



# 2020

ANNUAL REPORT

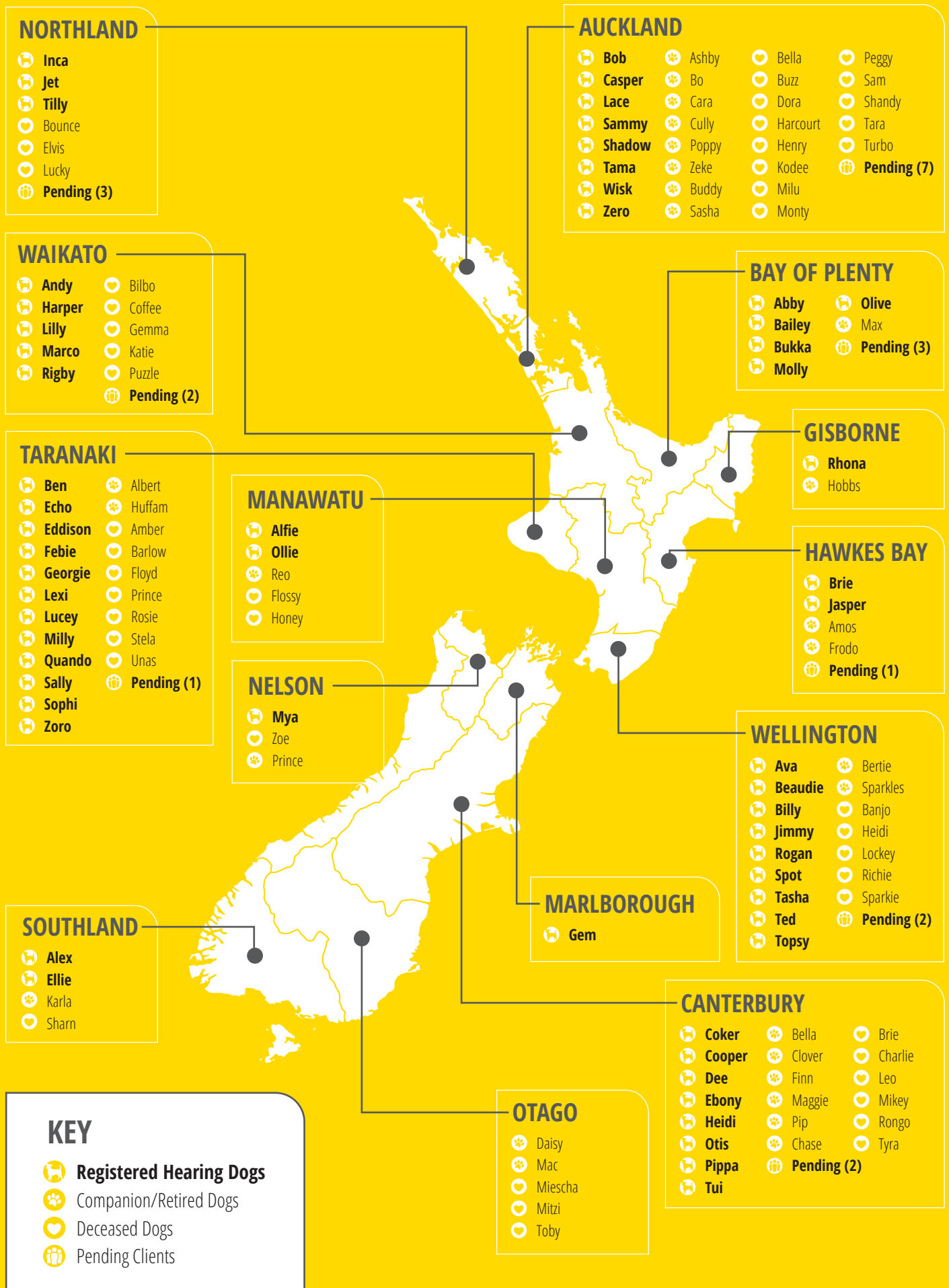


# Contents

<b>Hearing Dog Register</b>	<b>3</b>
<b>Chairman's Message</b>	<b>4</b>
<b>Key Statistics</b>	<b>5</b>
<b>General Manager's message</b>	<b>6</b>
<b>Meet our Staff</b>	<b>7</b>
<b>Highlights</b>	<b>8-9</b>
<b>Financial Overview</b>	<b>10</b>
<b>Volunteers</b>	<b>11</b>
<b>Supporters</b>	<b>13-14</b>
<b>Directory</b>	<b>15</b>







# Chairman's Annual Report

I am pleased to report a very stable year for the period to 31 March 2020 except for the upset by Covid 19 shutdown in the last week.

