



Hear things differently

Annual Report  
2021-2022

Southern  
Cochlear  
Implant  
Programme



Andrew advises anyone who is sitting on the fence about the surgery to go for it, even if the cost of self-funding the operation is a challenging issue.

*Andrew King with his son, Mika*





## Multi-tasking in conversations provides a greater family connection

The biggest joy that a cochlear implant has brought for Andrew King is the ability to multi-task in conversations with his family.

The Christchurch landscape architect has one cochlear implant in his left ear and he relies on a hearing aid in his right ear.

Before his implant, Andrew had severe hearing loss and was well below normal hearing even with his hearing aids. Without the hearing aids, he was completely deaf.

Andrew did have hearing when he was a young child. He believes that when he was one or two years old a childhood illness caused his hearing to disappear.

He recalls very well the first sounds he heard after his cochlear implant was turned on in Christchurch five years ago in June 2017.

When he walked out of St George's Hospital, the nearby Merivale Mall was the first place he visited with his wife, Megan.

"I remember I heard a high-pitched squeaking sound, which I realised was the shopping trolleys being rolled past us. When I asked my wife she hadn't even noticed it at the time, and I don't notice it now."

Then they went to a café.

"I remember sitting there and hearing the clanging plates and glasses and I couldn't imagine why people thought sitting in a café listening to that was something pleasant to do! My brain couldn't process what the noise was."

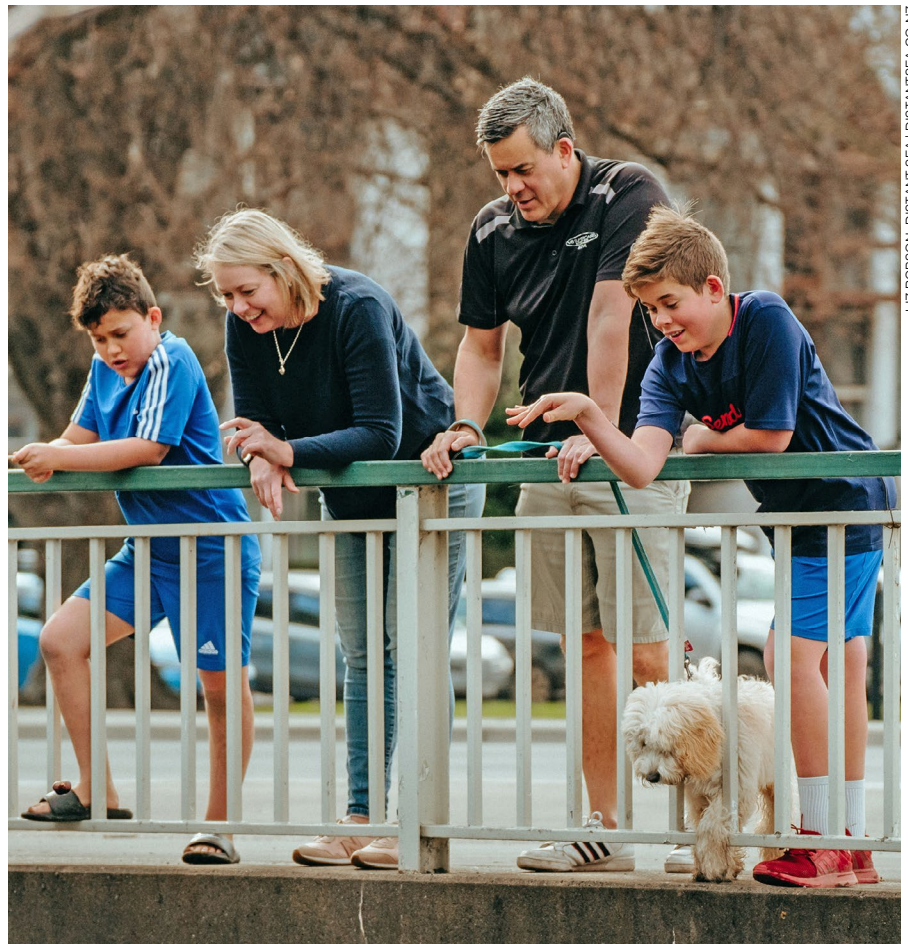
Listening to music had initially been "just awful".

"It took up to three months before music started to sound like music is supposed to sound and be enjoyed," he says.

His cochlear implant has made it easy to hear and respond to his two sons, now aged 10 and 12.

Although, he laughs that they would probably say he still doesn't listen!

Andrew is a landscape architect for a consultancy called WSP. He grew



*The King Family – Ollie, Megan, Andrew, Mika and Kareem the dog*

up in Christchurch and left home for Wellington for his first job.

He's since worked all around the world – living for three years each in Singapore, Melbourne, Dubai and Shanghai – before returning to Christchurch to raise his sons.

Although he was told years ago that he would be a good candidate for a cochlear implant, and in Australia and the United Arab Emirates he qualified for free surgery, he chose not to look into it.

Instead, he was content to rely on his hearing aids and his conviction that hearing aid technology would continue to improve.

