



2019-2020
ANNUAL
REPORT

THE
HEARING
HOUSE



Our Vision

All people with hearing loss should be able to hear, communicate, and participate in society to their full potential.

Our Mission

To maximise communication potential and quality of life of individuals with hearing loss through effective partnership.

Our Values



INNOVATION



COLLABORATION



SUSTAINABILITY



INTEGRITY



AROHA





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The Hearing House

Supporting independence in a hearing and speaking world.

Deafness knows no social, ethnic or cultural boundaries and affects people from every part of New Zealand's population.

We are part of the Northern Cochlear Implant Programme providing services and support to people with hearing loss and their wider whānau in the upper North Island, from Kaitaia to Turangi.

Through our passionate and dedicated team of audiologists, specialised therapists and support staff, we are able to provide a range of services and programmes to help hundreds of New Zealanders facing hearing loss live their best lives.

We are determined to use appropriate approaches so we can deliver our hearing programme to everyone who needs it. Building awareness and understanding among our team of the differences within cultures is an essential step to engaging whanau and gaining trust.

Our Cochlear Implant Programmes, specialised therapy, outreach clinics and research currently support around 300 children and over 600 adults who are at various stages of their hearing journey.

Support for our Children

At the Hearing House we believe in and strive to offer whānau centered intervention, where the family is essential to their child's success.

Our focus is to collaborate so that our joint goals reflect the families' values and the future they envision for their child. We recognise that all children are individual and will achieve purposeful communication in different ways.

We offer Listening and Spoken Language Specialist therapy, listening support for alternative communication modes and welcome New Zealand Sign Language and bilingual/bicultural approaches.

With our specialised therapy programs and the use of cochlear implants/hearing aids, we deliver life-long benefits and open up the world of sound.

Support for our Adults

We give adults, who have lost their hearing, the technologies and rehabilitation support needed so they have access to sound once again.

Depression, isolation, and loneliness often accompany declining hearing, and a cochlear implant, along with rehabilitative support, can make it possible for adult clients to return to the workforce, re-engage with their whānau and social circles, and reintegrate into society.



Hugo and his Dad pictured with Audiologist - Denise Bos



Roger Watson pictured with our Cochlear Implant Rehabilitationist - Ellen Giles

The Hearing House Services

- Cochlear implant surgery
- In-house audiology for adults and children
- Check-ups and therapy
- Outreach Programme
- Remote tele-therapy
- Severe Hearing Loss Clinic
- CMV Clinic
- Coffee groups
- Joyce Fisher Preschool
- Playgroups
- Home visits
- Music therapy
- Parenting workshops
- Workshops for new families

Message from the Chair

It is difficult to pen a report on the year that ended on March 31st without being acutely conscious of the momentous issues that were developing rapidly at that time, one week in to the national level 4 lockdown. However, the focus of this report is on the 12 months preceding that, which saw The Hearing House continue the great momentum of the last few years under the leadership of CEO, Claire Green.

Claire has brought her combination of passion, intellect and care to the role, underpinned by a fierce commitment to ensuring that not one cent is spent inappropriately. As a result, it has been inspiring to see the organisation come together and fully realise our dream of a truly integrated service for Adults and Children, delivered by an outstanding team working together in harmony under the leadership of Clinical Director Holly Teagle.

The clinical teams are our front line workers, but it is important to note that our “back office” has also made another huge contribution to our success. In particular, the finance team led by Jacqui Grout has delivered excellently presented and comprehensive information to the CEO and Board, while our fundraising and marketing efforts have received a huge boost and been brought up to date with new social media and online activities complemented by a rigorous approach to funding applications. These efforts resulted in a small surplus for the year in THH, offset by a similar level of loss in the Joyce Fisher preschool. With hindsight, the work carried out on cost management and planning played a large part in helping us to weather the Covid storm.

From a Board perspective, we are particularly seeing the benefits and opportunities arising from the strong representation from University of Auckland and the Cochlear Implant Surgeons on our Board. For those of us with a business rather than clinical or research background, each meeting is providing us with significant insights and perspectives from a truly impressive trio of academics and surgeons. We are also starting to reap the benefits of Summer Hawke’s experience and insights on issues relating to health equity and outreach, and it is our intention to significantly increase our focus on this area in the coming 12 months.

More than ever, we need to recognise the support of our funding partners. While we continually strive to close the gap between the contract revenue received from NCIT and our expenses, it is simply not possible to deliver the services required without additional support for our operational costs.

While support from CIFNZ effectively underwrites our long term sustainability, we continue to strive to build the base and reserves that will allow us to focus all our efforts on achieving the best possible outcomes for our consumers. In that regard, I feel I must make special mention of the Joyce Fisher Trust and the Bell Trust who have continued to provide extraordinary levels of support, for which we are truly grateful.



Our focus in the coming year will be on three key areas:

- ★ Replacing the two different and obsolete information systems used by the Adult and Paediatric programme with a single modern application that will both deliver efficiencies in our clinical and administrative processes, and provide a data bank to support clinical research activities
- ★ Improving our performance in the areas of health equity and clinical outreach
- ★ Raising the profile and reach of our Consumer Advisory Group, to ensure that we are hearing their needs and concerns at The Hearing House, and that we continue to represent their voice in the public domain advocating for improved funding for cochlear implants.

In relation to the search for a new information system, it is particularly pleasing to note that we are doing this in conjunction with the Southern Programme, which has provided an excellent opportunity to raise the level of communication and personal relationships between The Hearing House and SCIP. If we are able to find a common system, there will of course be huge benefits in terms of cost, standardisation and support for national research and analysis.

I must as always finish by expressing my thanks to my fellow Board members. Our Board comprises Surgical, Academic, Health and Business professionals who willingly give their time and expertise to guide this extraordinary organisation, and I offer thanks on behalf of the hundreds of people and thousands of family members who benefit. As previously noted, this has always been done without any form of pecuniary reward, and it is testament to both The Hearing House and the individuals themselves that we have levels of experience, knowledge and commitment to which any Board would aspire.

