

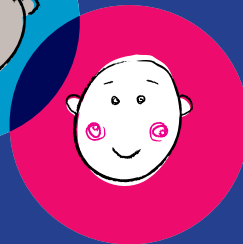
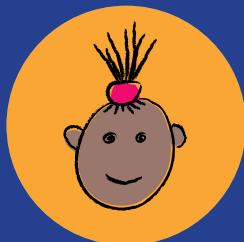
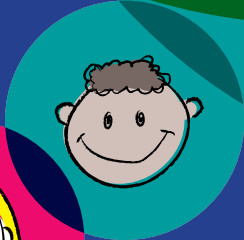
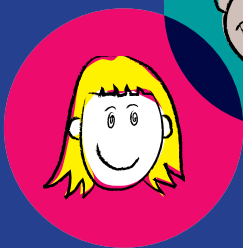
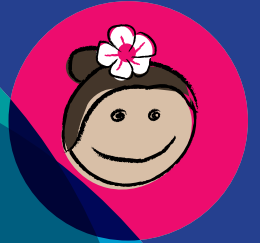
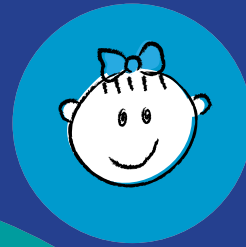
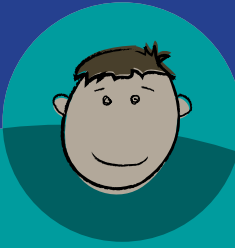


The Shepherd Centre

Giving deaf children a voice



2018 IMPACT REPORT





ABOUT THE SHEPHERD CENTRE

The Shepherd Centre is a registered charity founded by the late Dr Bruce Shepherd AM and his wife Annette in 1970 to provide a family-centred early intervention program to teach children with hearing loss to listen and speak.

The Shepherd Centre's mission is to enable children who are deaf or hearing impaired to develop spoken language so they may fully participate in the world and, in doing so, reach their full potential. This mission, established 50 years ago by the Shepherd family, remains our organisational vision to this day.

Over 2500 children have graduated from The Shepherd Centre since its foundation, developing spoken language, attending

mainstream schools and participating fully in society. We thank our incredible supporters for this, without their assistance these children would not have achieved these exceptional outcomes.

We will help more than 600 families in 2019. These families who turn to us for help can access a wide range of services either in one of our six centres across NSW and the ACT, or through our Interactive Online Services by which we also support children in Tasmania and regional and remote areas of Australia.

The vast majority of children who graduate from our world-leading services go on to attend mainstream schools and achieve spoken language on par with their hearing peers. These outstanding outcomes have confirmed The Shepherd Centre as an internationally recognised world-leader in the field. Please enjoy our Impact Report which highlights all of our incredible achievements from the past year. We are so grateful for your support to enable us to be able to help so many children and their families.

The vast majority of children who graduate from our world-leading services go on to attend mainstream schools and achieve spoken language on par with their hearing peers

The Shepherd Centre is a Quality Innovation Performance (QIP) verified organisation in accordance with the NSW Disability Services Standards and is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC).



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A MESSAGE FROM OUR CHAIRMAN AND CEO

Imagine a newborn baby, her parents full of hope and happiness, who just a few days later is discovered to have profound hearing loss. Her parents imagine her never speaking, never being able to join family discussions, never completing school. Imagine their grief.

This is the driving force behind our work.

For 50 years The Shepherd Centre has been dedicated to transforming these children's lives; enabling them to develop speech like any other child, to be independently successful in mainstream Australia. In 2018 we helped more children than ever before, with almost 600 children benefitting from our services with children achieving much more than their parents had ever dared to hope.

The highly specialised clinical approach that enables these world-leading outcomes has been developed over decades of research and dedicated clinical expertise.

However, as with many organisations working under the National Disability Insurance Scheme (NDIS), our service was adversely affected over 2018. Children with hearing loss only achieve great outcomes if therapy includes engagement with multiple specialists; backed up by complex assessments, resources and facilities. Despite this, the NDIS is focused on only supporting direct 1:1 therapy with a child; explicitly excluding key clinical components. Families are being encouraged to shop around and seek the lowest-cost provider. Clinicians are being required to provide exhaustive documentation purely for administrative reasons.

