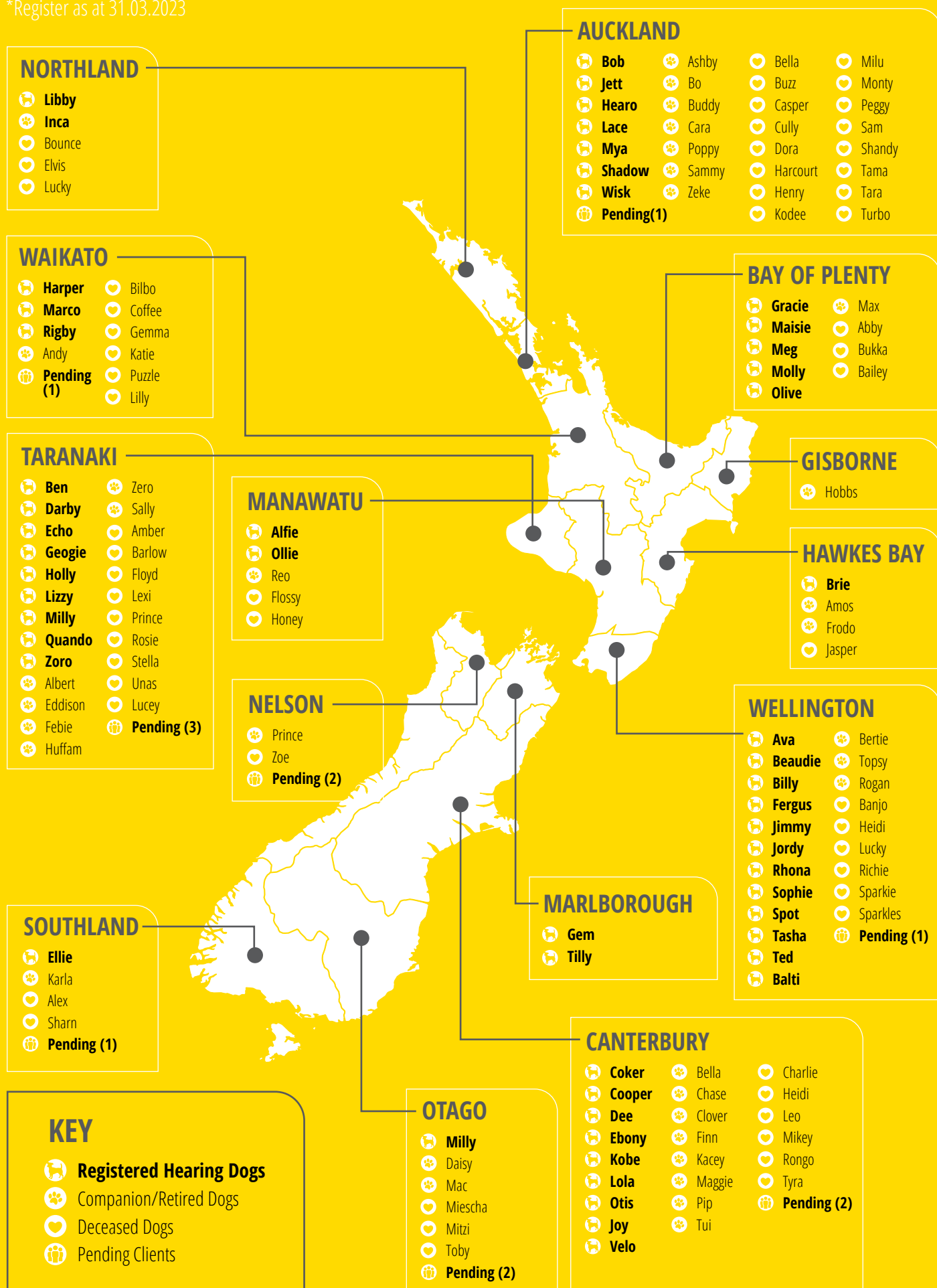


2023

Annual Report

*Register as at 31.03.2023





**“He helps me be happy
and more confident”**

- Nicola with Shadow

Pictured front cover is **Hearing Dog JOY**
- Named after the late Joy Gilbertson
(Breeder) who donated many dogs to
Hearing Dogs over the years.

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Chairman's Annual Report

We are pleased to be back to normal operations in the year to 31 March 2023.