Message from the CEO

Reflection, adaptation and action encapsulates the spirit of 2020 here at The Hearing House.

As an essential service amid a global pandemic, our team demonstrated remarkable resilience and creativity to ensure our clients and their families were supported through the disruption and uncertainty.

A diverse range of tools were utilised to keep our clients connected and on air; we developed staggered scheduling procedures, extended our online services and increased our tele-therapy practices.

Meeting the needs of our clients was imperative. Our youngest cochlear implant recipients still depended on early surgical intervention, regular audiologic follow up and quality habilitation services. While our adult clients needed consistent access to supplies and services for daily function at home and work, and to maintain a high level of access to communication in the evolving situation.

With reflection comes gratitude, and there is much to be thankful for; our committed and talented team, our board, trustees and supporters. Through these partnerships and our shared premise to serve, we can empower our clients to choose paths in life that may have been closed if it were not for cochlear implants.

We see how, together, we can truly change lives. We work so people can hear and their stories can be heard. What greater honour is there in life?



Above all, it's gratitude for our clients who share with us their journey of hearing loss. Every day I see the miracle of sound and the renewed sense of life, hope and connection that comes when the essential sense of sound is restored to them.

So what is ahead for The Hearing House? We are anticipating and preparing for the continued presence of Covid. Research is still forthcoming but all experts agree there is much ahead to learn and prepare for. There could be other long term effects. The virus attacks the immune system, and this can impact hearing, tinnitus, vertigo and neurologic status.

I continue to be honoured to lead this wonderful organisation. The sense of wonder, humility and service I felt when first joining has not left me. Our founder, 'Sir Pat' set the vision for what we have today; his first step lay in an abstract concept of what could be and he then went after it.

My belief is that he did not want to hear all the reasons why his vision for The Hearing House might not work but rather aligned himself with those who saw the many ways that his dream could.

Sound

I love ...

The sound of waves gently breaking on our beach at Golden Bay, the sound of pop music playing through my headphones, and the sound of other people's laughter when I do something funny!

Olivia Strang - 11 years

2020 at a Glance



Total number of people supported by our Cochlear Implant Programme

245
Children

724
Adults



2019-2020 Cochlear Implants

42
Adults

20
Children

Funded by the Ministry of Health

3 private procedure

3 ACC funded procedures



New referrals

26
Children

132
Adults



Waiting list numbers

65
Adults

11
Adults on the waiting list for 2+ years

12
Months average wait time

0
Children



Outreach clinics & home visits

4
Regions regularly visited

428
Children's outreach clinic & remote access sessions, reaching 110 Children

110
Adults seen at outreach clinics, 53 are considered high needs



49%
of paediatric families live outside of Auckland



47%
of adults on our Cochlear Implant Programme are above the age of 65



20+
research projects are underway

Cytomegalovirus (CMV) Clinic



Clinical Director - Holly Teagle

A collaboration of specialists often sought by children with CMV related hearing loss.

Cytomegalovirus (CMV) is the most common cause of non-genetic congenital hearing loss. Children born with CMV often have multiple medical diagnoses, including hearing loss, which create clinical management challenges.

Our motivation for developing this service was to address family and whānau concerns about their children’s needs beyond hearing loss, and to raise awareness of CMV and its prevalence, causes and impacts.

To achieve this, we have partnered with a number of specialists that children with hearing loss often seek, such as surgeons, developmental paediatricians, educational psychologists, occupational therapists and physiotherapists.

This collaboration has heightened awareness of the importance of early intervention beyond speech, language and hearing concerns.

The CMV clinics use a multi-disciplinary approach to coping with challenges faced by children with hearing loss and identifying their strengths. A child is better able to make progress in communication goals if challenges are seen in the context of the whole child and their family.

We have completed three clinics at The Hearing House for children within our caseload who have hearing loss secondary to CMV. Each clinic catered to four to six children and their families. Some families were joined by their child’s teacher or local therapist. Feedback from all was positive and encouraging.

CMV Forum

We concluded 2020 with a CMV Forum, inviting parents and whānau, educators and therapists for a day of sharing current knowledge and experiences with CMV. It was attended by over 50 participants in-person and 30 more via teleconferencing.

Teamwork is key. Through collaboration we hope to address the challenges that families face and better support outcomes for children with hearing loss in innovative ways.

With Thanks

The CMV Clinic has been made possible thanks to the tremendous support of The Freemasons Foundation.



Board member - Dr Colin Brown

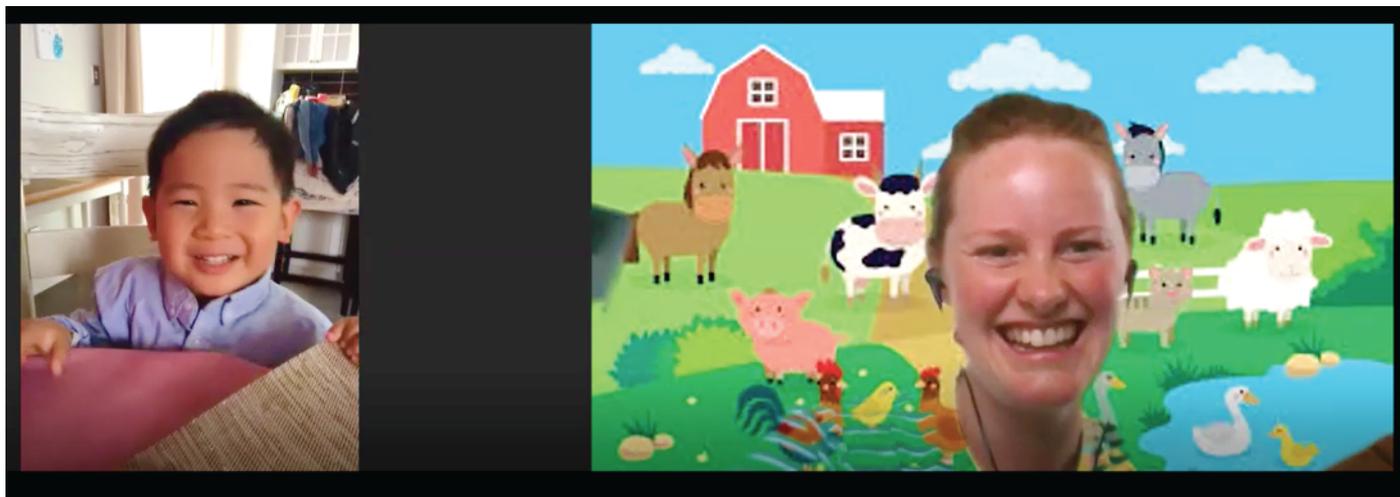


Audience at the CMV forum



Audiologist - Robyn Moriarty giving a training session on trouble shooting

Outreach clinics and remote care



Shaun with Listening and Spoken Language Therapist - Victoria Holgate

The Hearing House serves communities across a large geographical area, with almost half of our clients living outside the Auckland region