It was only when he came back to New Zealand that he properly investigated cochlear implant surgery and understood the hearing improvement he could benefit from.

Andrew is grateful to be the recipient of the Southern Hearing Charitable Trust grant in 2017. (Each year the Trust grants the cost of a private implant to one recipient.)

Andrew now rues the fact that he didn't pursue an implant earlier in his life.

He advises anyone who is sitting on the fence about the surgery to go for it, even if the cost of self-funding the operation is a challenging issue. "You'll never look back," he says.

Andrew advises candidates to talk to an expert in the cochlear implant field, such as an audiologist who is an experienced referrer or a SCIP staff member.

In the workforce, his cochlear implant has made the modern practices and technology of today's office routines easier.

He used to rely more on emails than calling people, but now he doesn't hesitate to pick up the phone and Zoom meetings are simple even when there are multiple attendees.

This has been particularly helpful since the onset of the COVID-19 pandemic and the switch to more working from home and online collaboration.

Andrew is very complimentary about SCIP staff, describing them as the guardians of cochlear implant recipients who take their role very seriously and are awesome to work with.

# Chief Executive's Report

The 2021-22 year has again been an eventful one. As the disruption caused by the COVID-19 pandemic continues to affect wellbeing, it has never been more important to help people stay connected with family and their community.

We will continue to champion the benefits of cochlear implants and the needs of our clients.

The year began on a very positive note as we began to roll out the increase in funding provided for in Budget 2021.

The additional \$3.5 million annually allows many more adults to benefit from an implant.

This year we implanted 104 adults, from all funding sources, compared with 44 adults in 2020-21.

Need for the service continues to be strong, however, with referrals still outstripping funding with 147 referrals for adults in the last year.

## WAITING LIST REDUCED

With the increased funding there was an associated reduction in our adult waiting list numbers from 148 to 97.

There have been some disruptions to our service this year due to COVID-19.

Early in the Omicron outbreak we took the decision to separate the programme into a number of 'bubbles' for a couple of months for the safety of staff and patients. We were still able to carry out surgeries and provide urgent care during this time.

It has been difficult more recently as a number of staff have been affected by COVID-19 – thankfully with mostly mild illness.

**It is pleasing and gratifying that the Ministry of Health has sought to extend our existing contract for a further four years until the end of June 2026.**



*Neil Heslop, Chief Executive*

In the past year we have continued fundraising activities. The pandemic continues to place pressure on communities and our trust and grant funding has suffered as a result.

In the area of bequest funding, we are grateful for the generosity of those who have made provision in their will to help others benefit from the gift of hearing.

We continue to have relationships with a number of corporate supporters.

An ongoing focus for the programme, and the health sector generally, is equity.

For our rural clients, we continue to look at technology as a means of overcoming issues of distance.

We know that adult Māori are under-represented in the programme and we are looking to engage with local Māori communities in our catchment area to try and remedy this. This will be a significant focus for us in the next few years.

## CONTRACT RENEWAL

As a non-government organisation we are subject to review and renewal of our Crown contracts.

It is pleasing and gratifying that the Ministry of Health has sought to extend our existing contract for a further four years until the end of June 2026.

We see this as an endorsement of what we do and the value we add to the lives of those we serve.

Of course, there is still much to be done and we believe we can continue to improve.

With increases in funding there is a need for us to grow our staff in both our Wellington and Christchurch clinics.

In the coming year, we will be adding audiology staff in both clinics while expanding our leased space in our Wellington rooms.

In 2018 the Government undertook a review of the health sector resulting in a wide range of reforms and SCIP is affected by this.

## WHAIKAHA

Until now SCIP has received its public funding from the Disability Support Services area of the Ministry of Health. From 1 July 2022 this changed as the Government moves all disability services into Whaikaha, a new Ministry of Disabled People.



Initially there is likely to be a 'business as usual' approach taken by the new ministry. We need to ensure that the positive working relationships fostered over the better part of 20 years are not lost.

We are fortunate to have a supportive Board and I thank in particular our Board chair, David Kent, for his encouragement.

I would like to again thank staff for their work in the last 12 months, without whose efforts our patients would not receive the level of care they do.

I look forward to the challenges of the coming year and being of service to our cochlear implant community.