This stability is so important for a small organisation like ours. It is always a bit of a worry when you are dependent on charitable support as you cannot assume that the same people and organisations will be there year after year. The Trustees now have the confidence to seal up some of their cash resources in term deposits as a stability fund. We now know that if we have a "bad year" of low income or high expenses that the organisation can survive a small one off hit. We know that some people like to support us with bequests but we cannot budget for this. We have been able to keep expenditure this year below this year's income that had little by way of bequests.

OPERATIONAL PERFORMANCE

We must ultimately be measured by the number of dogs that we have been able to train and place with recipients. We are now at our top again with eight dogs being fully trained and placed during the year. As well as visiting and assessing 36 partnerships around New Zealand and interviewing 13 new prospective recipients. Management continues to drive the organisation well and along with the team of experienced and hard-working staff, supported by a large very stable and dedicated team of volunteers, are the reason for such great performance results this year.

FINANCIAL & IMPROVEMENTS

We have been deferring numerous one-off expenditure for some time but have started to catch up with some capital expenditure. A new ride-on mower was needed as the existing one was spending too much time and money being repaired to keep it alive. Having both purchased the professional grooming equipment needed and having a team member who is an experienced dog groomer we are able to provide this service in-house to the dogs in training.



Thanks to the support of Tandem Group we have now completely overhauled our computers with refurbished and new laptops. From grants we have been able to completely upgrade our security system and install floodlighting to the grounds and parking area along with an intercom system at the front gate. Funding has also given us a professional uniform for the dog trainers and jackets for all client contact personal.

LIONS FOUNDATION

Our new relationship with Lions New Zealand is working the way both parties hoped that it would. More promotion for them and more income for us. We are working together on a big project to upgrade or replace our recipient cottage. This is a vital asset used in training the recipients to manage a trained dog. Watch this space.

OUR FUTURE

This has been a progressive year for Hearing Dogs New Zealand. With the continued demand for service we should see growth in training, placement and recipient support in the future.

Brian Busing C.A.

Hearing Dogs NZ Chairman

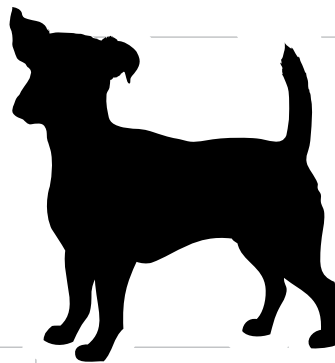
Key Statistics

163

Thanks to our many loyal supporters we have achieved our goals and have trained and placed 163 Hearing Dogs in New Zealand

71

Recipients & Hearing Dogs supported



56

ADI accredited Hearing Dogs

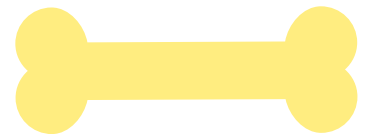


13

Applicants for Hearing Dogs

4

Dogs in the training program



10

Confidence & Companion Dogs placed



5

Puppies in training to become Hearing Dogs

36

Support visits to recipients in the past year

163

Hearing Dog partnerships created since 1998

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.



Tracey Cooper

It is both a joy and a privilege to be part of Hearing Dogs NZ. I create working partnerships with trainee dogs and their recipients. Something very special and rewarding that can change people's lives...I'm truly blessed.



Fliss Wilson

It continues to be an absolute pleasure helping Hearing Dogs with their funding applications. It's wonderful to be able to help to support such a great charity and all the fabulous work that they do.



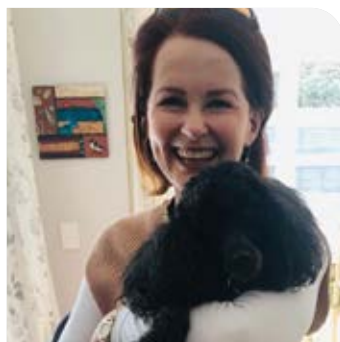
Lisa Fitzgerald

Seeing the difference Hearing Dogs make in their recipients' lives is amazing. I enjoy the graphic design & communications work I do for Hearing Dogs NZ. I feel lucky to be part of the wonderful work of this charity.



Terry Darby

Having now moved into the role of part time Training Advisor it is great to be able to pass on my knowledge and experience to the Trainers and be able to assess the dogs. I spend much of my time these days volunteering for Hearing Dogs NZ with public speaking engagements and helping out with Doggy Daycare.