Attending appointments at our Auckland clinic can be challenging for many clients, and we work hard to deliver our services to communities across our region in various ways:

Outreach clinics

Clinics are run every three to six months in Whangārei, Hamilton, Rotorua, Tauranga and Taupō, plus weekly habilitation clinics in Hamilton. Our clinicians also provide home visits for those unable to leave home or attend the Auckland clinic.

We are extremely grateful to the local clinics that generously allow us to use their space and equipment so we can deliver a full range of services to our regional clients.

With Thanks

We also give our heartfelt thanks to Trust Waikato and the NR & JH Thomson Charitable Trust for their generous financial contribution to our Outreach Programme, without which, these clinics could not be delivered.

Remote programming

The paediatric audiology team conduct remote programming sessions with two partners located north and south of Auckland, where our audiologist remotely controls the software and makes programming changes for the child.

Remote therapy

The listening and spoken language therapy team conduct online tele-therapy sessions on a daily basis. This has been essential to our Covid 19 response.

Remote Check app

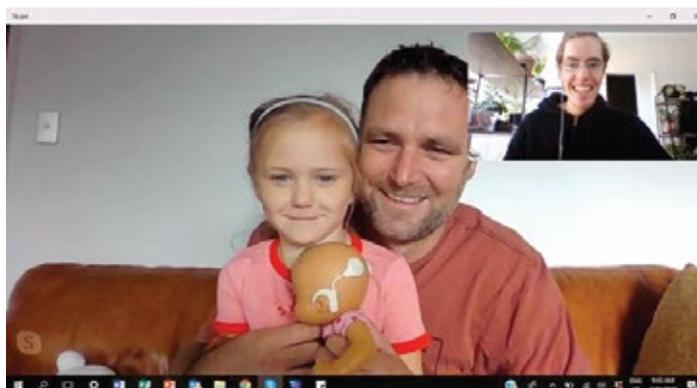
We are among the first hearing clinics in the world to pilot Remote Check, a remote care product created by Cochlear Ltd.

Remote Check is available for our clients with the current Cochlear N7 processors and a compatible app device such as an iPhone. Using the app from the comfort of their own home, clients can complete various hearing checks and questionnaires about their hearing.

This exciting new advance in technology has allowed us to improve our remote care service delivery to better meet the needs of our clients. It has also been very timely as we were required to work remotely through the current Covid-19 pandemic.

Our pilot study indicated the hearing test components are reliable between sessions and can therefore be relied upon to monitor hearing. This research has been presented by our team internationally in Japan and Australia.

Based on the feedback and experiences of our clinicians during the pilot study, various aspects of the Remote Check app have been adjusted and refined by Cochlear Ltd.



Marli and her Dad with Listening and Spoken Language Therapist - Aaron Henley

2020 research highlights



More than 20 research projects are underway and gathering new knowledge

The willingness of our cochlear implant recipients and their families to participate in research is an essential part of gathering new knowledge and we greatly appreciate the contributions of time and effort from The Hearing House family. This research is made possible through collaboration with our many partners, including The University of Auckland, the District Health Boards of New Zealand and many professionals in speech, language and hearing who are motivated to advance clinical research in this sector.

The following projects highlight some of the incredible research taking place:

The Effect of Cochlear Implants on Cognitive Decline in Aging Adults

This study is a five-year project conducted in collaboration with the University of Melbourne and implemented at The Hearing House by Ellen Giles and the adult cochlear implant team.

Hearing loss is known to impact the course of cognitive maintenance or decline and how cochlear implantation affects cognition as well as emotional and psychosocial health is the focus of this study.

Sequential Cochlear Implant in Children

This was a Master of Audiology Student thesis by Mingcai Li that was supervised by Holly Teagle and supported by our Audiologists Denice Bos and Robyn Moriarity.

Mingcai looked at the individual ear outcomes for children who received cochlear implants in a sequential manner. Some children had as little as six months between surgeries, while others had up to six years.

Findings suggest that outcomes are best with a shorter duration between surgeries but variability exists.

From Sound to Silence and Back Again

This very interesting collaboration between Michael Maslin and Abin Kuruvilla-Mathew from the Universities of Canterbury and Auckland and Hearing House Audiologist Derek Hadfield looks at how tinnitus (ringing and noises heard inside the head) can be potentially manipulated and measured after cochlear implantation.

Communication Choices for NZ children

This PhD dissertation by Katie MacMenamin was supported by The Hearing House board members David Welch and Suzanne Purdy.

Many of our families participated in her surveys, which focused on family choices for spoken and/or signed language.



Cochlear Implant Rehabilitationist - Ellen Giles



Aarav and Abe



Audiologist - Derek Hadfield



Nathaniel with his grandmother.

Thank you

We are incredibly grateful to all of our donors, partners, families and the community who have contributed in so many ways to The Hearing House this year. Your generosity enables us to support children, young people, families and adults who are impacted by hearing loss towards a brighter future.

We would like to particularly acknowledge:

The Joyce Fisher Trust, The Bell Trust and PuncHESTOWN Family Trust

Who gave our Capital Campaign a tremendous boost this year. Their generosity enabled us to repay \$700,000 of debt from the Stichbury Bidwell Centre build. Repayment of the remaining debt is an ongoing priority.