Distressingly, in 2018 these conflicting drivers resulted in significantly worse language outcomes

for our graduating children, as shown on page 8. The children who have fallen below their expected language level are typically those in families that have struggled to engage with the clinical program, with poor attendance and follow-through.

A critical goal for The Shepherd Centre in 2019 and beyond will be on turning these factors around - ensuring that families (and the NDIS) recognise the necessity to engage with the full clinical program.

The organisation also faced major financial headwinds during 2018. Key factors here were an unusually low level of bequest income, a cessation in funding from the NSW Government (which has subsequently been reinstated for 2019) and the overhead costs of the NDIS (as above). As a result we experienced a deficit of \$712,355 over the year, partly offsetting the significant surplus of \$1,825,946 we achieved in 2017.

Despite these setbacks, major advances have been made in many areas. We have received approval for our planned centre in Macarthur to support thousands more children and new clinical programs and digital tools have been implemented.

Our incredible supporters and donors enable these children to live lives that would have been impossible only a few years ago. We are so grateful for your continued support which will go on to transform many thousands of children's lives in the future.

Peter Mattick AO
Chairman

Dr Jim Hungerford
CEO

VALE DR BRUCE SHEPHERD AM, FOUNDER OF THE SHEPHERD CENTRE



We reflect on the remarkable life of Dr Bruce Shepherd AM, who sadly passed away on 25th May 2018, aged 86.

Dr Shepherd was born in Tamworth in 1932. Highly intelligent and exceptionally capable, he completed his schooling at 16 years old and went on to study dentistry at the University of Sydney. After graduating he found his youth prevented him from practicing and so turned his prodigious talent to a second degree in medicine. Graduating in 1957, Dr Shepherd began working at leading hospitals including Auburn, Mona Vale and the Royal Prince Alfred in Sydney, before going on to run his own successful orthopaedic practice in Bowral, New South Wales.

A natural leader, Dr Shepherd was elected New South Wales State President, and then Federal President, of the Australia Medical Association. He also founded and led the Australian Society of Orthopaedic Surgeons and The Australian Doctors' Fund, and was President of The Australian Orthopaedic Association. During this time Dr Shepherd and his late wife Annette had two beautiful children, Penny and Danny. When Penny and Danny were both diagnosed with profound deafness the young parents were devastated.

Distraught as they were, the Shepherds were determined their children would learn to listen and speak, and began searching for an early intervention service focused on verbal therapy. However no such specialised support was available in Australia, leading them overseas to the John Tracy Clinic in Los Angeles. There, at

the clinic's summer program, they saw the life-changing therapy needed for Penny and Danny. It left such an impression on them they decided to bring it to Australia for all deaf children and their families.

Once back home, they opened The Shepherd Centre, then known as The Council for Integrated Deaf Education, and implemented Auditory Oral Therapy (now Auditory-Verbal Therapy) as the cornerstone of its early intervention services. Beginning with just five families in 1979, today, almost five decades later, over 2500 families have passed through The Shepherd Centre's doors, and thousands of graduates have proven that hearing loss is no barrier to speech, social inclusion and reaching their full potential.

Dr Shepherd's hard work was recognised in 1991 with an Order of Australia (AM) for his efforts in deaf education, teaching deaf children to speak and enabling them to attend mainstream schools with full integration.

His work also positioned Australia as one of the best countries in the world to be born deaf, with The Shepherd Centre's outcomes for deaf children unparalleled. Furthermore, he drove the lobbying of the government for a hearing test for newborn babies - today's national State-Wide Infant Screening Hearing program - keenly aware of the importance of early detection to successful early intervention.

Farewell Dr Shepherd, an incredible man who transformed the lives of our families and gave the beautiful gift of sound to our graduates.

