




Hear things differently

Annual Report  
2019-2020

Southern  
Cochlear  
Implant  
Programme





“The day my cochlear implant was switched on was one of the best days of my life. **I could hear my kids.** I had never heard anything my three-year-old said, ever. I just felt so full of hope.”

*Nikki Cleine, Christchurch*





## Chairman's Report

The 2019/20 year certainly brought some challenges for the Southern Cochlear Implant Programme (SCIP).

Before the start of 2020 the COVID-19 pandemic was unheard of, but by March we had all become very well aware of the virus and the resulting issues and wider implications.

SCIP's management team ensured that staff and all of our patients were supported with appropriate care throughout the lockdown periods and, while there were some disruptions to onsite appointments, we now have a clear, workable format for replication should any future crisis like this arise.

While the actual numbers will be reflected in the Chief Executive's report, again I must highlight the Board's continual disappointment at the lack of government funding for adults – despite our number of high-level meetings and evidence-based submissions to Wellington.

The adult waiting list continues to grow. Like our northern counterparts, we remain extremely concerned at being unable to provide life-changing assistance to these people. We know that we can help these New Zealanders, and that we can return to them the

gift of hearing and the many life improvements this allows. As stated in our own vision statement, we can provide them with "new sounds, new experiences, new life".

The simple fact is that our need for increased funding has now reached crisis point.

However, as we have this year, SCIP will continue to work tirelessly to advocate for increased funding on behalf of our patients, their families and our dedicated team.

During June 2020 we welcomed two new Trustees, Kathryn Ruge and Jonathan Cox. Both have strong governance and business backgrounds as well as personal interests in cochlear implants. In addition to their skills and expertise, we welcome their ideas to our continual funding efforts.

Finally, I would like to take the opportunity to express my sincere thanks. Firstly to Neil and all the staff at SCIP, on behalf of the Board I'd like to pass on our huge thanks for their massive contribution to our success, particularly over the last very challenging year. We are extremely fortunate to have such a dedicated and enthusiastic team completely committed to enabling adults and children to fully take part in everyday life – thank you.

To all our supporters, both corporates and individuals, thank you for your tremendous support. Your donations are incredibly valuable and welcomed.

I would also like to thank our Contract Managers at the Ministry of Health. We know you have worked extremely hard advocating for increased funding in a very competitive sector, and we do appreciate your continued support.

To the Board, as Chair I would like to again thank you all for your guidance and support over the past 12 months. You give your time freely and I value the leadership you provide to the whole programme.

**DAVID KENT**  
*Board Chair*



*David Kent, Board Chair*

## Chief Executive's Report

As experienced by so many organisations, this year has been unprecedented with the emergence of the coronavirus pandemic.

Wider implications for New Zealand aside, the COVID-19 crisis meant we weren't able to operate normally at Levels 3 and 4, providing only an emergency service. This meant delays to surgeries for many. At Level 2 we resumed operations and were able to clear the backlog of implant surgeries.

Recipient numbers continue to grow year-on-year. In 2003 we started with fewer than 50 children in the public programme, and a similar number of adults, most of whom funded their own surgeries. Seventeen years on, we now have 795 adults, and 250 children, who have received the enormous benefits of hearing through a cochlear implant or implants.

Due to the size of our region, equity of access is an important ongoing goal. As numbers of recipients outside our main Christchurch and Wellington centres grows, the issue of providing services closer to home becomes more urgent.

As in past years, our visiting clinics have helped overcome some of these equity of access issues. There are, of course, limits to this service, due to the availability of both staff and funding.

The COVID-19 crisis shone a light on telehealth as a way of improving equity of access. While we currently have limited home-based services, in 2020-21 we will look to add other remote care options. We need to ensure that we achieve the same quality as our other (clinic-based) services.

Sustainable funding is increasingly an important issue for the programme. In the 2019-20 year SCIP ran at a significant operating loss, largely on the back of replacement processor costs for existing recipients.

That shortfall has been met from funding set aside in earlier years for this purpose. However, as recipient numbers grow and processors continue to need replacing, with no increases in government funding, this will become unsustainable. We



*Neil Heslop, Chief Executive*

“Due to the size of our region, equity of access is an important ongoing goal.”

continue to work with the Ministry of Health, as funder, over this issue.

Government funds make up roughly 80 percent of our revenues, with the balance from private procedures – mostly adults who fund their own surgeries. We try to keep costs to a minimum in order to make private surgery as affordable as possible.

With the addition of a Fundraising Manager to the programme in 2018 we have sought other forms of income. In 2019-20 we raised over \$400,000 dollars. The money raised has benefited patients through subsidised care; there were bequests to allow additional implants; and grants for operating costs that allow other funds to be directed to clinical services.

However, unmet need for adults remains one of our biggest concerns. A lack of ongoing funding over many years has seen waiting lists for adults grow to alarming levels. As many of you are aware, this funding crisis is distressing not only for those waiting but also to staff whose job it is to deal with dashed hopes due to funding unavailability.

Even with clear evidence of the benefits to the individual and society, and the efficacy of cochlear implants, funding is significantly out of step with need. In 2019-20 SCIP has actively continued to advocate for more government funding, through both the media and meetings with central government and Ministers. Despite the funding situation appearing to be understood, and the plight of our waiting clients evoking sympathy, there has still been no increase in base funding.

In 2020-21 we will continue to communicate the needs of all of our clients, telling their stories, and hope to broaden this message to the wider community. The goal is to make cochlear implantation as familiar to everyone in society as other mainstream medical or surgical treatments. Funding shortfalls then become a wider community issue, not just an issue within the disability sector.