The Lion Foundation

Has been an extraordinary supporter of our work for more than 20 years. The impact of their support has been truly life changing and is felt every day by our team and our clients.

The Freemasons Foundation

So generously funded our phase one CMV Specialty Clinic pilot programme. Following an overwhelmingly positive response from families and service providers involved in the trial it was unanimously agreed there is enormous value of THH providing CMV Clinics as an ongoing service to families of children with CMV.

Once again we give our heartfelt thanks to The Freemasons Foundation for their commitment to fund the cost of a further four CMV clinics. What a wonderful and generous gift.

Trusts, Foundations and Donors

Generosity from the following Trusts Foundations and donors enabled us to continue to deliver our life changing programmes and services and meet our general operating costs.

**Auckland Airport - Twelve Days of Christmas
Bollard Charitable Trust
Neil and Christine Duncan
The William & Lois Manchester Trust
Louisa & Patrick Emmett Murphy Foundation*
N R & J H Thomson Charitable Trust **
Anne Simmons
The Southern Trust**

Milestone Foundation
Mt Wellington Foundation Ltd
North & South Trust

Blue Sky Community Trust
Dragon Community Trust
Four Winds Foundation
Gunn Family Trust
Pauline Levie
J A Redwood Charitable Trust *
Jim and Pam Ross
Quota International - Auckland
Quota International - Opotiki
Lady Elisabeth Whineray
Worley NZ

* Proudly managed by Perpetual Guardian

** Proudly managed by Public Trust



Cochlear Implant celebration at The Hearing House



Neil and Christine Duncan

Neil and Christine Duncan

Mother's day 2020 was spent indoors for many of our older clients because of lockdown restrictions, so we arranged the contactless delivery of 21 beautiful flower bouquets and cards.

The flowers were grown and generously donated by Neil and Christine (pictured above), who are our kind benefactors. They wanted to celebrate these mothers, who may have felt more isolated during this difficult time.

Thank you, Neil and Christine, for such a heartfelt gesture.



Hearing House Heroes

We would also like to thank our Hearing House Heroes who donate to us on a regular basis – your ongoing generosity means a great deal to us. Thank you!

Loud Shirt Day

Thank you to all Hearing House Super Heroes who came out and got behind our annual Loud Shirt Day. A special mention to Kings School who was our top school fundraiser this year.

... thanks for getting loud for us.



Havana Coffee Works getting loud on Loud Shirt Day.

Our History

Sir Patrick Moore

The Hearing House was the vision of Sir Patrick Moore, an eminent Ear, Nose and Throat surgeon who had a profound impact on the evolution of cochlear implants in New Zealand.

The organisation was founded in 1998 after he and other cochlear implant surgeons realised children who had received an implant were not learning to communicate like their peers.

A true visionary, humanist and leader, Sir Pat developed techniques to help people with hearing loss.

“It was a sobering thought that our work had the power to improve people’s lives by facilitating promotion at work, by restoring companionship in marriage, and by simply making people happier,” he said.

Sir Pat's vision, enthusiasm and selfless contribution to medicine and the wider community was recognised in the 1982 Royal Honours when he was awarded an OBE. In 1992 he was Knighted for his services to medicine and the community.



The House: Stitchbury Bidwell Centre

Our purpose-built facility is where the lives of children and adults with hearing loss are transformed.

Once a family home, The Hearing House underwent a significant transformation in 2016/17 to accommodate our growing paediatric numbers and to welcome over 500 adults with the Adult Programme transferring to us.

Our state of the art centre provides facilities that not only allow us to provide expert care for our clients, but also to host meetings and events for other health providers, educators, and community groups.

We are a family house and believe we have a role to serve, lead, facilitate, and engage with others.

With Thanks

While construction was completed in 2017, our capital campaign continues and, this year, we were extremely fortunate to receive a \$300,000 pledge from The Joyce Fisher Trust to be used towards the repayment of debt acquired for the centre’s construction.

The pledge was made on the understanding that it must be matched by another, and it is with heartfelt thanks to The Bell Trust and Punctestown Trust for doing so.

In the past financial year, we have reduced \$700,000 in debt remaining from the build.



Tim Maffey and Rosemary Lim

“The grand old house at 251 Campbell Rd was our home during our formative teenage years while at Intermediate and Secondary schools back in the 1960s. Our Dad was the local Vicar at St Oswald’s Church so the house was at the core of the One Tree Hill community in many ways, and at the same time was a fantastic family home. It’s great to see it now in its new role as The Hearing House, with many of its original features retained, serving another valuable purpose in the community.”

- Tim Maffey, pictured left



CEO - Claire Green



Grace pictured with our Cochlear Implant Rehabilitationist - Ellen Giles



Grace's Story

A cochlear implant transforms hearing - and life

Having lived with hearing loss most of her life, Grace's story is one of hope, transformation and reconnection.

Grace lived with hearing loss for most of her life. She received a cochlear implant when her hearing continued to deteriorate.

Before the implant, Grace felt isolated and unconnected in a hearing world. Texting and emailing became the only way she could connect and communicate. The isolation began to take its toll on Grace and she became scared to leave the house. Doing things others might take for granted became hard.

Grace left her first appointment at The Hearing House with a sense of hope and an eagerness to hear again.

"The Hearing House team does an excellent job. They are compassionate and fantastic.

"The difference Cochlear Implants have made is phenomenal. It has given me the confidence to go out and feel self-sufficient."

Grace is now fiercely independent and feels confident in her daily pursuits like booking doctor's appointments, going to cafes, going to parks, walking her dogs, talking and meeting new people.

Being able to hear means Grace is connected to the moment. She no longer needs to have the patience she needed before.

Grace observes that even though The Hearing House team are compassionate and fantastic at their job, they have problems with lack of funding and she feels this is unfair.

Grace wants to end the discrimination that exists against people with hearing loss and believes that it should be as topical as sexism is.



