



Hear For You



ANNUAL REPORT

2016-17

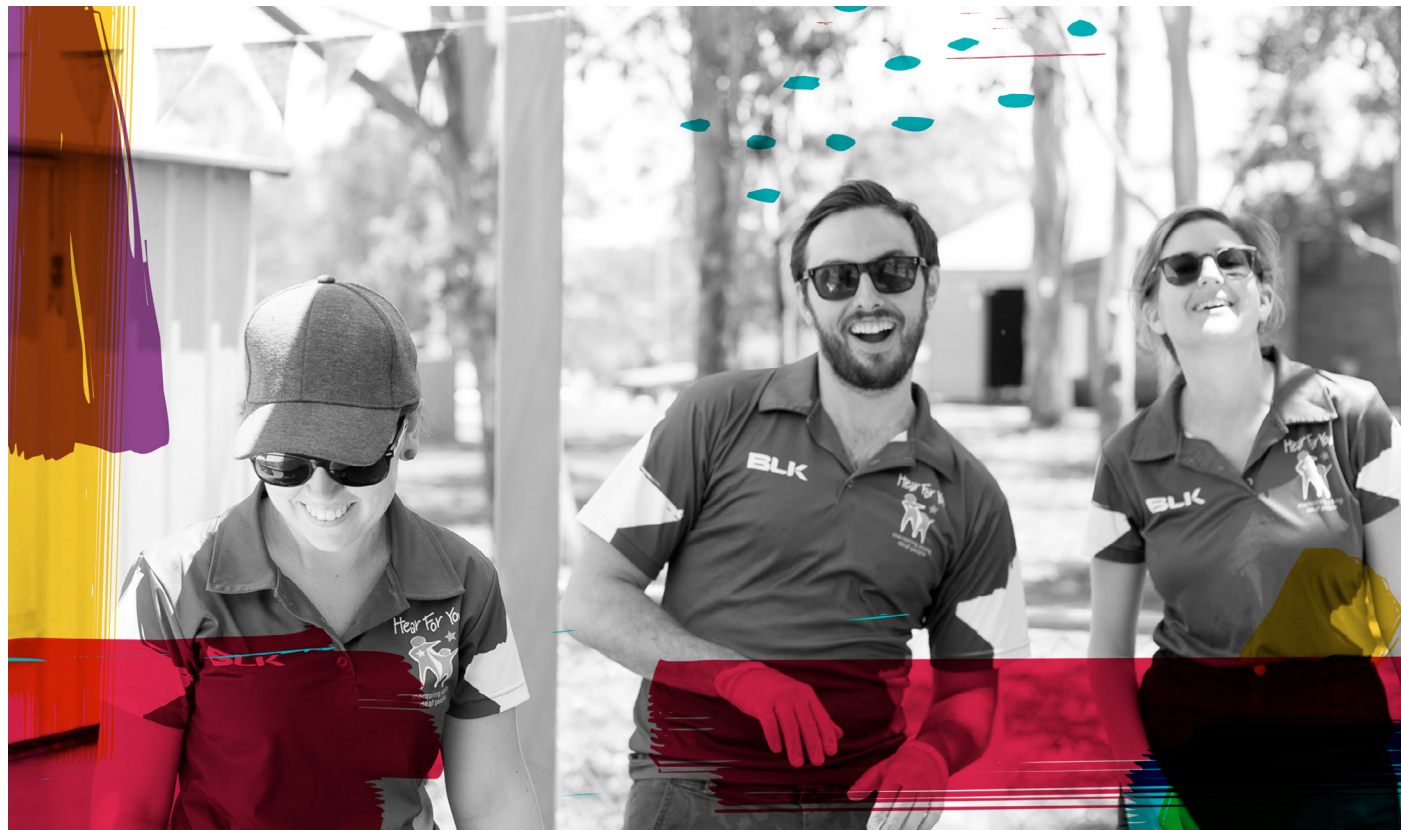
Hear For You is the only organisation
offering an award winning mentoring program
for deaf teenagers.



