



mentoring young  
deaf people

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# Hear For You

**ANNUAL REPORT**  
**2018-2019**



# Our Vision

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



# Our Values

We strive to be professional, inclusive, enthusiastic, ethical, and progressive.



# 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.

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# OUR HISTORY



## Her desire

was to help young deaf people develop the self confidence and motivation to achieve their dreams.



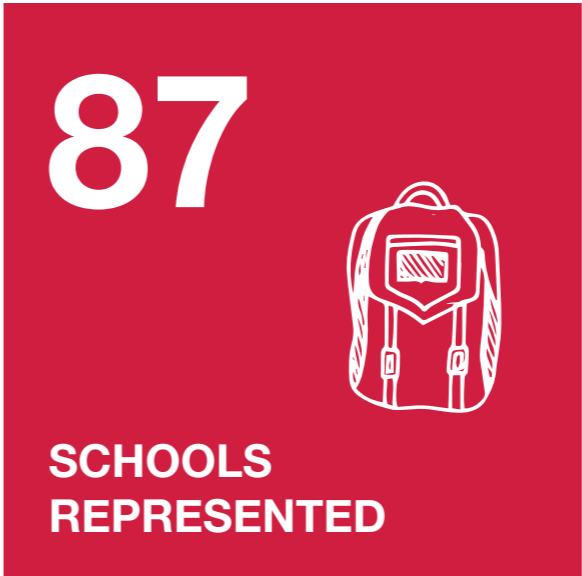
Olivia Andersen has had profound hearing loss from birth. In 2008, she created Hear For You. Olivia recognised a need in response to her own personal and professional experiences affecting teenagers who are deaf and hard of hearing during their high school years.

Since then, Hear For You Limited has conducted signature mentoring sessions in locations across Australia and New Zealand, assisting more than 1,000 deaf or hard of hearing teenagers between 12 and 18 years old.

This would not have been possible without the help of more than 78 volunteer mentors, including doctors, lawyers, shop owners, animators, transport designers, social scientists, sports managers, Deaflympians, parents and community leaders.

By sharing their experiences, our mentors inspire participants and support the challenges they face. Hear For You is an accredited Australia wide NDIS provider. The organisation is run by a small team supported by many volunteers and a Board of Executives governing the organisation's operations.

# OUR IMPACT





# CEO AND CHAIR'S REPORT

Kim Jones stepped down as Chair in May 2019 and was replaced by Stephen Coutts. We have a roadmap to help us make our vision a reality based on four strategic pillars. Each pillar is outlined below, and includes our progress and plans.

1

**Secure the financial sustainability of Hear For You**  
- financial stability so we can offer more programs around Australia.

Fiduciary focus - Years of Hear For You's good governance and management resulted in a record income of more than \$500,000. This record funding has set up Hear For You to invest in new programs and resources for the 2019/2020 financial year.

During the year we approved an external bookkeeper, implemented Xero accounting software, reviewed and streamlined budgets and financials, improved Board management reporting and accounting lines. A new finance sub-committee was appointed to oversee financial performance and growth.

Introduction of new practices, processes and compatible systems will help drive Hear For You into the digital age.

Exploring next wave innovations and processes to create greater access for deaf and hard of hearing participants to engage with our mentors.

Hear For You programs were redesigned into a matrix of ability and marketable topics, rather than age-based, to align with a portable, agile module structure customised to participants individual needs through their NDIS plans.

Hear For You has grown from a small charity to a medium-sized 'for purpose' charity, expanding across Australia.





 **Expand the scope and reach of Hear For You's service offering**  
- through appropriate service delivery partnerships and collaborations, so we can reach areas of need.

Relocating to the Australian Hearing Hub in 2017 created new collaboration and partnership opportunities with Cochlear, Hearing Australia, RIDBC, and Macquarie University.

Hear For You is recognised as a significant player in the hearing health sector, with appointment to the Federal Government Roadmap committee, initiated and hosted the deaf and hard of hearing youth summit for the Roadmap design, and is a lead member of the NSW Coalition of Hearing Health and Deafness Sector organisations.

Hear For You hosted a school students public speaking event at Parliament of NSW, with four out of six speakers from Hear For You with mentor and former participant Bettina Liang as event MC.

We are grateful to be proudly supported by the following people:

- Michael Sutjiadi (analyst)

- Helen Crozier (database development and technology coach)
- Catherine Stone (Crybaby Productions)
- Angus and Julia Stone who, with their record company, gave permission for Hear For You to use their music in a campaign
- Barb Hawes FAICD, who restructured Hear For You's file management systems
- Lauren Gorfinkel and Macquarie University for providing media interns
- Bob Cowan and HEARing CRC for providing the Melbourne and Sydney workshop venues and offices
- Deaf Services for providing the Brisbane and rural Queensland venues for workshops
- Hearing Australia for providing the opportunity to host in-house drop in clinics in Western Sydney and Macquarie University for deaf teenagers.

