

Hear things differently



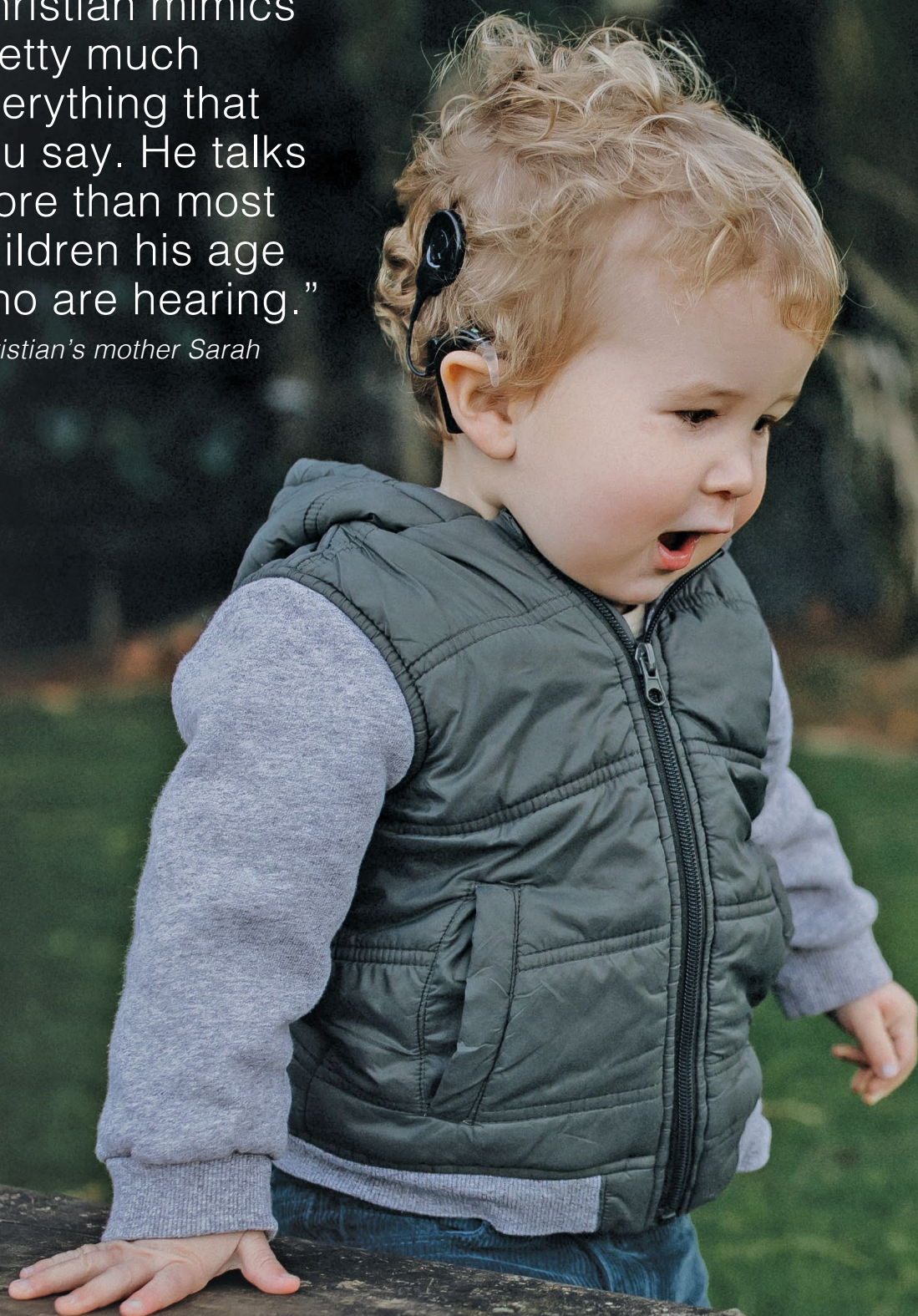
Annual Report
2022 – 2023

20 YEARS
2003 – 2023

Southern
Cochlear
Implant
Programme
Hear things differently

“Christian mimics
pretty much
everything that
you say. He talks
more than most
children his age
who are hearing.”

Christian's mother Sarah





Siblings Emily and Christian Webb having fun together.

Helicopters + music + books = happiness

Two-year-old Christian Webb ran excitedly into the room when he heard the music his sister Emily was playing and he spun around with joy saying “dancing, dancing, dancing”. It’s moments like these that couldn’t make his parents happier.