Conor's Story

'Amazing' technology reignites Conor's curiosity

A number of different factors can cause hearing loss – from a congenital defect to nerve damage, or even an injury.

For Conor Kelly, it was a serious case of meningitis at two-years-old that caused severe inner ear damage, and he became completely deaf. His mother Terri says it was a terrifying time and she was devastated for her son.

"He's a bubbly kid and he loves talking and chatting, but after becoming deaf he would just sit there and play by himself. He would also get really frustrated when you tried to communicate with him.

"You could see the decline, he started slurring his words because he couldn't hear himself talking anymore. He wasn't born deaf, so going from a kid that had complete hearing to being deaf, it was heart-wrenching. It was such a rollercoaster."

Then, just over six weeks later, Conor received his cochlear implant. Terri says it took around a month before Conor started to really understand what was happening and what sounds he was hearing.

Now, he is curious about every sound around him and leaps up when he hears his favourite sounds – fire engines and police sirens.

"I think the technology is just amazing," says Terri. One of the main challenges as a parent was learning to communicate with Conor again, says Terri, which is when The Hearing House became a big part of the family's journey.

"I didn't know how to go back to that baby stage and teach him again. The Hearing House really helped me go back in time and do activities with him to make him want to be able to understand."

Her advice to other parents who might be going through a similar situation is to be patient and trust the process.

She says it takes time to get everything working properly, but the results and the changes are incredible.

"I actually wouldn't know what to do without the cochlear implants, seriously. When you've got a child that is laughing and being happy then it's just all worth it in the end."

Adult Programme

Providing complete care for individuals with significant hearing loss

We are responsible for all public cochlear implant services in the top half of the North Island, triaging and assessing individuals' suitability for a cochlear implant and their eligibility for funding.

Our team supports people who have received and are waiting for a cochlear implant with audiology services, programming and rehabilitation.

What makes our programme unique in the northern region is our equal provision of care for clients, whether they are publicly or self funded.

Severe Hearing Loss Clinic

Individuals with significant hearing loss and communication problems who are not ready for a cochlear implant can access our private Severe Hearing Loss Clinic.

This service helps prepare these clients for the challenges they will face when learning how to hear again. It also helps our team to ensure improvements with implantation happen as quickly as possible.

Delivering care through Covid-19

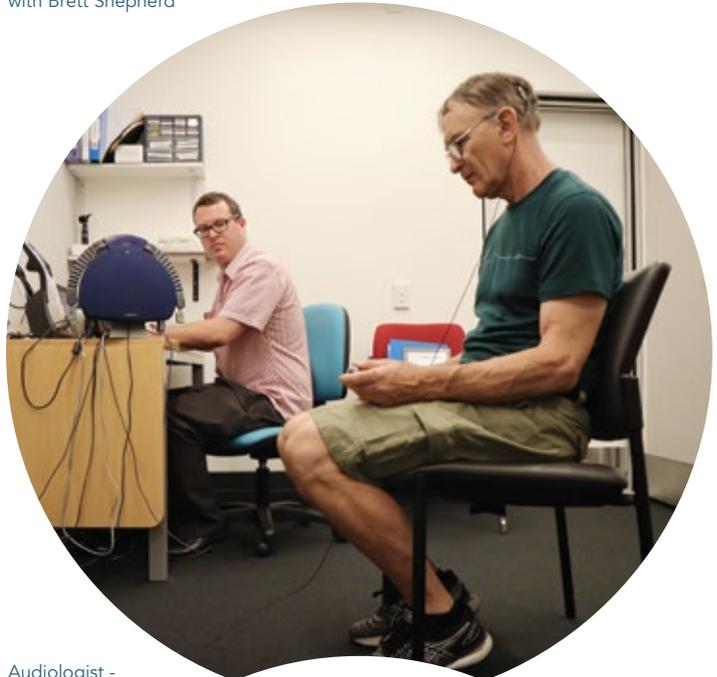
As an essential service we continued to provide care for our cochlear implant recipients to reduce the impact that this virus had on our hearing loss population.

Team members contacted isolated individuals to make sure that they were safe during this challenging time and the team worked hard to catch up on appointments that had been cancelled due to the virus.

When face to face appointments were limited, our team focused on completing projects that will be hugely beneficial to our clients moving forward. As such, tinnitus protocols and resources were finalised and rehabilitation material was updated. The team also managed to complete our three-year transition from paper to electronic records.



Audiologist -
Caroline Selvaratnam
with Brett Shepherd



Audiologist -
Derek Hadfield with
Michael Wilkie



Audiologist -
Caroline Selvaratnam



Nick's Story

Re-learning 20 years of forgotten sounds

At just 13-years-old, a game of waterpolo changed Nicholas (Nick) Linton's life forever. An accidental hit to the ear during a training session caused serious blunt force trauma to his eardrum.

It perforated and ruptured, leaving him deaf in his left ear. At the time of Nick's accident, the cochlear implant technology didn't exist. He says his hearing aid was large and obvious, making it difficult to fit in as a young high school student.

Fast Forward 20 years, Nick is a Fire Risk Management Officer and puts his life on the line to keep his community safe.

"Firefighting was the perfect option for me because it would mean I could make a difference and help people during the worst days of their lives."

One of his favourite parts of the job is helping people like himself, who are dealing with hearing loss or disabilities. His unique experience allows him to specialise in fire safety for people with disabilities and help educate different groups about how to prepare for an emergency.

"The reality is, if you are disabled or hard of hearing, you are more vulnerable in an emergency. It's a fact of life. I just try to make them feel less vulnerable by getting them prepared so they've got a fighting chance to get out if a fire occurs."

Nick at our coffee group celebration with his fire engine

A family man with three kids, Nick's hearing started taking a toll on his family relationships. He says he would miss out on special moments and inside jokes because he couldn't hear them.

"A classic example of this, which I've never forgiven my ears for, was when my granddad passed away. My whole family was all crowding around his hospice bed, and he was on my left, so on my bad side. Then he said something to me, so I leant in, and then he said something again, but I still couldn't hear him. To this day I still have no idea what he said.

