

Hear things  
differently



DECEMBER 2025

# Newsletter



## From the CEO

Kia ora koutou and welcome to the last newsletter for 2025. Each year seems busier than the last and the end of year seems to come around faster than ever.

Our client community continues to grow, with more than 1,500 cochlear implant users on our programme. Through the charitable efforts of our Board, we have been able to provide 24 additional funded implants for adults this year – and we will again next year. That is an investment of over \$2.4 million and helps to reduce our adult waiting list.

We have, as always, a couple of lovely client stories as Mark Adams and the family of Evan Huyser share their journey toward (and beyond) a cochlear implant.

*continued on page 3...*

## Talk to us

As always, we would welcome any feedback on the content as well as your input into future issues. Email us at [newsletter@scip.co.nz](mailto:newsletter@scip.co.nz)



LIZ ROBSON – DISTANT SEA

EVAN HUYSER IS TWO YEARS OLD.

## The Huyser family story of hope & hearing

When newborn screening flagged concerns for Anna and Ryno Huyser's son Evan, it was unexpected. With no history of deafness in either family, this was new territory for the Huysers.

The medical team suggested it could simply be fluids from Anna's C-section. Further testing at Christchurch Hospital confirmed significant hearing difference.

Genetic testing later revealed that both parents were carriers of a gene neither family knew existed.

Anna, an early childhood education teacher, remembers the initial period of adjustment and information gathering.

"It was a big shock when we found out he was born deaf," she says. "But

it was nice to get confirmation and to know the why."

At three months old, Evan was fitted with hearing aids. While they provided some benefit, his audiological profile meant he struggled to distinguish between similar sounds – he might hear ball and fall as the same word.

Understanding the impact this could have on his language development, Anna and Ryno made the decision to pursue bilateral cochlear implants when Evan was six months old.

The decision was supported through an unexpected connection. Alicia, a South African mother whose son also has cochlear implants and who runs a business making headbands

*continued on page 2...*

*The Huyser family story of hope and hearing...continued from page 1*

and accessories for cochlear implant users, became a vital source of support and information through online chats.

"She's a very positive person. She actually gave me the peace of mind just to do it," says Ryno, who drives a milk tanker truck for Hilton Haulage.

At six months old, Evan underwent bilateral cochlear implant surgery. The operation took about four hours, with two hours dedicated to each ear. The theatre team called Anna and Ryno after completing the first ear to reassure them everything was going well before moving on to the second.

"It's especially major surgery on a small child like that," says Ryno. "But they took us through all the steps and how they do it. It was really easy to just let them do what they have to do."

At Evan's switch-on appointment, the moment his processors were activated he simply smiled.

Having had some hearing with his hearing aids, the sound was now clearer – a gentle transition rather than a dramatic revelation.

Now two years old, Evan is thriving. He calls his cochlear implants "his ears" and has embraced them completely.

Each morning, he brings them to his parents to put on, and he's even learned to reattach them himself when they fall off during play.

His language development has progressed well with the support of the Southern Cochlear Implant Programme (SCIP) team.

"They are so impressed with him. He's almost in front of his peers with his speech," Anna shares.

Evan is also comfortable choosing when to wear his processors.

"Some days he comes down and sits in front of the TV just not wearing them," says Ryno.

Anna believes Evan particularly enjoys bath time without them: "He associates the bath with silence; his time to relax."

The Springston toddler is a typical busy boy who loves trucks, playing outside, dancing to music, and



LIZ ROBSON – DISTANT SEA

**EVAN LOVES TRUCKS, PLAYING OUTSIDE, DANCING TO MUSIC AND SWIMMING.**

swimming at the aquatic centre – where he can now wear a special aqua kit to keep his processors on in the water.

Ryno says that his older sister Mia, aged six, is protective and caring, helping to put his processors back on when needed.

"She's a good big sister, very caring, very protective of him."

The support from SCIP has been invaluable throughout the journey, the Huysers say.

Regular visits from speech therapists, sign language instruction at home, and quick assistance when equipment needs replacing have given the family confidence.

"The support we had after the operation was exceptional. We were so happy," Ryno says.

For families facing similar decisions, the Huysers' message is clear: don't hesitate.

"Just giving a child the opportunity – it's not something you need to second guess or doubt. The technology is there. Why not use it?" says Ryno.