Operations were suspended from lock level 4 to level 2 where we have limited activity and hope that level 1 is not far away. We received some relief for our staff wages but will have to wait and see if our revenue drops by 30% so that we keep this short cash injection.

## OUR STAFF

It always feels good to have a stable workforce. We are so lucky that they are also a happy experienced team of employees and volunteers.

## OUR PERFORMANCE

We were able to place 7 dogs this year compared with 5 last year and 7 the year before. Nice to be back on track.

## OUR COSTS

We have now pared our costs down to \$222K per annum from a previous \$342K and \$389K. Simple maths can then show the cost incurred for every new dog placed as \$32,000 compared with \$68,000 last year and \$55,000 in 2018.

Our costs are not just in training new dogs so this is not an exact calculation. We do have to supervise the 80 plus dogs out there helping the deaf, and incur costs in raising income

## OUR INCOME

Our income this year was down at \$180K from last year's \$192K and \$335K the year before.

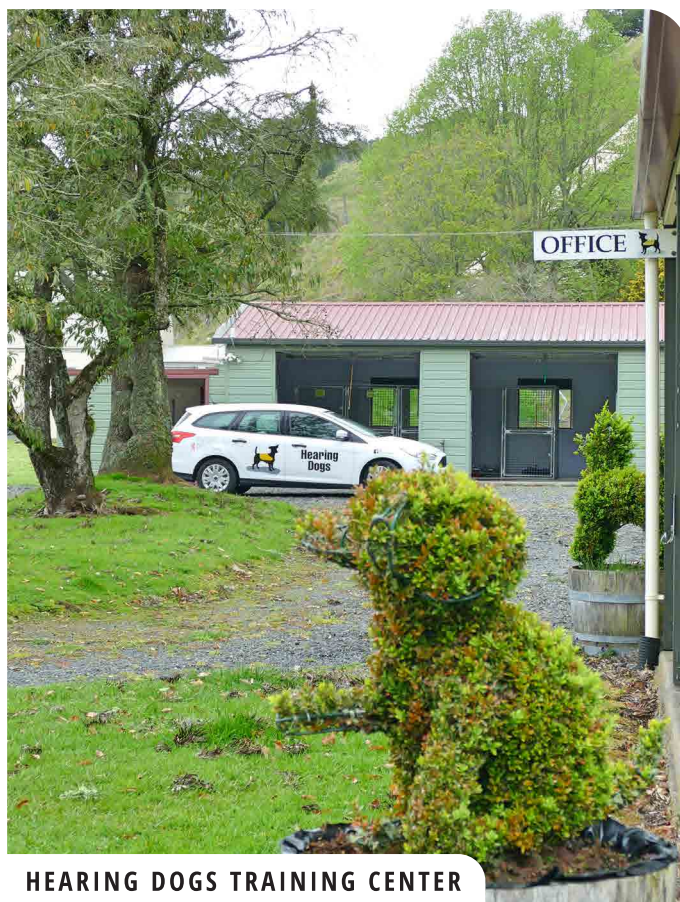
This is not covering our costs and is our challenge for 2021. No one likes using up reserves that have been quietly squirrelled away to protect the organisation into the future. We are all looking forward to turning the operation back into the black (in much shorter time frame than our Government)

## OUR FUTURE

A solid dedicated team of employees and volunteers will carry us through. All we need now is to promote our activities to potential donors. A lot of effort has already started in this area. Let's see if we can add another 7 or 8 dogs next year and increase the number of deaf people we serve. The trustees are not planning on reducing costs any further while there is potential to increase income.