"I think if I had to pick a moment when my hearing loss really crushed me, it was that moment."

Earlier this year Nick received a cochlear implant. While he says it's still very new and a big adjustment, his tinnitus intensity has decreased by around 70 per cent, and he's hearing sounds he forgot even existed.

"I heard this sound that would come up in intensity and then go down. I looked around, and I saw the trees, and then I realised it was the wind."

Nick says he's excited to see what the future holds for him, not just at home with his family, but also at work. He says the implant gives him a better localisation of sound, keeping him safer when investigating fires.



Adrian pictured with Josh Foreman

Adrian's Story

In with a splash: Cochlear implant on 18th birthday the best present

Adrian Zuniga (26) was diagnosed with hearing loss at just five-years-old. His parents noticed a problem when he kept reaching for the remote and increasing the volume of the television. His hearing continued to deteriorate throughout childhood.

I found loud environments like dinner gatherings with friends difficult. I couldn't hear people except for the person directly on my left – I would hear everything at once," says Adrian.

"If they wanted to talk to me, they would put a hand up, or just say my name."

Life became more difficult, particularly during Adrian's last year of high school. He says he was exhausted having to constantly communicate through lip-reading, so he started to pull away from his friends.

Then, a month before his 18th birthday, he received the best present he could have asked for – a cochlear implant. He says his hearing has since improved dramatically.

"I would not be able to hear or be where I am today without cochlear implants. With my implant, I can now

hang out with friends and work face-to-face in customer service. If I didn't get a cochlear implant I would not be able to work, I would not be able to socialise well, and I would probably isolate myself and miss out on all the experiences my friends are having."

A keen outdoorsman and athlete, the water has always been Adrian's happy place. He even swam competitively when he was younger, but his hearing loss made it difficult to enjoy the social side of his favourite activity.

"When people are in the water they chit chat and laugh, but I was just there in the water and couldn't join in. So I grew up not wanting to go to the beach or go swimming with friends and family.

"The good thing about my cochlear implant is that it's water-resistant, which is very important to me because I love my sports and training. I can train, run and wear a hat without having to worry about my implant turning off."

Adrian is now pursuing his passion by studying sport and recreation. He says he's grateful to The Hearing House and the Southern Cochlear Implant Programme for helping him throughout his journey.

Paediatric Programme

Complete care for children aged 0 to 19 with significant hearing loss

Through our Paediatric Programme, we assess children for cochlear implant candidacy and provide on-going audiology and specialised therapy support for those who go on to receive cochlear implants.

We also provide speech language therapy services for children aged under five who wear hearing aids.

The Ministry of Health funds cochlear implants for all children who meet the public funding criteria. Funding is also provided for audiology service costs, spare parts and processor upgrades.

In certain cases, ACC will fund cochlear implants and their associated costs.

Charitable donations to The Hearing House help to support the cost of listening and spoken language services, as well as full services for those who do not meet the public funding criteria and choose to privately fund cochlear implants.

Moving to Whānau Centered Practice

Our paediatric audiology and habilitation teams have transitioned to a co-treating model that allows us to work with whānau to achieve the best outcomes for our clients.

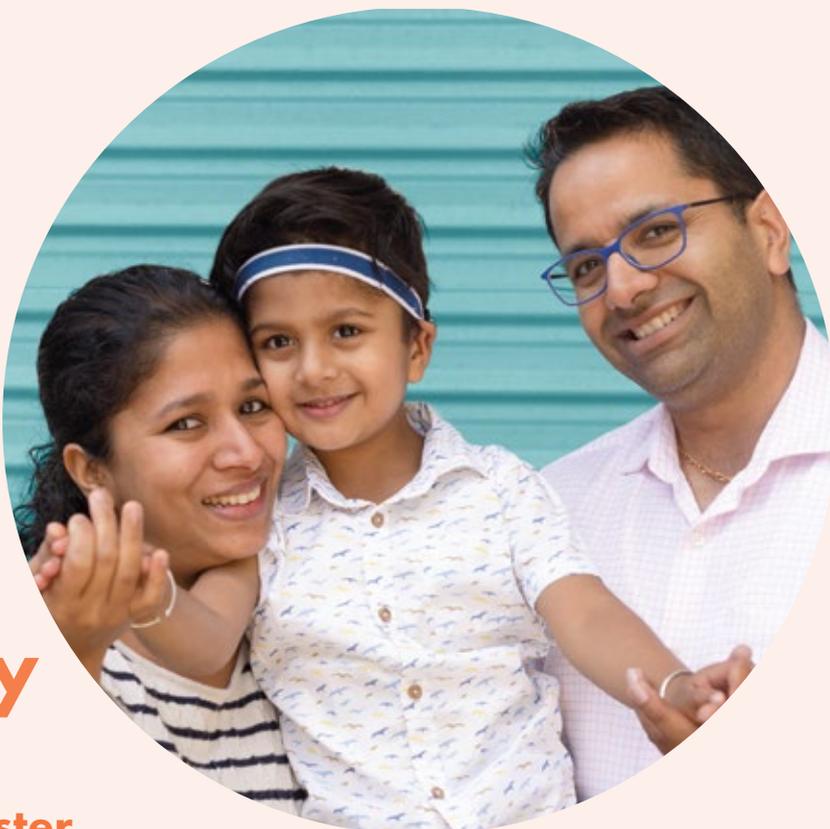
The transition means our audiologists and habilitators now meet with families as a team, rather than individually, and work closely with local service providers so each family's values and choices are met.



Hayze and his family.

Clinical Director of Audiology and Therapy - Holly Teagle and our Audiologist - Denice Bos





Rhythm's Story

'Electric ears' carry youngster from silence to multilingualism

Ask Rachna and Sunil Goyal what their son's greatest achievement is and they will tell you it's the fact they forget he has cochlear implants. This is testament to Rhythm's progress when it comes to listening and spoken language.

We forget about his cochlear implants. He makes us feel like that. People remind us when they ask 'what is that on his head?' Rachna says.