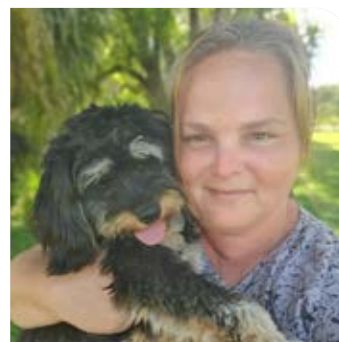
Maura Conaglen

Being involved with Hearing Dogs NZ for some years now, my gratification through working with our fabulous Hearing Dogs and Recipients in their home and in public throughout New Zealand, continues to bring me enormous joy and satisfaction. Such an enriching role with this worthy charitable organisation.



Larry Farmer

The Training Centre at Hydro Road is a beautiful place to visit and to care for, with its large lawn areas, mature trees and developing gardens. Being the grounds person I very much enjoy my job of caring for the property and its equipment and it's great to be part of the team of caring people.



Justine Jordan

I am the newest member of the Hearing Dog team and I am thoroughly enjoying the new experiences, people & of course teaching and nurturing our clever dogs. The opportunity to be a part of this amazing charity is very special. I look forward to training many Dogs in the years to come.

Ellie Lipp

Ellie Lipp - 2022 Watson Fellow

B.S. Psychology, Anthropology Minor, Davidson College

Almost a year after being first approached by Ellie, Hearing Dogs NZ received a wonderful gift of support and help!

Ellie wrote in her farewell card: "I knew it would be difficult to say goodbye by the end of my first day here. I was welcomed with such enthusiasm and kindness and just knew this was a great fit for me. But now on my last day here, I am finding it surprisingly difficult to adequately thank you. Not only the opportunity to work and play with these wickedly smart dogs, but also the ability to converse with you all and the recipients has been so so meaningful. New Zealand and Hearing Dogs will always have a piece of my heart. I look forward to following along and cheering you all on, with so much love, Ellie".

We really can't thank Ellie enough for her voluntary service and dedication to Hearing Dogs NZ. We wish her well for the future and hope she will be back to visit in the future.

From Ellie: It has been a few weeks since I was last at Hearing Dogs NZ, and I miss the community and kindness I felt while there. The opportunity to work and learn from everyone connected (Recipients, Administrative Mentors, Volunteers, Puppy Raisers) was so meaningful to both my confidence and my understanding of disability.

There was never a dull day at Hearing Dogs NZ. Whether I was learning the intricacies of sound work, grooming Velo's fluffy ears, or chatting with a recipient, I enjoyed every second. I leave with a much greater understanding of invisible disabilities and the holistic impact a service animal can have. The care and dedication that I felt from the staff made me realise what it means to live and work passionately. They are truly so invested in the goals of Hearing Dogs NZ, and it's obvious that those goals are worth their consistent advocacy and support.

Disabled Experience: Isolation

Through my first month at Hearing Dogs New Zealand, I heard from many deaf people that they felt isolated. Because they are hard of hearing, people might assume that communication has



to be nonverbal. It depends on the person: some can read lips, others know how to communicate that they are HOH, or they can sign clearly. A hearing dog not only provides a companion in the home, but it also provides an avenue for conversation while in public. People not only want to greet the dog, but they see the yellow jacket and want to know more about the dog's work and training.

A hearing dog also gives the recipient a sense of security. The recipient is more likely to invite people over to their house because their dog can alert them to the doorbell. They can sleep more soundly because they trust that the dog will alert them if the smoke alarm goes off. The recipient also has to reach out to their neighbours to let them know that a service dog is living nearby. If the recipient lives alone, they may have to recruit help from neighbours to practice sound work.

Having a hearing dog also opens doors to community. Being HOH is an invisible disability, so one has the burden of disclosing their disability to others. By having a service dog with the noticeable yellow jacket, there is a physical indicator that access needs may not standardly be met for this person. People may be more attentive to accessibility, which makes the disabled experience a little easier.

Thank you to Hearing Dogs New Zealand for the connections to recipients and for the mentorship, opportunity, and experience. Thank you for validating my own experiences and linking them to a broader context.