**Brian Busing C.A.**

Hearing Dogs NZ Chairman



HEARING DOGS TRAINING CENTER

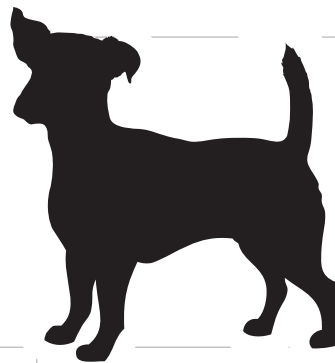
# Key Statistics

150

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

80

Recipients & Hearing Dogs supported



65

ADI accredited Hearing Dogs



12

Applicants for New Hearing Dogs

9

New Family Friends placed



14

Confidence & Companion Dogs placed



4

Puppies in training to become Hearing Dogs

36

Support visits to recipients in the past year

143

Hearing Dog partnerships created since 1998



# General Manager's Message

As a charity that helps deaf people, we're all too aware of the loneliness that deafness can bring. This is a daily reality for many deaf people, even before the Coronavirus outbreak.

**Our services are more needed than ever now, and we're trying our best to adapt so we can continue helping deaf people.**

This year we have trained and placed 7 new Hearing Dogs bringing our total number of Hearing Dogs for New Zealand to 150.

We have been assessed and gained full accreditation again with Assistance Dogs International for the next five years.

We have a fantastic group of supporters, volunteers, trustees and staff who have been incredibly flexible and above all, kind and understanding, which makes things much easier all-round. It is an incredible, admirable, collective effort by people to whom the Charity owes a debt of gratitude.

We see deaf people being given new hope for a more secure future and the joy that they can share and enjoy so much more with family and friends through having their specially trained Hearing Dog.

The corona virus crisis may have slowed us down, but with our flexible staff, generous volunteers and our wonderful dogs it won't stop us helping as many deaf people as we can.

**Clare McLaughlin**

Hearing Dogs NZ General Manager



CLARE WITH ALBERT & RUBY



# Meet the Team



## CLARE MCLAUGHLIN

General Manager

Bringing together my love of dogs and people, working for Hearing Dogs NZ remains a passionate part of my life. I feel privileged to be part of making a positive difference in people's lives.



## DELWYN GAVIN

Dog Trainer

Having trained over 50 Hearing Dogs my love for the job has not changed. Managing the training of all the puppies and dogs in our care is a special and meaningful task, I just love watching them develop and grow.



## TERRY DARBY

Recipient Co-ordinator

After celebrating 10 years of service with Hearing Dogs NZ I remain committed to this privileged role of coordinating the people we work for.



## LARRY FARMER

Groundsperson

I have great pride in caring for the Training Centre at Hearing Dogs NZ and am now the proud owner of a retired Hearing Dog who enjoys her weekly trips back out to the Training Centre.

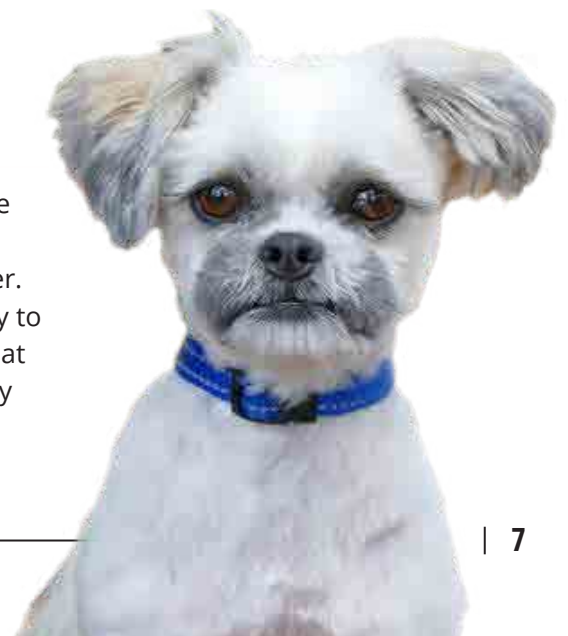


## CAROLYN SANTIAGO

Business Development Adviser

I received Baily in 2008 and have the privilege of being a Hearing Dogs 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.

**"Hi, I'm Zoro a busy and happy full time Hearing Dog after a wonderful time in training with my friends."**





# Highlights

## 150th PARTNERSHIP

Kylie is pictured right with her new Hearing Dog Brie. Kylie lives alone with the help of her hearing dog, being profoundly deaf when her previous dog became hearing impaired it was time to retire him to her parent's home and for Kylie to become secure in her home with her new Hearing Dog Brie.