Anna adds: "SCIP will be with you every step of the journey. It was scary in the beginning because it's the unknown. But if I think back now, I'd do it again."

"Definitely. It's worth it – that chance for him to hear sounds and have speech."

Through sharing their story, the Huysers hope to help other families understand one family's positive experience with cochlear implants and the support available.



Evan calls his cochlear implants “his ears” and has embraced them completely.



RYNO, ANNA, MIA AND EVAN HUYSER.



EVAN HAD HIS SURGERY WHEN HE WAS SIX MONTHS OLD.



### From the CEO

...continued from page 1

The lived experience of our clients and the benefit they derive from a cochlear implant is the most rewarding part of what we do. Each person's story is unique.

In August we held our second staff collaboration day. This year the event was held over two days in Christchurch and all staff took part. This day is a great opportunity for our Wellington and Christchurch teams to come together for a combination of both internal and external speakers. This year we covered subjects as wide ranging as building team communication, introductory NZSL (including signed singing), artificial intelligence in healthcare, reviewing the patient journey, Deaf culture, as well as a round-robin of team updates. The end goal of these days is improved services to you, our clients.

A major event for us recently was an equity initiative in Gisborne. During a two-day visit in September, we joined with Turanga Health and Your Way Kia Roha to provide a screening hearing service. You can read about this in more detail in the newsletter (page 11). We learnt a huge amount about working with an iwi-led community health service.

We expect to carry out more such equity projects in 2026.

We are a crown-contracted provider and our contract is due for renewal in the middle of 2026. Our funding has moved most recently to the Ministry of Social Development and we are working with the Ministry as it moves to a new contract framework. We expect to have more detail in the new year. We believe that we currently provide a high-quality and cost-effective service with significant 'value-add'. We hope to still be delivering services well beyond 2026.

As we approach summer and the holiday season, we have some advice for getting the most out of your equipment. We also list our shutdown details and how to contact us for emergency support while we are closed. We urge people to stock up on batteries and ensure they have sufficient spare parts to get them through. These details will also be published on our Facebook page and website.

We provide some staff updates. Megan and Aretha from our Wellington clinic are both now parents and we share some snippets. Suffice

to say everyone loves photos of cute babies! We introduce our newest staff member Vikki van Zyl in our Queens Drive office who has been appointed while Megan is on parental leave. Vikki has fitted into our team very well and has been with us for roughly six months. Megan has stepped down from her role as Lead Audiologist and we are pleased to announce that Katrine Evans has been appointed to the role permanently.

Belinda van der Monde presents her latest communications and fundraising update. The economic landscape is still difficult, however Belinda has continued to maintain income from fundraising at the level it has been in the past. Fundraising makes up a significant portion of our income for our stretched operational costs.

I would like to wish all staff and clients a very Merry Christmas and a Happy New Year whatever you are doing and wherever you may be this festive season. We look forward to more challenges in 2026!

**NEIL HESLOP**  
Chief Executive Officer



LIZ ROBSON – DISTANT SEA

ARTIST, HORTICULTURIST EXPERT AND TEACHER MARK ADAMS.

## Restored hearing leads gifted teacher to regain his voice

When Mark Adams walks into his art gallery at his West Eyreton property in North Canterbury, there's a light in his eyes that was missing only months ago.

The 62-year-old artist, teacher and horticulturist had lost more than his hearing – he'd lost his ability to share his teaching gifts with others.

"I couldn't do it anymore," Mark reflects, surrounded by vibrant paintings of New Zealand landscapes.

"Teaching art was my mission in life. My key phrase has always been 'everyone can draw,' and I've proven it for years. But when I couldn't hear people, I couldn't teach them."

He had also worked in horticulture for many years and enjoyed sharing his green-fingered skills training others to enjoy gardening as much as he does.

Mark's hearing difference began in his 50s when industrial deafness from his work in a foundry as a younger man finally caught up with him.

ACC-provided hearing aids worked well for years, until his left ear went

completely deaf. He was then provided with a crossover system.

But by his early 60s, his right ear began deteriorating too. Six months ago, everything changed.

"I couldn't hear people's voices anymore; couldn't distinguish what they were saying," Mark explains.

