charles Shuetrim AM and Sandy Shuetrim
- Guy Silberstein
- Peter Stephens
- Helen Swan
- Anthony Sweetman
- Patricia Tang
- Graham Timmins
- Graham Todd
- Hendrikus Verhoef
- Annette Waight
- Anthony and Gai Wales
- June Ward
- Sean Wareing AM
- Peter Watts
- Edward and Lorraine West
- Anabel Westwood
- Gil Wheaton
- Ken Williams
- Tani Wilson
- Brian Winter
- Glen Woodward
- Roy and Gay Woodward
- Janet Wright
- John Wright-Smith
- Jason Yeo

# Financial summary

**Despite the COVID-19 environment in 2020, we continued to redefine what's possible for people who are deaf, hard of hearing, blind or have low vision.**

Operating Revenue was \$48.7M, a decrease of \$12.3M or 20.2% from 2019. COVID-19 impacted on all revenue streams, partially offset by the JobKeeper subsidy of \$7.5M. The most significant reduction was in bequests, down against our record year in 2019.

Our generous donors and bequestors contributed 21% of our Operating Revenue in 2020, compared to 40% the previous year. Income from donations and fundraising continues to be challenging and this was even more apparent in 2020 due to COVID-19. As a result, the benefits of our five-year fundraising and development strategy which kicked off in 2019 is likely to be realised over a longer period.

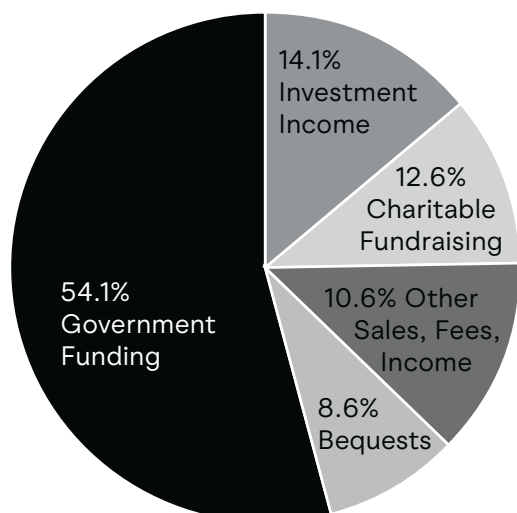
Commonwealth and State Governments contributed 54% (including JobKeeper subsidy) of our Operating Revenue in 2020, 55% of which related to 'fee for service' NDIS revenue generated from client activity.

The marginal increase in Operating Expenditure, an increase of \$1.1M or 2.3% from \$48.7M to \$49.8M in 2020, was mainly due to an increase of \$2M in strategic initiatives, including the launch of NextSense, harmonising the industrial landscape, and preparing for the relocation of current North Rocks services. This was offset by a reduction in various other operational expenditure as discretionary spend was deferred in light of the impact of COVID-19.

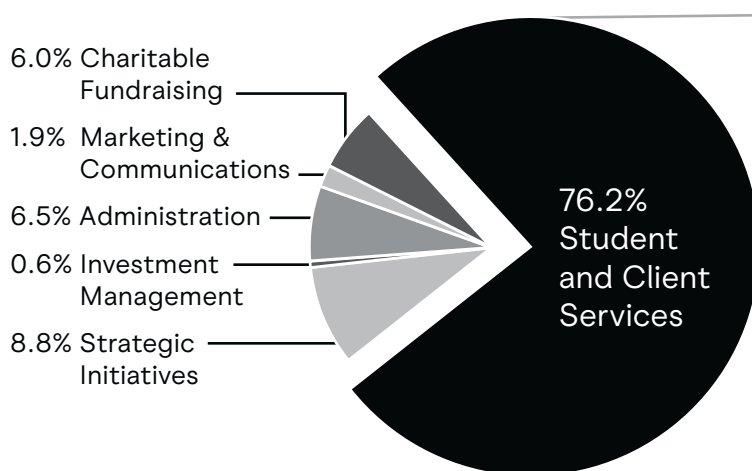
Delivery of student and client services, including the cochlear implant program, accounted for 76% of outgoings in 2020. Finance, Administration, and General Management costs were contained to 6.5% of operational expenditure.

Non-operating income of \$0.4M relates to the sale of the property, plant, and equipment at Floraville in July 2020. As a result of the sale, we did not qualify for the JobKeeper subsidy, Extension 1.

