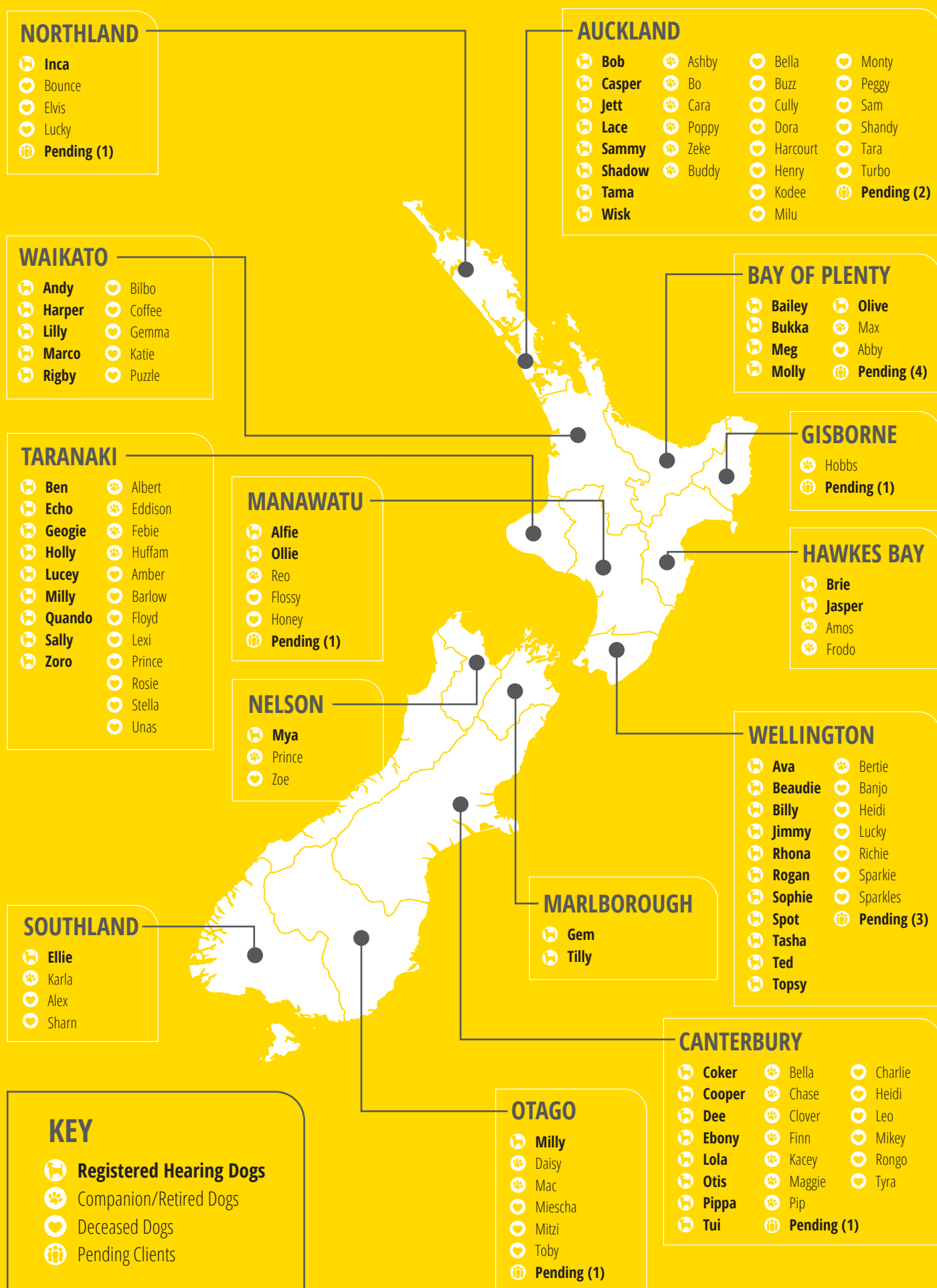


**Annual Report**  
**2021**





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# Chairman's Annual Report

It is always pleasing to report a profitable year but that is not what Hearing Dogs for the Deaf is all about. We exist to train dogs for the deaf and to ensure that those dogs that support the deaf continue to assist them.