If you have any feedback about the publication, requests for permission to reprint material appearing in the publication or would like to comment on the content please contact David Brady on email: david.brady@hearforyou.com.au.

Opinions expressed in this published are those of the authors and do not necessarily reflect Hear For You policy.

Report layout: Hamish Walker




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OUR VISION

For all young people who are deaf or hard of hearing to reach their potential in life.

OUR MISSION

Mentor and inspire young people who are deaf or hard of hearing through evidence based programs and services that are accessible to all.

OUR VALUES

- Professional
- Inclusive
- Enthusiasm
- Ethical
- Experience
- Progressive

OUR STORY

Hear For You was originally conceived in 2008 by Olivia Andersen (nee Gemmell), who had profound hearing loss from birth, in response to her personal and professional awareness of the issues affecting teenagers who are deaf and hard of hearing during their high school years. Her desire was to help young deaf people develop the confidence and faith in themselves to achieve their dreams.

Since 2008, Hear For You Limited has conducted its signature mentoring sessions in locations including Sydney NSW, Melbourne Victoria, Auckland New Zealand, Christchurch New Zealand, Brisbane Queensland, Perth Western Australia, Canberra ACT, Newcastle NSW, Shepparton Victoria, and Rockhampton Queensland.

In the past nine years, more than 78 volunteer deaf and hard of hearing young adult mentors have generously given their time to share their unique experience of being deaf or hard of hearing with nearly 850 deaf or hard of hearing teenagers between 12 and 18 years old. Our mentors come from a diverse spectrum of their community and want to support young people, like themselves, on their own journey navigating the challenges associated with hearing loss. Our mentors include doctors, lawyers, shop owners, animators, transport designers, social scientists, sports managers, Deaflympians, parents and community leaders. The organisation is now witnessing the first cohort of mentees being inspired to follow similar paths and become mentors themselves.

Some of our significant milestones include:

- In 2013, Hear For You acknowledged as a National Disability Award winner for excellence in improving personal and community support
- In 2016, founder Olivia Andersen received the prestigious Peter Howson award from the Deafness Foundation recognising her outstanding contributions in the field of Leadership and Mentoring Youth.

Today, Hear For You is an accredited NDIS provider Australia wide.

Together, through the commitment of the Hear For You Board of Directors, staff, volunteers and supporters, Hear For You continues to evolve with the deaf teenager's needs driving its future.



CHAIRMAN'S REPORT

The financial year of 2016-2017 saw the ongoing evolution of products, systems and processes driven by the individual changing how we see and interact in the world. Change is the only constant which is something that the Hear For You Board strategically embraces, giving us an opportunity to review what our founder Olivia Andersen started in 2008 and how we can continue to meet the needs of the 9,000 deaf and hard of hearing teenagers scattered across nearly 3,000 secondary schools in Australia.

Unlike other challenges in our community, hearing loss is invisible and can affect you at any stage of your life. Approximately 21,000 people under 21 are deaf or hard of hearing, 90% of whose parents are hearing.

There are clear interventions to identify hearing loss in small children but as young people progress in their schooling, becoming teenagers whose main desire is to melt into mainstream and not be seen as different, we face a dilemma with no direct pathway to find these young deaf people who may be struggling silently in their day to day lives.

When deaf and hard of hearing teenagers reach high school, they move from being big fish in a little pond at primary school, into sometimes an ocean of scary species where they may want to disappear. They resist the stigma of being singled out for assistance by itinerant teachers. Teachers report that some with Cochlear Implants and hearing aids are even reluctant to use FM systems and other supports in school.

We deliver our evidence-based programs in the referral pathway of a deaf child's journey to adulthood, arming these young people with the knowledge, skills, socialisation and connections to help them manage the psychosocial impacts of their hearing loss.

Inquiry into the Hearing Health and Wellbeing of Australia

In April 2017, along with Olivia Barnes, one of our deaf teenagers; John Lui, one of our deaf mentors and Olivia Andersen, our deaf Founder, and I presented to the Australian Parliament's Standing Committee on Health, Aged Care and Sport at one of its public hearings for the Committee's Inquiry into the Hearing Health and Wellbeing of Australia. It was with immense pride that I listened to Olivia, John and Olivia recount their personal stories of deafness to the parliamentarians and how Hear For You changed their lives.