In August the government's review of the Health and Disability sector (The Simpson Report) was released. Implementation of any recommendations will fall to the new government. It is not entirely clear what direction the review will finally take.

This year we conducted a further survey of adults, families, and referrers. The results show our services are highly valued by families and adults alike. Responses from our referrers indicates there is some work to do in supporting their needs. Results of the survey will shortly be available on our website ([www.scip.co.nz](http://www.scip.co.nz)).

While this year has presented significant challenges, the Board and staff continue to be buoyed by the changed lives of those fortunate to be funded for, or who fund themselves, a cochlear implant.

It is recipients and their stories that sustain what we do.

I would like to thank the Board for their continued support during the 2019-20 year, and the staff for the commitment they bring to their work and to those who need our services.

In 2020-21 we will continue to work for our clients as we have done for the last 17 years.

**NEIL HESLOP**  
*Chief Executive*

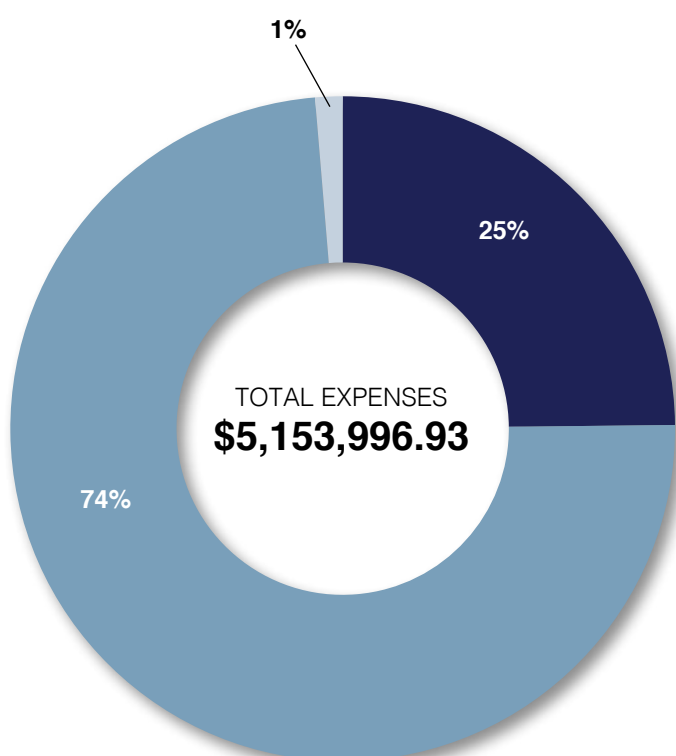
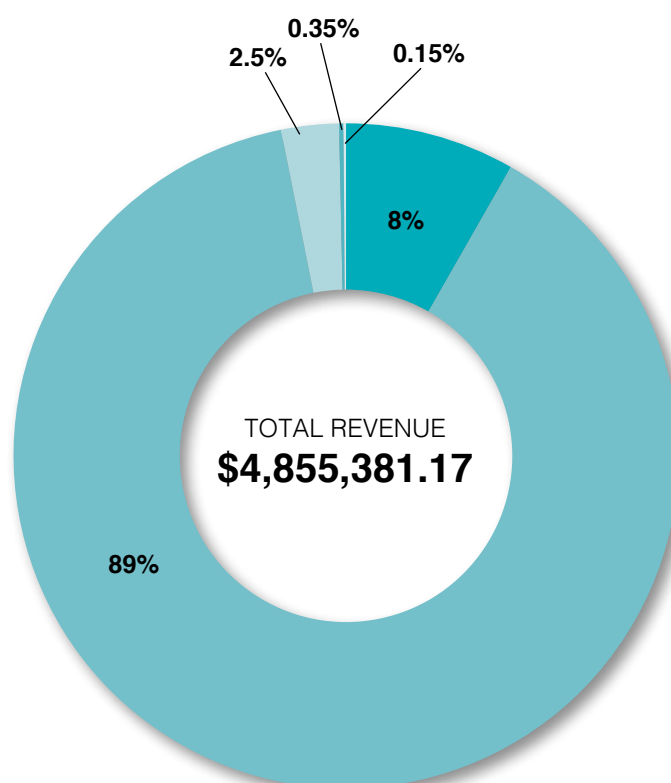


## Financials

Financial position as at 30 June 2020.

### REVENUE

Donations, fundraising and other similar revenue	<b>\$400,741.25</b> (8.0%)
Revenue from providing goods or services	<b>\$4,302,500.12</b> (89.0%)
Consultation fees	<b>\$135,943.16</b> (2.5%)
Trading revenue from providing goods or services	<b>\$10,303.04</b> (0.35%)
Interest, dividends and other investment revenue	<b>\$5,893.60</b> (0.15%)



### EXPENSES

Employee related costs	<b>\$1,279,441.38</b> (25%)
Costs related to providing goods or services	<b>\$3,806,060.26</b> (74%)
Other expenses	<b>\$68,495.29</b> (1%)



## Acknowledgments

In 2019-20 the Southern Cochlear Implant Programme (SCIP) was supported by organisations and donors who helped us deliver our services to people affected by hearing loss. Through their generosity, we can continue to assist our patients toward new sounds, new experiences, and new life.