**The strategic plan for Hearing Dogs NZ is on track through the diversification and responsiveness of the staff and volunteers.**

## COVID 19 EFFECT

Covid 19 turned our world upside down as it did to many other businesses and people. It had an effect on our outputs, as we were unable to train dogs at the normal rate. We are now back in business and on track again. Fortunately we were able to receive support from the government for almost \$56,000 which was all passed on to our frustrated staff, and achieved the goal of maintaining their employment.

## BEQUESTS

Our work was again rewarded by a much appreciated bequest of \$130,000 plus some smaller bequests this year. In 2018 the trustees of the day decided to spend that abnormal bequest of \$125,000 on attempting to expand the business. The current trustees have decided on a different path and plan to maintain the business at similar levels and use these funds over numerous years to provide a quality service.

## SURPLUS

If the total bequests for the year of \$157,000 had not been received the operations for the year would still have shown a surplus. Thanks must go to our manager Clare, who set a tight budget, had it approved by the board, and kept to that budget, except for some Covid issues. By diversifying and the introduction of "Doggy Day care Wednesday", she has generated additional income (almost \$10,000 for part year), increased our awareness in the local community and seen an increased use of our facilities.

## VOLUNTEERS & STAFF

As illustrated in this annual report we are more than ever reliant on the huge number of volunteer hours every week to operate. With over 1800 hours voluntary and just over 100 paid staff hours per week demonstrating how much this charity is community based.

There are three new staff members on the team this year and coupled with the experience of existing staff we are in a much sounder place for growth and meeting our future goals. Tracey is working with the dogs and feeding them and locking up the Centre in the evenings, giving Delwyn more time to train. Maura is working with the Recipients in the placement and assessments of the partnership while Terry is moving to more of a semi-retirement phase and Lisa is handling the social media, newsletters, visual images and face of Hearing Dogs NZ.

## FUTURE

I am confident that with Clare continuing to manage the operations, and with Trustees oversight but not interference, the next few years should see a growth in training and levels of placement. The financial hurdles are behind us and we now have a sound Balance Sheet.

## Brian Busing C.A.

Hearing Dogs NZ Chairman

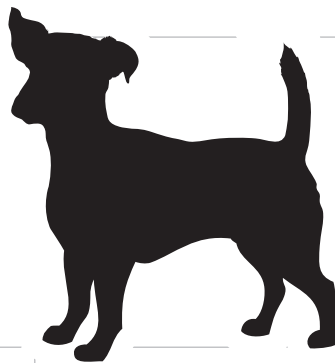
# Key Statistics

150

Thanks to our many loyal supporters, we have achieved our goal of having trained 150 dogs by 2021

79

Recipients & Hearing Dogs supported



57

ADI accredited Hearing Dogs

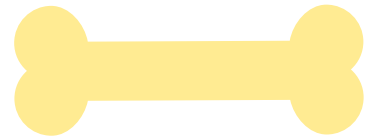


14

Applicants for Hearing Dogs

5

Furry Family Friends placed



17

Confidence & Companion Dogs placed



4

Puppies in training to become Hearing Dogs

10

Support visits to recipients in the past year

150

Hearing Dog partnerships created since 1998



**A Hearing Dog is a visible sign of disability. Hearing Dogs enhance opportunities for communication.**

# Meet the Team



## Clare McLaughlin

Working for Hearing Dogs NZ brings together my love of dogs and people. I feel privileged to be part of making a positive difference in people's lives and love being part of the wider community of people that make this charity what it is.



## Delwyn Gavin

Dogs are my passion and I just love my job at Hearing Dogs NZ. I am responsible for the training of the dogs to Internationally recognised standards. Watching each of them grow and develop into wonderful assistance dogs is so rewarding.



## Terry Darby

11 happy years spent working at Hearing Dogs. On the way I've met some great people and some wonderful dogs. Now just about retired I still keep helping out when and where required. Still enjoying my catch up with recipients both old and new.



## Larry Farmer

I really enjoy caring for the property and its equipment. Working to keep our Training Centre a beautiful place to train our special dogs is a truly rewarding role.



## Carolyn Santiago

I received Bailey in 2008 and have the privilege of being a Hearing Dog recipient and staff member. I am grateful for the opportunity to contribute to an organization that has had such a big impact on my own personal life.