Hearing music and dancing along to the tune were made possible with the bilateral cochlear implants Christian received when he was six months old in 2022.

“Christian mimics pretty much everything that you say. He talks more than most children his age who are hearing,” his mother Sarah says.

Christian failed his newborn hearing test and subsequent tests showed he was profoundly deaf, which was a surprise to Sarah and her husband Deon.

The cause of Christian’s deafness has not been determined but is likely genetic.

“When you find out that your child is deaf, you do go through a grief period for the kind of life you had expected or envisioned. Because we didn’t know anyone in the Deaf community,

we really had no idea what his life could be like and it is easy to focus on the challenges that he might have being deaf in a predominantly hearing world,” Sarah says.

She knew of cochlear implants but neither her nor Deon were familiar with how the technology worked.

“Talking to a local Taranaki family with children with cochlear implants and doing a lot of reading of other Deaf people’s stories – with and without cochlear implants – gave us a lot of comfort and hope that Christian can have a wonderful life ahead,” Sarah says.

They envisage the cochlear implants will enable Christian to easily participate in the many opportunities that arise at school and in his community.

“It was a comfort to talk to those who are walking the walk,” Deon says.

Ultimately, the couple chose to have Christian implanted because the opportunity to have spoken language and to be able to listen from an early age far outweighed any risks from the surgery.

Without cochlear implants, he would be fully reliant on New Zealand Sign Language.

“It would be a good life, but a very different life,” Sarah says.

The family are all learning NZSL and are involved in a local support group for parents of Deaf children.

Christian is a cheeky and social boy and loves reading books.

He enjoys communicating verbally and signing and gets a real kick out of interacting with people, feeding off the positive responses he gets.

Motorbikes, helicopters and tractors excite him and he demonstrated he knew the sign for helicopter last summer when he heard one coming in the distance and was looking up and waiting for it to appear, Deon says.

Sarah and Deon are grateful to their families for all their amazing support in the last two years.

They acknowledge the incredible help of people involved throughout the health system and at the Southern Cochlear Implant Programme.

Chief Executive's report

Welcome to our annual report for the 2022-23 year. This year we celebrate our 20th anniversary of providing services.

In 2003 we began as a small service with funding of around \$900,000 providing largely follow-up services and a small number of new implants per annum, most to children. In our current agreement, we receive \$8.3 million in funding providing end-to-end care for more than 1,300 children and adults and new implants of more than 100 per annum.

In the 20 years since we began, technology has improved dramatically, with advances in both miniaturisation, sound processing, and connectivity.

As part of our 20th anniversary activity, we have published a book of patient stories – Hear Our Stories – that is a wonderful illustration of the diversity of our clients and how a cochlear implant has impacted their lives.

We continue to undertake fundraising activities to meet shortfalls in funding for some of our services. We also recently held a charity auction in Christchurch and were successful



Neil Heslop, Chief Executive

in raising over \$53,000 that will go towards regional visiting clinics.

To meet ongoing client demand, in 2022-23 the programme expanded its lease space in our Queens Drive office in Wellington, while we also added new audiology positions in both our Wellington and Christchurch clinics.

We continue to collaborate with the Northern Cochlear Implant Programme and this year we have created a joint Clinical Governance Group. This group will ensure consistency of service between programmes, alignment with

international best practices, and help plan issues of access and equity that affect our clients.

The COVID-19 pandemic now seems to be mostly behind us, and we have resumed all our usual services, including visiting clinics, to levels that now exceed those provided pre-pandemic. Our visiting services continue to expand with clinic visits to an increasing number of centres.

At the time of writing, a general election is imminent. Whatever the outcome, we will be preparing a briefing for the incoming Ministers of Health, Education, and Disabled People to ensure that key decision-makers are aware of the significant benefits that cochlear implants bring to our clients and the part our service plays in delivering these benefits.

While we are grateful for increases in funding by the government over the last 20 years, wait times remain for many. We will continue to advocate for funding that meets unmet demand.

I would like to thank the staff and Board for their continued support. I look forward to the challenges of the coming year and of being service to our cochlear implant community.

Ngā mihi nā

NEIL HESLOP
Chief Executive



TAMMIE PITWOOD PHOTOGRAPHY

Emily, Sarah, baby Scarlett, Deon and Christian Webb.