When his audiologist performed a speech test, the results were devastating. He had lost his speech recognition.

For someone who had shared his knowledge of horticulture, taught art classes for decades, sold his work throughout New Zealand, and even appeared on a television lifestyle programme demonstrating painting techniques, the silence was isolating.

Mark withdrew from family gatherings with his three children and four grandchildren in despair, unable to feel he could truly participate.

"The conversations I could have were always the same – explaining my deafness. There was never any deep conversation."

He relied on live transcripts on his phone, but with lifelong reading difficulties due to Marfan Syndrome, keeping up was exhausting.

Earlier this year Mark lost his job and was warned his vision problems could lead to blindness. His motivation to create art vanished, to be replaced with depression.

Gardening became therapeutic. Mark and his wife Gayle had moved to their lifestyle block 30 years ago and transformed it into an astounding garden paradise.

He knew from years of teaching that creativity helps with mental wellbeing, so he kept drawing out of discipline, even when the feelings of joy was gone.

Then came hope. The Southern Cochlear Implant Programme moved quickly.

Within weeks of his first appointment, he was offered surgery.

"I was blown away," Mark says. "My wife Gayle said I looked different when we left that meeting – like



I could see a future again. I was walking on air."

Ten weeks post-surgery, the transformation is remarkable.

At his cochlear device switch-on, sounds were robotic. Car tyres on the road sounded like running water.

But by the next speech processor mapping session, his audiologist was astonished. "She said what I'd learned normally takes people 12 months," Mark shares proudly.

His secret? Understanding that rehabilitation is like physiotherapy – you have to do the work.

Mark, who has also eventually regained his vision after losing his eye lenses to Marfan Syndrome, knew persistence pays off. He researched and committed to the process.

"I can feel my brain working like a muscle, thinking and trying to

understand and process what I am hearing," he says.

Now, his world has expanded to include sound.

"My relationship with Gayle is growing again because we can actually talk and have conversations," he says.

"The grandkids are getting used to it. When I first got it, I told them I'm bionic!"

His five-year-old grandson Theo, who lives next door with Mark's daughter Eden, no longer has to shout or repeat himself. They draw together, fostering creativity without boundaries.

Mark's confidence is returning, and he's reorganising his gallery, preparing to teach again and sell his art.

"I want to contribute to society in the same way I have before, to leave a legacy, especially with the arts and creativity," Mark explains.

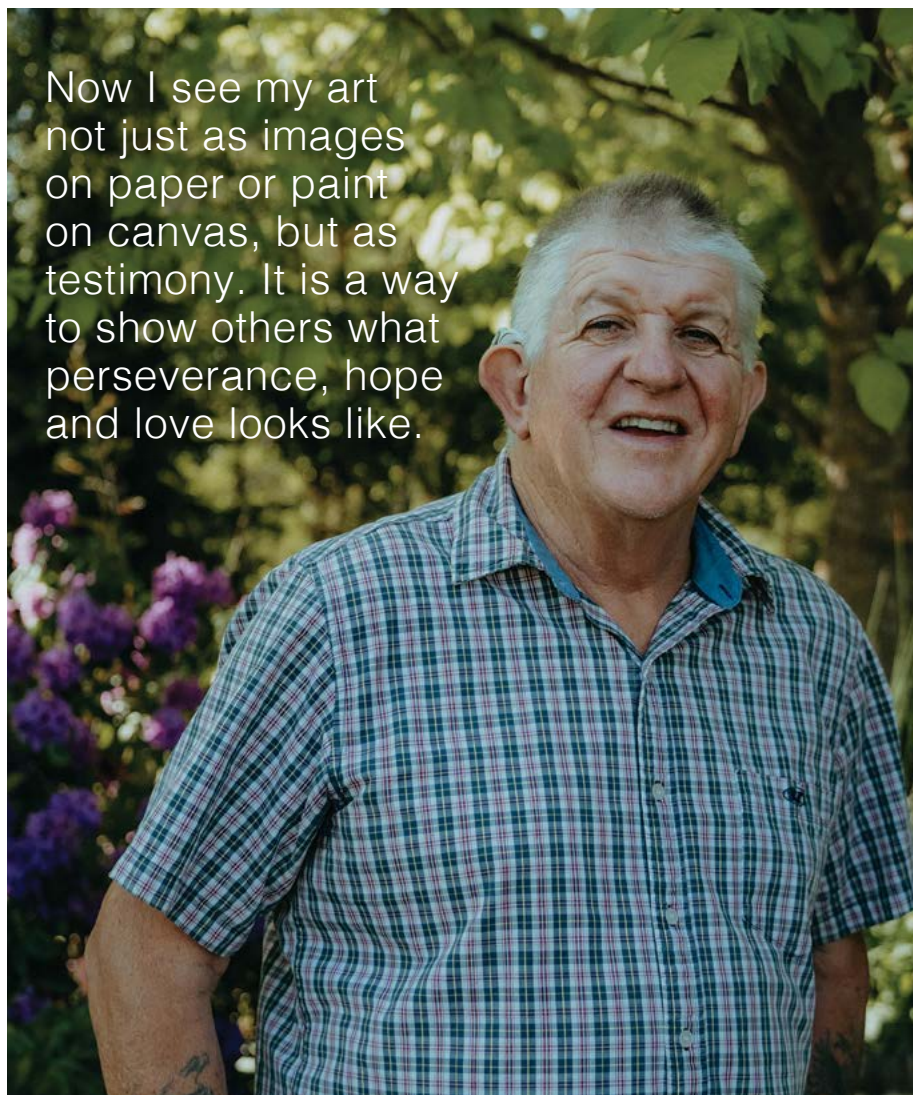
For someone who has navigated blindness, diabetes, and now deafness, Mark's optimism is infectious.