Ngā mihi nā

**NEIL HESLOP**  
*Chief Executive*





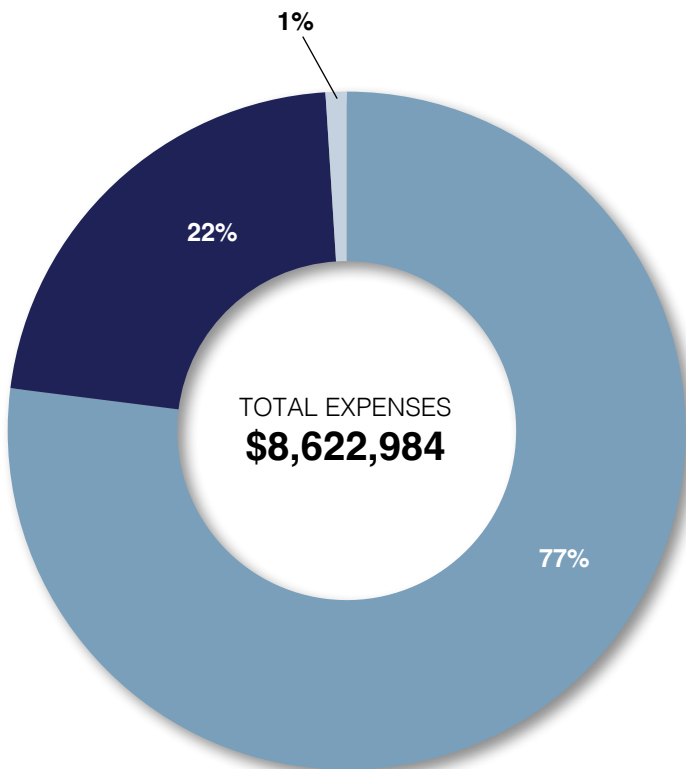
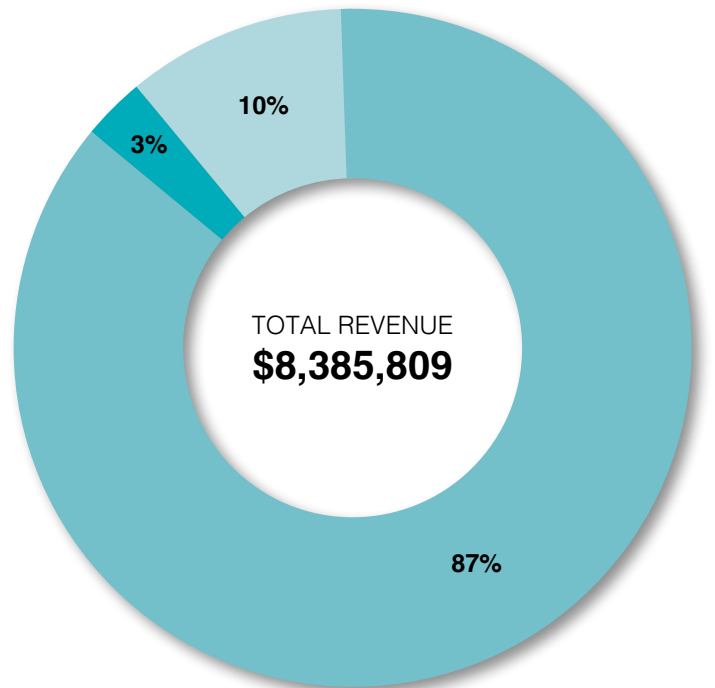
Bruce Phillips and his wife Karen

## Financials

Financial position as at 30 June 2022

### REVENUE

Revenue from providing goods or services	<b>\$7,244,732</b> (87%)
Donations, fundraising and similar revenue	<b>\$278,762</b> (3%)
Trading revenue from providing goods or services	<b>\$862,315</b> (10%)



### EXPENSES

Costs related to providing goods or services	<b>\$6,669,141</b> (77%)
Employee related costs	<b>\$1,880,003</b> (22%)
Other expenses	<b>\$73,840</b> (1%)



*Liam Melvin and his dad Mark*



Liam was one of the first children to have behind-the-ear speech processors rather than the little backpacks.



Liam Melvin

## Message from the Board Chair

For the first time in many years we have had the opportunity of seeing the numbers of those waiting for an implant begin to show signs of decreasing.

In the 2021 annual report we acknowledged the funding increase granted in the 2021 budget. Again, this year we take the opportunity to recognise and acknowledge the Government, including the Health Minister and Ministry of Health officials, for this response. We now trust that this form of support will continue in the future under Whaikaha, the new Ministry of Disabled People.

We simply cannot underestimate the value of being able to provide the 'gift of hearing' and we will continue to ensure that this message is delivered at the highest levels.

In his report the Chief Executive will provide further details on the actual numbers of cochlear implants, along with our achievements within the paediatric programme.

Many of you will have noticed over the past year, both on the SCIP sites and in our many newsletters, our moves to establish and grow our Bequest programme.



David Kent, Board Chair

We see this area as playing a major part in our continued growth into the future and to ensure that our legacy is there for all.

In 2023 we will celebrate and recognise the 20 years of SCIP and we will be using this to highlight not just our achievements, but also to assist and recognise the importance of the Bequest programme.

On behalf of the Board, I wish to take the opportunity to express our sincere thanks to Chief Executive Neil Heslop and to all the staff at SCIP for their commitment to, and support of, the programme.

We are indeed fortunate to have such support and without your expertise and dedication we could not function.

I also acknowledge and thank all our surgeons in Christchurch and

Wellington – your skills and support are invaluable.

As Chair, I thank my fellow Board members for their guidance and especially their support over the past 12 months.

They give their time freely and I value the leadership they provide to the programme.

We welcomed onto the Board during the year two new Trustees, Anna McNab and Anthea Penny, both also being recipients. We farewelled Kathryn Ruge and thank her for her service to the trust.

