



s@undwaves

The Shepherd Centre News
Volume 15 • Autumn 2018

**Jawad's
amazing
journey**

**A royal honour
for hero Henry**

SEE OUR 2017 GRADUATES SHINE

A NEW YEAR – AND A NEW CENTRE!

Welcome to the Autumn issue of Soundwaves, and to another exciting year at The Shepherd Centre. Although we're just a few months into 2018, our team have been incredibly busy preparing for some fantastic new developments this year – most significantly, construction of a new, cutting-edge centre in the heart of Western Sydney (page 9). Establishing a centre in Campbelltown has been a key part of our Sound Future vision, and will significantly extend our reach to families living in areas of enormous need in Greater Western Sydney and beyond.

Whilst we await news on whether our children will be appropriately funded under the National Disability Insurance Scheme (NDIS), our spirits have been buoyed by the remarkable generosity of the late Eric Dare, who left a significant bequest in support of the children and families at The Shepherd Centre. Mr Dare's legacy will live on for years to come in the amazing achievements of the graduates whose journeys have been impacted by his philanthropy, and we are eternally grateful for his kindness. Gifts in Wills, no matter how big or small, are quite literally life-changing for children and families at The Shepherd Centre – if you'd like to learn more about how you can include The Shepherd Centre in your Will, turn to page 4.

Finally, I'd like to take this opportunity to thank everyone who sent well-wishes to Dr Bruce Shepherd on his 85th birthday. Your messages and photos were compiled into a book which was presented to Dr Shepherd on his special day – and he was truly touched to receive such kind words from the many people who have passionately supported the centre over the past 48 years.

As we approach The Shepherd Centre's 50th anniversary, we are collecting special memories which will form part of a commemoration ceremony in 2020, and we invite you to get in touch with your stories. Please email enquiries@shepherdcentre.org.au to share your recollections, and stay tuned for more information on our Golden Jubilee celebrations.

Wishing you and your family much laughter and loudness in 2018.

Dr Jim Hungerford
Chief Executive Officer



MEET OUR COVER STAR!

Five-year-old Annie, our Autumn issue cover star, was diagnosed with hearing loss at birth. However, living near Batemans Bay in regional New South Wales meant Annie's family faced travelling for up to nine hours for weekly face-to-face therapy, which simply wasn't practical, or affordable. So Annie began attending weekly sessions via videoconference as part of our teleintervention program – something which Annie's mum Zoe said was a 'lifeline' for their family. Five years on, and Annie is thriving in her first year of Kindergarten alongside her hearing peers. "The teleintervention program has been amazing for our family," said mum Zoe. "Without it, I am convinced Annie wouldn't be where she is today – a capable and confident child with full access to sound and speech."

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BEYOND NOW: SUPPORTING OUR GRADUATES AT SCHOOL, WORK AND INTO THE FUTURE

Since its launch in 2017, our Beyond Sound alumni club has continued to go from strength to strength, connecting graduates of all ages with a wide range of resources and support to help guide them along life's journey. And late last year, we were thrilled to host the inaugural 'Beyond Now' alumni conference for more than 40 delegates at The University of Sydney Business School.

Expert speakers from a variety of fields shared their wisdom and insights across key topics, including:

- The future role of technology in hearing loss and health, and how this might impact our graduates now and in the years to come – presented by Cochlear Chief Software Architect, Victor Rodrigues.
- Disability and employment, with a focus on giving our graduates the tools they need to confidently disclose their hearing loss to a potential employer. Attendees also learned ways to turn their disability into a job-seeking advantage, as explained by recruitment specialist, Nina Mapson Bone.
- The value of mentorship, as discussed by Hear For You Mentor and past graduate, David Romanowski.