His religious faith also underpins his positivity.

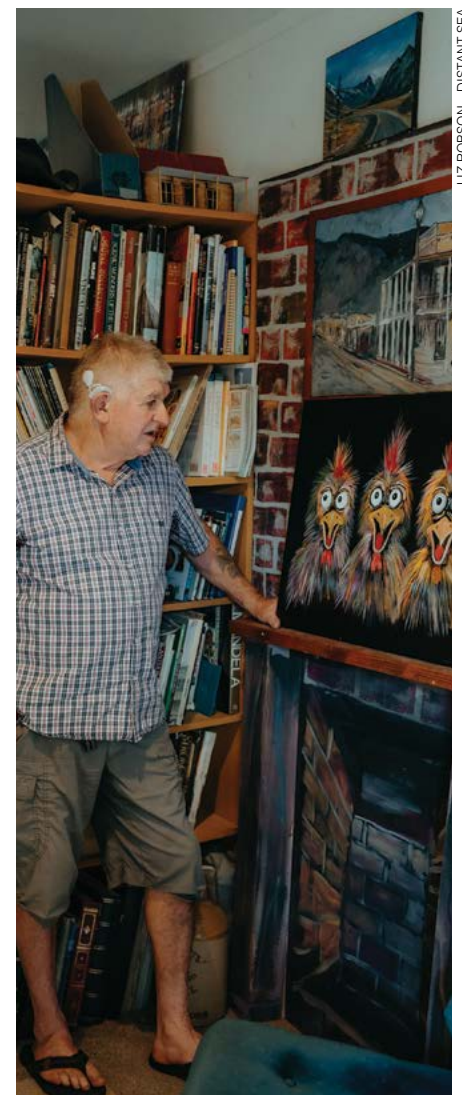
"Now I see my art not just as images on paper or paint on canvas, but as testimony. It is a way to show others what perseverance, hope and love looks like.

"My desire is to offer it back so that people might find encouragement, healing or just a spark of wonder," he says.

Looking at his paintings now, Mark sees not just New Zealand's landscapes but his own journey – one of challenges overcome through creativity, faith and the remarkable technology that gave him back his hearing and his voice.



MARK TRANSFORMED BARE LAND INTO A FLOURISHING GARDEN.



MARK WITH SOME OF HIS ARTWORKS.



## From law to paramedicine – implants enable new career pathway

When Sam Dannenberg moved from Alaska to Christchurch at age 16, he had no idea that cochlear implants would transform not just his hearing, but his entire career path.

Sam began experiencing progressive hearing difference as a child in the United States and received hearing aids by age 12. However, his hearing continued to steadily decline.

By the time his family relocated to New Zealand where parents Dave and Clare took up academic positions at Lincoln University and the University of Canterbury, Sam's hearing loss had become severe.