KYLIE

## MARIEKE FROM THE NETHERLANDS

Marieke van Werven, professional dog trainer from the Netherlands has been volunteering her services for a month helping with support training for our puppy raisers and developing online training videos for reference. She has been travelling around the North Island completing annual assessments and offering training support to our Recipients.



MARIEKE

## TOURS & DEMONSTRATIONS

We hosted a Dalroy Mystery Tour bus at the Training Centre to 40 very enthusiastic participants who just loved their time seeing and learning about the work the hearing dogs do. The Training Centre is now available for bookings of tours and dog demonstrations each week – raising awareness and receiving donations.



COACH TOUR GROUP

## 10 YEARS SERVICE

Terry Darby has been serving the Recipients of Hearing Dogs NZ for the past 10 years and in March we celebrated with him at the National Training Centre with loads of wonderful dogs and people.

*Terry pictured right at the celebrations with some furry friends. donations.*

## ADI ACCREDITATION

ADI is the leading authority in the Assistance Dogs industry. It establishes and promotes standards of excellence in all areas of assistance dog acquisition, training and partnership.

Hearing Dogs for Deaf People New Zealand is pleased to announce that it achieved reaccreditation by Assistance Dogs International (ADI). Once accredited, a program becomes a member of ADI. Member programs must complete a reaccreditation every 5 years to comply with ADI's Standards.

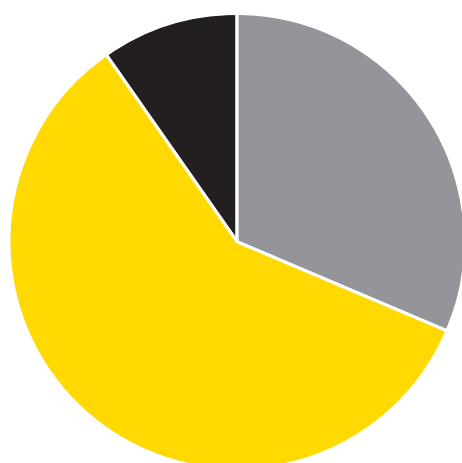






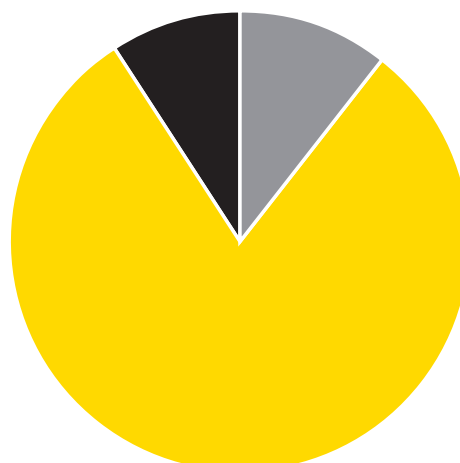
# Financial Overview

**REVENUE** \$180,664.00  
Financial Year 2020



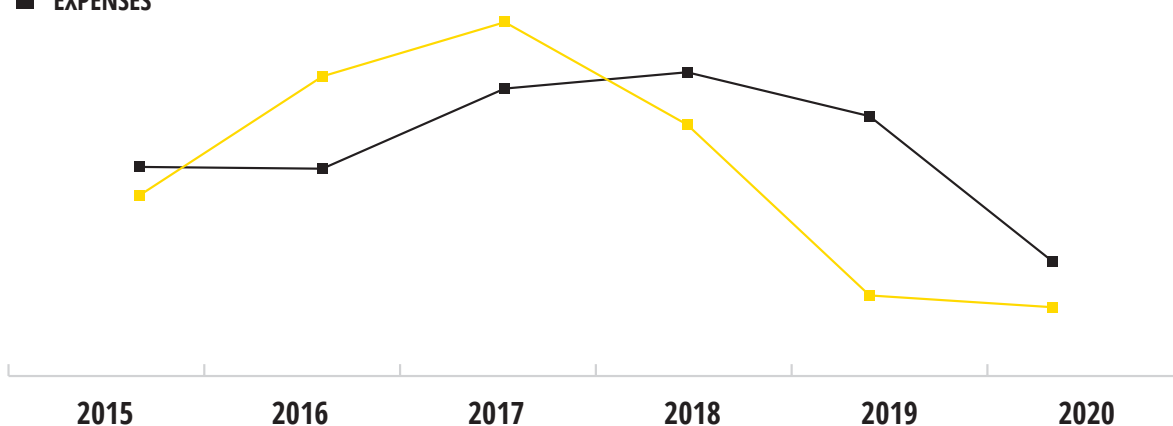
- **GRANTS** \$57,116.00
- **DONATIONS** \$106,335.00
- **OTHER INCOME** \$17,213.00