### GRANTS

ORGANISATION	GRANT	PURPOSE
The Lion Foundation	\$50,000	Operational costs
Jones Foundation	\$5,000	Administration staff salary
New Zealand Community Trust	\$20,000	Audiologist staff salary
Pub Charity	\$75,000	Cochlear implant parts for adults
Community Trust South	\$2,000	Regional clinics
The Southern Trust	\$20,000	Rehabilitationist staff salary
Rata Foundation	\$10,000	IT costs
Invercargill Licensing Trust Foundation	\$1,500	Regional clinics
<b>Grant Total</b>	<b>\$183,500</b>	

### DONATIONS

received in the last financial year totalled

**\$111,597.50**

The largest donation was

**\$80,000**

and the smallest donation was

**\$100**

### BEQUESTS

**\$100,000**

### CORPORATE SPONSORSHIP

Mutual Credit Finance

**\$20,000**

### SOUTHERN HEARING CHARITABLE TRUST SCHOLARSHIP GRANT

Forsyth Barr

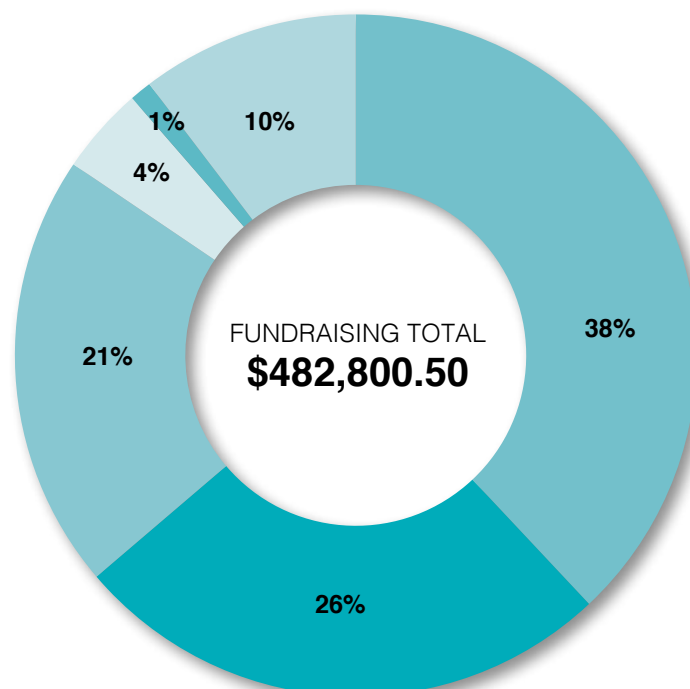
**\$5,000**

### 2019-20 FUNDRAISING SUMMARY

Grants	<b>\$183,500.00</b>	(38%)
Donations	<b>\$124,300.50</b>	(26%)
Bequests	<b>\$100,000.00</b>	(21%)
Corporate support	<b>\$20,000.00</b>	(4%)
Southern Hearing Charitable Trust Scholarship grant	<b>\$5,000.00</b>	(1%)
Anonymous benefactor	<b>\$50,000.00</b>	(10%)
<b>Fundraising Total</b>	<b>\$482,800.50</b>	

Please note the fundraised amount of \$482,800.50 differs from page 5 (\$400,741.25) as this amount contains Bequest pledges.

Our supporters





*Ricky McLeod.*

## Leaving a life of isolation

Ricky McLeod (above) is profoundly deaf. For the first time in 40 years he's just heard the sound of his own voice – thanks to a cochlear implant.

Ricky lives by himself in the small North Island community of Raetihi. Before he received his cochlear implant, his profound hearing loss made it extremely difficult for him to communicate with others. This led to a lack of confidence, with Ricky spending most days in the safety of a secluded warehouse, stripping cars for scrap metal, and in a place where he didn't have to socialise.

This isolation left Ricky feeling uncertain about what would happen to him in the future, and made it hard to find employment.

That all changed in early 2020 when a national newspaper article highlighted Ricky's plight and introduced New Zealanders to what it was like to live in silence and

isolation. A member of the public approached SCIP and made an anonymous donation, which was put towards Ricky's cochlear implant surgery. Without this generous

**“It works. It works for me so it must work for everyone else that needs an implant. I have still got a bit of a future ahead of me.”**

donation Ricky would still be on the waiting list, potentially with no hope of ever receiving a government-funded implant.

Stuff reporter Andrea Vance followed up the initial story, and interviewed Ricky after he received his cochlear implant. He told her, “It works. It works for me so it must work for everyone else that needs an implant. I have still got a bit of a future ahead of me.”

Ricky's close friend Sandy Brett said he was a “different man” since his surgery.

“He has so much confidence now. He laughs more, jokes more, and is really enjoying his work. He is just so happy. To me it is a miracle. It really makes you realise how important it is that more people can access this technology.”





Nicola Earl with her children (from L-R) Olivia, Sadie and Benji.

## No barrier too big for Taranaki siblings

Nicola and Tony Earl's three children are active, busy kids getting involved in everything that school and community offer them. Karate, BMX, ballroom dancing, hockey, netball, basketball, hip hop dancing, canoe polo, touch rugby... the list goes on.

Olivia (14), Benji (12) and Sadie (10) exude the confidence and energy of youth. What's not so obvious is that Benji and Sadie are both profoundly deaf, and both wear bilateral cochlear implants. Benji got his at nine months

and six years of age; Sadie at eight months and four years.

"The cochlear implants have given them both so much confidence, and enable them to reach their full potential," says Nicola.

"They are both really busy kids, and involved in their school community. Benji is in his first year of intermediate. Whatever is going he will give it a go. Sadie has tried her hand at many activities – including karate lessons,

BMX, ballroom dancing and hockey. At the moment she is playing netball and basketball."