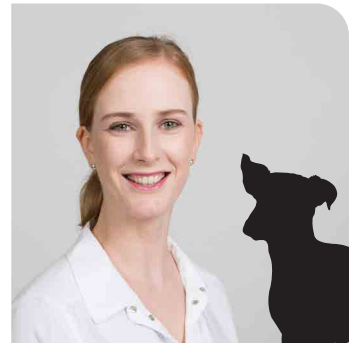
## Maura Coneglan

On my return to NZ six years ago, I became involved with Hearing Dogs as a puppy Socialiser. To now work with highly trained dogs and the recipients enabling a hearing disabled person achieve a more secure, happier and healthier life is both joyous and enormously rewarding.



## Tracey Cooper

My role at Hearing Dogs NZ is very rewarding. I get so much enjoyment from looking after the dogs in training knowing they will each go on to make such a difference to someone's life. It's a wonderful, caring team to be part of.



## Lisa Fitzgerald

Seeing the immeasurable difference Hearing Dogs make in their recipients' lives gives me a new respect for dogs. I have really enjoyed being with Hearing Dogs over the last year, together we have worked on some wonderful projects that I hope will continue to serve the charity well.



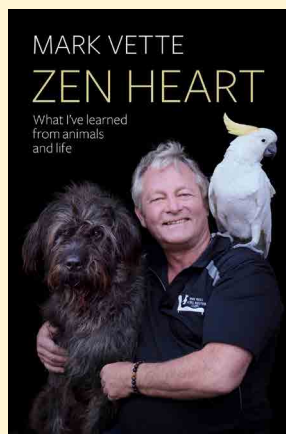
## Doggy Daycare

**We are pleased to share that Doggy Daycare has been and continues to be a great success, with an average of 20 dogs in attendance each Wednesday.**

Doggy Daycare was set up to help Hearing Dogs. Offering a small dog daycare service on Wednesdays from 8am - 6pm. Giving little dogs a wonderful day out being socialised and exercised at the training centre.

With a wonderful network of volunteers to run the service, Doggy Daycare has slotted into the Hearing Dogs schedule without a glitch. We have made a profit of ten thousand dollars to date!

This initiative provides a quality small dog daycare for Taranaki & an income stream for the charity. It's a real win for both the local and deaf communities.



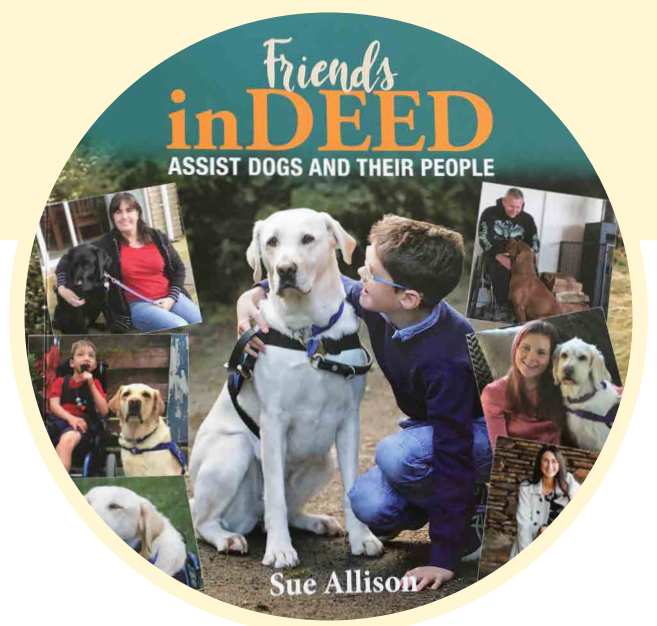
### Zen Heart to aid our Training

Mark Vette - Animal Behaviourist generously gave us two copies of his book ZEN HEART.

"Deep understanding of dogs and an appreciation for their contributions to us ... Love is understanding! Mark"

### Friends in DEED - Assist Dogs & their People

"They have long been lauded as 'Man's best friend' and their devotion is best seen in action when coupled with another truism: A friend in need is a friend indeed." Hearing Dogs are so thrilled to be included in the book - Friends in Deed, Assistance Dogs and their people by Sue Allison. Two of our special partnerships are featured: Vanessa & Rogan Josh and Margaret & Mitzi.