**EXPENSES** \$202,157.00  
Financial Year 2020



- **DOG EXPENSES** \$21,580.00
- **VOLUNTEER & STAFF** \$162,728.00
- **OTHER EXPENSES** \$17,849.00

■ **INCOME**  
■ **EXPENSES**



\*Financial overview as at 31st March 2020.



# Volunteers

## **PUPPY RAISERS & TRAINEE HEARING DOG HOMES**

Annette Marsh & Chris Haunton  
Judy Donnelly  
Pamela Jensen  
Shirley & Colin Kelsen  
Dale & Ross Kisby  
Chris & James Tennant  
Judy & Jim Williamson  
Marguerite & Chris Burr  
Maura & Neil Conaglen  
Lynda & Morris West  
Sandra & Bill Munro  
Bex & Bevan Caldwell

## **SPECIALTY VOLUNTEERS**

Jan Main  
Quilt maker for raffles

Shirley Kelsen  
Hearing Dog Jacket maker

Karen Laurie  
Knitted Dog Jumpers

Donna Johnson  
Entertainment Books

Taryn Utiger  
Public Relations Advocate

Donna Sullivan  
Professional Pet Photographer

Lisa Fitzgerald  
Communications Advisor

Linda Flay  
Recipient Cottage Manager

Morris West  
Promotions Advocate

Roger & Naomi Drower  
Collection boxes

Jane Tett  
Dog Groomer

## **SOUND WORK TRAINING ASSISTANTS**

Alix Howatson  
Dale Kisby  
Gillian Clareburt  
Linda Flay

## **PUBLIC SPEAKING**

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

## **GENERAL VOLUNTEERS**

Michelle Coulton  
Avon & Ted Grace  
Marion Macklin  
Jim Shepherd  
Leslie & Jock Sutherland  
Carolyn Santiago  
Clare McLaughlin  
Terry Darby  
Larry Farmer  
Delwyn Gavin

## **CENTRE MAINTENANCE**

Chris Haunton  
Bruce Howson  
David May  
Colin Kelsen



**MORRIS WEST & ANNETTE MARSH**







# Supporters

## TANDEM GROUP

One of the most amazing donations of community support this year has come from Tandem Group with their accounting support and services to Hearing Dogs NZ.

## TRUSTPOWER

Our Dog Training Centre is second to none in New Zealand, with picturesque grounds and practical security for the dogs. We want to acknowledge Trustpower who have announced their continued support with the waiver of the requirement for payment of rent for the land on which our National Training Centre is based until March 2022.

## NESTLE' PURINA

For over 10 years now Purina have been supporting us with donated food for our dogs in training and our puppies being raised. This kind of long standing practical support is just what we need to continue with our work.

## ENTERTAINMENT BOOKS

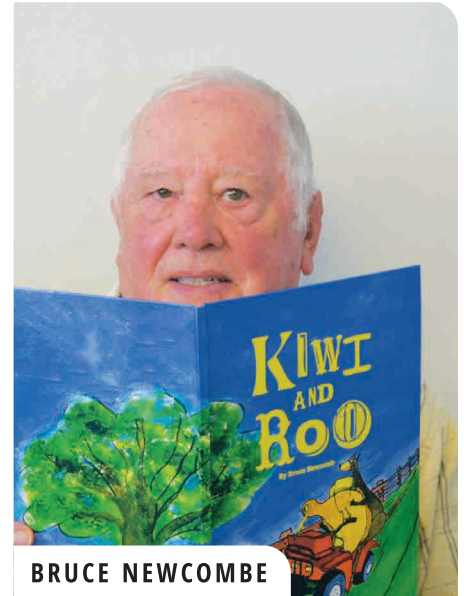
This year we would like to say a special thank you to Donna Johnson whom for the best part of 12 years now has been selling Entertainment books in Auckland with the profits all coming to Hearing Dogs NZ.