It seems there are no barriers to what Benji and Sadie can achieve now they have cochlear implants. The effects have been life-changing for them and the rest of their Taranaki family.

"Benji has always loved his hip hop dancing," says Nicola. "To see the joy that he gets from music and dancing is amazing. That wouldn't have happened without his cochlear implants. It really is the difference between sound and silence."

Nicola and her husband Tony have an older daughter Olivia (14), who has normal hearing. Olivia experienced first-hand her younger siblings' diagnoses and surgeries.

"It is just as much her journey as it is Benji and Sadie's," Nicola says. "For us, it is just life as we know it. The cochlear implants are part of who Benji and Sadie are."

"The Southern Cochlear Implant Programme has been really supportive. Sadie and Benji need annual check-ups and replacement equipment, so SCIP continues to play a big part in our lives. Nothing is ever a problem, and we are so grateful for their support."



Sadie Earl



Benji Earl



## The campaign to end silence

In 2019/20 the Southern and Northern Cochlear Implant Programmes launched a national media campaign challenging the government to address the lack of funding for adult cochlear implants.

The plight of Raetihi man Ricky McLeod caught the attention of the Sunday Star Times, resulting in a large feature article and moving photo essay documenting Ricky's life of isolation. The article generated a lot of interest and led many members of the public to send emails to their local MPs with a link to the story.

In late 2019 a member of the public approached SCIP and made a significant donation, which was put towards funding Ricky's cochlear implant surgery. We invited Stuff's award-winning investigative journalist Andrea Vance and video journalist Iain McGregor to follow Ricky's journey before and after receiving his cochlear implant. This resulted in an interactive feature piece titled 'Living in Silence', which was published on Stuff's homepage and shared widely via Facebook and Twitter.

The national funding issue continued to receive media coverage throughout the year. On this page is a snapshot of the headlines:



Andrea Vance  
@avancenz

Also, everytime I look at this joyous @lainmcgregor3 pic of Ricky, my hearts feels really big in my chest. There's only enough funding to make this happen for 40 adults each year, but there are 200 plus waiting (at this point for five years).

Advocates say hearing impaired Kiwis languishing for years on cochlear implant waiting list



Huge deficit in funding for life-changing hearing device

Katie Green · 10:17, Dec 01 2019



Andrea Vance Retweeted

Sinead Boucher  
@sineadboucher

Ricky's friend captured it perfectly - anyone who can get this done and have it work and open up so much joy for them should have the right to get it funded. Well done you two. Nothing like a bit of blubbing at 6am.

Iain McGregor @lainmcgregor3 · Mar 3

Replying to @sineadboucher @avancenz and @NZStuff

Thanks Sinead. A small amount of government money could make a life changing difference to a large amount of people.

6:54 AM · Mar 3, 2020 · Twitter for iPhone





*Audiologist Joseph Dalrymple in a MAPPING session.*

## Fundraising report

In 2019-20 the Southern Cochlear Implant Programme (SCIP) was fortunate to receive financial support from various organisations and individual donors throughout the country.

It is because of this generosity that we can continue to help our patients achieve new sounds, new experiences and new life.

Our ongoing partnership with Mutual Credit Finance is very much appreciated. The company continues to support SCIP through annual donations, and in other non-monetary ways. The Christchurch organisation has been a supporter of our *Loud Shirt Day* campaign for the past few years, and also allocates space to SCIP on its advertising billboard.

Part of my role as Fundraising Manager is to talk to people and groups about SCIP and the work we do. Over the last year this has included addressing the National Lions Convention, and presenting to three Lions Clubs, one Rotary Club, and the ACC Hearing Loss Unit. These presentations provide an opportunity to communicate the



*Belinda van der Monde, Fundraising Manager*

life-changing benefits of a cochlear implant to a broader audience.

Unfortunately COVID-19 limited our attendance at regional user group meetings. However, I managed to meet some of our recipients at five separate user group meetings between July and November 2019. I look forward to meeting more of our patients when we resume 'normal' activities.

Some of the donations SCIP receives are for a specific purpose. Thanks to two generous donors, SCIP has been able to establish a

Financial Assistance Grant. This is for our patients who struggle to meet costs involved in maintaining their speech processor systems and in attending appointments.

In 2019-20 we were also fortunate to receive bequests from three of our cochlear implant recipients. Their generosity will help give profoundly deaf New Zealanders the chance to hear again, and for that we are extremely grateful.

To encourage our patients and their whānau to feel more connected to our organisation, we have also created a *Supporters Database*. This is a means of keeping in touch with our clients on what is happening with regards to our fundraising and other relevant news or updates.