National Disability Insurance Scheme (NDIS): participant-centric

The National Disability Insurance Agency (NDIA) started its roll-outs of the National Disability Insurance Scheme (NDIS) where systems are focused on the participant. This refreshing perspective puts our teenagers at the centre with Hear For you as an NDIS service provider realigning our offerings to meet the needs of each individual. We are also realigning our language with this new model. Raising the HFY profile with decision makers in the NDIS referral pathway will also be a priority.



Kim Jones, Chair

Keeping it local

Our focus is to bring our programs to our teenagers rather than the other way around. NDIS is providing us a platform to go to where our teenagers are from urban to rural and regional areas across Australia. We're going local to meet those demands.

Keeping it real

Our teenagers want immediate and personal experiences that are delivered with empathy. The Board has undertaken to strengthen our foundations, systems, governance and technology to deliver programs as well as online communication that is relevant, aligned, smarter and more effective at reaching our teenagers.

Outlook

The Hear For You Board has devoted considerable time and effort in consideration of the application of good corporate governance in tandem with balancing that objective with the prime responsibility of managing the sustained growth of the company in the best interest of all Members.

The Board believes it has the right mix of people and processes in place to bring sound independent judgement in decision making.

The Hear For You Board includes Directors who are deaf, hard of hearing or are personally committed and contribute to driving more support for deaf and hard of hearing teenagers. Adding to this matrix of commitment, the Board now includes independent non executive Directors who are Fellows and Graduates of the Australian Institute of Company Directors. They bring to the Board focus on evidence-based decisions, governance, financial analysis and measurement as well as other skills and behaviours.

Hear For You is well positioned and the Board sees the NDIS as an extremely exciting opportunity that will provide a strong platform for future profitable growth. HFY will also be in a much better position to capitalise on opportunities due to its relocation in September 2017 at the Australian Hearing Hub at Macquarie University.

I would like to take this moment to thank my fellow directors who have all contributed significantly working as one across a range of strategic plans, the CEO David Brady, our staff and volunteers for their dedication, hard work and achievements during this financial year, for the benefit of Australian deaf and hard of hearing teenagers. On behalf of all the directors and staff, I would also like to thank all our Hear For You Members and sponsors for their continued support. We look forward to the opportunities ahead over the next 12 months.

Kim Jones

Chair of Hear For You Limited Board



L-R: John Lui, Olivia Barnes, Olivia Andersen at the Parliamentary Inquiry.



CHIEF EXECUTIVE OFFICER'S REPORT

The financial year ended 30 June 2017 marked a year of organisational realignment to prepare for the new era brought in by the National Disability Insurance Scheme (NDIS), and the changing world for many deaf and hard of hearing teenagers in education delivery and technology advances. Hear For You continues to be the key provider of mentoring programs delivered by deaf and hard of hearing young adults for deaf and hard of hearing teenagers in Australia.

Highlights

The strategy of aligning the location of our programs to the NDIS roll-out is delivering significant results for Hear For You. A major highlight for the year was our success with:

- Successfully piloting the new Rock My World programs resulting in eight diverse programs delivered through sports clubs, the ABC, coffee houses, and businesses providing active leadership development for young people.
- Evolved our flagship mentoring program into the Life Goals and Skills Metro and Blast Programs.
- Demonstrated our position as the leading deaf teenager organisation through the parliamentary inquiry to make Hearing Health and Wellbeing the next national health priority.
- Our growing partnership with UnLtd resulted in Hear For You being named the chosen charity for the 2017 NGEN fundraisers and the Media Federation of Australia charity brief competition.
- Accreditation for the NDIS and seeing 8 deaf teenagers commit their NDIS funding to programs in the new year, with more to come.