Supporting Hearing Dogs

Hearing Dogs NZ relies on support from individuals, groups and organisations to help train and place these wonderful portable 'hearing aids'.

It costs approximately \$30,000 to train every Hearing Dog and the dogs are placed at no charge to the recipient.

SPONSOR A PUPPY

Puppy Sponsor is one of the most effective ways of supporting our work. As a Sponsor you will provide training to Hearing Dogs being prepared for this very skilled job. Some donors sponsor a single dog, some sponsor several dogs and some share sponsorship of 'their' dog. It is a great project for an extended family, club or organisation.

You will get a photo and information about the dog you are sponsoring and you will be able to follow their progress as they gain their special skills. Sign-up to sponsor a Hearing Dog puppy today!

MAKE A BEQUEST

Leaving a legacy to Hearing Dogs can be a great way of supporting the organisation in the future. However, you may not know how to incorporate your wishes in your will.

The easiest way of doing this by a Codicil (an amendment or addendum to your existing will) or incorporating appropriate wording in any new will you are drawing up. We always advise all those considering making a Bequest to Hearing Dogs to contact their lawyer, who will ensure they are correctly advised about incorporating their wishes in their will.

PARTNER WITH US

We are actively seeking support from organisations who realise there could be an opportunity to create a mutually advantageous marketing relationship. Such support might be provided through donations, or through the provision of goods and services that may be required by Hearing Dogs on a one-off or on-going basis.

Sponsoring Hearing Dogs can be a great way for a commercial organisation, social club, service club, or simply a group of individuals to really make a difference in the deaf community.

Jean Adam

Donated \$1,000.00



Susan Broadhurst

Donated \$1,300.00

**Bequest Donations
2022-2023**

Experienced audiologist with big hearts

Audiology South is owned by local, experienced audiologists Simon Melville and Anthony Rowcroft. Audiology South are long standing Hearing Dogs NZ supporters and they approached us this year to give more!

Audiology South has a growing reputation across the South of New Zealand. Their key difference is independence – they supply and fit hearing devices from all leading manufacturers and are not limited by the products of any one supplier. Customers get the best options for their hearing needs, every time.

Audiology South is owned and operated by audiologists who work in the clinic every day alongside their team. Anthony Rowcroft of Dunedin and Simon Melville of Arrowtown are experienced audiologists who are active in the profession.

“It’s important we provide an environment that works for our audiologists so they can give the best hearing care to our customers. We have an outstanding team of clinicians who know how to deliver great solutions. We just have to supply them the tools to do it,” Anthony says.

“That means top-quality rooms and facilities, the best equipment, the opportunity to attend conferences and continually develop their practice, and the freedom to prescribe the best solutions for their clients.”

“We’re audiologists too, so we know what works for everybody,” adds Simon.



Contact Us

or visit one of our branches throughout the Otago and Southland region: Invercargill, Queenstown, Dunedin, Mosgiel, Winton, Te Anau, Gore, Oamaru & Balclutha.

0800 547 836

audiologysouth.co.nz

Your support makes all the difference to our work - thank you!