We thank the many talented and diverse people who have given their time, skills and attributes to build strong foundations across administration, analysis, marketing and communications.

 **Stronger evaluation and support**  
- a new level of board governance that allows us to deliver quality programs as a child safe organisation and NDIS provider.

- We continue to develop and refine governance frameworks and structures, policies and processes around:
- purpose and strategy
  - roles and responsibilities
  - board composition and effectiveness
  - risk management
  - performance
  - accountability and transparency
  - meaningful stakeholder engagement
  - conduct and compliance.

Passing the NDIA audit was a highlight of our 2018 year conducted by Global Mark in November 2018. This means we comply with the requirements to deliver quality NDIS Life Goals and Skills programs.

We continue to develop and implement knowledge management, with the structure of Hear For You's files to become customer-centric, as well as including Board history, the company register and information.

In April 2019 we commenced implementing *GovernRight* and engaged with dynamic Board Directors and the Company Secretary, who have embraced a new level of board governance.

 **Value, nurture and expand the engagement of Hear For You's core assets**  
- our mentors, staff, patrons, volunteers and founder working together to deliver our mission.

In May 2019 we recruited eight new diverse professional minds with company director skills, attributes and expertise, who are key influencers in the deaf and hearing health community.

In human resources we have been reviewing and delivering a standard recruitment and induction process with supporting content and a range of communication touchpoints. This saw the appointment of Carl Moser as Company Secretary in 2018 and new board directors in 2019.

We are proud of the exceptional work performed by our State Managers; John Lui, Rebecca Driscoll, and Emilie Biggar in FY18. All of them continued to deliver and promote our programs and lead their volunteer mentors throughout the year. Supporting our mentors will become an increasing focus for us, as we recognise the importance of their involvement. We know that mentors deserve more than a letter of reference for their invaluable contribution to the community, so we're looking at providing recognised mentoring qualifications and skill building for all mentors in 2020.

We are excited to be aligning with like-minded registered training organisations encouraging benchmarking and accreditation of Hear For You program content and mentors based on research and evidence. We have engaged with Macquarie University to work with us on a project to develop a formal Mentor Certification Program. This will be completed by 2020.



# FY19 HIGHLIGHTS

## Participated in Federal Government Roadmap for Hearing Health Consultation

CEO David Brady was appointed to be an advisor and contributor on behalf of Hear For You on the Roadmap for Hearing Health for Australia Committee by Minister The Hon. Ken Wyatt MP.

Hear For You hosted a special deaf and hard of hearing youth forum in January 2019, attended and listened by twenty 15 to 28 year olds. Minister The Hon. Ken Wyatt MP attended to listen to the young deaf people provide their input into the design of the Hearing Health roadmap.

Over 75% of members are deaf, hard of hearing, or have a family member who is deaf or hard of hearing.

To ensure Hear For You qualifies as a disabled persons organisation, we undertook a membership drive to reach out to our mentors, past participants and their families. We are pleased to demonstrate we have a 75% majority of our members who are deaf or hard of hearing, including our board and staff. This is one of the highest benchmarks of any disability organisation in Australia.



## Secure new NDIA ILC Grants

We secured the new ILC Disabled Persons Organisation Grant to support the development of our business support systems and work on the development of a formal training curriculum for Mentors.

## Secured funding from Commonwealth Government

We secured funding from the Federal Department of Health to fund our business resources and programs to meet the mental health and social isolation challenges in deaf teenagers and young adults.



## Hear For You Film Festival continues to grow

The Hear For You National Film Festival 2018 was supported by Hearing Australia and provided an opportunity for deaf or hard of hearing secondary school students to script, shoot and edit a film for a national competition. Budding filmmakers were asked to focus on their passions by incorporating 'Love @ ...' into their story.

Films were submitted by deaf and hard of hearing teenagers from NSW, QLD, and Victoria, with 11 entries from QLD and NSW submitted in the 2018 competition.

The winners were:

**Best Screenplay:** "WHAT AM I MISSING?" by Karen Nguyen, Samira Cox and India Cox

**Best Director:** Oscar Lynch for "TEDDY BEAR LOVE STORY"

**Best Film:** "THE BUS STOP" by Raymond Moreno, Jared Donaldson and Richard Moir

**Judges' Award:** "TEDDY BEAR LOVE STORY" by Oscar Lynch

The winners were announced at the premiere screening and red carpet event in Sydney on 16 August 2018 at the Golden Age Cinema. Three of the winning films were selected by Hearing Australia to screen in their clinics across Australia and on their social media channels.