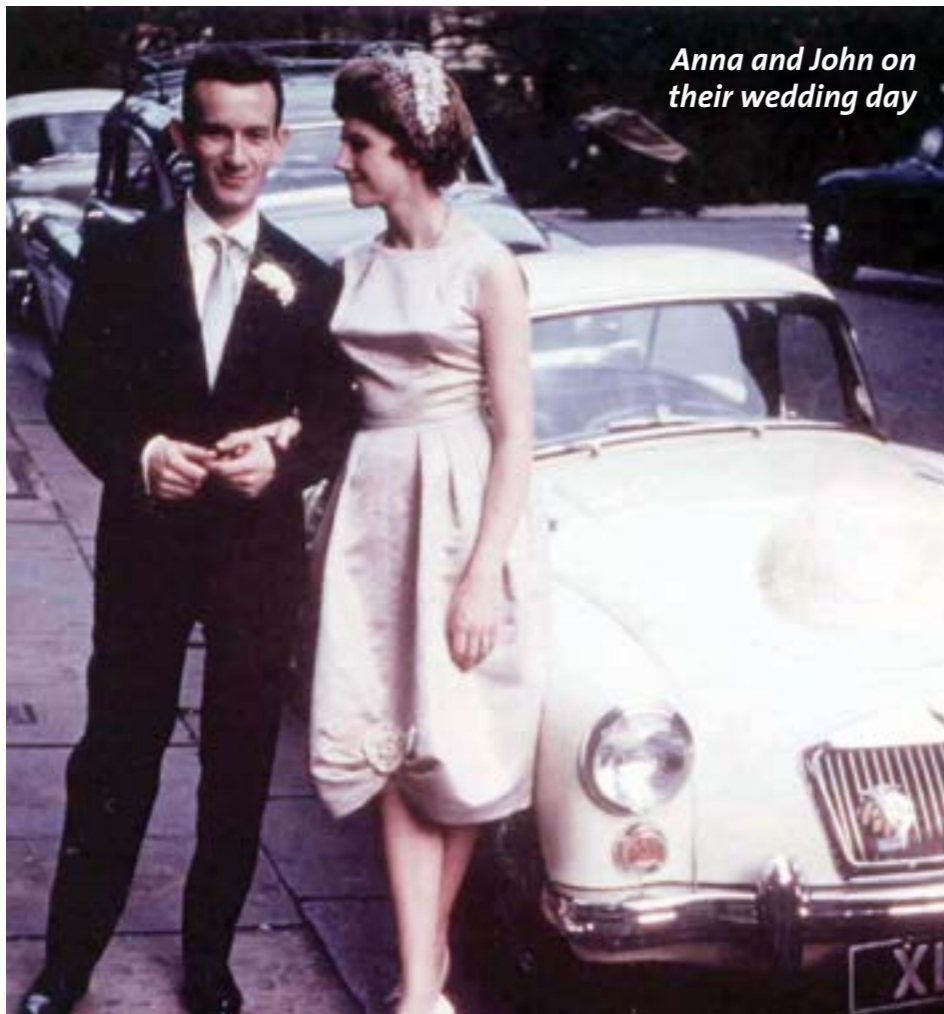


Attendees also benefited from the combined expertise of a panel of past graduates, parents and experts from The Shepherd Centre on overcoming the challenges faced by our alumni when navigating the education sector; as well as critical updates on the National Disability Insurance Scheme from our Principal Child and Family Counsellor, Angelika Dalkeith.

Feedback from the event was overwhelmingly positive, with many attendees commenting on how wonderful it was to share experiences and hear insights – not just from the experts – but also from other likeminded people with hearing loss.

To register your interest in the 2018 Beyond Now Conference, which will be held on 16th August, or to learn more about the Beyond Sound Alumni Club, visit shepherdcentre.org.au/beyondsoundalumni or email Sharlene Dadd, at alumni@shepherdcentre.org.au

It's time to SHINE!! Join us on Saturday 2nd June for our annual Gala celebration at Sydney's Town Hall during Vivid Festival. A night of inspiration, celebration, amazing food and fine wines to celebrate the achievements of The Shepherd Centre graduates. For more details visit: www.shepherdcentre.org.au/supporting-us/gala/



Anna and John on their wedding day

THE VIALE'S LIFE-CHANGING GIFT

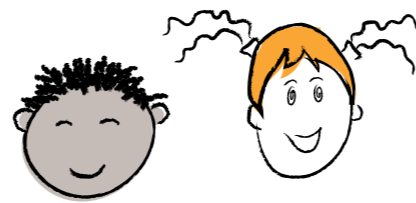


What would it mean to you to be able to change a child's life forever? Friend of The Shepherd Centre, Anna Viale answers that question, telling us why she and husband John, made the remarkable decision to leave a legacy to The Shepherd Centre in their Wills.

John and Anna Viale's long history of giving stems from an innate desire to help others. Having moved to Australia from the UK in the mid-1980s, John and Anna have been ongoing supporters of organisations which give help and hope to those less fortunate.

"Both of our children work in medicine, and we passionately believe in the importance of advancing medical research in order to help others live a better life," Anna explained.

"We wish to help others overcome their hurdles – and we are very committed to supporting the development of new technologies and techniques which will give



people with disabilities the chance to live better lives."