David Brady, CEO

Building a strong NDIS provider and a charity that delivers

The 2017 financial year saw Hear For You deliver a stronger financial performance with a surplus of \$27,099, after tax. This represented a turnaround of \$51,300 from the financial deficit in 2016 of \$24,217. The maturing of our efficient business operations delivery, stronger use resources and networks to support program operations assisted this financial result.

A mark of efficiency is the increase in the number of workshops to deaf teenagers overall from seven workshops (by June 2016) to 14 workshops (to June 2017) across seven locations in New South Wales, Queensland, Victoria, and Western Australia. We have come a long way since 2008 when we hosted two workshops in Sydney. Since then we have delivered a total of 46 workshops, stretching over 169 days, and transforming the lives of 538 teenagers.

I like to note that, as at 30 June 2017, our teenagers come from 58 different schools, and we are seeing this figure rise per annum by 15% as technology and educational impact is creating more choices for families than ever before.

We have strong networks with Australian Hearing, Itinerant Teachers of the deaf, parent organisations, and deafness sector providers, to ensure we are able to reach this increasing demographical spread.

These achievements would not have been possible without our supporters, staff, and volunteers.

Our Supporters, Donors, Stakeholders, Volunteers – Thankyou

I like to thank our financial supporters Conexu Foundation, UnLtd, Western Australia Foundation of Deaf Children, Deaf Lottery Australia, and 16 other valued organisations, family and individual donors who have contributed throughout the financial year

Our committed staff at Hear For You, John Lui, Samia Ahmed, Rebecca Driscoll, Bec Stewart, and Emilie Crook have been the backbone of inspiration and positive outcomes for deaf teenagers. Since 2008, Hear For You remains one of the very few disability sector organisations to have an all deaf team who directly relate to our beneficiaries.

Special thanks are also extended to our administration and marketing support volunteers:

- **Helen Crozier**, a technology and productivity consultant who installed Evernote for staff to communicate more effectively
- **Michael Sutjiadi**, who provided the strategic operational delivery and overview consultation and support.
- **Nicki Doble** of 99th Floor who mapped out the Hear For You systems and software
- **Barb Hawes**, a business consultant, who provided guidance for mapping for the new Hear For You on-line file management systems, and advised on next steps towards the framework towards accreditation for our mentoring programs.
- **Catherine Stone** of Crybaby Productions for production of films, marketing and communication materials.
- **Trishal Dayal and Paulina Bolaria**, for transforming our website and providing guidance on social media, and
- **Pauline Findlay** for supporting Rock My World filmmaking workshop.

In particular, I would like to thank all 39 volunteer mentors who contributed a combined 5,793 hours face to face mentoring this financial year, an increase from 3,808 hours of mentoring for the corresponding period ending June 2016. Collectively, our volunteers contributed an equivalent of \$425,000 of professional time.

A sincere thank you to all volunteers - your time is invaluable and your contribution to changing lives for our participants is priceless.

I would like to thank the Chair, the founder, board of directors, staff, mentors and volunteers for their passion, hard work and achievements during the year for the benefit of deaf and hard of hearing teenagers across Australia.

David Brady
CEO of Hear For You



EXCITING FUTURE AHEAD

At Hear For You, we have assembled a pipeline of programs that addresses the needs of deaf and hard of hearing teenagers from rural to urban regions. Whilst some of these projects may not provide immediate support until funding opportunities through NDIS reach these areas, they will contribute to sustained growth over the next five years. With your support, a great team of passionate board, staff, and volunteers, a brand refresh, and a new website the next year no doubt brings exciting times ahead for Hear For You.

Programs	Locations across 5 states	Teenagers transformed	Schools originated from	Combined mentor/participant engagement hours	Volunteer deaf/HoH mentors
14	7	89	58	3,808	38



PROGRAMS ON OFFER

All programs have the flexibility to meet the needs of the deaf or hard of hearing teenager to assist them to realise their potential in life.