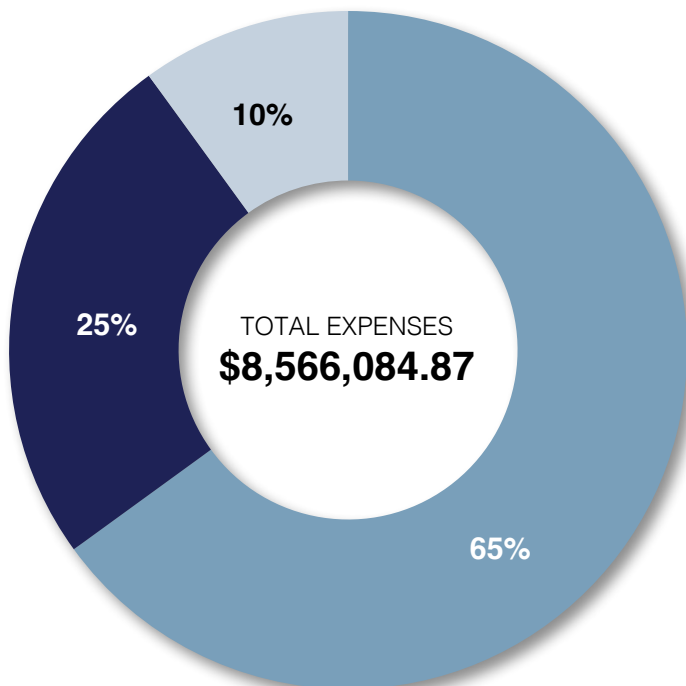
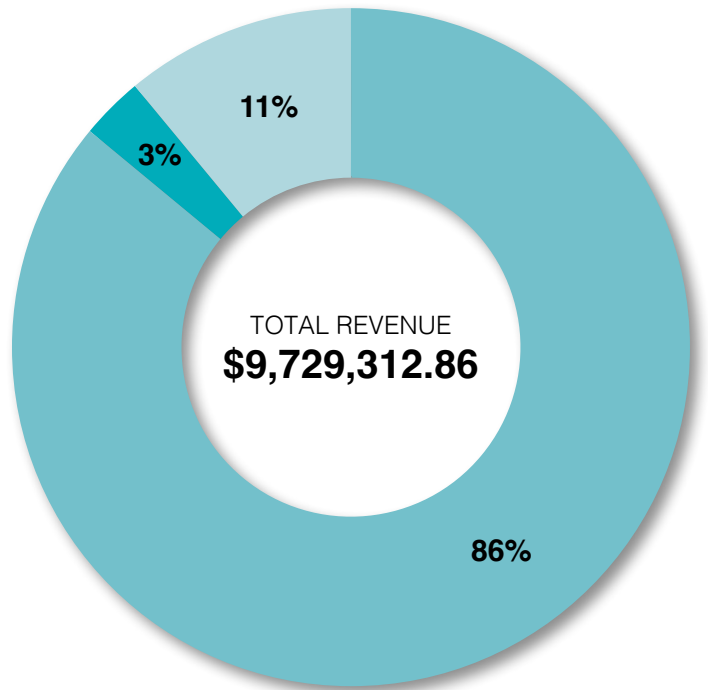
Christian Webb

Financials

Financial position as at 30 June 2023*

REVENUE

Revenue from providing goods or services	\$8,338,589.44 (86%)
Donations, fundraising and similar revenue	\$321,500.39 (3%)
Trading revenue from providing goods or services	\$1,069,223.03 (11%)



EXPENSES

Costs related to providing goods or services	\$5,571,938.59 (65%)
Employee related costs	\$2,172,615.86 (25%)
Other expenses	\$821,530.42 (10%)

* subject to audit

“Cochlear implants are the best thing ever. They give you more freedom in life to explore things and more independence.”



Christine Hughes



Tina Standing, Christine Hughes, Annie Rees and Nicholas Rees are among the more than 30 cochlear implant recipients in their family.

Message from the Board Chair

This year sees the celebration and recognition of our 20 years of delivering cochlear implants to our region. This is an opportunity to take some time to reflect on the growth of our programme from those relatively small numbers in 2003 to where we are today.

Our early contract was for the provision of just six implants per year; our current contract provides for 60 adults and 23 bilateral children. Our numbers have grown from fewer than 100 in 2003 to the current numbers of more than 1,300.

The Board is extremely proud to reflect on how we have been able to change so many lives by providing the gift of hearing to them and their families.

Once again, on behalf of the Southern Hearing Charitable Trust



David Kent, Board Chair

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 and support to 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 our surgeons in Christchurch and Wellington – your skills and support are invaluable.