Jane's
DOG GROOMING STUDIO

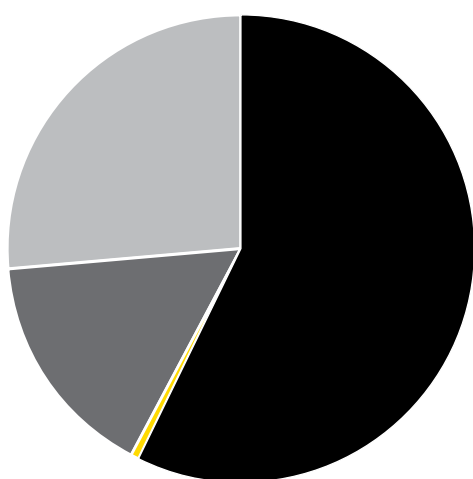


tandem
group
Chartered Accountants



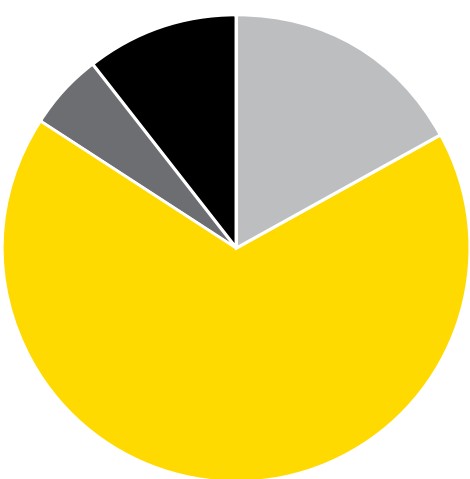
Financial Overview

REVENUE \$334,219
Financial Year 2023

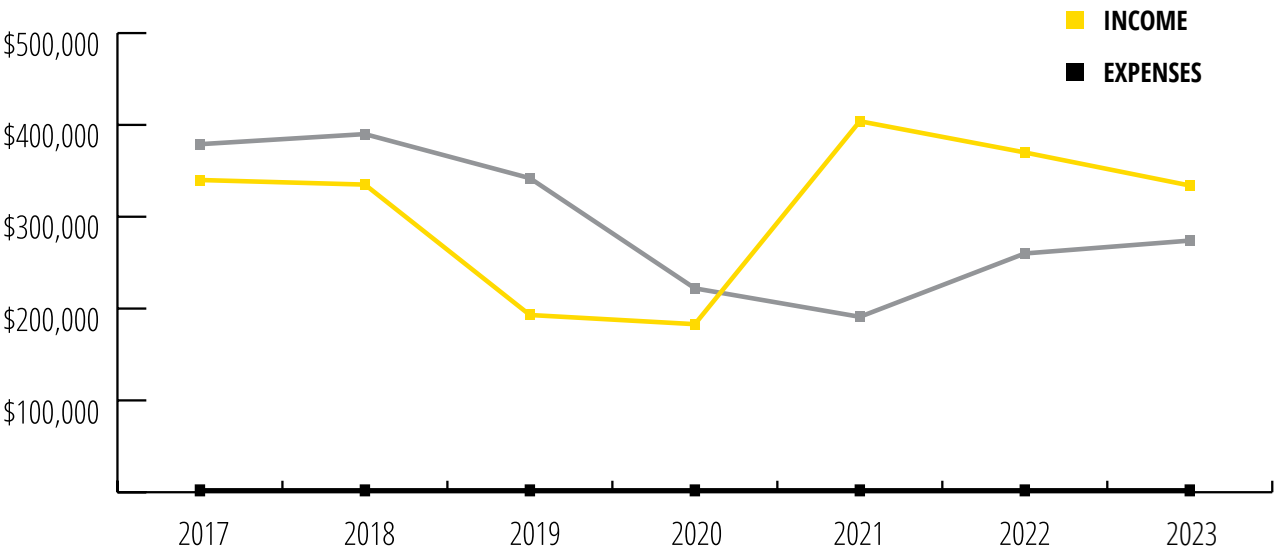


- GRANTS \$191,385
- BEQUESTS \$2,300
- DONATIONS \$52,425
- OTHER INCOME \$88,109

EXPENSES \$274,350
Financial Year 2023



- DOG EXPENSES \$47,211
- VOLUNTEER & STAFF \$183,940
- TRAINING CENTRE \$14,912
- OTHER EXPENSES \$28,287



*Financial overview as at 31st March 2023.

Highlights

Big thank you to Jane from Jane's Dog Studio for her excellent professional work in grooming our puppies in socialisation and dogs in the Hearing Dogs training program – including their special final groom before they leave for their recipients.

Jane has been doing this for FREE for Hearing Dogs NZ for the past 16 years and we are so thrilled and humbled to have such a wonderful person on board our caring community team.



Training Centre capital improvements are a rare and special thing which is why we are so excited about our new canopy & sails!

Made possible with a grant from NZ Community Trust.

Hearing Dog Grounds person Larry on our new ride-on mower pictured here with Broc, Salesman from Brandt Tractors.

We're so happy to have this new equipment to help keep our grounds tidy. Larry's pretty pleased with the improvement too. The grounds have never looked better!