## VOLUNTEER

### Bruce Newcombe

Bruce Newcombe, volunteer and friend of Hearing Dogs NZ for the past 14 years. The author, artist and publisher of the Kiwi & Roo book series. Over that last few years Bruce has donated more than \$8,000 worth of these books to sell with all proceeds coming to Hearing Dogs NZ. Bruce passed away this year and a wonderful service celebrating his amazing life was held for him with donations to Hearing Dogs - a giver to the end!

*Bruce Newcombe pictured right with one of the Kiwi & Roo books.*



## CLUBS CLOSING GIFT

When the Paramount Country Music Club of New Plymouth decided to close down the committee donated their funds to Hearing Dogs NZ. One of the club's members is a Recipient of a Hearing Dog and they all knew how much having hearing dog Ben had meant to Scotty Rodgers so there was no confusion as to where their funds should come. Thank you to all of the members of the Paramount Country Music Club NP Inc. for the generous \$3,000 donation.

*Jim & Judy Williamson pictured right, two of our many very giving supporters.*

## SOCIALISERS

Our unsung heroes of Hearing Dogs New Zealand. These people give hours and hours of time, love and support to this cause. They have the puppies and dogs in training living in their home and sharing their lives and are truly the most wonderful giving people.





# Supporters

## PHILANTHROPIC TRUSTS & GRANTS

COGS (Dept of Internal Affairs)  
National Lottery Community  
Committee  
New Zealand Post

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## BUSINESS SUPPORT

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

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## PUPPY SPONSOR BUSINESSES

*Businesses making regular  
donations to sponsor  
puppy training:*

All Breeds Dog Training  
Audiology South – Invercargill  
Audiology South – Dunedin  
Dilworth Hearing  
Hearing Consultants  
Loyal Manawatu Lodge  
North Shore Church of Christ  
Tauranga Canine Obedience  
Association

## PUPPY SPONSORS

*People making regular donations  
to sponsor puppy training:*

Anstis, C M  
Brown, B  
Aldred, T & J  
Arlington, B  
Black, J  
Catanach, M  
Chapman, P  
Clark, E  
Collie, M  
Debenham, B  
Dunshae, A  
Ellison, K  
Gallaghan, J E  
Gilchrist, A M  
Gillespie, M  
Glen, R  
Griffin, E  
Guildenhuys, H  
Hackett, C & P  
Harland, E J  
Heald, G  
Horan, D H

Howatson, Alix  
Johnson, S M  
Lacy, J  
Leader, J  
Lennox, L J  
Loveys, S  
Macklin, M  
Mann, B & D  
McKay Family Trust  
McKenzie, L & M  
McEwen, P  
McKinney, B E  
Nicholson, M  
Norwell, L  
Pilling, R A  
Rusbridge, C  
Shepherd, J  
Sherwood, H  
Soeterik, E  
Spooner, F M  
Sutherland, L.A. & A.N.  
Trapskima, M  
Westerby, H  
Wheeler, J  
Windelburn, J

**“Hi I’m Tilly!  
I love being a Hearing  
Dog and helping  
my Recipient going  
everywhere with her,  
my special friend.”**



# Directory

## PATRON

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

GNZM QSO DStj

Governor-General of New Zealand

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## OUR BOARD

**Brian Busing** Chairman

**Chris Haunton**

**Rob Mills**

**Catherine Quin**

**Deb Tawa**

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## OUR STAFF

**Clare McLaughlin** General Manager

**Delwyn Gavin** Dog Trainer

**Terry Darby** Recipient Coordinator

**Larry Farmer** Groundsman

**Carolyn Santiago** Business Development Advisor

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## PHOTOS

**Steve Clancy** Front Cover Image

**Marian Macklin** Page 3 image

**Donna Sullivan** Images throughout

## CONTACT

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**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**

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**Hearing Dogs for Deaf People New Zealand**

Incorporated as a Charitable Trust on 25 May 1998

Incorporation Number: AK/906971

Registered Charity Number: CC11184





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