Program Type	Program Type
Life Goals & Skills Metro Program – 4 days	Four sessions of face to face mentoring with trained deaf or hard of hearing mentors and the development of an individualised life goal plan. Topics covered in these sessions range from Teamwork / Leadership / School subject choices / Multi-class tactics / Careers / Casual Work / Friendships / Making new ones / Drama / Technology / Social Media safety / Communication & Conflict Resolution / Identity / Deaf teen issues / Confidence. Mentoring formats include individual, small group, and peer to peer. The discussions and activities are interactive and interesting and enable teenagers to explore issues that they are interested in finding out for themselves.
Life Goals & Skills Blast Program – 2 days	A shortened, mobile version of the Life Goals & Skills program designed for Rural and Regional Australia. Hear For You will run a 2-day session for those live in rural/regional areas in their nearest main town. The participants, parents and teachers will select the topics they wish to cover in the session. Mentoring formats include both individual, small group, and peer to peer. The discussions and activities are interactive and interesting and enable teenagers to explore issues that they are interested in finding out for themselves.
Rock My World Session – 1 day	A specialised one-day (sometimes two-day) session on a specific interest area or topic for the participants. In addition to the session activities of the day there will be mentoring by Hear For You mentors and guest presentations by experts on the topic around the day itself. Main theme is usually fun, fun, fun.
Primary2Secondary	A specialised session for participants and parents (carers) who in their first critical months of high school. Mentoring will be for new year 7 participants over 5-6 hours during March on a weekend day. The session will focus on supporting and discussing their first term at high school, tactics to make new friends, understanding what to do in cases of bullying, uncertainty, when multiple teachers and classrooms are too much, and how to ace the first year.
Community/Schools Outreach	A specialised session where a Hear For You staff member visits a school to speak to classes about hearing health, deafness, and what to and what not to t do around deaf teenagers. The outreach includes the option of a meet and greet between the Hear For You staff member/s and the deaf students/teenagers.

OUR PEOPLE

Patron

- The Hon John Howard AC

Board of Directors

- Kim Jones – Chair of the Board
- Olivia Andersen – Director/Founder
- Stephen Coutts – Director
- Stephanie Meares – Director
- Tanya Hundloe – Director



L-R: Stephanie Meares, Kim Jones, Olivia Andersen, Stephen Coutts, Tanya Hundloe.

Staff

- David Brady – CEO (f/t)
- Samia Ahmed – WA State Coordinator (p/t)
- Emile Crook – Victoria State Coordinator (p/t)
- Rebecca Driscoll – QLD State Coordinator (p/t)
- John Lui – NSW State Manager (p/t)
- Michael Sutjiadi – HFY strategic operations consultant – volunteer
- Jacquie Barns – volunteer
- Paulina Bolaira – volunteer
- Helen Crozier – technology and productivity Evernote consultant
- Trishala Dayal – volunteer
- Nicki Doble (99th Floor) – volunteer
- Pauline Findlay – volunteer
- Margaret Fisher (Big Picture – marketing) – volunteer
- Barb Hawes, business consultant – volunteer
- Rachel King – volunteer
- Rebecca Stewart – casual
- Catherine Stone (Crybaby Productions – digital content creators) – volunteer



OUR MENTORS – A SPECIAL THANK YOU

Thank you to all of our amazing deaf or hard of hearing young adult mentors for their time and effort to share their life experiences, advise, consult with, and donate many hours to transform the next generation of deaf and hard of hearing teenagers.



- | | |
|----------------------|---------------------|
| ● Steve Abersberger | ● Shannon Kettleton |
| ● Jason Alford | ● James Leonard |
| ● Jillian Ash | ● Jenelle Macri |
| ● Adam Barnes | ● Nicole Marszal |
| ● Damien Barrett | ● Amy Mills |
| ● Alex Brewer | ● Aleks Petrusevic |
| ● Sam Cartledge* | ● David Romanowski |
| ● Tammy Chan-Oteri | ● Jessica Round |
| ● Adrian Chau * | ● Julian Scharf |
| ● Kathryn Clark | ● Josh Sealy |
| ● Stephanie Donald | ● Elizabeth Seares |
| ● Harriet Drane | ● Polly Smith |
| ● Lucy Eels | ● Rebecca Stewart |
| ● Daniel Harris * | ● Alysha Tan |
| ● Isabelle Horne | ● Domenico Ventura |
| ● Teneale Houghton | ● Melinda Vernon |
| ● Heather Hunt | ● Gary Ware |
| ● Ben Ipkendanz | ● Marie Ware |
| ● Danijela Ivancevic | ● Kate Wilson |