This commitment to improving the lives of others led Anna to The Shepherd Centre, where she was invited to tour one of our centres to see the impact of her support first-hand. This visit left an indelible mark.

"I've always believed that hearing is one of the most important gifts in life. And I found it amazing to see that, by supporting The Shepherd Centre, you are truly giving the gift of hearing to children with disability – as well as the chance to live a full and fortunate life."

As well as the philanthropic legacy she has chosen to leave behind, Anna hopes that hers and John's generosity will act as a catalyst for others to do the same.

"It's so important to give hope to people who are less fortunate than ourselves," Anna said. "Our desire is for others to realise that, with thoughtfulness and generosity, medical research can advance – and the future will be brighter for us all as a result."

Every gift, no matter how small, is life-changing for a child with hearing loss. After taking care of your loved ones, consider leaving a gift that will quite literally be music to a child's ears – and give them a voice. For a confidential, obligation-free chat about leaving a gift in your Will, contact Sharlene Dadd, on 02 9370 4453 or sharlene.dadd@shepherdcentre.org.au.

HENRY'S OUR HERO

We draw constant inspiration from the incredible achievements of our graduates – and none more so than those of 14-year-old Henry Hughes, a champion swimmer and recently, a Batonbearer in the Gold Coast 2018 Commonwealth Games Queen's Baton Relay.

As a Gold Squad member of the City of Sydney Aquatic Club, Henry has competed for several years in the National Swimming Multiclass Championships; and last year travelled to Samsun, Turkey, to represent Australia in the Deaflympics, meeting his childhood hero, Ian Thorpe, along the way.

Henry, who has mild to profound bilateral sensorineural hearing loss, was thrilled to carry the Queen's Baton as it travelled around Australia on its 100-day journey to the Opening Ceremony of the XXI Commonwealth Games.

"It was amazing, I had the opportunity to see so many lovely people, and it was a tremendous honour to represent those who are hearing impaired and Deaf," Henry said after the relay.



Henry with childhood hero, Ian Thorpe

Returning to his intense training regime – seven days per week, 14 hours in total – Henry now has his sights on the World Deaf Swimming Championships, set to be held in August 2019 in São Paulo, Brazil. Outside of swimming, Henry's passions for politics and history keep him busy at homeschool.

A truly amazing young man, whose personal mantra – "It doesn't matter if you are deaf, so long as you put your mind to it" – resonates so deeply with all of us here at The Shepherd Centre, we're incredibly excited to see what Henry does next. Good luck Henry!

AN EXTRA-SPECIAL CHRISTMAS FOR CHARLIE



Remember Charlie? The star of our Christmas Appeal, Charlie's bright smile and courageous spirit touched the hearts of our supporters, with so many of you taking the opportunity to send your messages of kindness and encouragement to Charlie and her family over the Christmas holidays. These messages mean so much, and Mel, Ben and Charlie wish to pass on their heartfelt thanks for your kind

words and well-wishes. We're also incredibly humbled by your generosity – thanks to your support, we're delighted to have raised an amazing \$130,000, which will go directly towards ensuring more children like Charlie get the chance they deserve to learn to listen, speak and thrive at school.



On behalf of Charlie's family – and the entire team at The Shepherd Centre – thank you for your ongoing support.

CONGRATULATIONS TO OUR CLASS OF 2017!

Each year, we're incredibly privileged to be able to share in the journeys of a growing number of families as they work tirelessly and with endless determination to give their child a listening and spoken language future. For so many families, this journey is a long and arduous one – but at The Shepherd Centre, no-one journeys alone. We walk hand-in-hand with families to climb each mountain and overcome every challenge together. Our annual Graduation ceremonies mark the culmination of these journeys – each one entirely unique and amazing!

Graduation is undoubtedly the highlight of our year, with staff, parents and supporters alike relishing the opportunity to reflect on the inspiring achievements of our graduating children as they embark on their journey to big school. In 2017, 44 remarkable young boys and girls graduated from our Early Intervention program, each having dedicated up to five years of incredibly hard work to develop their listening, speech and language skills in preparation for school.

We're delighted to share some highlights from our Graduation ceremonies with you, our wonderful supporters, who play a vital role in making each one of these journeys possible.

Newtown

Family and friends of our Newtown graduates gathered to celebrate the amazing achievements, with parents and children alike enjoying the circus-themed event. Past Graduate of the Year, Sophie gave a brilliant speech reflecting on life after graduation. We were moved to tears by the stories of our graduating families, who gave emotional accounts of the obstacles their families have overcome together.