## Two Shows for a Good Cause

**Hearing Dogs staff and volunteers stole the show to raise money. Our own Terry Darby starred in “Lockdown in Little Grimley”, while Clare, Delwyn, Lisa & local personality Morris West strutted their stuff down the catwalk.**

The world premiere of David Tristram’s play, Lockdown in Little Grimley, took place in Taranaki. The premise is simple - a local theatre group are working out what to do after Covid-19 has hit and forced them into lockdown. With simple staging and costume, it really was up to the four cast members (Terry Darby, Jenny Lawn, Lynda West and Director Morris West) to turn the story into the memorable show it was.

They performed in New Plymouth, Opunake, Stratford, the NPDC Council Chambers and three Retirement Villages. \$4000 was raised for Hearing Dogs NZ!

A great night was had by all at the Ballentynes Fashion Central fundraiser. General Manager Clare McLaughlin, Dog Trainer Delwyn Gavin, Designer Lisa Fitzgerald and local personality (and long-time Hearing Dogs supporter) Morris West dressed as Mrs Brown, took to the catwalk to present the latest fashion trends and raise money for Hearing Dogs. Demonstration dog Ruby & Mrs Brown stole the show!



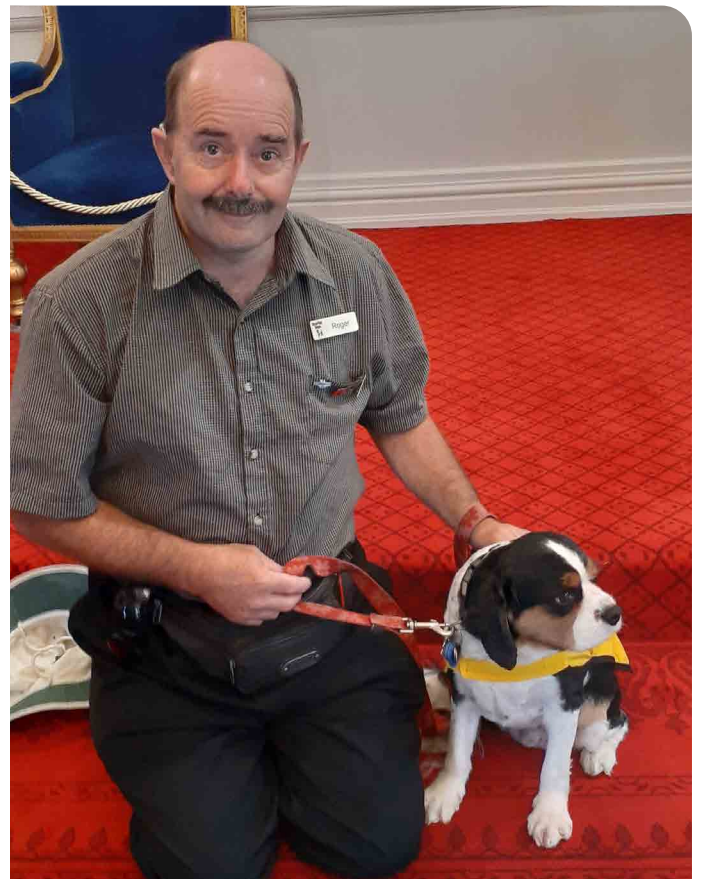
## Government House

### Hearing Dogs represented at the Governor-General's Reception to mark the Anniversary of the signing of the Treaty of Waitangi.

Roger Drower, his wife Naomi and his Hearing Dog Harper attended a reception at Government House in Wellington on Sunday the 6th of February 2021 – Waitangi Day.

Brian Busing, Chairman of Hearing Dogs NZ Trust, nominated Roger for this as a way of saying thank you for all the work Roger and Naomi have been doing raising funds through collection boxes in their local area.

Their Excellencies, The Right Honourable Dame Patsy Reddy, GNZM, QSO Governor-General of New Zealand and Sir David Gascoigne, KNZM, CBE invited Hearing Dogs NZ to this reception as one of the Governor-General's patronages.



### Thank you Rotary Club of New Plymouth North!

Our fences were in desperate need of a refresh and the good sorts at Rotary Club of New Plymouth North gladly came out to lend a hand. We are thrilled with how fresh everything looks.