As Chair, I thank my fellow Board Members for your guidance and especially your support over the past 12 months. You all give your time freely and I value the leadership you provide to the programme. During the year we welcomed onto the Board two new Trustees: Grace Smith and Adrienne Paul.

Finally, to all our supporters, both corporate and individuals, thank you for your tremendous support – your donations have helped change people's lives and enabled us to offer them new opportunities.

Ngā mihi nā

DAVID KENT
Board Chair

“Getting a cochlear implant is a scary and daunting process and there are a lot of unknowns. It’s a big decision but I have no regrets. It’s life changing – there is no other word for it.”

SHARRON BENNETT PHOTOGRAPHY



Eva Bergler



Eva Bergler says it's uncommon to be a doctor or healthcare worker with a hearing impairment, deafness or a disability.

A trailblazer in her leisure time and professional life

Medical student Eva Bergler is a trailblazer in her profession and in the ultra-marathons she undertakes in her leisure time.

Her cochlear implants have opened doors for her career pathways.

Eva was born in Germany but grew up in Christchurch after her family emigrated when she was four.

Eva trained as a paramedic at the Auckland University of Technology (AUT) when she didn't initially make it into medical school.

Her accomplishment was ground-breaking as she was the first deaf person with cochlear implants to qualify in New Zealand. Since her success, a few students with either hearing aids or cochlear implants have followed.

Once she graduated, Eva worked for Hato Hone St John for eight years full time in Auckland.

Her dedication shines through in the 13 years overall that she has been a St John volunteer. She now works as a casual paramedic in Dunedin while she is studying.

Eva says being a paramedic is about the acute care at the bottom of the cliff when a patient needs help and she seeks continuity of care, a longer-term relationship with her patients, and the ability to make an ongoing difference in people's lives.

So she is now retraining as a doctor at the University of Otago and is in her third year of the six needed to

qualify, before working as a junior doctor for two years after that.

Eva is interested both in rural medicine and working as a general practitioner away from the pace and stress of Auckland.

Being a medical student is still ground-breaking. "For a lot of people, cochlear implants are not something they have encountered before," she says.

"To be a doctor or healthcare worker with a hearing impairment, deafness or a disability is not common. Historically I do not think the medical professions as a whole have ever been particularly inclusive and in many ways they still aren't.

"There's been a long overdue and very public drive to increase the ethnic diversity in healthcare, but there isn't any visible drive to increase the shall we say 'disability diversity'," Eva says.

There are only a small handful of students in her class with a disability, which certainly doesn't represent the 20% of the population with a disability, she says.

Eva's hearing loss was unexplained and first picked up as a mild condition during screening in her early school years. Her hearing progressively deteriorated over the following decade.

She recalls that social occasions and connections with others were a struggle during her teenage years

before her first cochlear implant in her left ear.

Eva was 16 and in the final year of her high school studies when she had the surgery. Afterwards, she used a hearing aid in her right ear, but her hearing continued to deteriorate.

When she was in her mid-20s, Eva funded her second implant with the help of her family.

"Losing my hearing definitely made social situations and work challenging environments. I don't think I would have been able to get to where I am without my cochlear implants.

"Getting a cochlear implant is a scary and daunting process and there are a lot of unknowns. It's a big decision but I have no regrets.

"It's life changing – there is no other word for it."

Eva loves tramping, camping and exploring over the summer months but her main pastime is trail running and taking part in ultra-marathons, which cover 50-55 kilometres.

"Running keeps me balanced and happy. I definitely prefer trail running over road running," she says.

In the last six years she has been learning New Zealand Sign Language.

"That's a side of my identity that I've been exploring and growing because it's a part of who I am."



“I’m actually totally reliant on my cochlear implant to hear anything – there was no hope for independence without it.”

Valerie Richards lives independently in Palmerston North.

Fundraising report

In 2022-23 the Southern Cochlear Implant Programme (SCIP) was once again fortunate to receive financial support from various organisations and individual donors throughout regions that SCIP deliver services to. However, due to the flooding in the North Island, the Loud Shirt Day fundraising event was postponed from February until October 2023. This has impacted negatively on our overall donations for the financial period.

Our partnership with Mutual Credit Finance (MCF) is now in its seventh year. MCF continues to support SCIP through annual donations and in other non-monetary ways. The Christchurch-based organisation supports the SCIP 20th anniversary commemorative book and Loud Shirt Day and allocates space to SCIP on its advertising billboard.