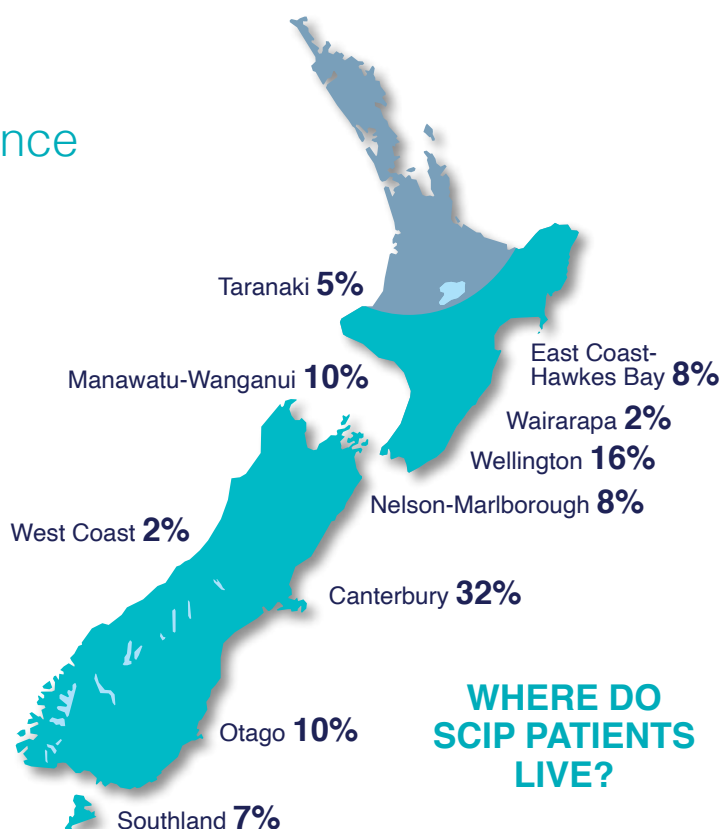
Our fundraising programme will continue to progress in the coming year, as we work to ensure that cochlear implants are available to all those who could benefit from the life-changing technology.

Thank you for sharing our vision; your support helps us to reconnect New Zealand children and adults to the world of sound.

**BELINDA VAN DER MONDE**  
*Fundraising Manager*



## At a glance



## MONEY SPENT ON CHILDREN'S REPAIRS

**\$179,423**



## MONEY SPENT ON REPLACEMENT PROCESSORS

**\$539,150**



## TOTAL NUMBER OF RECIPIENTS



**795**  
ADULTS



**250**  
CHILDREN

## 2019-2020 IMPLANTS



**27** ADULTS  
**20** CHILDREN

funded by the Ministry of Health

**23** private procedures  
**4** implants through donations



## NUMBER OF VISITING CLINICS AND PATIENTS SEEN

**12** regional clinics that saw

**120** people closer to home

## WAITING LIST NUMBERS

**172**  
ADULTS

waiting without funding



Longest wait is currently

**97**  
MONTHS

## NEW REFERRALS



**99**  
ADULTS

**118**



**19**  
CHILDREN



## PATIENT SURVEY

— those who said they were “satisfied” with SCIP service

Agree or Strongly Agree

**96%**  
ADULTS

**96%**  
FAMILIES

## NUMBER OF APPOINTMENTS

**2,752** AUDIOLOGY SESSIONS

**865** HABILITATION SESSIONS

**615** REHAB SESSIONS



## Clinical Report

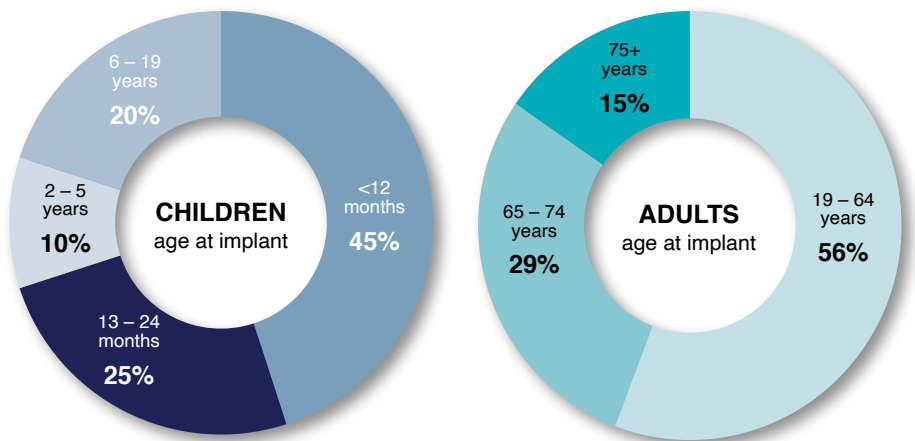
The Southern Cochlear Implant Programme (SCIP) continues to provide implants for people of all ages.

In the past year our youngest cochlear implant recipient was aged five months, and our oldest adult recipient was 84.

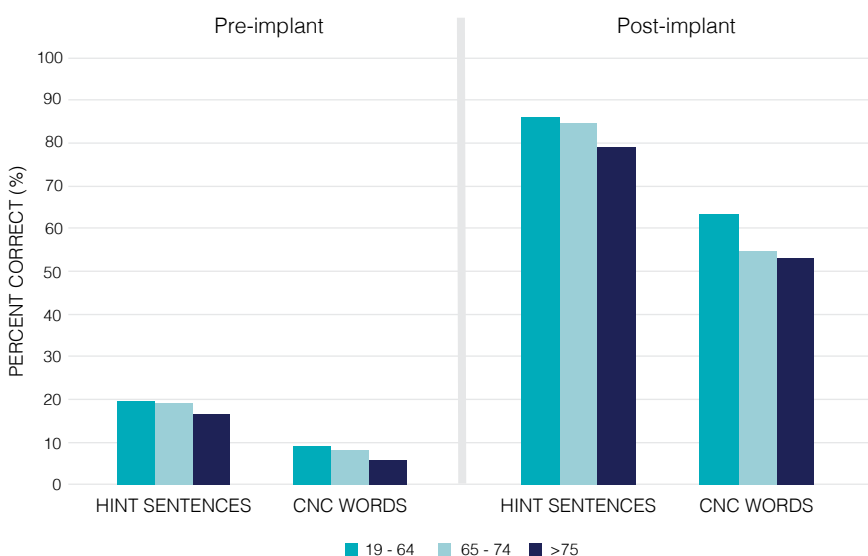
We are providing implants to an increasing number of children under 12 months of age. This is largely due to the introduction of newborn hearing screening in 2010, and earlier identification of hearing loss.