### Pictured right is Toby modelling a Doggy Bandana

Volunteer hands have been busy making doggy bandanas from donated cotton fabrics and they are being sold at the New Plymouth Vet Group. Safe to say there are many stylish pooches in the region! If you have any off cuts, scraps or unused cotton fabrics you no longer need please send them out to us:  
Hearing Dogs NZ, PO Box 8117, New Plymouth 4371





## Puppy Classes!

**New Plymouth District Vet Group have been supporting Hearing Dogs New Zealand for many years.**

All puppies bought into the Hearing Dogs New Zealand training program go through puppy classes at the New Plymouth Vet Group at no charge.

Rob Mills, Hearing Dogs NZ Trustee has been involved in the Taranaki Community since 1980 when he joined the New Plymouth Veterinary Group as a junior Veterinarian. The Veterinary Group has been associated with Hearing Dogs NZ since its inception and Rob says it's a privilege to work with the dogs right from their initial puppy class, through to their placement in the community.

PICTURED RIGHT: Rob Mills with Hearing Dog puppy Jordy.



**Stefan Marcia** (Recipient of Cully)  
Generously gave \$10,000.00

**In Memory of Jill Hardings**  
(by K.D. Harrison) \$100.00

**Sonova Audiological Care** \$5000.00  
In Memory of Jessica Grosskreutz



**Peter Hopkins**  
Bequest of \$131,400.00

**Annonmous**  
Donated \$10,000.00

# \$157,450.00

**Dawn Lay Trust**  
Kindly gave \$950.00

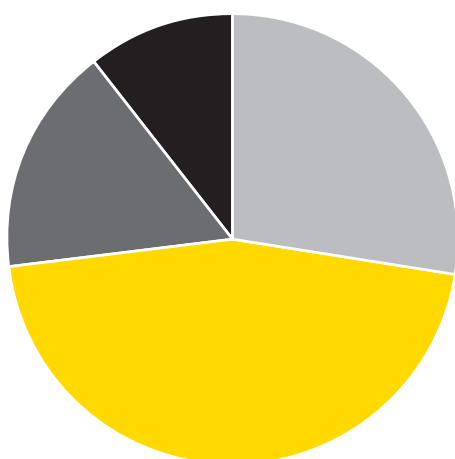
**Bequest Donations**  
**2020-2021**



# Financial Overview

## REVENUE \$348,667

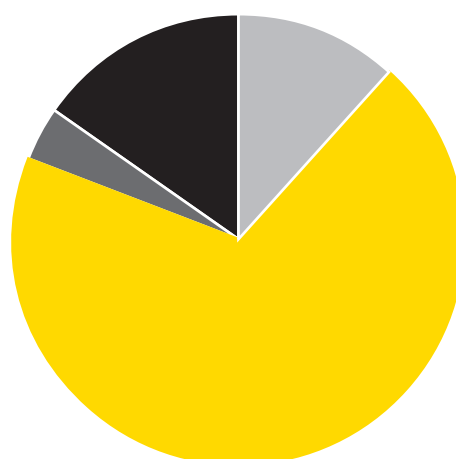
Financial Year 2021



- GRANTS \$96,000.00
- BEQUESTS \$157,450.00
- DONATIONS \$56,745.00
- OTHER INCOME \$36,472.00

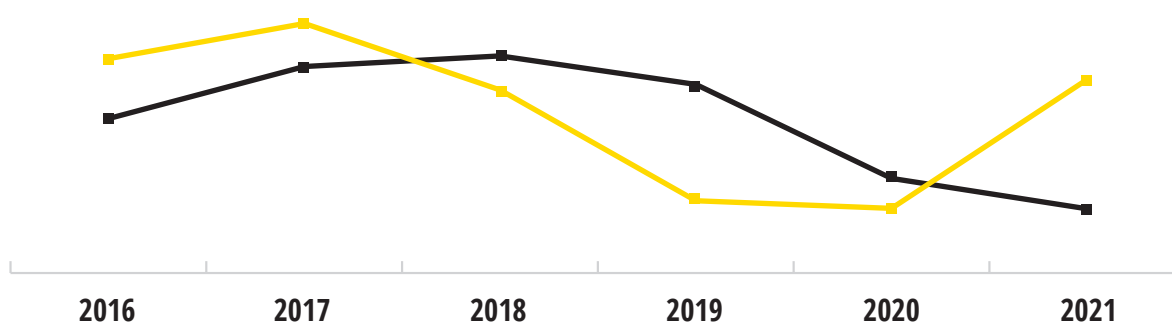
## EXPENSES \$183,103

Financial Year 2021



- DOG EXPENSES \$21,375.00
- VOLUNTEER & STAFF \$127,092.00
- TRAINING CENTRE \$7,035.00
- OTHER EXPENSES \$27,600.00

- INCOME
- EXPENSES



\*Financial overview as at 31st March 2021.