## 2020 Revenue



## 2020 Expenditure





## 2020 Income and expenditure summary

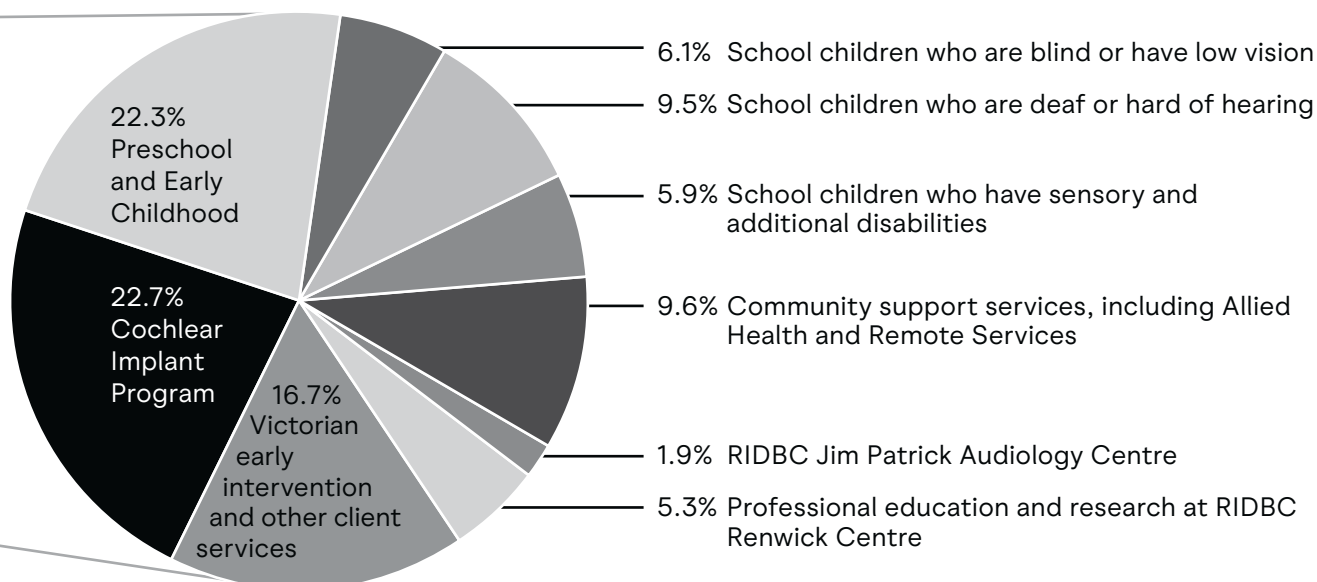
	2020 (\$'000)	2019 (\$'000)	% Change
Total operating revenue	48,731	61,036	-20.2%
Total operating expenditure	49,817	48,716	2.3%
Operating surplus / (deficit)	(1,086)	12,320	
Non-operating items *	440	4,848	
Surplus after non-operating items	(646)	17,168	

\*2020 includes a \$0.4M gain on the sale of property, plant and equipment at Floraville

\*2019 includes a \$4.8M gain on the sale of property, plant and equipment at Glenmore Park

For a deeper dive into 2020, visit our website to access the 2020 Comprehensive Financial Report: [nextsense.org.au](https://nextsense.org.au)