At this young age, the emphasis is on consistent device use, which is the most important variable in progress for children.

### IMPLANTS – 2019-20

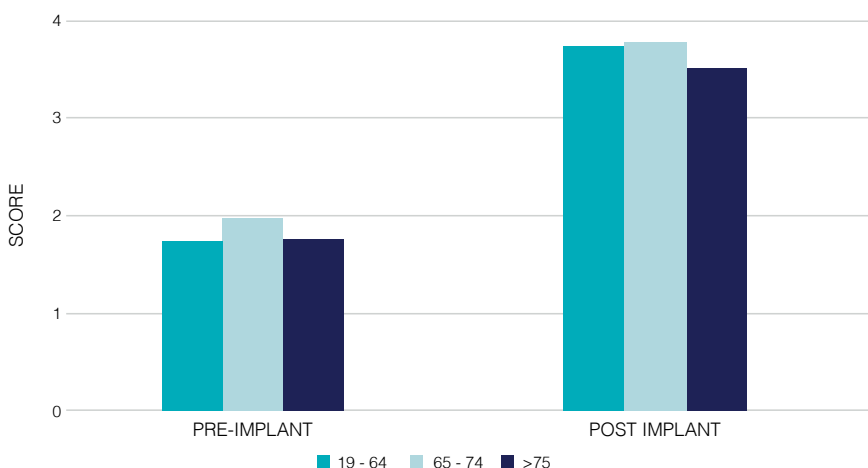


### SPEECH PERCEPTION SCORES BY AGE GROUP



HINT – Hearing in Noise Test. CNC – Consonant Nucleus Consonant test.

### QUALITY OF LIFE MEAN SCORE BY AGE GROUP



## RESEARCH

Our clinicians researched speech perception and quality of life outcomes for adults, with the resulting paper titled *'Is Age Just a Number?'*

The study, which analysed the effect of implant age on outcomes, was subsequently published in the *New Zealand Audiological Society Bulletin* (July 2020).

*Below and left is a summary of the study:*

Recipients were grouped into age bands of 19-64, 65-74 and 75-plus. Speech perception and quality of life scores were measured before and 12-months after receiving a cochlear implant.

All recipients showed a significant improvement in both word and sentence speech perception scores. There was no significant difference by age group for the Hearing in Noise Test (HINT), which measures sentence recognition, but the youngest group showed higher Consonant Nucleus Consonant (CNC) scores, which measure word recognition.

Sentence recognition scores more accurately represent hearing in everyday conversation.

Quality of life was scored on a scale of 1 to 5. All recipients showed a significant improvement in this area, with no notable difference between age groups.

We hope that publishing this information will encourage audiologists to continue referring people of all ages for a cochlear implant.