I'd like to make a special mention of Board Treasurer Keith Yardley, who was awarded a Fellowship by the Chartered Accountants Australia and New Zealand (CAANZ) in acknowledgement of his outstanding achievements and contributions to his profession and community.

Finally, to all our supporters, both corporate and individuals, thank you for your tremendous generosity – your donations have been warmly welcomed and are hugely valued.

You have helped changed people's lives and granted them new opportunities – thank you.

Ngā mihi nā

**DAVID KENT**  
Board Chair

## Scholarship winners set great example

A young woman from Palmerston North with a passion for dance and a goal to establish a website to help other deaf people was awarded the 2021 Southern Hearing Charitable Trust Scholarship for tertiary education.

Ally Prasitdamrong began her university studies this year and she's inspired to be a speech and language therapist because of the help she received.

"Growing up, I learned to appreciate all the opportunities presented to me, made possible by the different people in my life. Notwithstanding my parents, they are the itinerant teachers of the deaf, speech-language therapists and audiologists, to name a few," Ally says.

"Collectively, they have made it possible for me to achieve some of my goals to date and they are the inspiration for me to pay it forward by giving back to those in need regardless of circumstances.

"Listening to my mother retell one of the many stories of sessions I had with my speech and language therapist when I was two and how they persevered with me to produce one 'sound' inspired me to pursue this qualification," Ally says.

She accepted a place on the four-year honours course of Bachelor of Speech and Language Therapy at the Massey University Albany campus.

Ally's keen on the clinical practice and placements in the community that will come later in her course.

Ally had her first cochlear implant surgery when she was 21 months old and her second one when she was 24 months old.

She was born profoundly deaf and also had another medical condition called delayed myelination which meant she had delayed milestones for walking and speech development.

The challenges Ally overcame as a child with the help of physical therapy and speech therapy did not hold her back.

Ally has experienced some prejudice relating to her cochlear implants and



Ally Prasitdamrong

her response has been to focus on raising awareness by designing a website to help others.

"I'm working on a project where I'd like to create a service for the hearing impaired, children or adults all around New Zealand so they have a platform to ask questions or just share their experiences and give advice to others."

She has tentatively called the platform Hear Me.

"Bad memories teach me lessons, especially how to be resilient. You have to kind of keep on moving because life and the world doesn't stop for you," Ally says.

**Each year the Southern Hearing Charitable Trust Scholarship for tertiary education worth \$5,000 is awarded. It is proudly sponsored by Forsyth Barr. To be eligible, applicants must have permanent hearing loss using a cochlear implant and be enrolled in a NZQA endorsed course or trades training qualification.**

Madi Dick-Naqova won the scholarship in 2020 and appreciated how it helped with her fees at the University of Canterbury.

She is now in her second year of a Bachelor of Education degree specialising in early childhood education.



Madi Dick-Naqova

Madi, who is from Kaikoura, has the goal of teaching younger children and her placements have already shown her that is what she enjoys the most.

Her family also moved to Christchurch while she is studying and she's been glad for their support, especially since her mother works in early childhood education.

Madi lost her hearing in a diving accident when she had a barotrauma in her mid-teens and had her cochlear implant operation when she was 18.

She has a part-time job on an after-school and school holiday programme and has met one young cochlear implant recipient through her work and another through her mother's childcare centre.

She loved meeting the children and showing her speech processor so the kids see someone else like them.

Joseph Kulathinal, who won the scholarship in 2019, is currently in Dunedin in his third year of a Bachelor of Science majoring in Genetics, with a minor in Physiology.







“This last 17 months since Albie’s surgery has just been amazing. There’s definitely nothing that’s held Albie back!”

*The Gibb family, December 2021*

## A young boy who loves transport and animals

Twenty-three-month-old Albie Gibb is an absolute joy for his parents Annabel and Latham – loving nursery rhymes, anything to do with transport, and farm animals.

Newborn screening tests showed Albie was profoundly deaf when he was born in Timaru in 2020.

The cause of his deafness is a complete mystery.

The couple are very appreciative of all the support they have received in South Canterbury and through the Southern Cochlear Implant Programme from the time they first learned about cochlear implants, then Albie having the surgery in Christchurch and being switched on and progressing with his development in the hearing world.

“This last 17 months since Albie’s surgery has just been amazing. There’s definitely nothing that’s held Albie back!” Annabel says.

“He is a technical-oriented, full-on boy and his speech is not affected by his deafness at all. He’s saying more than 100 words and starting to make sentences. He is a complete little parrot that copies anything and everything,” she says.

They had fun learning to sing Old MacDonald and Albie could make all the animal sounds.

Recently he’s shown more interest in learning sign language and Annabel is learning with him, ensuring they can communicate irrespective of whether his cochlear implants are turned on.

Albie has also started at preschool where the staff are all active in signing, so he is leaping ahead.

Latham is a sales consultant for a farm machinery company, while Annabel is a school teacher.

“I didn’t think we’d be where we are now 17 months down the track. Albie has just blown me away,” she says with a laugh.