## 2020 Expenditure: Student and client services



# What's Next

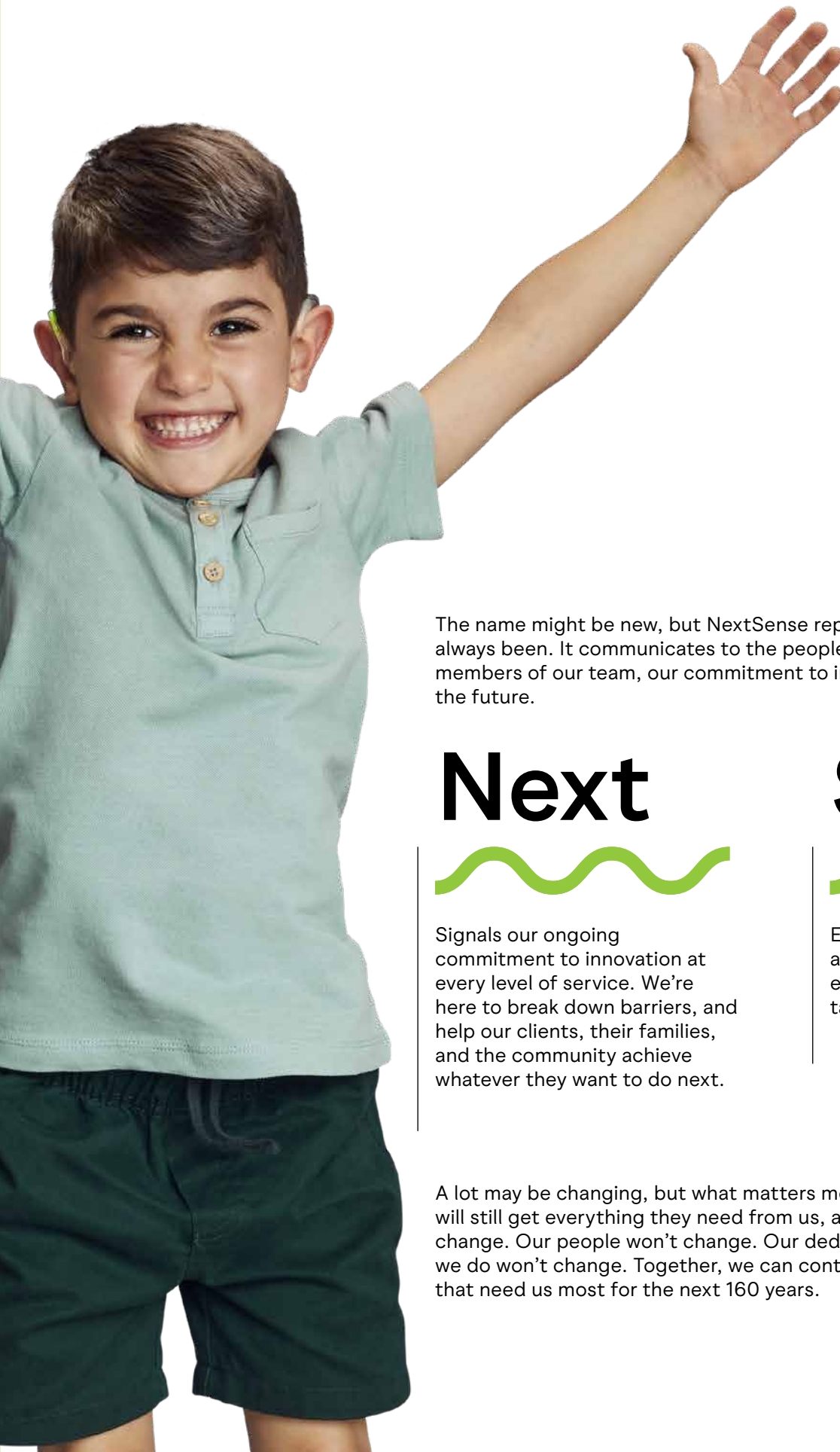
In March 2021, we rebranded to NextSense. It unifies RIDBC and our group of services under a single name and brand—to better reflect who we are, show we're leaders in the field, and go further for our clients.

Our new name, NextSense, will help to achieve this. Today, and for generations to come.



Advancing 160 years of RIDBC experience.





The name might be new, but NextSense represents everything we've always been. It communicates to the people we support, the dedicated members of our team, our commitment to innovation, and a focus on the future.

# Next



Signals our ongoing commitment to innovation at every level of service. We're here to break down barriers, and help our clients, their families, and the community achieve whatever they want to do next.

# Sense



Embraces not only both hearing and vision, but the intelligence, empathy and understanding it takes to enhance futures.

A lot may be changing, but what matters most won't change. Our clients will still get everything they need from us, and more. Our services won't change. Our people won't change. Our dedication and how we do what we do won't change. Together, we can continue supporting the people that need us most for the next 160 years.

# 2021 and beyond



## Our purpose

—is our role in the world.

We exist to enhance lives by working with people who have hearing and vision loss, so together we can redefine what's possible.










## Our ambition

—is what we believe we can achieve together as an organisation.

As a unified organisation, we lead and influence the field of hearing and vision, through dedication to our services, and advancing research, education, innovation and technology.

## Our strategic priorities

—our commitment to you and how we'll deliver on our purpose and ambition.