# FY19 HIGHLIGHTS

## - Our media exposure

- 8/18 **Film Festival Winners Announced Mentors and Participants**  
Film Festival 18 | Online magazine | Film Link
- 9/18 **Win News ACT**  
Richard Moir wins film festival  
Film Festival 18 | Television News | WIN News
- 9/18 **Film Festival Winners Announced Mentors and Participants**  
Film Festival 18 | Online magazine | Movie Board
- Karens Nugen puts Yagoona on the Map**  
Film Festival 18 | Newspaper article | Yagoona Times
- Thats a wrap - Oscar Lynch**  
Film Festival 18 | Newspaper article | Westside News
- 10/18 **Researchers using minecraft League of Hearoes**  
Online | Online magazine | Techly
- 12/18 **Getting to know HFY**  
Hearing Health | ACNC media | ACNC
- 3/19 **Hearing Week: Funding for young deaf and hearing impaired Australians facing mental health risks FED - David Brady/Kim Jones**  
Gov media zine | Political alert
- 06/19 **Shepherd Centre Young Achiever's awards**  
John Lui won the Bruce Shepherd Award  
Parliament of NSW
- Airnorth Airline profiled HFY programs**  
In-flight magazine featuring Mentor David Romanowski

“ More media exposure throughout 18/19. ”



# STATE REPORTS



## NEW SOUTH WALES:

Hear For You worked closely with Hearing Australia to set up the trial in-clinic outreach program.

We saw a flurry of activity over the last twelve months from the NSW team led by our State Manager, John Lui.

Rebecca Stewart stepped into the role of Western Sydney coordinator after we secured ILC funding for Western Sydney development. This allows Hear For You to reach out to deaf teenagers in the Western Sydney region.

Rebecca has been working closely with Hearing Australia to set up the trial in-clinic outreach program and meeting deaf teenagers at different locations throughout Western Sydney.

The Life Goals and Skills Blast programs reached Wollongong and Tamworth for the first time this year, and we returned to Canberra and Newcastle.

Hear For You is working with families and teachers of deaf teenagers in regional areas to bring the opportunity to experience our programs in their local areas.

The Sydney program continued to support deaf teenagers and an ever growing number of mentors. We raised funds and awareness by entering the City2Surf. Two of our athletes, CEO David Brady and Mentor David Romanowski (both deaf) wore ear muffs during the length of the course and raised over \$500 for Hear For You. They enjoyed the experience and really did not hear a thing!

A massive thank you is extended to all mentors, venues, and volunteers including Pauline Findlay (Film Making) and Catherine Wigget (Talent Rise) for hosting our exciting Rock My World Workshops for Hear For You participants.

Hear For You continued to be part of the Coalition of NSW Hearing Health and Deafness sector, where we had the opportunity to engage with parliamentarians to share the need for services provided by Hear For You for deaf teenagers in NSW.

We also would like to thank the Hearing Australia Hub at Macquarie University, Talent Rise, and the Western Sydney Wanderers for providing venues and places for workshops.

## QUEENSLAND:

Our workshops have extended their reach in Far North Queensland.

The program in the Sunshine State continues to go from strength to strength with workshops hosted in Brisbane and Rockhampton. Hear For You also hosted for the first time in Townsville in North QLD.

Schools are inviting more of our amazing mentors to speak and share their experiences with the students (deaf and hearing) at local schools. During the year, Hear For You also engaged with the QLD Department of Health group on deafness and mental health issues.

Hear For You were provided support by Deaf Services Queensland through the deaf lottery and provision of desk space and workshop spaces in Townsville. We were also received support from Griffith University for the workshop space in Brisbane, and support from Central North Qld Catholic Education for a workshop venue in Rockhampton.

Rebecca Driscoll said farewell to Hear For You after almost seven years as Queensland Manager.

She did an impressive job building the Queensland mentoring team and programs. Many deaf teenagers and mentors are immensely thankful to Rebecca for her kindness, sharing and leadership that enabled them to unleash their potential. Brianna Fleet and Dan Jarvis both did an excellent job, covering the months between Rebecca's departure and the appointment of our new Queensland Manager, Sherri Brereton, in June 2019.

## VICTORIA:

A year of rebuilding for the Victorian program.