Describing Albie’s surgery and switch on is emotional.

“Less than 24 hours later our baby boy was meeting with the cochlear implant team and his new special ears were activated!

“It was then that Albie heard our voices for the very first time.

“Words cannot describe the feeling we all had when my husband called his name and he instantly stopped

playing with his toy and looked up straight at us.”

As a first-time mum, Annabel says coping with Albie’s deafness has been a tough experience and while she is on extended maternity leave, she is now supporting other young whānau in South Canterbury with their journeys into the hearing world.

“I’ve been able to share our journey and give other mums more insight into what we experienced,” Annabel says.

She is sharing her knowledge of such things as the children wearing hearing aids to stimulate the auditory nerve before the surgery, and what it’s like when they wake up after the anaesthetic, to parental concerns about how the kids may look different or sound different, and the intensive and constant talking with the child once the implants are turned on.

Albie is from a large extended family in which nine of the adults are teachers.

Annabel believes this has been a huge benefit and influence on Albie’s development as he is constantly learning new things and being encouraged to be the curious little boy that he is.



“I do think it’s really important to continue to raise awareness about cochlear implants because I don’t think many New Zealanders actually know what they are.”



*Ally Prasitdamrong, recipient of the 2021 Southern Hearing Charitable Trust Scholarship*

## Fundraising report

In 2021-22 the Southern Cochlear Implant Programme (SCIP) was once again fortunate to receive financial support from various organisations and individual donors throughout regions that SCIP delivers services to.

Unfortunately, once again, COVID-19 had a negative impact on our funding applications throughout this financial period. The number of grants made available from Trusts and Foundations throughout New Zealand decreased due to the pandemic.

We are pleased to report that our partnership with Mutual Credit Finance (MCF) has been renewed for another five years.

MCF continues to support SCIP through annual donations, and in other non- monetary ways.

The Christchurch-based organisation supports the Loud Shirt Day and allocates space to SCIP on its advertising billboard.

The number of presentations delivered in the community was once again impacted by COVID-19. We managed to speak to only two clubs throughout the year – Havelock North and Alexandra Rotary Clubs.

These presentations provide an opportunity to communicate the



*Belinda van der Monde,  
Community Relationship Manager*

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

Due to the restrictions caused by the pandemic, very few Regional User Groups took place this last year.

We attended two: New Plymouth in August and Cromwell in June. Hopefully we will return to holding these gatherings regularly as making these connections with our recipients is both beneficial and enjoyable.

The Financial Assistance Grant continues to be well utilised by our members over the last 12 months. If you would like to know more about the Financial Assistance Grant, please speak to your audiologist.

SCIP has been pledged an extremely generous bequest from one of our cochlear implant recipients.

This generosity will help give many profoundly deaf New Zealanders the chance to hear again, and for that we are extremely grateful.

The Lion Foundation featured SCIP in their Annual Report. This was an opportunity to raise awareness of our services and the great success stories our recipients have.

The SCIP Supporters Database has increased again to 350 members. This is a vehicle for keeping in touch with our clients on what is happening with regards to our fundraising and other relevant news or updates.

The Fundraising role has changed to Community Relationship Manager. This better reflects the scope and emphasis of the role rather than ‘fundraiser’.

Our fundraising programme will continue to progress, as we seek out more Bequests.

This will ensure that cochlear implants are available to all those who could benefit from the life-changing technology.

Thanks to all our supporters and funders. It is because of their generosity that we can continue to help our patients achieve new sounds, new experiences and new life.

Ngā mihi nā

**BELINDA VAN DER MONDE**  
*Community Relationship Manager*



# Fundraising Acknowledgements

In 2021-2022 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 experience, and new life.

*Note – Once again, the grant income is down from the previous year, by \$23,750.00. This can be linked to COVID-19, as the amount of grants made from Trusts and Foundations decreased due to the pandemic.*

GRANTS 2021-2022		
ORGANISATION	GRANT	PURPOSE
Pub Charity	\$30,000	Parts for adults
Rata Foundation	\$10,000	Audiologist salary
Lion Foundation	\$70,000	Operational cost
NZ Community Trust	\$20,000	Audiologist salary
Jones Foundation	\$2,500	Administration salary
Christchurch Casinos Charitable Community Trust	\$2,000	Toward the cost of a replacement Tympanometer
<b>Grant total</b>	<b>\$134,500</b>	

**DONATIONS**  
received in the last financial year totalled  
**\$137,396**  
The largest donation was  
**\$80,000**  
and the smallest donation was  
**\$10**

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**BEQUESTS PLEDGES**  
**\$580,000**