"When we went to an audiologist here, she was like, 'It's probably getting to the time where you should start meeting with the Southern Cochlear Implant Programme (SCIP) people, because your hearing is just going to continue to deteriorate,'" Sam recalls.

Supported by his family, including older siblings Bella and Holt, Sam coped through school life by lip reading and remembers needing to sleep after school every day due to the hard physical effort it took to listen. Nonetheless, he was an excellent student.

At 18, Sam underwent cochlear implant surgery through SCIP. The switch-on moment he says was particularly memorable – his parents became very emotional, while Sam himself was overwhelmed by the intensity of the higher level of sound the surgery enabled.

He didn't initially comprehend how intense the constant sound could be. "For me, everything was so loud!"

Sam treasures the quieter times after this – like walks and conversation with his mum.

"It was nice to hear things again. Hearing lawnmowers and birds – we'd go on walks and hear different sounds and my mum would tell me what they are. That's a sweet memory."

What Sam didn't initially realise was how profoundly the implants would change his future.



**PICTURED: LEFT TO RIGHT – SAM'S PARENTS DAVE & CLARE, SAM, HIS PARTNER SOPHIE, DAVID KENT (SOUTHERN HEARING CHARITABLE TRUST BOARD CHAIR) AND JONATHAN DAVIDSON (FORSYTH BARR).**

While studying law at the University of Otago alongside classics and history prior to the implants, he harboured a long-held interest in ambulance work – but believed it was impossible.

"There are medical standards, and you have to have good hearing in at least one ear, which I did not have," Sam explains.

The cochlear technology changed everything. He now could meet the essential requirements for paramedicine and could pursue his medical calling.

He enrolled in a Bachelor of Health Science in Paramedicine at Auckland University of Technology in 2023.

Sam won the 2025 Southern Hearing Charitable Trust Scholarship, sponsored by Forsyth Barr, and the prize supported him through his final year of study in Auckland, helping cover living costs in one of Aotearoa New Zealand's most expensive cities.

"Getting an implant changed things because then I could do paramedicine," he says.

"It's opened a lot of doors for me and allowed me to integrate into my profession very well."

Now 21, Sam has just completed his degree and landed a demanding full-time position with Hato Hone St John in Auckland as an Emergency Medical Technician – the first step on the graduate paramedic pathway.

Sam's ambitions don't stop at paramedicine. He's applied to study medicine at the University of Auckland, with results due in mid-December – coincidentally, the same week as his graduation.

"I think paramedics make great doctors," he says.

"I'm interested in primary health care and working in family medicine. I just like talking to people and knowing all their business – that's why I think I'm good at this job."

When it comes to labels, Sam is unequivocal.

"I would not describe myself as deaf or part of the deaf world. I never use a cochlear implant to define myself – they're just a tool and the means to express myself."

Beyond the practical benefits, Sam appreciates the control that a cochlear implant provides.

When he needs a break from noise Sam says he likes to take off his processor and being able to control the volume.

Reflecting on his journey, Sam is certain about one thing: "It was the right decision to get cochlear implants. I was very skeptical at first, but it's allowed me to do what I want to do."

## SCIP Community Relationship Manager Summer report

Looking ahead to a bright  
summer and New Year

As we head into what's promised to be a long, hot summer, I'm feeling excited about the year ahead and grateful for all we've achieved together. The lead-up to Christmas is always a perfect time to pause, reflect on our practices, and look for ways we can continue to improve.

The Rehabilitation team is already preparing for the new year with a refreshed format for our Cochlear Implant User Group meetings. I always look forward to these gatherings – they're such a wonderful chance to connect with our community and hear the incredible stories behind each journey.

So far, this financial year, we've received nearly \$168,000 in donations, thanks in large part to two generous gifts of \$80,000 each, made by donors who wanted to give the life-changing gift of hearing to two adults. We're deeply grateful for this generosity and the difference it makes.

We're also proud of the ongoing success of SCIP's Financial Assistance Grant, which has been running for five years. Since it began, this programme has provided almost



\$50,000 in support to individuals on SCIP's programme who need help covering the costs of maintaining their cochlear implant or attending essential appointments. If you'd like to learn more about how the grant works, please speak with your audiologist.