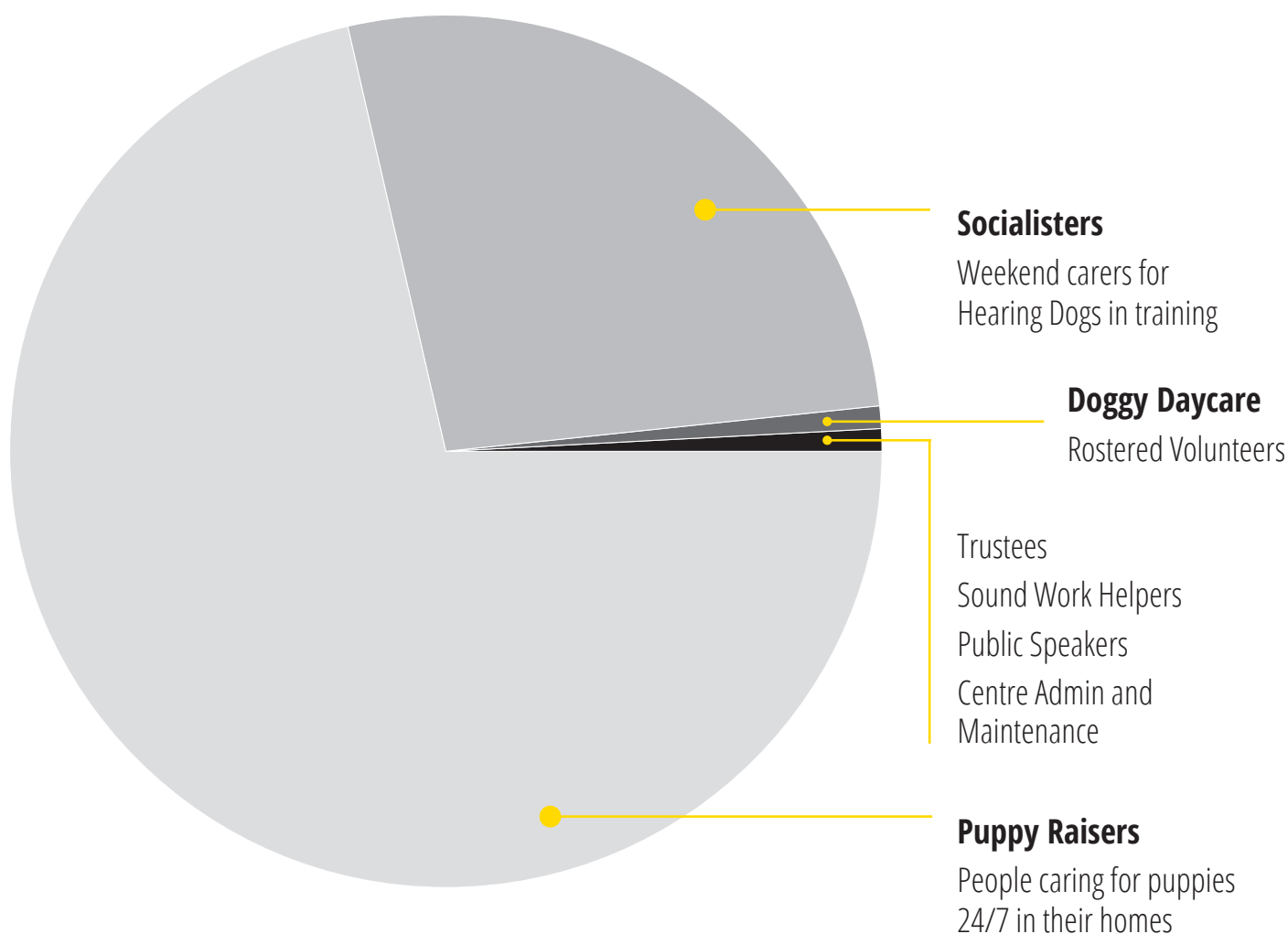


DEMONSTRATION DOG RUBY & ASHBY



# Volunteer Hours

We are gifted an amazing number of volunteer hours every week. Hearing Dogs have 45 regular volunteers who combined donate 1876.5 hours on average per week, that's almost 10,000 hours in a year!