Macquarie

At our Macquarie centre, eleven outstanding graduates joined guests from Cochlear Limited and Macquarie University to hear a series of heartwarming speeches; and to be captivated by the hilarious antics of entertainer, Mr Bamboozle, in a circus-themed evening full of fun and frivolity.



Our ambassador Home and Away star, Penny McNamee joined our Newtown graduation

Liverpool

The achievements of nine remarkable graduates were celebrated at our Liverpool ceremony, which also included a stunning speech from Junior Past Graduate of the Year, Layla, who addressed the audience of more than 50 guests with confidence far beyond her young years.

Wollongong

'Sparkle and Shine' was the theme of our Wollongong centre's celebration, with five graduates marking the end of their early intervention journeys. Junior Past Graduate of the Year, Shea offered insights on what to expect in the first year of school; while our graduating parents spoke with great emotion and pride for their family's achievements, and their excitement at what 2018 will hold.

Canberra

Canberra's graduation ceremony was combined with the centre's end of year Christmas party, complete with magic show, face-painting, and balloon animals. We even had a special visit from Santa, who arrived on a fire truck! But the real highlight of the night was seeing the joy of our families and graduating children; it was a truly special and humbling experience.

Teleintervention

Five families from across New South Wales and Tasmania who have been accessing early intervention via videoconference joined together to celebrate their achievements, and reflect on the amazing bond they've formed throughout their experience. Santa and Rudolph even stopped by to say hello and lead the group in a few Christmas songs.

MEET OUR AMAZING GRADUATES

Umar, Liverpool

Liverpool graduate Umar had an incredibly tough start to life, having lost his hearing as a result of chemotherapy. However, Umar is a very resilient, strong boy – his family describe him as "always smiling."

"Starting school next year is a major milestone for Umar, and he is super excited," said mum Aliaa. "We are proud and blessed with how far he has come. He has finally made it!"



Kai, Macquarie

Kai started his journey at The Shepherd Centre when he was just a few weeks old, after being diagnosed with profound hearing loss. In the five years since, Kai and his family have attended weekly therapy sessions, and experienced a journey which mum Ashlie says has been completely life-changing. "We've always had amazing support from the team at The Shepherd Centre – it's so much more than just an organisation, we feel like the team at The Shepherd Centre are family. We went through this journey together and never felt alone because they were always there for us." After years of hard work and determination, Kai can now look forward to an exciting new adventure at his local mainstream school. "Kai is the most confident, outgoing and empathetic boy, and we couldn't be more proud!" said Ashlie. "We have The Shepherd Centre to thank for all their hard work, and for teaching us to be strong parents."



Aisling, Newtown

Aisling first began attending The Shepherd Centre after contracting a virus at age four which resulted in her losing her hearing in one ear. She received a cochlear implant in March, and has thoroughly enjoyed her regular visits to The Shepherd Centre since. Mum Claire says Aisling is more than ready for big school: "She feels very confident with her device and talking to anyone about why she wears it, or about being deaf in one ear. Being part of the Confident Kids program was a real game-changer for Aisling too, as it completely normalised hearing loss, and she made some wonderful friends."

"From the very beginning, The Shepherd Centre blew us away with their incredible professionalism, their expertise, their desire to help and the services they provided. I can't thank The Shepherd Centre enough for all of their support."



WHICH BANK IS BUILDING A BRIGHTER FUTURE FOR CHILDREN WITH HEARING LOSS?

Like each child, each type of hearing loss is unique – and at The Shepherd Centre, we strive to provide an early intervention program that’s tailored to the individual needs of each child and family. Which is why, with the generous support of the Commonwealth Bank, we’re proud to have launched a ground-breaking new program designed for children with mild or unilateral hearing loss, called Sound Direction Plus.

An Australian first, Sound Direction Plus aims to address the specific challenges children with unilateral or bilateral-mild hearing loss experience at various ages and stages of their development. This one-of-a-kind program is truly invaluable in providing a totally customised learning experience for families of children with unilateral or mild hearing loss – and we’re deeply grateful to the Commonwealth Bank for awarding a grant of \$150,000 to make this program possible in the ACT.

The Commonwealth Bank has been an incredible partner of The Shepherd Centre. Late last year, we were delighted to be chosen as the recipient of proceeds from the bank’s annual gala ball and charity auction, with an extraordinary \$110,000 raised to help

us continue to grow our programs and reach out to more families in need across New South Wales and the ACT.