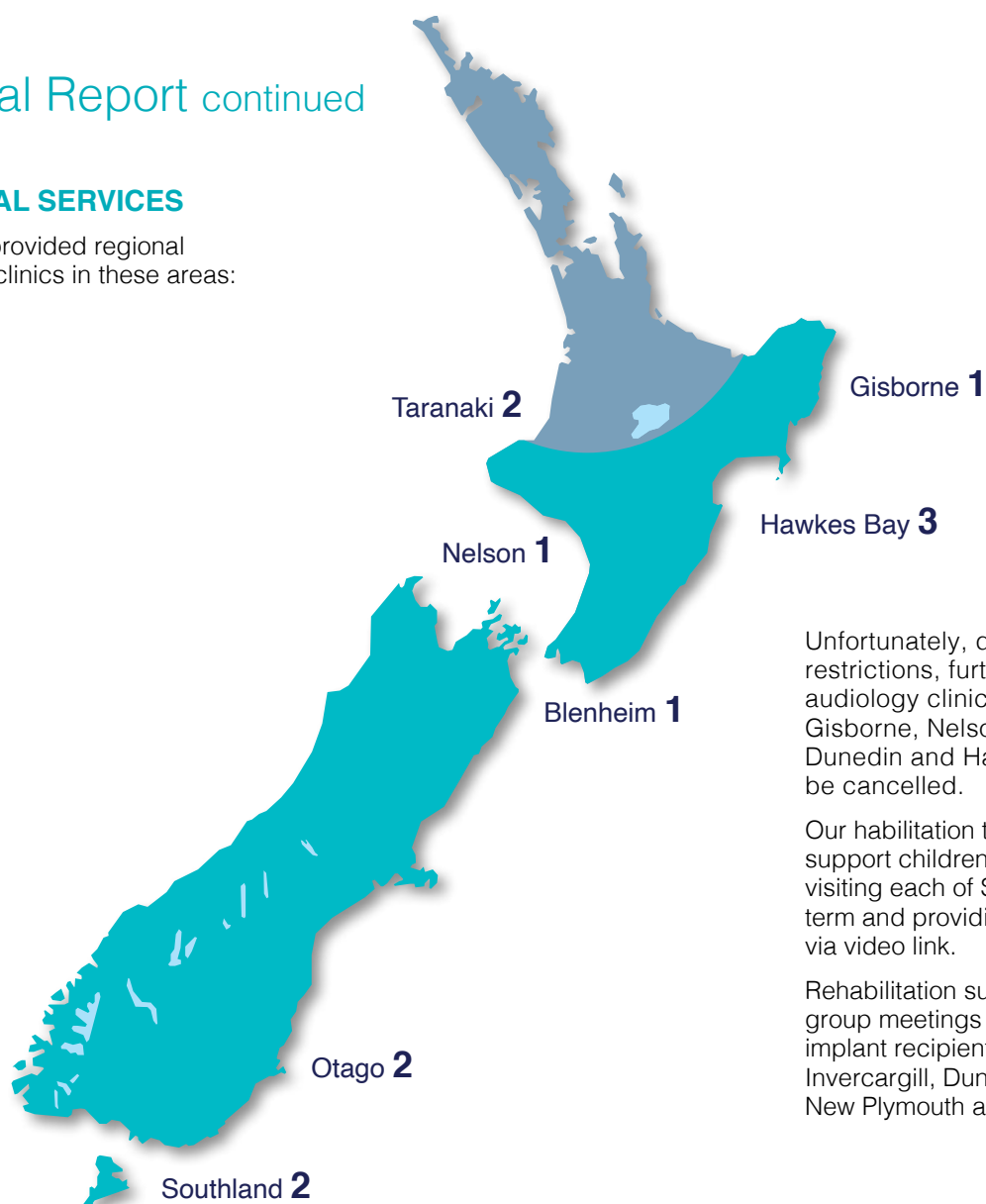


*Habilitationist Joanne Lake in a Habilitation session.*

## Clinical Report continued

### REGIONAL SERVICES

SCIP has provided regional audiology clinics in these areas:



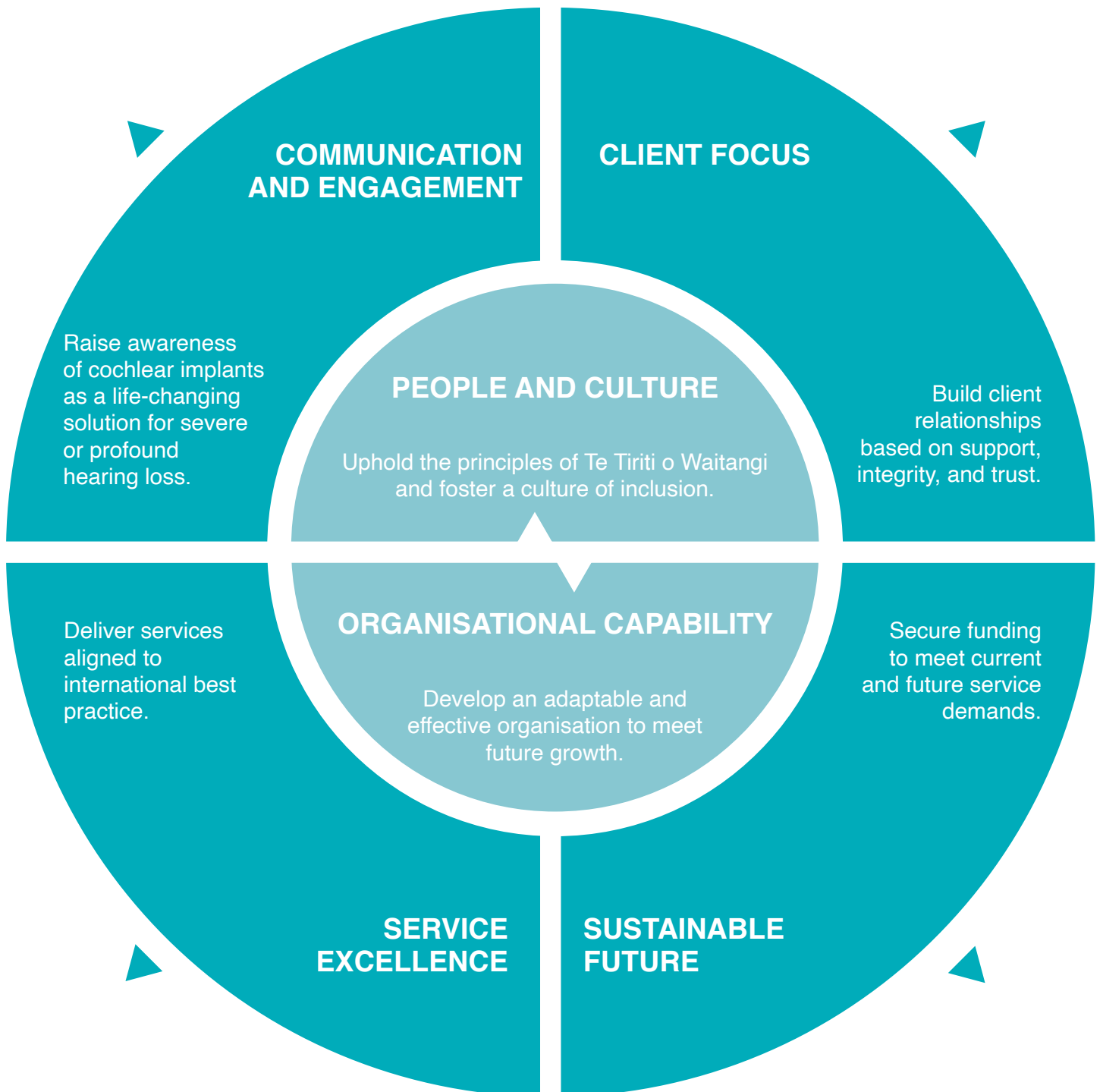
Unfortunately, due to COVID-19 restrictions, further regional audiology clinics planned for Gisborne, Nelson, Blenheim, Dunedin and Hawkes Bay had to be cancelled.