**1,876** Volunteer Hours on average per week



# Volunteers

## Puppy Raisers & Socialisers

Annette Marsh & Chris Haunton  
Shirley & Colin Kelsen  
Bex & Bevan Caldwell  
Chris & James Tennant  
Dale & Ross Kisby  
Judy & Jim Williamson  
Sandra & Bill Munro  
Lynda & Morris West  
Maura & Neil Conaglen  
Marguerite & Chris Burr  
Judy Donnolly  
Pamela Jensen  
Marnie Taylor  
Fliss & Larry Wilson  
Jane Tett

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## Public Speaking

Richard Field  
Bruce & Alison Hebbard  
Jim Shepherd  
Margaret Richardson  
Vanessa Creamer  
Carolyn Santiago  
Danelle Beston  
Karyn Froud  
Lesley & Jock Sutherland  
Clare McLaughlin  
Terry Darby  
Ruby our Demonstration Dog

## General Volunteers

Avon & Ted Grace  
Marian Macklin  
Jim Shepherd  
Carolyn Santiago  
Clare McLaughlin  
Terry Darby  
Delwyn Gavin  
Larry Farmer  
Tracey Cooper  
Lisa Fitzgerald

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## Centre Maintenance

Chris Haunton  
Bruce Howson  
David May  
Colin Kelsen

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## Doggy Daycare Volunteers

Linda Flay  
Lesley Sutherland  
Linda Hooper  
Terry Darby  
Maura Coneglan  
Judy Donnolly  
Shirley Kelsen  
Jimmy Williamson  
Dale Kisby  
Danielle Manu  
Erica Woodger

## Training Assistants

Alix Howatson  
Dale Kisby  
Gillian Clareburt  
Linda Flay  
Erica Woodger

---

## Specialty Volunteers

Jan Main - Quilt maker for raffles  
Linda Hooper - Crochet for raffles  
Lynda H - Handmade pottery  
Shirley Kelsen - Hearing Dog jackets  
Shirley Kelsen - Dog bandanas  
Dale Kisby - Dog bandanas  
Karen Laurie - Dog jumpers & bears  
Erica Soeterik - Knitted hats, cat toys, blankets and threaded bracelets  
Jane Tett - Dog grooming  
Roger & Naomi Drower - Collection Boxes  
Morris West - Promotions Advocate  
Linda Flay - Recipient Cottage Manager  
Lisa Fitzgerald - Communications  
Donna Johnson - Entertainment Books  
Pat Smith - Knitted Dog Purses  
Sandra Munro - Administration  
Nicola McKearney - Dog Shampoo  
Donna Sullivan - Photographer  
Sandra Antill - Photographer  
Steve Clancy - Photographer

## Reaffirming a long-standing partnership

**The relationship between Nestlé PURINA® PRO PLAN® and Hearing Dogs NZ goes back to 2004, thanks to a spontaneous visit from a Purina company rep who was so impressed by what he saw that he offered free food.**

Fast forward 17 years, and the relationship is still going strong. And, thanks to our recently signed agreement, is set to continue and develop in the future.

Purina® PRO PLAN® is delighted to reaffirm its commitment to working with Hearing Dogs NZ and is looking forward to exploring new and mutually beneficial opportunities.

The team at Purina is extremely proud that our hard working dogs across the country are fed Purina® PRO PLAN® and are excited about communicating the work we do here at Hearing Dogs NZ to a wider audience. In the meantime, our puppies, dogs and trainers can rest assured that the bowls will stay full!

Pictured below is the Purina New Zealand Head Office team. "At Purina, we believe that pets and people are better together. In fact, many of us are so attached to our pets that we bring them to work with us!"





## Waikato Audiologists Puppy Love

**Audiology company Hearo have been sponsoring Hearing Dog puppies for the past year. When Hearo's Martin Stratton first approached Hearing Dogs NZ with an offer of support, we never imagined how much support would come.**



Martin's passion for helping the deaf and love of dogs was a clear driver behind becoming a monthly sponsor for the Hearing Dogs puppy programme. These regular monthly contributions are integral to the success of the project, with puppies being at the centre of the organisation.