If you'd like to share your story, discuss leaving a gift in your will to SCIP, or simply offer some feedback, I'd love to hear from you.

Wishing everyone a very happy Christmas and a bright, joyful New Year!

**BELINDA VAN DER MONDE**  
Community Relationship Manager  
[belinda.vandermonde@scip.co.nz](mailto:belinda.vandermonde@scip.co.nz)  
Phone: 027 355 3042.

## DID YOU KNOW ?

- There are **81 adults** on the waiting list for a cochlear implant in SCIP's region
- The Government currently **funds cochlear implants** for **120 adults** every year (60 in SCIP's region)
- Cochlear implants are **not fully covered by health insurance**
- The **cost** of a **single cochlear implant** is **\$50,000**



LOUD SHIRT DAY WAS HELD ON FRIDAY 17TH OCTOBER 2025. THANKS TO EVERYONE WHO PARTICIPATED. THE QUEENS DRIVE AND MILFORD CHAMBERS STAFF GOT INTO THE LOUDNESS OF THE DAY AND HAD A GOOD LAUGH!



# THE STAFF ROOM



Katrine Evans.

## Katrine Evans

"I'm delighted to begin my new role as Lead Audiologist at SCIP. I feel very fortunate to be working alongside our passionate and skilled Audiology team, and I'm looking forward to building on our strengths together. This new role offers an exciting opportunity to collaborate, develop and enhance the care we provide to our patients."

*Katrine Evans, Audiologist MNZAS, Milford Chambers.*

## Aretha Mulder

Queens Drive Audiologist Aretha Mulder welcomed her beautiful baby girl, Elsabet (Elsie) Margot Lovell-Smith, in November.

Aretha shared, "In my totally unbiased opinion, Elsie is perfect in every way! She arrived at a healthy 3.8kg and, true to the little personality I got to know during pregnancy, she's the hungriest hippo and wants to feed all day."

Congratulations, Aretha! We'll miss you while you're on maternity leave, but we're sure Elsie will keep you joyfully busy.



Vikki van Zyl.

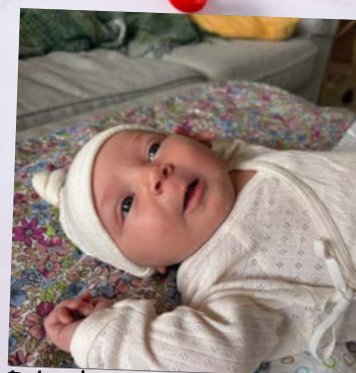
## Vikki van Zyl

We're pleased to welcome Vikki van Zyl to the Audiology team at our Queens Drive clinic while Megan is on parental leave. Vikki worked as both an audiologist and speech-language therapist in South Africa before relocating to New Zealand with her family. She has since practiced audiology in South Africa, Australia and New Zealand, and is excited to be part of the SCIP team. "As an audiologist, it's a privilege to work alongside each unique family on their hearing journey in this amazing and ever-evolving field," says Vikki.

Outside of work, Vikki enjoys spending quality time with her family – including their energetic puppy – and indulging in creative hobbies whenever she can."



Queens Drive Audiologist Aretha with baby Elsie.



Baby Elsabet (Elsie) Margot Lovell-Smith

## Megan Dempster

"Our daughter Sophie was born in May this year and has just turned six months old. It is the greatest joy of my life being her Mum and watching her learn, change and grow. I have been loving parental leave and feel very fortunate to be spending this time with her."

*Megan Dempster, Audiologist, Queens Drive.*



Megan Dempster's daughter - baby Sophie.





On this page and the next we share some tip from our clinicians. We divided them up into the three different disciplines and welcome your feedback – do you find them helpful?

## Audiology Tips

As we head into the warmer months, it's a great time to enjoy swimming, boating and other water activities – but please remember that your

cochlear implant processors are **not waterproof**. Even brief exposure to water can cause damage and affect your hearing performance.

If you plan to spend time near pools, lakes or the beach, be sure to use the **approved waterproofing accessories** or remove your processor before getting in the water.

It's also a good time to double-check that your processors are **covered under your home or contents insurance policy** if you have this.

Accidents can happen and having them covered by insurance can save you from unexpected replacement costs. Protect your equipment – and your peace of mind – so you can enjoy the summer safely and confidently!