Speaking to the User Groups is one of the most enjoyable parts of my role. In this last period, I attended five Cochlear Implant (CI) User



*Belinda van der Monde,
Community Relationship Manager*

Group meetings in Nelson, Hawkes Bay, Dunedin, New Plymouth and Wellington.

While in Dunedin for the CI User Group meeting, I also spoke to the Dunedin Rotary Club at their lunch meeting. This was a well-attended meeting with lots of questions asked during the presentation, providing an opportunity to communicate the life-changing benefits of a cochlear implant to a broader audience.

The Financial Assistance Grant continues to be a well utilised service. We assisted 21 people over the last 12 months. If you would like to know more about the Financial Assistance Grant, please speak to your audiologist.

The SCIP Supporters Database has been growing steadily since its inception in 2020. We now have over 500 members. This is a vehicle for keeping in touch with our CI Users and supporters of SCIP on what is happening with regards to our fundraising and other relevant news or updates.

In August 2022 SCIP had a stand at the NZ Audiological Society Conference in Rotorua. Over the three days of the conference, we connected with 183 Audiologists. This was another opportunity to demonstrate how we can help our patients achieve new sounds, new experiences and new lives.

Ngā mihi nā

BELINDA VAN DER MONDE
Community Relationship Manager

Fundraising acknowledgements

In 2022-2023 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 lives.

Please note, due to the North Island flooding events in February this year, the Loud Shirt Day fundraising event was postponed until October 2023. This accounts for the drop in donations received overall.

GRANTS 2022-2023		
ORGANISATION	GRANT	PURPOSE
Otago Community Trust	\$1,000.00	Regional Clinics in Otago
Rata Foundation	\$20,000.00	Audiologist Salary
NZ Community Trust	\$15,000.00	Audiologist Salary
Aotearoa Gaming Trust	\$20,000.00	Rehabilitation Salary
One Foundation	\$16,320.00	Essential Repairs to CIs
Jones Foundation	\$2,500.00	Administration Salary
St George's Hospital	\$54,648.69	Auditory Evoked Potential Machine
Pub Charity	\$25,000.00	Parts for Adults
The Lion Foundation	\$70,000.00	Operational Costs
Christchurch Casinos Charitable Community Trust	\$1,000.00	Office Equipment
Grant total	\$225,468.69	

DONATIONS	
received in the last financial year totalled	\$97,613.80
The largest donation was	\$80,000.00
and the smallest donation was	\$2.00

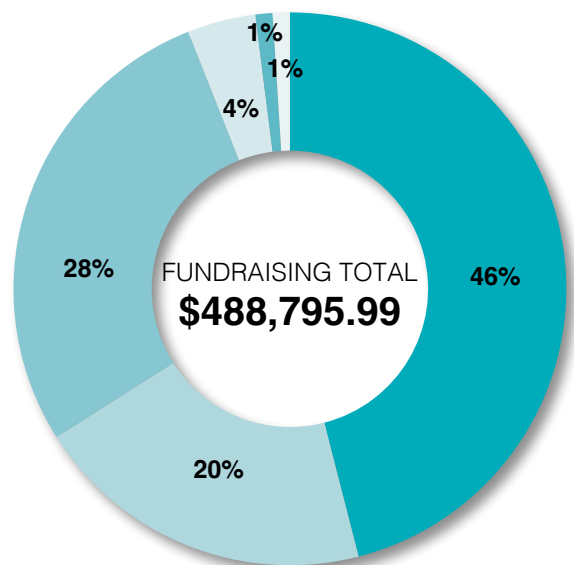
BEQUESTS PLEDGES	
	\$135,000.00

CORPORATE SPONSORSHIP	
Mutual Credit Finance	\$20,000.00

SOUTHERN HEARING CHARITABLE TRUST SCHOLARSHIP GRANT	
Forsyth Barr	\$5,000.00

2022-2023 FUNDRAISING SUMMARY

Grants	\$225,468.69	(46%)
Donations	\$97,613.80	(20%)
Bequests pledged	\$135,000.00	(28%)
Corporate support (MCF)	\$20,000.00	(4%)
Southern Hearing Charitable Trust Scholarship grant (FB)	\$5,000.00	(1%)
Donations toward 20th Anniversary	\$5,713.50	(1%)
Fundraising total	\$488,795.99	



Our supporters



Clinical report

Demographics

REFERRALS

The number of referrals for adults continues to rise. In the last year we received 170 new adult referrals. Audiologists have been involved in giving presentations to community Audiologists regarding referral criteria and the importance of timely referrals. We received 19 new referrals for children: 41% of these referrals were for babies under 12 months of age.