The Commonwealth Bank has also offered its support to our music therapy and teleintervention programs, with a grant of \$10,000 per year for three years, which will allow us to expand our vital services for families in New South Wales and Tasmania.



Commonwealth Bank

Sharona Torrens, Executive Manager, Workplace Giving and Indigenous Affairs, said the work of The Shepherd Centre resonated with CBA staff.

“We’re delighted to support the important work of The Shepherd Centre through our Community Grants program. Over 13,500 of our people make regular contributions to our people’s charity, CommBank Foundation, to support the Community Grants program. Our ACT employees voted for The Shepherd Centre to receive their Territory Grant because of the immense impact of the organisation on young people in the ACT through the Sound Direction program.”

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Thank you CommBank for your generosity, and your commitment to giving children with hearing loss a voice.



725 SQUADRON – WE SALUTE YOU!

Since 2016, members of the HMAS Albatross’ 725 Squadron have become friends and wonderful supporters of The Shepherd Centre Wollongong, providing countless volunteer hours to repair and improve the centre, and to raise much-needed funds for local children and families. Here, we speak to 725 Squadron’s Gian Archer to learn more about why they feel so passionately about supporting children with hearing loss.



725 Squadron runs a program of fundraising activities, with practically every Squadron member contributing at some point during the year. We regularly conduct sausage sizzles to raise funds for The Shepherd Centre, and we have also carried out working bees to help improve the facilities, including installing an awning to provide protection from the weather.

The Shepherd Centre has a focus on ensuring that everyone has the opportunity to contribute to their full

potential, and we share these goals at 725 Squadron, making The Shepherd Centre a natural fit.”

“We first became aware of The Shepherd Centre through a personal contact – the daughter of a Navy member attended the Wollongong centre and benefitted greatly. This led to 725 Squadron engaging with The Shepherd Centre as our Squadron Charity to hopefully provide support that could help other families benefit in the same way.

Our heartfelt gratitude goes to 725 Squadron for their tireless efforts in supporting the children at our Wollongong centre. Your support has given local children a chance to shine, and we simply can’t thank you enough for your generosity.

COMING SOON: THE SHEPHERD CENTRE IN CAMPBELLTOWN



In 2015, The Shepherd Centre unveiled an ambitious plan to reach the 1 in 2 deaf children living across New South Wales who are in desperate need of early intervention support, but who sadly aren’t receiving specialised, team based support, like that provided at The Shepherd Centre.

This plan, called Sound Future, aims to ensure every child with hearing loss receives the essential support they need to develop spoken language, listening and social skills – and

to help them go on to achieve their full potential in life.

In line with our Sound Future plan, and with the exceptionally generous support of the Sargents Pies Foundation, we are delighted to announce that we recently acquired land in Moore Street, Campbelltown, where we will be constructing a brand new, state-of-the-art centre.

Our Campbelltown centre will be well-equipped to support a significant number of local and regional families who currently

aren’t receiving specialised support for their child’s hearing loss, simply because there are no suitable services available within the Greater Western Sydney region.

We are very much looking forward to breaking ground at our Campbelltown site in the coming months, and will endeavour to keep our supporters up to date as we bring a new, cutting-edge centre for listening and spoken language therapy to life in the heart of Western Sydney. Stay tuned!



ONE OF OUR NEWEST FAMILIES: JAWAD'S AMAZING JOURNEY

Meet six-month-old Jawad - a beautiful bundle of joy for parents Ihab and Nadia, and one of the newest members of our Shepherd Centre family. Diagnosed with severe-profound hearing loss shortly after birth, in simple terms, Jawad's hearing loss means that he is unable to hear anything but the loudest of sounds – such as a truck close by, or the sounds of a jet plane – without assistance. Mum Nadia said this diagnosis came as a shock to their family.

“When we found out about the extent of Jawad’s hearing loss, we were quite upset – especially thinking about how this may make life difficult for him. I’d never been exposed to the world of hearing loss before and so I immediately got to researching and gathering information about ways we could help Jawad.

There was such a vast amount of knowledge to take in – but when I found other parents of children with hearing loss, I soon realised the majority – whilst battling their own respective hurdles – had children who led full, happy lives. This reassured me greatly.”

Jawad, Nadia and Ihab are currently taking part in the first stage of our early intervention program, called Talk Together. Designed to provide families with a foundational understanding of hearing loss, Talk Together introduces the principles of listening and spoken language therapy, guides parents in creating



listening opportunities at home and in everyday environments, and provides information on a range of paediatric hearing devices. Nadia says the program has given their family crucial insight into Jawad’s hearing loss, as well as a vital support network.