"We're so proud of the recipient connections made in 2022"

Volunteers

Puppy Raisers & Socialisers

Shirley & Colin Kelsen
Annette Marsh & Chris Haunton
Barbara Brooks
Eliza & Kim Thomson
Chris & James Tennant
Bex & Bevan Caldwell
Fliss & Larry Wilson
Dale & Ross Kisby
Judy & Jim Williamson
Lynda & Morris West
Maura & Neil Conaglen
Marguerite & Chris Burr
Judy Donnolly
Stephanie McSweeney
Jackie Cameron
Richard Grant

Public Speaking

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

Specialty Volunteers

Shirley Kelsen - Hearing Dog jackets
Jane Tett - Dog grooming
Roger & Naomi Drower - Collection Boxes
Dale Kisby - Dog bandanas
Karen Laurie - Knitted dog jumpers
Erica Soeterik - Knitted goods
Morris West - Promotions Advocate
Lisa Fitzgerald - Communications Advisor
Donna Johnson - Entertainment Books
Donna Sullivan - Pet Photographer
Sandra Munro - Administration Support
Craig Irvine - Dog Eye Specialist

General Volunteers

Carolyn Santiago
Clare McLaughlin
Terry Darby
Larry Farmer
Tracey Cooper
Lisa Fitzgerald
Nicky Smith
Maura Conaglen
Alix Howatson

Centre Maintenance

Chris Haunton
Colin Kelsen
Larry Farmer
Morris West
Tam McNally

Doggy Daycare Volunteers

Sandra Munro
Erica Woodger
Eliza Thomson
Christine Jones
Daniel Herren
Lesley Sutherland
Terry Darby
Judy Donnolly
Jimmy Williamson
Judy Williamson
Tania Stuart
Kevin Marris
Kim Roach
David Mills
Rory Gardiner
Natasha Penney
Marnie Taylor
Tracey Rees
Larry Wilson
Margaret Taylor

Volunteer Hours

We are gifted an amazing number of volunteer hours every week.

42 Volunteers in Total = 1873 hours volunteered on average per week!



6

Hours spent per week on maintenance & care of the Training Centre and Fundraising.



1

Hour on average nationally, people doing speaking engagements, raising awareness



1344

Hours per week puppy raisers spend caring for Hearing Dogs Puppies around the clock 24/7 in their homes



504

Hours spent by socialisers per week caring for Hearing Dogs in training over the weekends



16

Hours to help run the Doggy Daycare each week



2

Hours of governance by Trustees every week

1,873

Volunteer Hours on average per week

Hard working dogs fed the best!

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 19 years, and the relationship is still going strong. The team at Purina are 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!

“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!”

As in a small way to recognise the wonderful support from Purina here at Hearing Dogs NZ we have decided to name our next puppy ‘Purina’. Below is her at 12 weeks old. We look forward to following her progress through the Hearing Dogs NZ training programme and can’t wait to see who will be lucky enough to have her as their “ears”.



**Breeder Mary Marshall
with Puppy Purina.**



Lions NZ & Hearing Dogs



The country opening up in the past year has allowed the connection between Lions NZ & Hearing Dogs to grow. We're delighted to report the years progress and the exciting upcoming project.