In recognition for their wonderful support we have named a Hearing Dog in training "Hearo". Hearo is a black Miniature Poodle, he's half way through the training programme and is sure to be a 'super-hearo' for one lucky recipient.

Waikato Audiologists Hearo are loving seeing all of the cute puppy's their donations are going to support. "Not all Hearo's have two legs".

## Support where it counts

**Tandem Group are a supporting cog in Hearing Dogs New Zealand's wheel. For the third year in a row they have been providing free professional support.**

Tandem Group, formerly Busing Russell, has been proudly serving Taranaki businesses for over 110 years. As one of the first accounting firms in the region, and Taranaki's largest independent accounting firm, they remain locally owned and continue to break ground with a modern and innovative service.

Tandem Group are always on hand to assist Hearing Dogs New Zealand. They help us with the daily, monthly and annual accountability of our Trust. Having a local team available truly is having support where it counts.

Professional guidance from Tandem Group has been a huge help in securing the charity's future growth and we can't thank them enough.

**tandem**  
group





# Supporters

## Philanthropic Trusts & Grants

COGS (Dept of Internal Affairs)  
New Plymouth District Council  
NZ Lottery Grants Board

## Business Support

Animates  
Centre City New Plymouth  
Fuji Xerox New Plymouth  
New Plymouth Vet Group  
Post Haste Couriers  
Purina  
Tandem Group

## Puppy Sponsors

Businesses making regular donations  
to sponsor puppy training:

All Breeds Dog Training  
Audiology South – Invercargill  
Audiology South – Dunedin  
Dilworth Hearing Ltd  
Hearing Consultants  
Loyal Manawatu Lodge  
Tauranga Canine Obedience Association  
Tauranga Harbour City Lions  
Total Hearing Care Waikato

## Puppy Sponsors

People making regular donations  
to sponsor puppy training:

Anstis, C M  
Aldred, T & J  
Arlington, B  
Black, J  
Brown, B  
Catanach, M  
Chapman, P  
Clark, E  
Gallaghan, J E  
Gilchrist, A M  
Gillespie, M  
Glen, R  
Griffin, E  
Guildenhuys, H  
Hackett, C & P  
Heald, G  
Horan, D H  
Howatson, A  
Johnson, S M  
King, S  
Lacy, J  
Leader, J  
Lennox, L J  
Leonard, BJ & D  
Loveys, S  
Macklin, M

Manchha, A  
Mann, B & D  
McKay Family Trust  
McKenzie, L & M  
McEwen, P  
McKinney, B E  
Nicholls, M  
Nicholson, R M  
Norwell, L  
Pilling, R A  
Robinson, J  
Rusbridge, C  
Shepherd, J E  
Sherwood, H  
Soeterik, E  
Spedding, N M  
Spooner, F M  
Sutherland, LA & AN  
Trapski, M  
Westerby, H  
Wheeler, J  
Windelburn, J

**“She’s a helper dog,  
but boy is she great company”  
Says Jock, Sophie’s Recipient**



# Directory

## Patron

**Her Excellency the Right Hon  
Dame Patsy Reddy**

GNZM QSO DSij  
Governor-General of New Zealand

## Our Board

**Brian Busing** Chairman

**Chris Haunton**

**Rob Mills**

**Catherine Quin**

**Deb Tawa**

## Our Staff

**Clare McLaughlin** General Manager

**Carolyn Santiago** Business Development Advisor

**Delwyn Gavin** Dog Trainer

**Larry Farmer** Groundsman

**Tracey Cooper** Kennel Assistant

**Lisa Fitzgerald** Graphic Designer

**Terry Darby** Recipient Coordinator

**Maura Congelan** Recipient Coordinator

## Hearing Dogs for Deaf People New Zealand

Incorporated as a Charitable Trust on 25 May 1998

Incorporation Number: AK/906971

Registered Charity Number: CC11184



## Contact

Postal Address

**PO Box 8117, New Plymouth 4371**

Training Center Location

**7 Hydro Road, New Plymouth 4342**

Phone **06 769 5000**

Email **info@hearingdogs.org.nz**

Website **www.hearingdogs.org.nz**



Hearing Dogs for Deaf People New Zealand  
**[hearingdogs.org.nz](http://hearingdogs.org.nz)**