AGE AT IMPLANT

In the last 12 months we have provided cochlear implants to a combined total of 106 adults and children.

Age at implant for adults ranged from 29 to 91 years of age. The median age at implant for adults was 72 years. Age at implant for children ranged from 6 months to 18 years with 45% of children implanted under 12 months of age.



Jill Mustard, SCIP Clinical Manager

OUTCOMES

Outcomes for adults are reviewed at one year post implant through speech perception assessment and self-reported changes in quality of life (QoL). Results for people reaching 12 months post implant in the last year indicate: **97.5%** showed improved speech perception; **98%** reported improved QoL quality of life; **98%** reported improved social connection.

Outcomes for young children are measured through spoken language assessments. SCIP has undertaken research that looks at age at implant, consistent device use and language outcomes at three years post implant. For children with no additional disabilities, the best predictor of spoken language outcomes is consistent speech processor use in the first two years post implant. Datalogging in cochlear implants can help clinicians and families track how many hours a day the processor is worn. The expectation is "Eyes open – Ears on."

REHABILITATION SERVICE

SCIP provides Rehabilitation in conjunction with audiological programming for the first 12 months post activation for adults. This service is focused on assisting and supporting adult cochlear implant (CI) users and their support people with technology, equipment, communication strategies, listening practise ideas and emotional support specific to their hearing journey. Rehabilitationists implement goal setting and regular speech perception assessments to measure progress and outcomes. Rehabilitation support is a feature of CI programmes in NZ, and a few other countries, which is lacking in many other CI programmes internationally.

Regional support clinics have been provided in Hawke's Bay, Taranaki, Palmerston North, Nelson, Dunedin, Cromwell and Invercargill annually in conjunction with Audiology clinics. These visits are two pronged. Firstly, all local adult CI users and their whānau/support people are invited to attend a User Group meeting where they enjoy a short presentation from a SCIP Rehabilitationist and the Community Relationship Manager on the latest technology, SCIP updates, and other relevant hearing health information. It's followed by a chance to meet with other CI users in their area and ask attending SCIP staff questions. Secondly, we offer a free drop-in rehabilitation clinic to provide individualised support and advice on a one-to-one basis. This service is primarily aimed at capturing the needs of our CI users who are over 12 months post activation and no longer regularly attend the rehabilitation service.

We have had excellent attendance over the last year. Across the regions (excluding Christchurch and Wellington): **131** people attended a CI User Group Meeting; **34** people attended a drop-in clinic; **66%** of meeting attendees were people with cochlear implants; **34%** of attendees were support people.

All attendees were asked to retrospectively complete an email evaluation of both the meetings and the clinic, of those who responded:

90% of meeting attendees said they appreciated the chance to meet and talk to other CI users in their region.

"A well thought out presentation... to bring us up to speed with developing tech knowledge going forward."

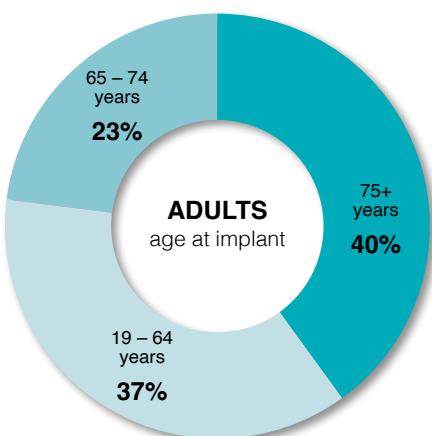
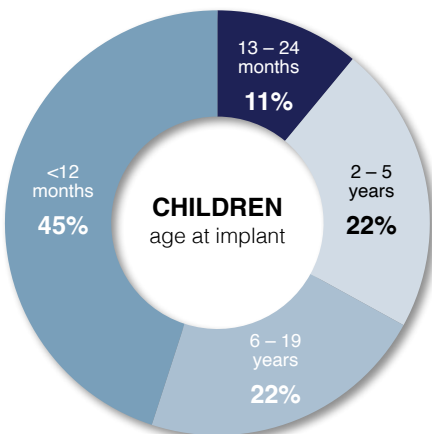
100% of drop-in clinic attendees agreed that the clinic was useful and confirmed they would come back if future clinics were offered.

"Really enjoyed the fact we could just pop in...it's great having the staff down..."