*denotes former participant (mentee) of Hear For You

PROGRAMS

Queensland

The year started in November 2016 with the first Primary2Secondary Session for Auslan and Oral deaf students in Year 5 and 6 in Brisbane. Seven students attended along with their families. Three Year 10 mentees Tara Elvery, Lachlan Tatham and Erin Davies, supported by mentors Aleks Petrusevic and Shannon Kettleton, shared their experience of transitioning to high school sharing their initial expectations and outcomes. Then the Mentors handed over the reins the Year 10 mentees to lead teamwork activities for Year 5 and 6 students. Feedback from parents and students was they were inspired by all of the year 10 mentees.

The Rock My World session in Ipswich in April 2017 was hosted at the Dancing Bean Espresso. Five participants and two mentors attended the coffee theme session and learned from the owner Rob, what goes on behind the scenes in a coffee shop. The session was fun, hands-on and by the end of the day every participant were champions at making an espresso.

Tara Elvery, mentee 2013-2015, recently was selected as a baton bearer for the Queen's Baton Relay for the 2018 Commonwealth Games. Tara was nominated and selected for her athletic achievements and fundraising for Hear For You.

In June 2017, Hear For You mentees, mentors participated in Brisbane's City2South fun run for the fourth time. This time, the team collectively raised \$2,000.

Looking forward, Hear For You Queensland are excited be hosting the first Life Goals Skills Blast Workshop in Rockhampton in August 2017, and the Metro program in Brisbane in early 2018.



NSW

The NSW scene continues to go from strength to strength. We have had a huge year so far!

Our flagship Life Goals & Skills Program took place from August to November 2016 with 11 participants and we welcomed David Romanowski on board as a new mentor, joining our established mentors Heather Hunt, Bec Stewart, and Teneale Houghton.

Subsequent events in 2016 also included:

- The City2Surf fun run completed by a 16-strong Hear For You team, raising over \$5,000
- A special September workshop run by Enlighten Education for our female participants on all things relevant to young teens in today's fast-changing society.
- A taster Day at Tempe High for deaf/hard of hearing students came from various schools across Southern Sydney.
- Collaboration with Macquarie University PhD students for the Macquarie Minds events for a showcase presentation regarding hearing loss across the lifetime of an individual

In 2017, we released new programs with our Year 7 Session and the Rock My World Program which offering a shorter and less intensive format allowing for an introduction to mentoring, meet new peers to seek advice, and develop friendships.

Our participants have been featuring in their local media with the notable examples being Jared Donaldson and Olivia Barnes. Jared was featured in his local newspapers (Rouse Hill Times and Rouse Hill Courier) for his group's award-winning film 'Can You Hear Me?' at the inaugural Hear For You Film Festival.

We look forward to the 2017 edition of the Life Goals & Skills Program in August and an even bigger year in 2018!



Victoria

Hear For You Victoria welcomed Emilie Crook (Biggar) taking the reins over from Sam Cartledge at the beginning of the year.

The Life Goals and Skills Metro session held in August 2016 saw a new fresh approach to mentoring for deaf and hard of hearing Victorians for the first time. The workshop saw mentors and participants explore social skills, dealing with difficult situations, and filming to bring out the stories about deaf teenagers experiences.

Then in early 2017, the first Rock My World session was hosted at Carlton Football Club, where mentors and participants checked out the club's headquarters, met staff and players to learn insights into their career journey and challenges, and found out more about one of Australia's largest AFL football clubs.

The rest of the year saw school and Australian Hearing clinic visits to meet with deaf and hard of hearing teenagers to listen to their views to plan future Rock My World sessions for Melbourne.