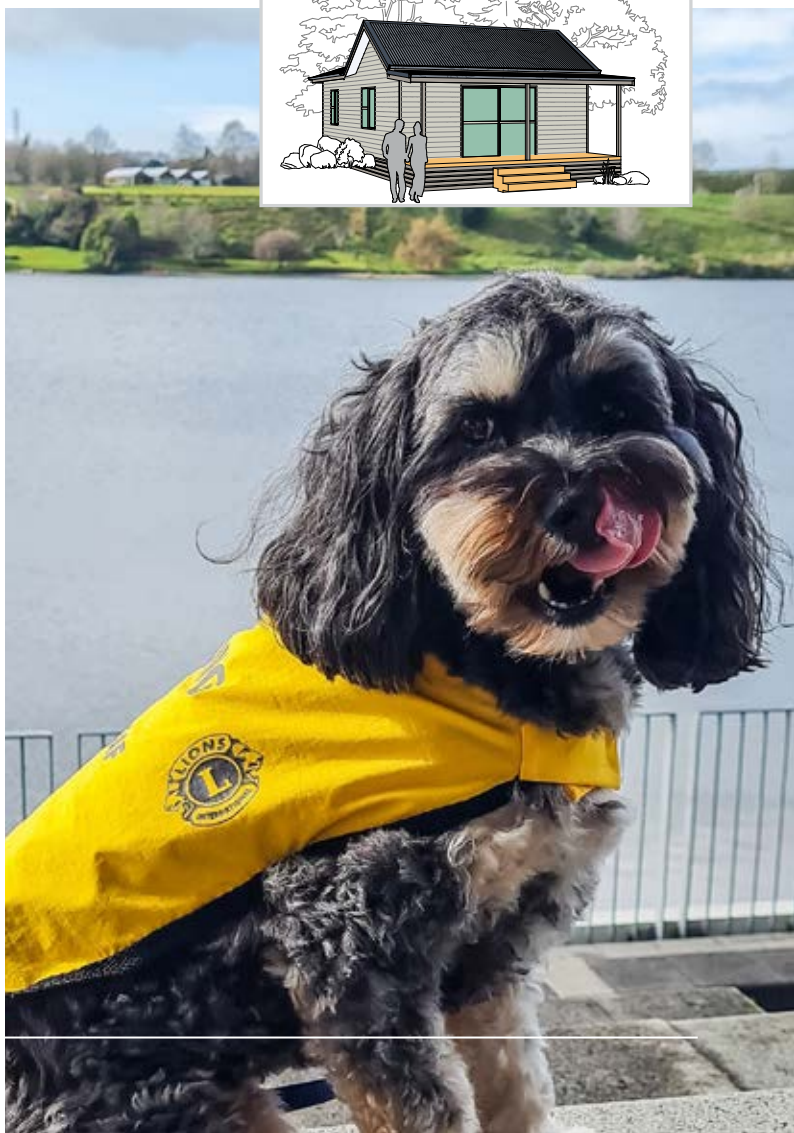
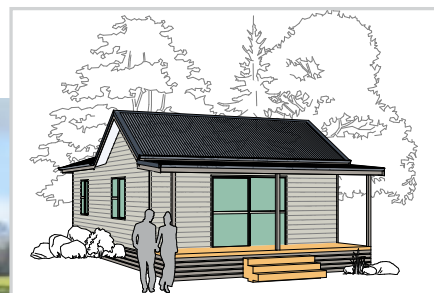
Lions NZ Hearing Co-ordinator Louise Knapman has been busy on the convention route. First was District L (66 clubs) convention in Hamilton where the message was warmly received. So far, this district has raised \$10,800 for Hearing Dogs NZ.

As part of her convention presentations Louise speaks about Hearing Dogs NZ, the connection with Lions NZ and how Lions NZ and Hearing Dogs NZ are working to support one another.

Second was District D (33 clubs) convention in Fielding. One club in this district has donated \$2,500. Third is District F (47 clubs) in Winton in the deep south. She was the keynote speaker at this convention.

And finally District E (46 clubs) convention held in Christchurch. Louise says she is delighted to be able to assist these two wonderful organisations to work together.

At convention this year it was decided that Lions would take on the refurbishment/replacement of the Recipient Cottage at the National Training Centre for Hearing Dogs NZ as a Lions National Project. We are beyond excited about this and have already begun planning. It will be such a wonderful improvement to have a nice place for recipients to come and stay while they connect and train with their Hearing Dog. (Impression picture below of possible building design)



Get on board with the New Plymouth Pakeke Lions Club. Raising money for their community one carriage at a time.

Fine weekends are for train rides in New Plymouth's Picturesque Pukekura Park. The New Plymouth Pakeke Lions Club have been spreading smiles with their great train rides for many years. Just one of their initiatives to do good in the community and raise money for worthy charities like Hearing Dogs NZ.

Hearing Dogs New Zealand's General Manager Clare McLaughlin became a Lion two years ago with the intention of finding out more about being a Lion. Although her full time role as GM limits the amount of community service she is available for she says "it has been a wonderful couple of years getting to know some truly giving folk and the workings of the Lions International movement".

The partnership between the charities has some great alignments. We are excited to see the relationship growing and how together we can make a difference both in the community and specifically for deaf and hearing impaired New Zealander's.

Have you ever thought about becoming a Lion?

As a Lions club member, you'll join a local group of service-minded people who are volunteering to support your community every day. When a group of people join together, roll up their sleeves and take action on projects to make their community better, it's an incredible feeling for everyone involved. That's Lions.



"The rides are so much fun for whole family, and the park is just lovely"



We Serve.