Three-year-old Rhythm is profoundly deaf and has two cochlear implants. He failed the newborn hearing screening and another test two months later. Rachna says while the tests were being carried out they didn't think a hearing loss would be diagnosed so they felt quite comfortable. A month later, Rhythm's hearing loss was confirmed. It was heartbreaking news for us, she says.

Rhythm was given hearing aids but these weren't enough to help him hear, so the couple began considering cochlear implants.

"We were very scared. We kept changing our minds – yes, no, yes, no. We met with other Hearing House families, including an Indian family – both boys had cochlear implants. That was quite convincing for us.

"We could see the benefit and their growth and development. Rhythm had surgery when he was 8 months old and Rachna says the early months were very difficult.

"I cried a lot. Sometimes I felt like I couldn't do it. It was really hard for me. But now I don't remember any of that."

Today, Rhythm is a very social and independent child who speaks English and is learning words in Hindi, Māori, Spanish, sign language and can lip-read.

His language has come a long way in a short space of time. "When he wasn't speaking, when he was two, we were waiting for his first words. Now we have to say 'can you please be quiet'."

Rachna says cochlear implants have had a big impact on their family's life.

"It's made a huge difference – if his cochlear implants weren't there, we wouldn't have his sound in our life.

"He knows that his cochlear implants are very powerful for him. He calls them his Electric Ears.

"He likes to draw cochlear implants and then I have to cut them out so he can stick them on his toys. He is truly like his name. He loves music and he loves Bollywood music. If he is crying you can play music and he will calm down."

Joyce Fisher Preschool



Our purpose-built preschool operates a reverse integration approach for children with hearing loss.

This means that these children are part of a classroom environment that includes their hearing peers from the local community. It is open to anyone.

With a rich language environment recognising key principles of learning, we recognise that children are multisensory physical beings.

The social-emotional development of our children is well served by the wonderful nature-based play areas that the centre provides.

Students can explore a wonderful natural area with secret pathways, a climbing tree, rocks, and a mud garden that provide benefits beyond the cognitive.

Curiosity is a key value of the preschool. It is curiosity, not answers that we model as we seek to know more about a child. We do this by observing, listening, questioning and wondering.

When we are curious about a child's words and our responses to those words, the child feels respected. When a child feels respected they are more encouraged to share their thoughts, feelings and ideas.



With Thanks

The preschool opened in 2015 and is named after Lady Joyce Fisher, whose charitable trust provided significant funding for its development.

How you can get involved

There are many ways you can support the work we do

Donate

There are several ways you can donate to The Hearing House:

Online: www.hearinghouse.co.nz

Post: Send your donation to The Hearing House, PO Box 74-022, Greenlane, Auckland 1546.

Please include your contact details so we can send you a donation receipt.

Internet Banking

You can make a payment online directly into our bank account:

ASB 12-3055-0201946-000

Please include your name as reference. Please email us on reception@hearinghouse.co.nz if you would like a donation receipt.

Become a Hearing House Hero

We depend on supporters like you to give on a regular basis throughout the year.

Donating by automatic payment is easy to set up and can be cancelled at any time. It also helps to keep our costs low, while spreading your gift over time. To become a Hearing House Hero, go to our website and following instructions.

<https://www.hearinghouse.co.nz/hearing-house-heroes>

Leave a gift in your will

We would be very grateful if you would consider leaving a gift for The Hearing House in your will. For a confidential conversation about this, please contact us at fundraising@hearinghouse.co.nz.

Volunteer

We are always looking out for volunteers to lend a helping hand. We'd love to hear from you if you would like to help us make a difference.

Donate your used equipment.

You can donate your old hearing aids or spare cochlear implant equipment to those who cannot afford them otherwise. Many of our clients struggle to stay on air because of the cost of replacement parts. Your used equipment can help transform health and quality of life for a person in need who couldn't otherwise afford their hearing equipment.

You can help by

Dropping in old equipment to us at The Hearing House, 251 Campbell Road, Greenlane, Auckland 1061. Contacting us on 09-579-2333/ 0800-2-LISTEN/ 0800-254-783 or through reception@hearinghouse.co.nz

We can arrange to pick up the old equipment.

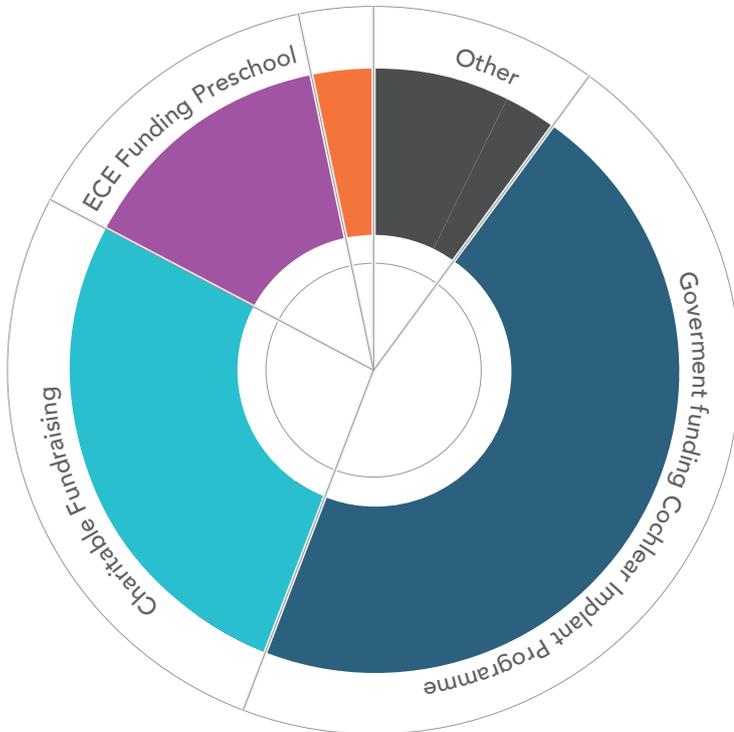


Robert Levy - National Marketing Manager of New Zealand Couriers pictured with our Clinical Director, Holly Teagle and our Adult Team - Ellen Giles, Silvia Rosioru, Derek Hadfield, Caroline Selvaratnam