It was a year of rebuilding for the Victorian program with workshops in Melbourne for Life Goals and Skills and for Film Making. Both programs were successful and enabled the Victorian deaf teenagers and their mentors the opportunity to experience our programs.

Emilie Biggar left Hear For You in March to follow her passion for photography after almost three years managing the Victorian programs. Hear For You was fortunate to receive Emilie's input and experience in artistic design and photography during her time.

Her enthusiasm and willingness to help deaf teenagers provided them with opportunities to be mentored by an awesome group of young deaf adults in Melbourne.



# 10TH YEAR ANNIVERSARY



## “Hear For You

is a marvelous little platoon and of course what it’s done has been to provide hope for so many people”...

- The Hon. John Howard OM AC.



On 13 November 2018, Hear For You celebrated 10 years since its inception with a memorable event at the Incubator at Macquarie University.

120 people witnessed an amazing evening featuring an emotional address by Founder and Executive Director Olivia Andersen.

Our Patron, The Hon. John Howard OM AC was interviewed by Matilda Carnegie.

We heard amazing stories of impact by former Hear For You mentors Patrick Lane and Kate Obermayer, and mentees, Rose Gallen and Ray Moreno.

Highlights of our celebration included Chair Kim Jones and directors sharing their vision for the future to members and guests; an entertaining auction that raised much needed funds for Hear For You, and the cutting of a delicious cake.



# OUR PROGRAMS IN ACTION

At the heart of Hear For You is our suite of programs, which have been developed specifically for deaf and hard of hearing teenagers. Here’s an overview of what each program delivers and attendance numbers in FY19.

Type of Program	Locations	June 19	June 18	Variance	June 19 NDIS	June 18 NDIS	Variance
Life Goals and Skills Metro	3	23	20	3	14	2	12
Life Goals and Skills Blast	6	27	54	27	19	10	9
Rock My World	12	69	49	20	30	27	3
Primary2Secondary	5	26	3	23	11	1	10
TOTAL 18/19FY		145	126	19	74	40	34

Primary2Secondary

This unique two-part program helps kids who are deaf or hard of hearing to make the transition from Year six to high school. We cover a range of areas from making new friends to dealing with bullying and adjusting to new environments. In FY19, we ran five Primary2Secondary programs in Brisbane and Sydney with 26 attendees.

Rock My World

Designed for high school students who are deaf or hard of hearing, these one-off workshops focus on a different activity from filmmaking to treetop adventures. As well as taking part in interesting activities, participants also hear from a guest presenter and connect with mentors as part of the experience. In FY19, we ran twelve Rock My World programs in Sydney, Brisbane, and Melbourne with 69 attendees.

Online Mentoring

Currently, 52 teenagers have enrolled into the League of Hearoes (our private Minecraft server for deaf and hard of hearing teens). We have 32 consistent active players who attend most Sunday evening sessions. Chatbot continues its development, attracting 78 message connections through the Facebook and website chat portals.

Life Goals and Skills

This is our flagship mentoring program, which focuses on bringing together deaf and hard of hearing teenagers with inspiring mentors who have ‘been there, done that’.

Through Life Goals and Skills, mentors work with teenagers to explore different aspects of life, giving them a chance to exchange ideas and experiences.

In FY19, we delivered Life Goals and Skills in two formats:

1. Metro (a four-day program in Sydney, Brisbane and Melbourne), and
2. Blast (a two-day program in regional and rural Australia).

The Blast format in FY19 is at a growth stage with delivery of the program to 27 deaf and hard of hearing teenagers in Rockhampton, Newcastle, Canberra, Tamworth, Townsville and Wollongong.

For many participants and their families, it was the first time they experienced any formal support with development of psycho-social skills from a deaf-led organisation.

Hear For You is pleased to be returning to all the Life Goals and Skills Blast locations in 2020 as well as Toowoomba and Gold Coast, and would like to thank the mentors who contributed to FY19’s success.



# THE KEY FACTORS

- Contributing to the need for HFY

In FY19 there are 8,607 teenagers in Australia who are deaf or hard of hearing (Hearing Australia, 2018).

## Higher risk of mental health problems

Teenagers who are deaf or hard of hearing face higher risk of mental health problems compared to their hearing peers. (Stevenson et al., 2015)

The range of mental health problems often associated with hearing loss in teenagers are depression, aggression, anxiety, and misconduct. (Theunissen et al., 2014)

## 10 times the students fail a grade

Students with mild and unilateral hearing losses fail a grade at ten times the rate of students with normal hearing. (Cole and Flexer, 2007)

This means that many Australians with a hearing loss face considerable barriers to success in the labour market affecting income, finding suitable work and securing promotions.