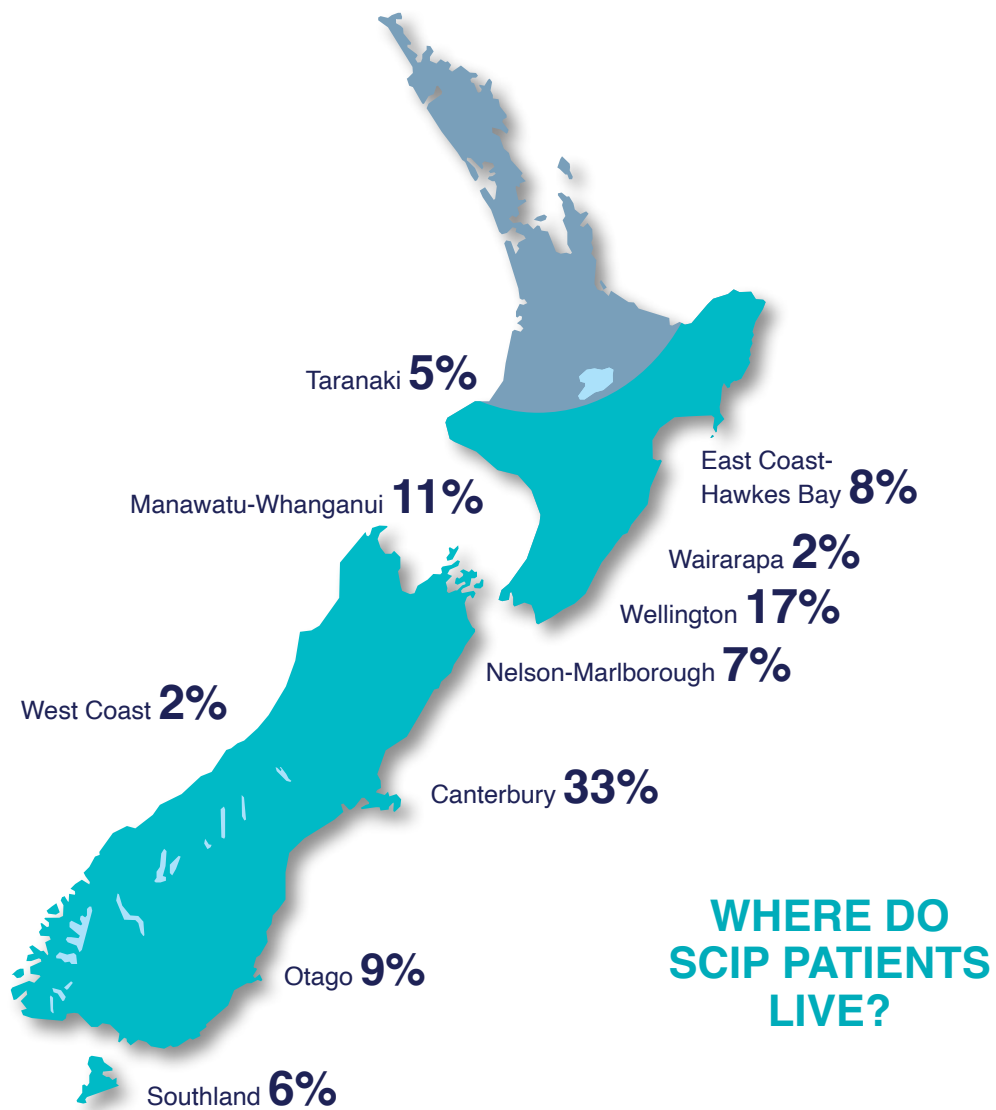
EXTENSION TO WELLINGTON SERVICE

We are pleased to offer surgeries at Wakefield Hospital, Wellington, in addition to Hutt Hospital. The first surgery at Wakefield Hospital was in November 2022 and we have provided 20 surgeries there this year.