Financial Statement

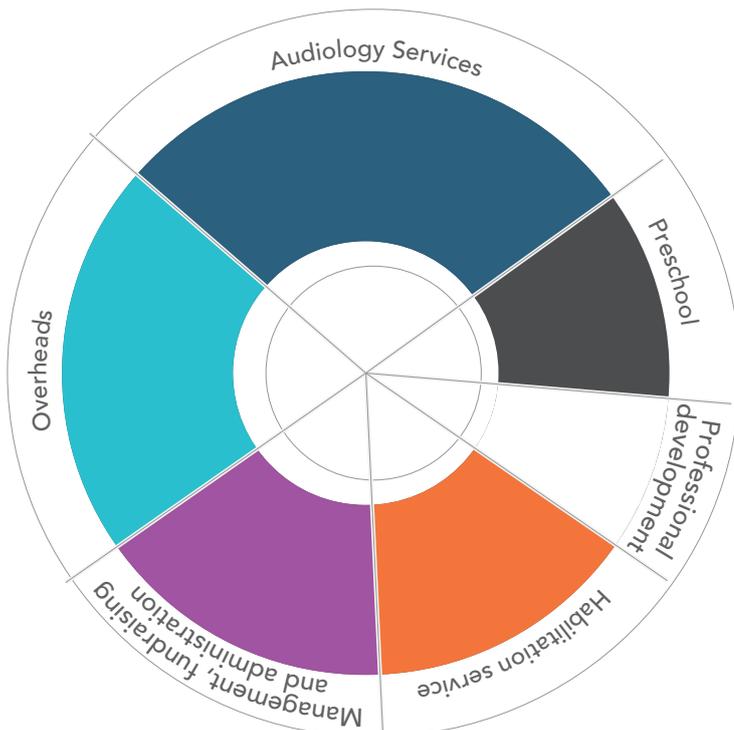
Funding streams for The Hearing House



Total Revenue: \$2,371,565

Charitable Fundraising	\$445,000
Government funding Cochlear Implant Programme	\$1,420,000
ECE Funding Preschool	\$140,000
Interest and Investments	\$120,000
Other	\$246,565

Expenditure for The Hearing House



Total Expenditure: \$2,451,900

Audiology services	\$889,000
Preschool	\$261,000
Management, fundraising & administration	\$399,000
Overheads	\$540,000
Professional development	\$48,900
Habilitation service	\$314,000

Our Team

Audiologists	Habilitationists	Northern Cochlear Implant Programme Surgeons	Administration and Clinical Staff Support
<ul style="list-style-type: none"> • Holly Teagle • Caroline Selvaratnam • Ellen Giles • Derek Hadfield • Renée Orams • Dianne Rafter • Denice Bos • Robyn Moriarty • Laura Le Roux 	<ul style="list-style-type: none"> • Aaron Henley • Victoria Holgate • Aishwarya S Kumar • Amy Waite 	<ul style="list-style-type: none"> • Michel Neeff • Colin Brown • Bill Baber • Melanie Collins • David Flint 	<ul style="list-style-type: none"> • Claire Green • Jacqui Grout • Gillian Doyle • Dawn Thompson • Silvia Rosioru • Megan Levi • Nicki Shaw • Donna Quinn • Jess Thornton

Board and Trustees

The Hearing House is a subsidiary of The Cochlear Implant Foundation of New Zealand. The Foundation's Board of Trustees and The Hearing House Advisory Board are volunteers with expertise in business, law and medicine. They are dedicated to providing governance to ensure The Hearing House provides world-class services now and into the future.

Patron

- Phil Ryall

The Cochlear Implant Foundation of New Zealand – Trustees

- Dr. Tom Marshall – Chairman
- Dr. Ron Goodey
- Chris Moore
- Bill Patterson
- Sally Synnott
- Richard Webb

The Hearing House Advisory Board – Directors

- Paul Cook – Chairman
- Summer Hawke
- Dr. Robert Gunn
- Prof. Suzanne Purdy
- Richard Webb
- Assoc Prof. David Welch
- Dr. Colin Brown
- Josh Foreman

Voices from our board

I feel confident that when I refer my patients with hearing loss for Habilitation and Rehabilitation that they are in the best hands. I give my time to The Hearing House to assist the team to have the resources they need to provide this care, which is at the level of international best practice. For the future, I hope that we can increase the delivery of services to patients close to their communities, and that we can enhance our teamwork with clients and patients to enable them to contribute to research helping us understand how best to serve them. I would like to see Hearing House become financially fully self sustaining.

- Dr Colin Brown



I am very pleased to be representing the University of Auckland on the Hearing House Board. THH is a taonga, a treasure, for Aotearoa New Zealand. THH provides opportunities for deaf children and adults and their whānau/family to connect and thrive by gaining or regaining hearing through cochlear implant technology, supported by a multidisciplinary team committed to excellence. THH has whānau-friendly state of the art premises in Greenlane, but also endeavours to reach out and support all the communities they serve in the region through outreach services, made possible through online digital technology or remote clinics. I am excited for future initiatives and collaborations that will strengthen research, grow whānau-centred inclusive practice at THH and ensure that all past, present and future clients are able to receive the highest level of cochlear implant care and support.

- Prof. Suzanne Purdy



I am on the board to represent the University of Auckland's involvement in The Hearing House. This link is important for the proper training of our audiology students and to support the dual THH/UoA nature of the Clinical Director's position. On a personal level, I have broad research interests in the area of cochlear implants and want to ensure that high-quality research is conducted into important areas for people with hearing loss who need or have cochlear implants. I hope that The Hearing House will continue to provide high-quality support for its patients and staff, and for our students and researchers.

- Assoc. Prof. David Welch





THANK YOU SUPPORTERS!

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[**www.hearinghouse.co.nz**](http://www.hearinghouse.co.nz)

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Fax: 09-579-2310

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Donna has a cochlear implant and works at The Hearing House. Donna's mother, Yvonne and daughter McKenzie also have cochlear implants.