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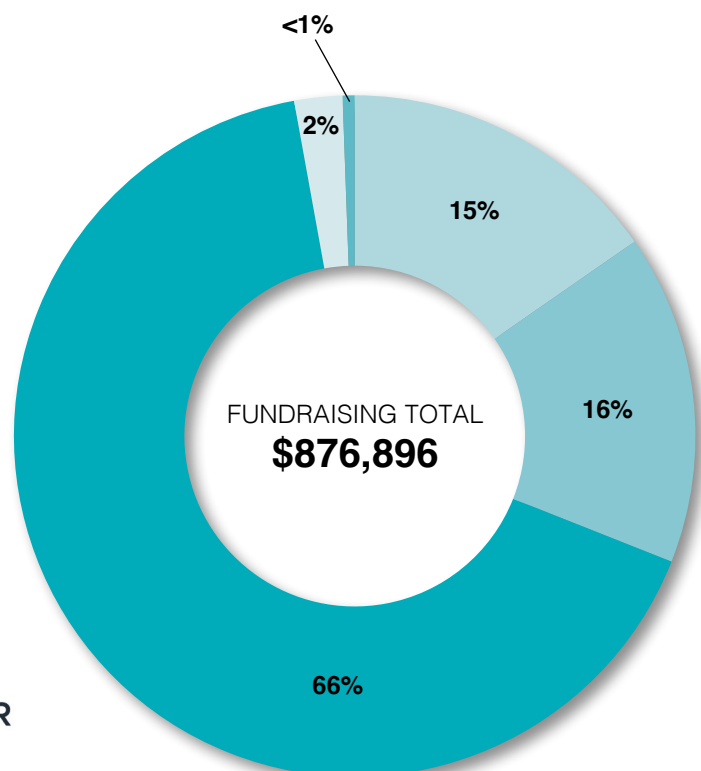
**CORPORATE SPONSORSHIP**  
Mutual Credit Finance  
**\$20,000**

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**SOUTHERN HEARING CHARITABLE TRUST SCHOLARSHIP GRANT**  
Forsyth Barr  
**\$5,000**

## 2021-2022 FUNDRAISING SUMMARY

Grants	<b>\$134,500</b>	(15%)
Donations	<b>\$137,396</b>	(16%)
Bequests pledged	<b>\$580,000</b>	(66%)
Corporate support (MCF)	<b>\$20,000</b>	(2%)
Southern Hearing Charitable Trust Scholarship grant (FB)	<b>\$5,000</b>	(<1%)
<b>Fundraising total</b>	<b>\$876,896</b>	





# Clinical Report

## REGIONAL SERVICES

Despite COVID-related disruptions, we have continued to provide Regional Audiology and Habilitation services to the regions – Gisborne, Hawkes Bay, Taranaki, Central, Nelson-Marlborough, Otago and Southland. Habilitation visits to schools and preschools have sometimes been curtailed by visitor policies at each site due to COVID-19. We have also continued to provide a service via Telehealth in Taranaki.

## IMPLANT DATA:

With the recent increase in Ministry of Health funding for adult cochlear implants we have been able to provide implants to many more people, some of whom have been waiting several years since being assessed and approved as suitable candidates. While it may take some people with a long duration of deafness a little longer to adjust to the sound provided through a cochlear implant, all show improvements in speech understanding and report improved quality of life.

“It has improved my life considerably in all aspects of it. I laugh more and feel life is more enjoyable,” one recipient reported.

In the year 1 July 2021– 30 June 2022, the oldest cochlear implant recipient was aged 88 at time of surgery, with the youngest adult implanted at 26 years of age. The median age at implant for adults was 68 years.

## RESEARCH:

We have been involved in several research projects through the course of the year. This is ongoing work that we hope will be published in professional journals and presented at conferences.

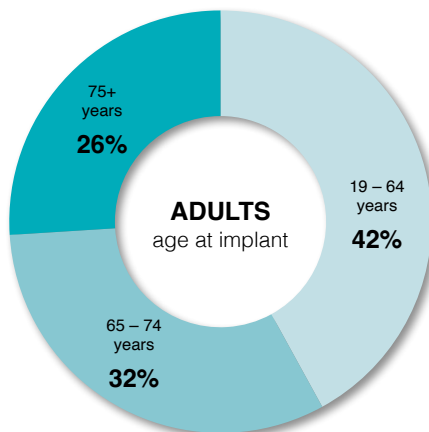
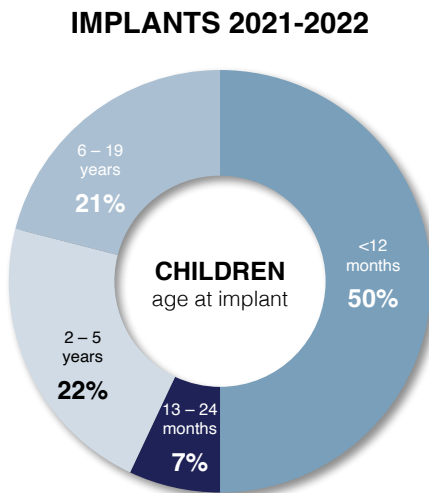
- Impact of Newborn Hearing Screening on Auditory and Language Outcomes in Paediatric Cochlear Implants.
- Relationship Between Device Use and Language Outcomes.



Jill Mustard, SCIP Clinical Manager

“It has improved my life considerably in all aspects of it. I laugh more and feel life is more enjoyable.”