## Rehabilitation Tips

Summer is a wonderful time to catch up with friends and whānau. Here are a few ways to make your summer gatherings more enjoyable and listening-friendly:

- **Make the most of the outdoors**

Outdoor spaces often have better acoustics than busy indoor rooms. There's less echo and background noise can be easier to manage.

- **Think about lighting and positioning**

Try to sit so the light is on your conversation partner's face – not behind them – and ask people to face you when they speak.

- **Use your technology**

Bring along any assistive listening devices such as a Mini Mic, AudioLink or Roger system. If your sound processor has features like ForwardFocus, switch them on to help you manage background noise.

- **Stay connected – even in groups**

Group conversations can be challenging. Let people know you're interested in what they have to say but find background noise difficult and may need them

to repeat or rephrase what they've said. Most people are happy to help once they know how!

Wishing you a safe, sunny, and sound-filled summer from your rehab team!



Merry Christmas!

FROM EVERYONE AT SCIP

## Habilitation Tips

### SINGING GRABS YOUR CHILD'S ATTENTION!

When we sing, we **stretch** words, **slow** them down and add **rhythm**. This helps your child notice sounds go **up**

and **down**, get **louder and softer** and are **longer or shorter** – all the key skills for hearing speech clearly and understanding words.



Sing-along with CoComelon books.

### SINGING BUILDS LISTENING AND TALKING

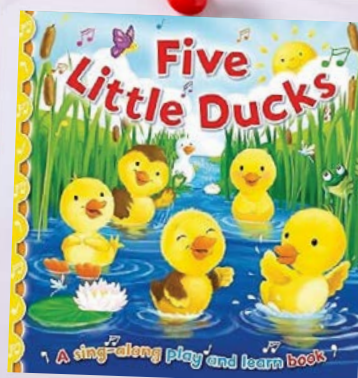
- Singing helps your child hear how speech *sounds* – the **rise and fall** of the voice, the **stress** on certain words and the **pauses** between ideas.

- Children love hearing songs over and over! Each time they listen, their brain gets stronger at remembering sounds, words and the order they come in.

- **Repetition** helps your child join in with familiar parts and learn how words fit together to make sentences and stories.

- Songs are like **little language lessons** – they teach new words and help your child hear how sentences sound.

- Rhyming songs and chants prepare your child for **reading** by helping them hear sounds inside words – an important step for spelling and reading later on.



Sing-along book.

## An update on SCIP clinical research undertaken by the team

Findings from the Southern Cochlear Implant Programme's review of cochlear implant outcomes for recipients aged 85 years and older were presented at the New Zealand Audiological Society (NZAS) conference in Wellington earlier this year.

Mary Kerridge, Lauren Mola and Nikki Cleine represented the clinical team to share this work to help dispel the myth that age is a barrier to receiving a cochlear implant.

SCIP's analysis showed that all participants demonstrated improvements in speech perception and self-reported quality of life questionnaires.

This message is important not only to

encourage referrals to SCIP, but also to support counselling for potential recipients in this age group, which SCIP expects will continue to grow.



Mary Kerridge and Lauren Mola during their presentation.

Preparing for this presentation was a valuable team experience – the team spent many hours in online meetings, analysing spreadsheets and rehearsing with colleagues.

The trio were delighted to showcase the outcomes for this older age group and reinforce the key point that age should not prevent someone from being considered for implantation.

In addition to the conference presentation, SCIP also had a poster on display that compared outcomes between left and right ears receiving cochlear implants.

While this work requires further research, it provided a great opportunity to highlight discussions that are emerging behind the scenes.



## Partnering with Māori communities to improve equity

The Southern Cochlear Implant Programme (SCIP) is embarking on a transformative journey to address a significant gap in healthcare equity for Māori communities.

"We acknowledge that Māori are significantly underrepresented among cochlear implant users –especially adults and we believe it's time to try something different," says SCIP Chief Executive Neil Heslop.

While 17% of child cochlear implant recipients identify as Māori, this drops to just 8% among adults, far below the Māori population numbers.

"Rather than working solely through state services, we want to build relationships with trusted individuals and organisations within local Māori communities – those who hold strong connections and are already supporting whānau," Neil says.