“Having regular guidance and helpful advice on how I can best teach and support my son on this journey has been invaluable, it has also been great getting to know other parents and hearing of their experiences. I’m still learning so much from them, and I’ve been so touched by everyone’s kindness and willingness to help and offer support – professionals and parents alike.”

Jawad was wearing hearing aids in both ears until last month, but his hearing loss meant his hearing aids weren’t capable of providing enough sound for him to learn spoken language. On 16th February Jawad had his operation to receive cochlear implants, his switch on date was six days later. Nadia tells us Jawad is doing marvellously.

“As we have considered our options, our hopes for Jawad remain unchanged: that he can participate in a fully hearing world, attend a mainstream school, listen to music and develop speech and language on par with his peers. I hope Jawad will wear his cochlear implants with confidence and pride – as it makes up a part of who he is.”

Q&A WITH MELISSA TRICKEY, PAEDIATRIC AUDIOLOGIST

A Melburnian turned Sydneysider (with a secret talent for musical theatre!), Mel Trickey is a much-adored member of our 7 person strong Audiology team who joined The Shepherd Centre in 2015. Here, we chat to Mel to about the life experiences that instilled her passion for helping others; and the volunteer stint that led Mel to her dream career.

Why did you decide to become an audiologist?

When I was a child, I spent a lot of time in and out of the Royal Children’s Hospital in Melbourne – specifically in the orthopaedics ward. Thanks to their magnificent work, I’m very lucky to have the great quality of life that I have today. I knew from a very young age I wanted to help others – to pay it forward, so to speak. On the first day of university orientation I had that ‘lightning bolt’ moment when a cochlear implant recipient came to speak to the class. I knew I’d finally found my vocation! And I haven’t looked back since.



It’s wonderful to celebrate the achievements of our kids and their families; it always brings a tear to my eye!

How did you first become involved with The Shepherd Centre?

I actually started as a Kidscape volunteer when I was an Audiology student. For me, that was such a great way to see how the children at The Shepherd Centre rose to the challenges of managing their devices and their listening so magnificently. As I was finishing my degree, I applied for a position with The Shepherd Centre – but never dreamed I’d get the job straight out of university! Three years on, my clinical skills have expanded beyond the wildest hopes I had as a student. I can’t believe how lucky I am.

Describe a typical day at The Shepherd Centre in your role.

If there’s anything that the past three years has taught me, it’s that there is no typical day for an audiologist at The Shepherd Centre! From a hearing test (sometimes referred to as the ‘Puppet Test’) or Play Audiometry (playing a game to complete a hearing test); to meeting a family that is new to The Shepherd Centre and discussing what their options and next steps might be, each day is entirely different. And let’s not forget that being an audiologist at The Shepherd Centre involves a lot of singing, playing, bubbles, glitter, dress ups and general fun! You’ve truly got to be ready for anything!

What makes you most proud to do the job you do?

Every graduation ceremony I attend is such a joy. It’s wonderful to celebrate the achievements of our kids and their families; it always brings a tear to my eye! Every cochlear implant activation I perform is an honour, I feel very lucky to be involved in a family’s journey on those days. I

am so lucky to be witness to the real life impact of cochlear implants for many children and young adults, and their families. It is literally life-changing in every respect, and it’s such a joy to be a part of.

What do you like to do in your spare time?

I’ve performed in community musical theatre for many years now, including in musicals such as Jesus Christ Superstar, Evita, 42nd Street, The Merry Widow, High School Musical, Hello Dolly and Cabaret, to name a few. I’m getting more and more staff members involved in this hobby, too – The Shepherd Centre Glee Club isn’t far off now!

COMPETITION TIME!

Spot and circle the five differences in the images for your chance to win a Tupperware Arctic Cooler Bag and Stand. Fill your details below to enter the draw.



Your Name:

Your email address:

Your phone number:

Post your entry with your contact details by April 30th to:

The Shepherd Centre, PO Box 871, Strawberry Hills NSW 2012.

All correct entries go in the draw to win a Tupperware Arctic Cooler Bag and Stand.



Congratulations to the winner of our last Soundwaves word search competition, Selina from Dulwich Hill, who won a signed copy of *Butterfly, We're Expecting You!* By Libby Hathorn.

WHAT'S COMING UP?

JUNE

2

'Shine!'
The Shepherd Centre
Gala Dinner

AUGUST

12

The Sun-Herald
CITY2SURF
Westpac

OCTOBER

19

Loud Shirt Day 