*One recipient reported*



- The Functional Listening Index (FLI-P): A Tool for Evaluating Children with Hearing Loss in New Zealand
- Meningitis and Sensorineural Hearing Loss – The development of a nationwide protocol for the timely assessment of hearing and cochlear implantation.

We have also contributed to this research article, published in the journal Cochlear Implants International.

- Classification of cochlear implant complications using a modified Clavien-Dindo classification. Lara Angele Benoiton, Alice MacLachlan, Jill Mustard, Janitha Jayawardana & Philip Bird.

## EDUCATION AND TRAINING:

Clinical staff continue to be involved providing education and training to allied professionals.

Audiologists have given presentations to local Audiology Journal clubs, to keep audiologists updated on referral criteria and recipient outcomes, with opportunities for case presentations and questions from referring audiologists.

A presentation will be given at the upcoming New Zealand Audiological Society national conference in August.

We have produced and distributed a brochure on Single Sided Deafness and Cochlear Implants.

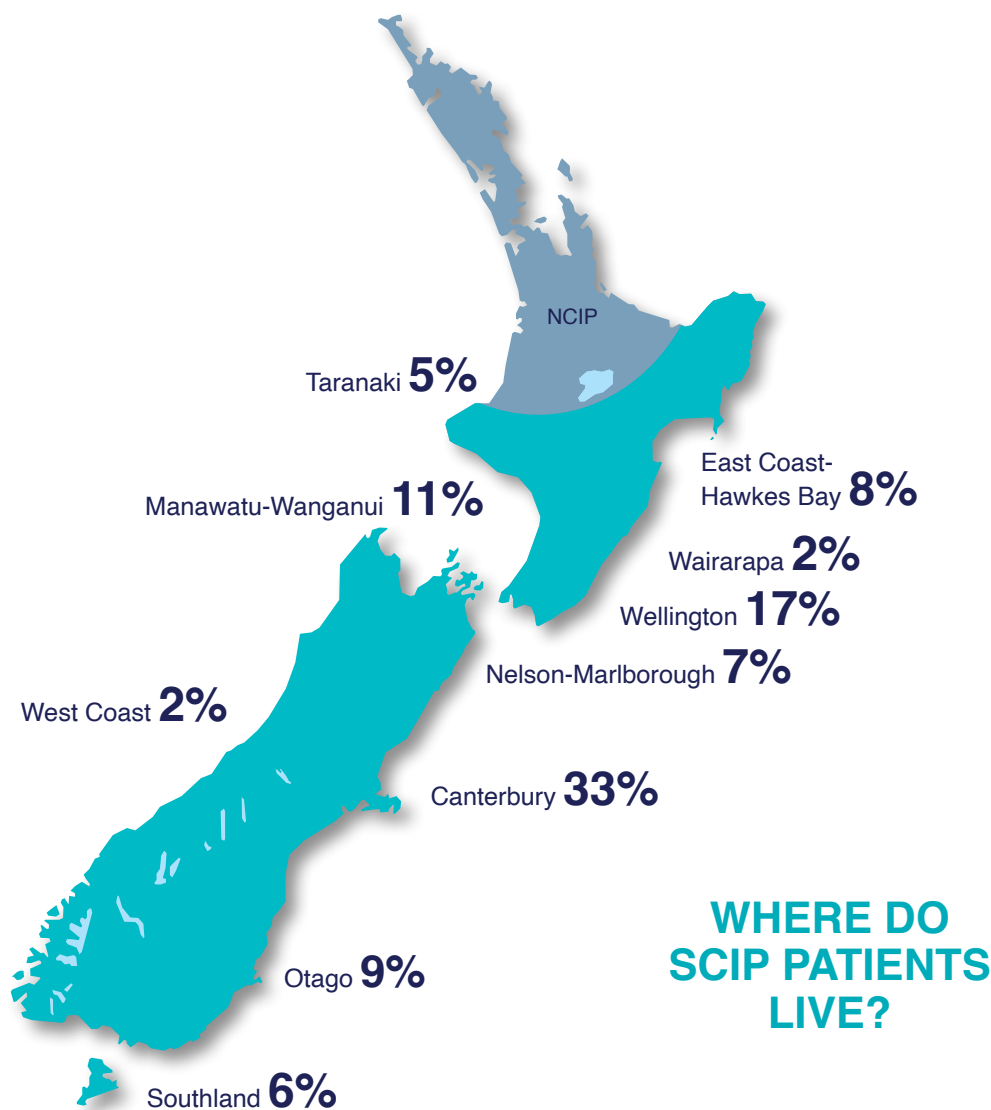
Rehabilitation staff have produced a training package for nursing students about cochlear implants, managing equipment and communication. This was submitted to Ara Institute of Canterbury to be uploaded to its teaching portal/moodle for student nurses to access.

Habilitationists have provided education and training to the Massey University Advisers of the Deaf (AODC) and Teacher of the Deaf training programme, to newly appointed Teachers of the Deaf and AODC, as well as ongoing professional development for Teachers of the Deaf and Speech Language Therapists throughout the region.