Looking ahead, Victoria is set to experienced its first rural Life Goals and Skills Blast in Shepparton, new Rock My World sessions including Film making, and in 2018 workshops in Melbourne, Geelong and Albury Wodonga.



Western Australia

In August 2016, Hear For You hosted the Life Goals and Skills Metro session at the Western Australian Foundation for Deaf Children in Cottesloe. Four Auslan/Bilingual and five Oral deaf teenagers were mentored by six adults in careers, bullying and how to manage them, drama and social skills, social media issues, and respect for others.

Then in April, two Rock My World sessions was hosted, one with the West Coast Eagles taking in behind the scenes at their headquarters at Subiaco Oval. Participants met key staff, learned about their career journey, and finished off with a kick on the oval where the AFL is played. The other was with Perth Concert Hall where participants and mentors explored behind the scenes of a major hall, met professional musicians, and learned to play some instruments.

Hear For You completed the partnership with the Western Australian Foundation of Deaf Children in Perth in June. We acknowledge the support from Lynne Van Olden and the work by Samia "Georgie" Ahmed" to enable a fantastic three years in Perth for Hear For You.





THE NEED

Hearing loss increases social isolation and potential for mental health issues.

In terms of young deaf people who are oral, despite medical devices such as cochlear implants and hearing aids a deaf teenager will not have their hearing fully restored to or as that of normal levels.

Hear for You implements prevention strategies addressing the key problems affecting education and career outcomes:

Problem: Social Isolation

Solution: Hear For You is the place to be

12 – 20 young deaf people participate and directly connect and engage with each other, and with 4 – 6 young adult mentors who are deaf through evidence-based mentoring programs.

Problem: Reliance on communication technology and access

Solution: Provision of information and development of skills to combat this

Presentations on accessible technology options and tactics.

Assertiveness and social awareness mentoring.

Problem: Parents don't understand

Solution: Hear For You informs and educate the parents as well

Parents of participants to attend parent presentation and improve understanding of issues their child faces and networking with other parents.

In fact 90% of parents of Hear for You participants have no prior experience of deafness or hearing loss within their lives prior to their child's.

WHO HEAR FOR YOU HELPS

Primary beneficiaries:

- 12-18 year old Australians who are Deaf or hard of hearing-who communicate orally or in Auslan;
- One in four are at risk of mental health issues. High costs of supporting their hearing loss also contribute to financial challenges for their families.

Secondary beneficiaries:

- Volunteer mentors – young adults 18 – 35 years who are deaf or hearing impaired and trained as mentors in the Hear from You program curriculum;
- Parents of participants (12 – 18 yr old deaf teens) – on average most parents of mentees have their hearing and have difficulty understanding and managing their child's challenges.

Social outcomes

- Improve confidence, communication, team work, leadership, knowledge, decision making skills and attitudes of teenagers both mainstream oral deaf and aAuslan signing deaf communities.
- 95% workshop attendance by registered participants
- 85% of participants indicate they are satisfied with the program
- Over 50% indicate an improvement in knowledge, confidence and general feeling of happiness.
- 90% of mentors indicate satisfaction with program and its positive impact on them;
- 90% of parents indicate satisfaction with the program and the positive impact it has had on their child.



SPECIAL THANKS

Our donors and partners are the lifeblood of Hear For You, for without their generous support, we simply wouldn't be able to link deaf teenagers with inspirational deaf role models.

Conexu Foundation



UnLtd / WAFDC / Deaf Lottery Australia



Australian Hearing / Cochlear Foundation / Snow Foundation / Suncorp Brighter Futures



AuDA Foundation / Blackbaud Foundation / Deafness Foundation



The Hearing Hub / HEARing CRC / Griffith University



Ability Links / WG Architects / Calvert Jones Foundation / Cochlear Brisbane Staff / Grill'd

We express our sincere thank you for the generous pro-bono time donated to Hear For You by:

- Honorary Auditors - BDH Audit and Assurance Pty Ltd
- Legal - Australian Government Solicitors





Hear For You

www.hearforyou.com.au

Use this QR code to email Hear For You:



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