SCIP will take services directly to Māori communities through partnerships with iwi-led healthcare providers, rather than expecting people to attend clinics in Christchurch or Wellington.

A successful hearing health clinic pilot programme in Gisborne in September saw more than 170 people attend.

SCIP worked in partnership with Turanga Health, Your Way Kia Roha and an ear nurse specialist, demonstrating the power of community-led healthcare.

Kaumatua and SCIP recipient Stan Pardoe dropped in to the clinic on the Friday afternoon and the team was happy to hear his positive cochlear implant story and experiences.

Operating on a high-trust model, the week-long clinic attracted people because they knew and trusted the local staff and organisations involved.

"We're proud to support this kaupapa and look forward to deepening our partnerships with community-based organisations," Neil adds.

The vision extends beyond simply increasing referral numbers. SCIP aims to improve engagement with existing Māori cochlear implant



THE TEAM AT THE GISBORNE HEARING HEALTH CLINIC.

users, remove barriers to accessing services and raise broader awareness of hearing health within Māori communities.

Together with community partners, SCIP is committed to helping improve hearing health outcomes for Māori across Aotearoa.

## Cochlear Implant User Group contacts

REGION	NAME	CONTACT
Waipukurau	Judy Nichol	judy.nichol3@gmail.com
Palmerston North	TBA	
Whanganui	Warrick Funnell	warrickdfunnell@gmail.com
New Plymouth	TBA	
Gisborne	Wanda Gower-James	wandagowerjames@gmail.com
Wairarapa	Lois Standish	loisestandish@gmail.com
Wellington	Bruce Thomson	brucethomson84@gmail.com
Nelson	Ross Whitlock	rosswhitlock@inspire.net.nz
Christchurch	TBA	
Ashburton	Helen Wallis	hfwallis@gmail.com
South Canterbury	Lynley Simmons	lynmuzz1@gmail.com
Dunedin	TBA	
Invercargill	Roy and Marj Bremer	marjroy@kinect.co.nz

## OUR IMPACT AT A GLANCE

We have provided cochlear implants to:



**266**  
CHILDREN

We have provided cochlear implants to:



**1,269**  
ADULTS

In total we have received:



**202**  
NEW REFERRALS  
(179 adults & 23 children)

On the waiting list there are:



**81**  
ADULTS

## Christmas and New Year hours (2025/2026)



SCIP offices in both Christchurch and Wellington will close at **5pm on Tuesday 23 December 2025**. Both offices will re-open at **8.30am on Monday 5 January 2026**. Emergency services are available during the office closure, except for weekends and public holidays.

- **Tuesday 23 December**  
CLINICS CLOSE 5.00pm
- **Wednesday 24 December**  
CLOSED – **EMERGENCIES ONLY**
- **Thursday 25 December**  
CLOSED – NO SERVICE  
– Statutory holiday
- **Friday 26 December**  
CLOSED – NO SERVICE  
– Statutory holiday
- **Monday 29 December**  
CLOSED – **EMERGENCIES ONLY**
- **Tuesday 30 December**  
CLOSED – **EMERGENCIES ONLY**
- **Wednesday 31 December**  
CLOSED – **EMERGENCIES ONLY**

- **Thursday 1 January**  
CLOSED – NO SERVICE  
– Statutory holiday
- **Friday 2 January**  
CLOSED – NO SERVICE  
– Statutory holiday

Cover for both offices will be provided from our **Christchurch office**. For the emergency days, patients should use the following contact details for emergency requests:

- Mobile (text or voice):  
**027 355 3041**
- Email: **reception@scip.co.nz**

Patients can leave a message at the mobile number or email address during weekends and statutory holidays; however, any messages will

**only be actioned** on the days listed as **EMERGENCIES ONLY**.

The landline numbers at both clinics will not be answered or monitored during these times. Please use the contact details in the previous paragraph.

*Please note:*

- *Emergency requests include essential spare parts and loan devices only.*
- *Clinic appointments will not be available at these times.*
- *Please ensure you have sufficient batteries and dry briks for the holiday period as requests for these will not be actioned. Batteries can be sourced from pharmacies and local audiology clinics.*

### Christchurch

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

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

### Wellington

JAG Legal Building  
Level 1  
119 Queens Drive  
Lower Hutt 5010

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



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