AGE AT IMPLANT 2022-2023



At a glance



TOTAL NUMBER OF RECIPIENTS

 **1052**
ADULTS

 **266**
CHILDREN

2022-2023 IMPLANTS



80 **9**
ADULTS CHILDREN
(who each received two implants)
funded by Whaikaha – Ministry of Disabled People

WAITING LIST NUMBERS



83 waiting without funding
ADULTS

NEW REFERRALS

 **189** 
170 ADULTS 19 CHILDREN

REPLACEMENT PROCESSORS

 **140** 
86 ADULTS 54 CHILDREN

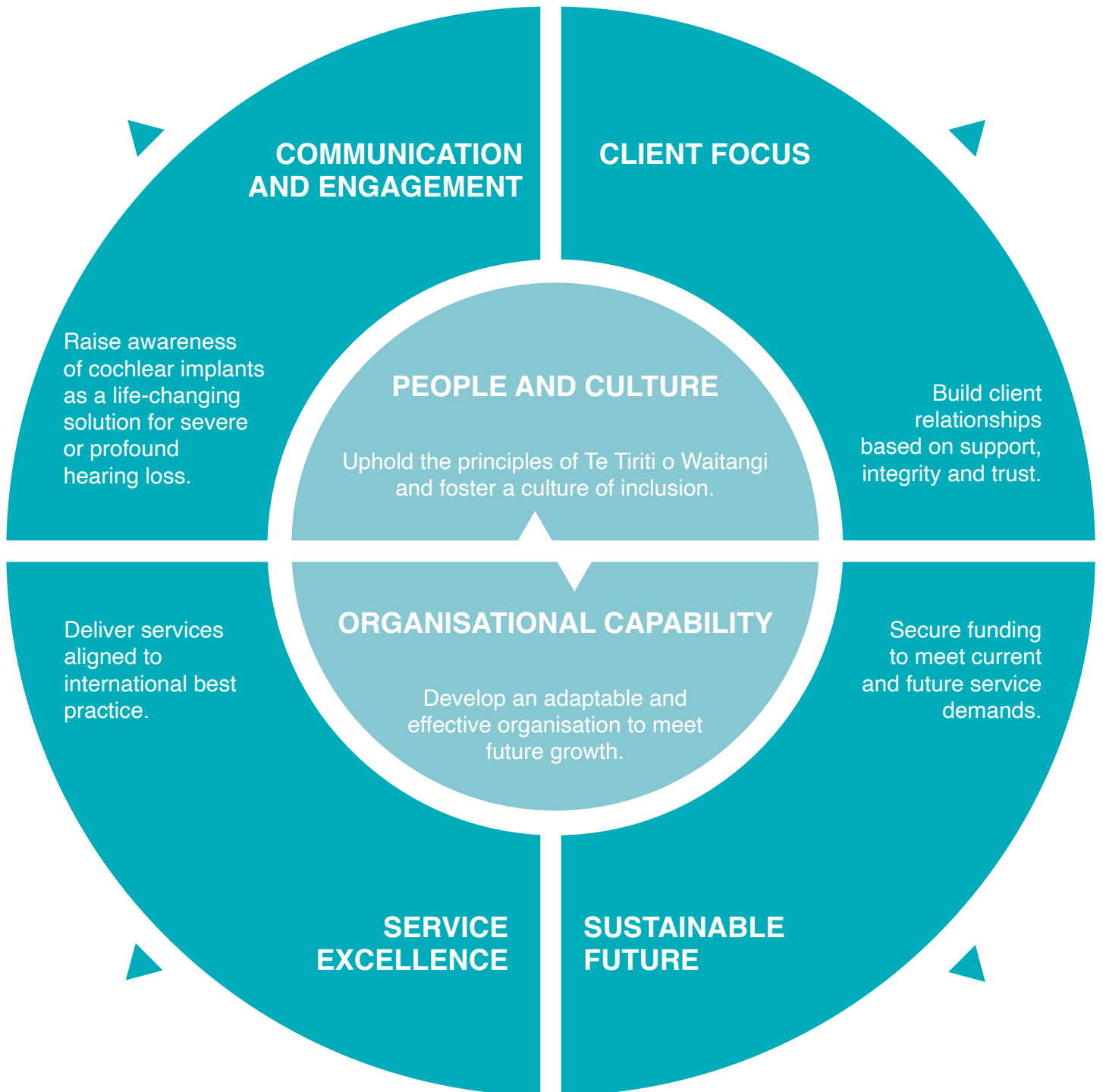
MONEY SPENT ON CHILDREN'S REPAIRS

\$209,478




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.

A woman with long dark hair, wearing a yellow top, is smiling and looking down at a white bowl she is holding. She has a cochlear implant on her left ear. The background is a kitchen with a window and some plants.

“The cochlear implant has been life changing because I now feel more like mixing with other people. I now have the confidence to work out things along the way and not rely on others so much. Now I can talk easily to strangers and know I can do anything despite my hearing impairment.”

Resha Bhana



Recipient Talar Gilmer with his wife Emma and son Myles.

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.

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

Connect with us online:

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