-  Build a unified organisation under one brand
-  Create a people-first culture
-  Lead and influence the sector
-  Grow and evolve our offering
-  Future-proof a sustainable business

## Our values

—our commitment to each other everyday.



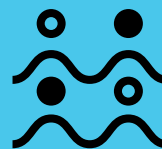
### Integrity

We make sure our words and actions align



### Empowerment

We own our roles and experiences



### Community

We connect and collaborate



### Respect

We all matter and have different strengths



### Courage

We look and go beyond fear



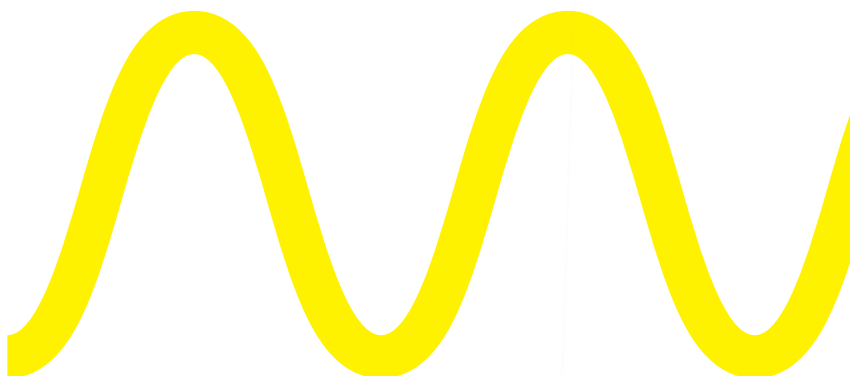
### Communication

We share and communicate with purpose



# We're for people of all ages

No matter what stage of life you're at, we're for you. We provide hearing services for newborns through to people over 90 years old, and we help children who are blind or have low vision to develop the right skills, mobility and independence to confidently explore their world.



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## Hearing services

A holistic approach to hearing loss for children and adults

- Cochlear Implant Services
- Early Intervention
- Paediatric Audiology
- Preschool and School Services
- Allied Health
- Connected Services

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## Vision services

Supporting children to explore their world

- Early Intervention
- Vision Assessments
- Accessibility and Inclusion
- Preschool and School Services
- Allied Health
- Connected Services

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## Professional education and research

Educating the next generation of experts

NextSense Institute offers a leading postgraduate program in sensory disability, continuing professional education programs and research.







## Our difference



**We're for everyone,  
right across Australia.**

No matter your age, your needs, or where you live, we reach the people who need us.



**Australia's largest  
cochlear implant  
program.**

We provide access to leading professionals and ongoing care for thousands of Australians.



**Our dedicated people.**

Our wide range of experts work holistically to create a program of care that's unique to you.



**Not-for-profit service.**

That means we can focus on your needs.



**Registered  
NDIS provider.**

We partner with you on your NDIS journey.

# Ways to get involved



As a registered charity, NextSense relies heavily on the support of the community to deliver our vital services to those who need us, and with the effects of the COVID-19 pandemic this has never been more important. Here are some ways you can help:

## Make a donation or become a regular giver

Your gift helps support our vital services to help redefine what's possible for children and adults with hearing or vision loss, and their families.

## Become a community fundraiser

Whether you want to raise funds for NextSense by hosting your own fundraising event, or participating in an existing event, we can help you maximise your impact.

## Leave a lasting legacy

Funds donated through leaving a gift in your Will, or through trusts, foundations, or permanent funds, continue to support future generations.

## Become a volunteer

Can you put your time or skills towards a good cause? Would you like an opportunity to gain some experience in the charity sector? Looking for a new challenge? Ask us about our volunteer opportunities.

## Join a fundraising committee

Raise funds for children and adults with hearing or vision loss, and their families, and support our community through fun social events and activities.

## Create a corporate partnership

Talk to us about becoming a NextSense corporate partner and how your organisation and staff can make a difference, while building staff and customer engagement at the same time.

## Make a threshold philanthropic contribution to the future

Our move to set up a new Centre of Excellence at Macquarie University is a once-in-a-generation opportunity for philanthropists, industry partners, and Government to invest in a new era of service provision for Australians with hearing or vision loss, and their families.

## Find out more about how you can make a difference:



1800 043 411



[fundraising@nextsense.org.au](mailto:fundraising@nextsense.org.au)



# Get in touch



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