Our Supporters

Puppy Sponsors

People making regular donations to sponsor puppy training:

Anstis, C M	Howatson, A	McKinney, B E
Aldred, T & J	Johnson, S M	Nicholson, R M
Arlington, B	King, S	Norwell, L
Black, J	Lacy, J	Robinson, J
Brown, B	Leader, J	Rusbridge, C
Catanach, M	Lennox, L J	Shepherd, J E
Clark, E	Leonard, B J & D	Soeterik, E
Gallaghan, J E	Loveys, S	Spedding, N M
Gillespie, M	Macklin, M	Sutherland, L A
Glen, R	Manchha, A	& AN
Griffin, E	Mann, B & D	Trapski, M
Guilkenhuys, H	McKay Family	Westerby, H
Hackett, C & P	Trust	Wheeler, J
Heald, G	McKenzie, L & M	Wilson, Felicity
Horan, D H	McEwen, P	Windelburn, J

Business Support

Animates

Antenna Man Ltd

Centre City New Plymouth

Chemwash Taranaki Ltd

Fuji Xerox New Plymouth

New Plymouth Vet Group

Post Haste Couriers

Purina

Tandem Group

Businesses

Puppy Sponsors

Businesses making regular donations to sponsor a puppy.

All Breeds Dog Training

Audiology South – Invercargill & Dunedin

Dilworth Hearing Ltd

Hearing Consultants

Loyal Manawatu Lodge

Tauranga Canine Obedience Association

Tauranga Harbour City Lions

Total Hearing Care Waikato

The Warehouse Ltd



Lions Clubs New Zealand
Kia Manaaki | We Serve



Directory

Patron

**Her Excellency the Right Hon
Dame Cindy Kiro**

GNZM QSO DStj
Governor-General of New Zealand

Our Board

Brian Busing Chairman

Chris Haunton

Rob Mills

Catherine Quin

Deb Tawa

Our Staff

Clare McLaughlin General Manager

Fliss Wilson Grant Seeker / Fundraiser

Terry Darby Training Advisor

Maura Coneglan Recipient Coordinator

Tracey Cooper Dog Trainer

Justine Jordan Cadet Dog Trainer

Lisa Fitzgerald Graphic Designer

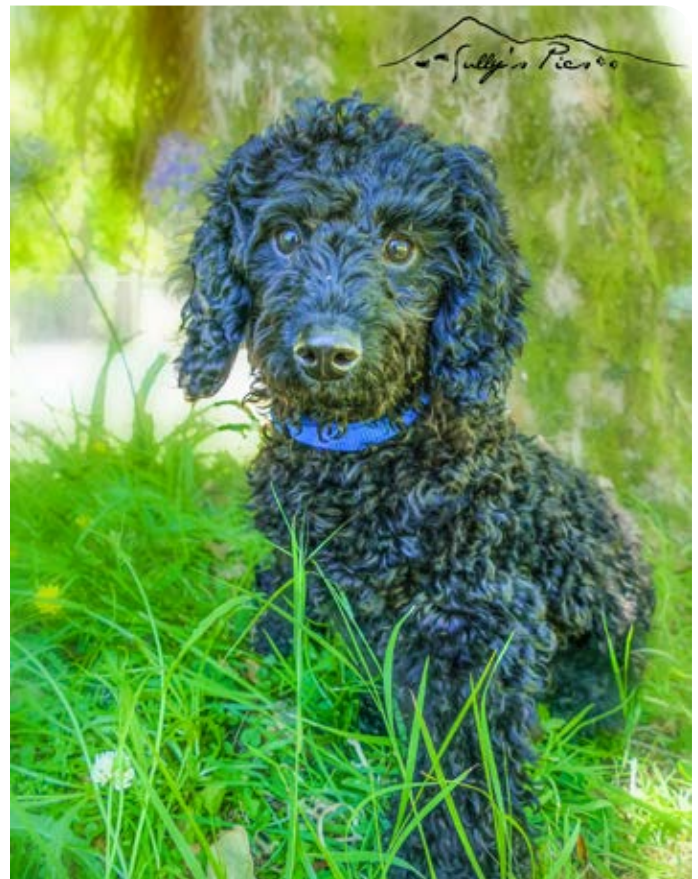
Larry Farmer Groundsman

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 Centre Location

7 Hydro Road, New Plymouth 4342

Phone **06 769 5000**

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

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

 @hearingdogsnz

 @HearingDogs_NZ



Hearing Dogs for Deaf People New Zealand
hearingdogs.org.nz