## Social development

The adverse communication affects psycho-social development, impacting the role of family, education and ultimately, community. (Hindley et al., 1994; Vostanis et al., 1997)

The review by Stevenson et al. (2015) generated consensus from 45 studies; identifying the need for deaf or hard of hearing teenagers to receive support for social skills with peer-relationships cited as the most significant problem.

**>83%** of deaf children and adolescents attend mainstream schools where they are often the sole deaf student in their class or school. (Mitchell & Karchmer, 2004)

**92%** of children with permanent hearing loss are born to hearing parents. (Mitchell & Karchmer, 2004)

# THE ISSUES WE ADDRESS



## SOCIAL ISOLATION

Hear For You provides a uniquely supportive environment where young deaf people participate and engage with each other.

At our mentoring workshops, **a group of no more than 20 young people work with four to six mentors, all of whom are deaf or hard of hearing.** This provides a direct connection and sense of security that young deaf people may not experience anywhere else in their life.



## SOCIAL CONTACT

Social contact is one of the main benefits of Hear For You, but there's much more to our programs.


Through mentoring, **we address a number of key issues that deaf and hard of hearing teenagers commonly face.**



## RELIANCE ON COMMUNICATION TECHNOLOGY AND ACCESS

At Hear For You, we focus on providing **the information and developing the skills** that young people need to communicate and thrive.

Not only do we make deaf young people aware of the technology available to them, **we also focus on supporting social skills such as assertiveness and social awareness mentoring.**



## PARENTS DON'T UNDERSTAND

90% of parents of Hear for You participants have no experience of deafness or hearing loss prior to their experience with their own child.

To address this, **Hear For You informs and educates parents** as well as teens, inviting them to attend parent presentations, providing networking opportunities that help improve their understanding of issues their child may be facing.

\*References located on page 21



# CELEBRATING OUR TEAM

## Our Core Team

In FY19, our core team was led by CEO David Brady, who manages all aspects of the Hear For You executive management operations, including human resources, finance, marketing and communications.

David has been supported by part-time State Managers John Lui (NSW), Emilie Biggar (VIC), Rebecca Driscoll and Brianna Fleet (QLD), Kylie Browne (Communications and Online Projects Manager), Rebecca Stewart (full time Western Sydney Programs Coordinator), Michael Sutjiadi (Strategic Operations Consultant), Carl Moser (Company Secretary) and our Founder Olivia Andersen fulfilling the role of Stakeholder Relations Manager in a part-time capacity.

## Our Mentors (FY19)

With thanks to: Alysha Tan, James Leonard, Brittany Sanders, Brianna Fleet, Emilie Biggar, Bradley Jardine, Dan Jarvis, Mary Dowd, Jonathon Helena, Cassandra Mulo, Jillian Ash, Kate Wilson, Julian Scharf, Holly Reedman, Dylan White, David Romanowski, Rebecca Stewart, Teneale Houghton, Kelvin O'Malley, Sarah Barlow, Eddie Hilliar, Heather Hunt, Adrian Chau, Elizabeth Seares, Lucy Perrone, Melinda Vernon, Amy Mills, Marie Crema, Siobhan McAlary, Sean Walsh, and Claire Cunningham.

## Our Auditors

Gede Barone and Susan Grant of BDH Audit & Assurance Pty Limited.

## Our Board

Thank you to the following people for their advice, strategic insights, and support throughout the year.

Kim Jones (Chair to May 2019), Stephen Coutts (Chair from May 2019), Olivia Andersen (Founder and Executive Director), Stephanie Meares (Resigned May 2019), Tanya Hundloe (Resigned March 2019), Dan Jarvis (Appointed May 2019), Tony Coles (Appointed May 2019), Kashveera Chanderjith (Appointed May 2019), Yetta Abrahams (Appointed May 2019), Jodette Cleary (Appointed May 2019), Simon Grealy (Appointed May 2019), Charlotte Sangster (Appointed May 2019), Thomas Andersen (alternate Director for Olivia Andersen).

## Our Volunteers

With thanks to: Helen Crozier, Michael Sutjiadi, Barb Hawes, Catherine Stone (Crybaby Productions), Pauline Findlay, Victoria Cramp, Max Learmont and Nolan Yu (League Of Hearoes), Emma Nevison (Ernest Group), Nikhil Bora, Julia Demine, Rachel King, Muffy Churches, Nina Nyman and Rachel Troy (UnLtd)

## Our Bookkeepers

Karen Groves, Brett Lowe, and the Successful Alliances team.



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[www.hearforyou.com.au](http://www.hearforyou.com.au)

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