Our habilitation team continued to support children and their families, visiting each of SCIP's regions every term and providing distance support via video link.

Rehabilitation support and user group meetings for adult cochlear implant recipients were held in Invercargill, Dunedin, Cromwell, New Plymouth and Palmerston North.

## OUR VISION

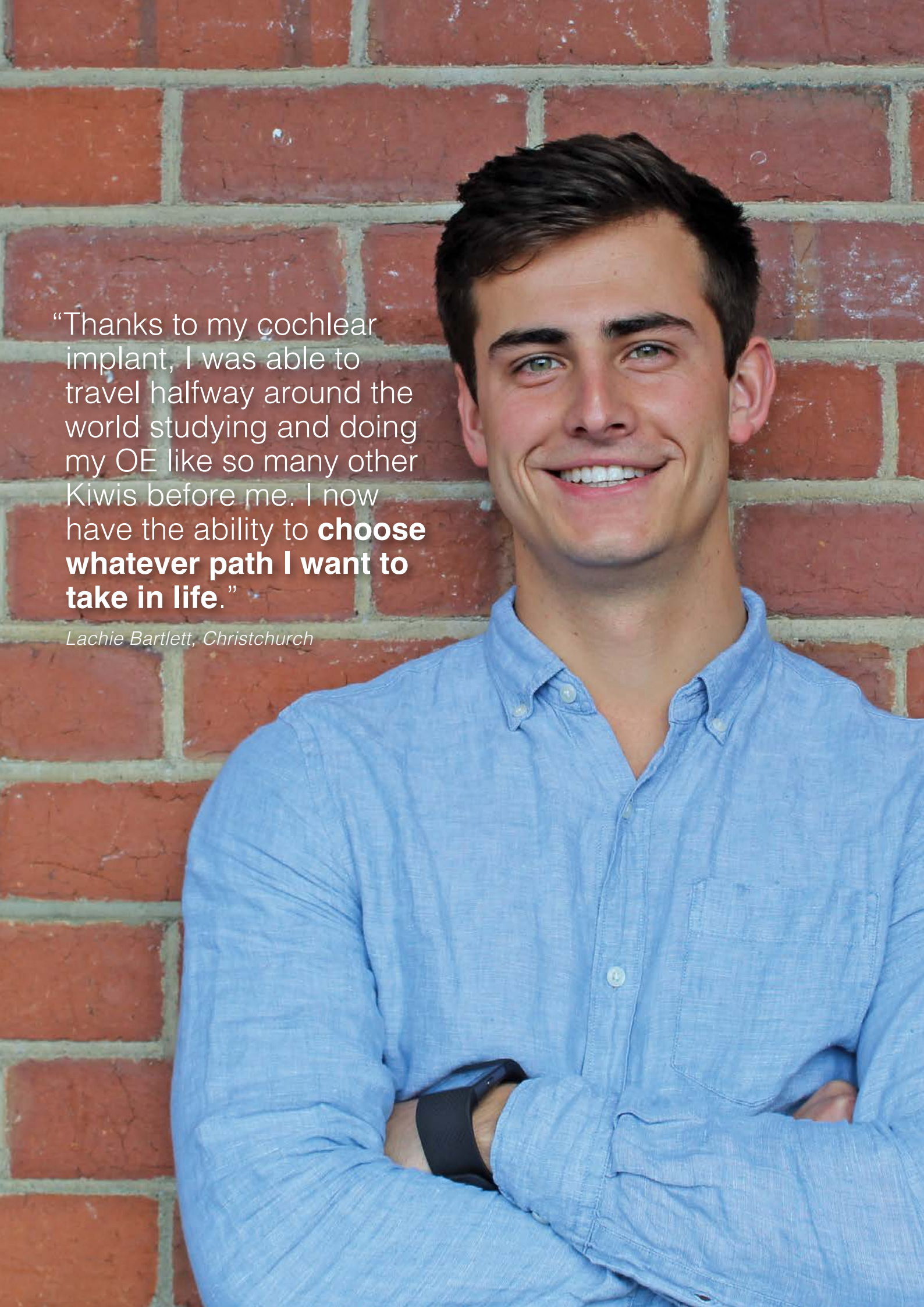
New Sounds • New Experiences • New Life



## OUR MISSION

To provide cochlear implants to those in need so they can fully engage with their whānau and communities.





“Thanks to my cochlear implant, I was able to travel halfway around the world studying and doing my OE like so many other Kiwis before me. I now have the ability to **choose whatever path I want to take in life.**”

*Lachie Bartlett, Christchurch*





*Nikki Cleine.*

## Our locations

### ***Christchurch clinic***

Milford Chambers  
St George's Hospital  
249 Papanui Road  
Christchurch 8014

Freephone: 0800 500 405  
Phone: 03 355 3041  
Txt: 027 355 3041  
Email: [reception@scip.co.nz](mailto:reception@scip.co.nz)

*All private surgery is carried out at our Christchurch clinic at present.*

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### ***Wellington clinic***

JAG Legal Building  
Level 1  
119 Queens Drive  
Lower Hutt 5010

Freephone: 0800 504 405  
Phone: 04 589 9853  
Txt: 027 589 9853  
Email: [scip.wellington@scip.co.nz](mailto:scip.wellington@scip.co.nz)

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<https://www.facebook.com/SouthernCochlearImplantProgramme>



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