The clinic hosts University of Canterbury Masters of Audiology students to observe appointments throughout the year.



## At a glance



### TOTAL NUMBER OF RECIPIENTS

 **921**  
ADULTS

 **268**  
CHILDREN

### 2021-2022 IMPLANTS



**104** **16**  
ADULTS CHILDREN

*(who each received two implants)*

funded by the Ministry of Health

### WAITING LIST NUMBERS



**97** waiting  
ADULTS without funding

### NEW REFERRALS

 **156**   
147 ADULTS 9 CHILDREN

### REPLACEMENT PROCESSORS

 **127**   
62 ADULTS 65 CHILDREN

### MONEY SPENT ON CHILDREN'S REPAIRS

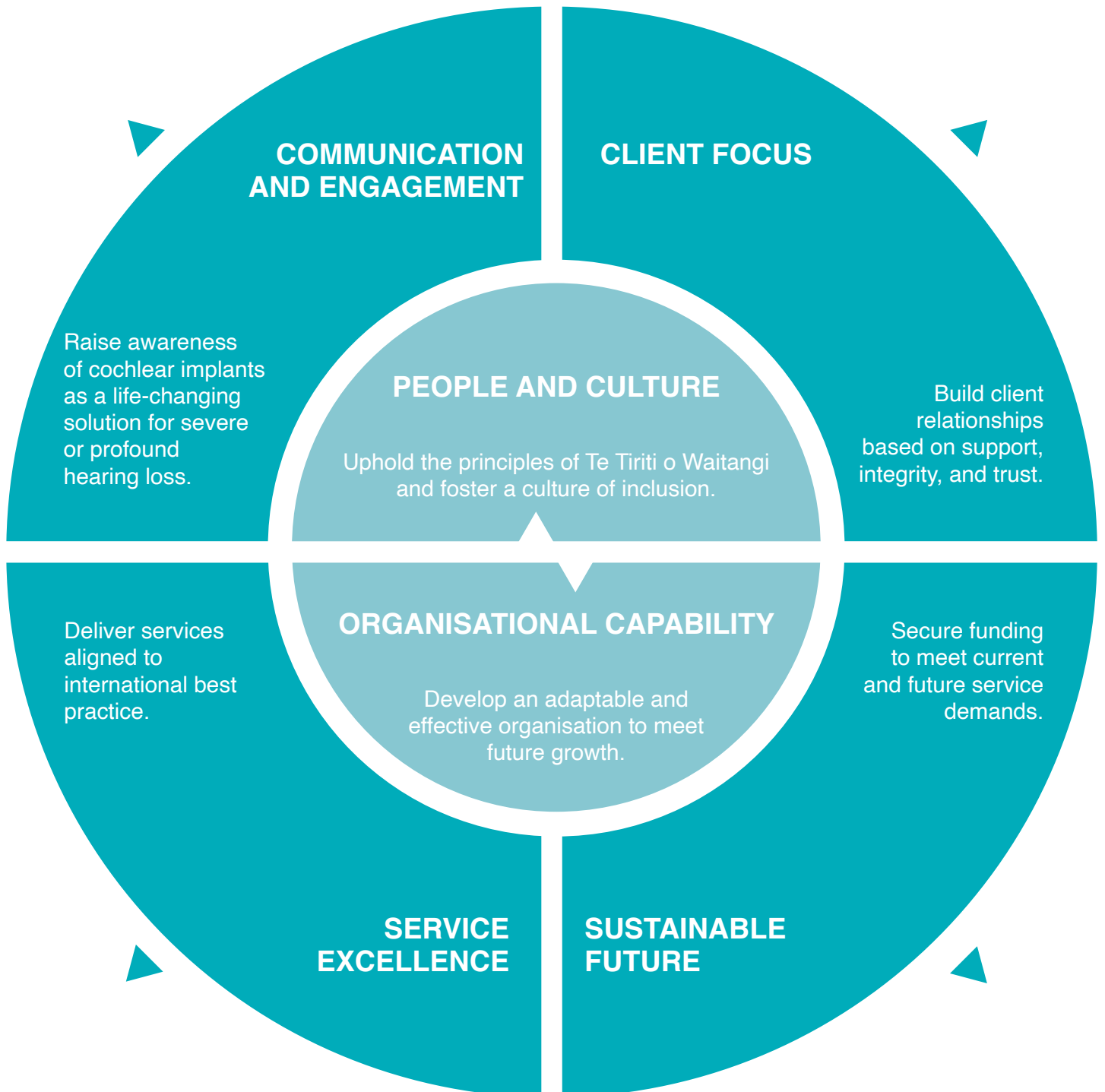
**\$180,692**





## 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.



Bruce received his cochlear implant on 16 November, 2021, a day he will always remember. He had been on the waiting list for the surgery for three years.







Liam Melvin and his parents Susan and Mark

## 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

*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

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### *Connect with us online:*

-  [www.scip.co.nz](http://www.scip.co.nz)
-  <https://www.facebook.com/SouthernCochlearImplantProgramme>
-  [@scip\\_ci](https://twitter.com/scip_ci)