OUR OUTCOMES

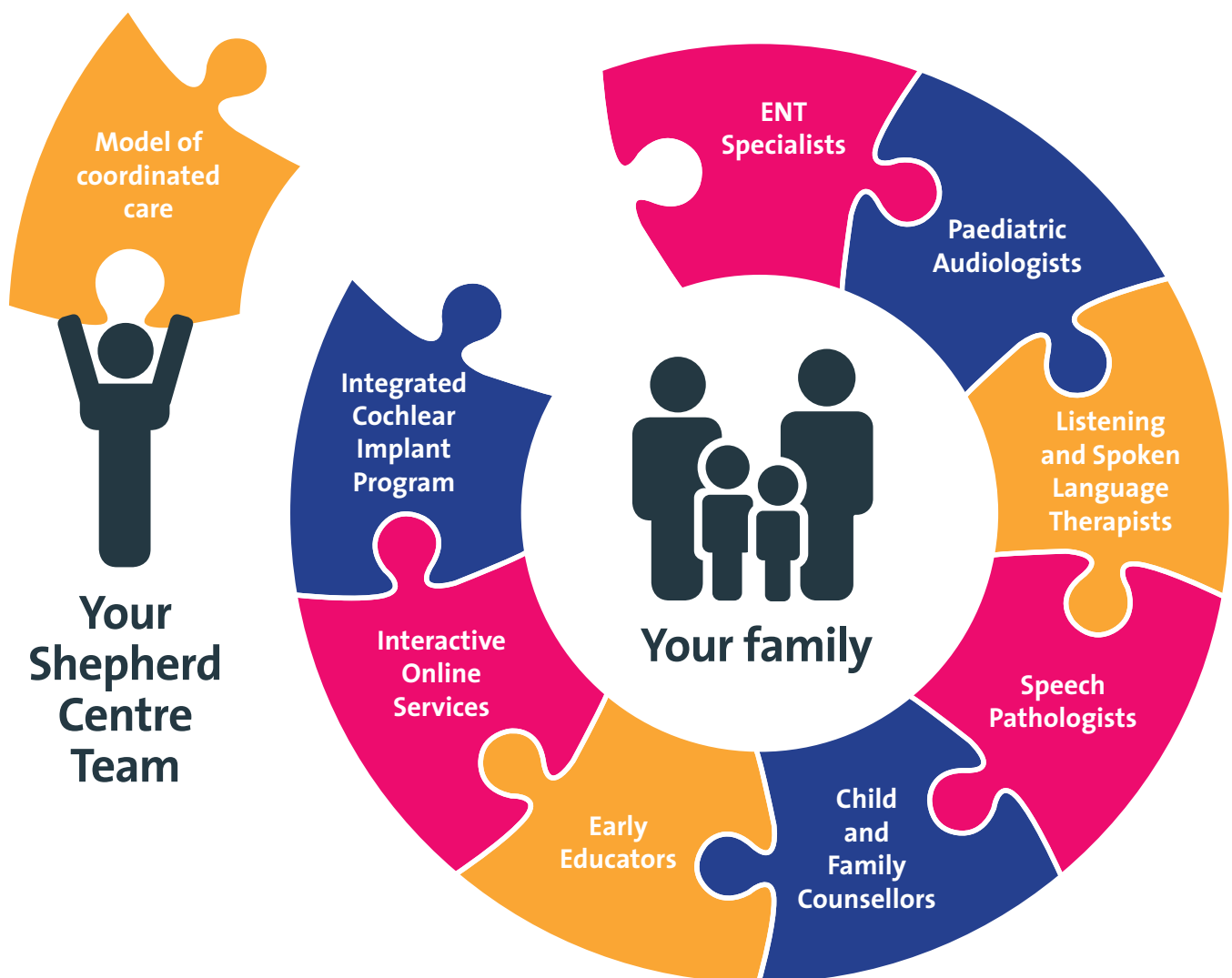
At The Shepherd Centre it's incredibly important for us to know that at all times we are doing the best we can for each and every child and family. We do through this through regularly monitoring the outcomes of all children in our programs.

Annual assessments identify how children are developing in their speech (how they sound) and their language (the words they understand and use) in comparison to their hearing peers.

Information on children's listening, social skills, play, thinking and literacy development is used by The Shepherd Centre team to guide individualised services.

Our teams use evidenced based early intervention best practices, reviewing children's programs every time we see them, in collaboration and partnership with their families.

A PROVEN MODEL OF COORDINATED CARE PROVIDING EXCEPTIONAL OUTCOMES



EARLY INTERVENTION OUTCOMES

338

children enrolled in our
Early Intervention
Program

The
LANGUAGE

of the children with
hearing loss alone
was at the level
of children with
typical hearing

**2 IN 3
CHILDREN**

had developing or
competent skills
needed to develop

LITERACY

**LISTENING
SKILLS**

of the

MAJORITY

of our 2018 graduates
enabled them to start
mainstream school just
like their hearing peers

Children of
The Shepherd Centre
are performing better on

**SOCIAL
COGNITION**

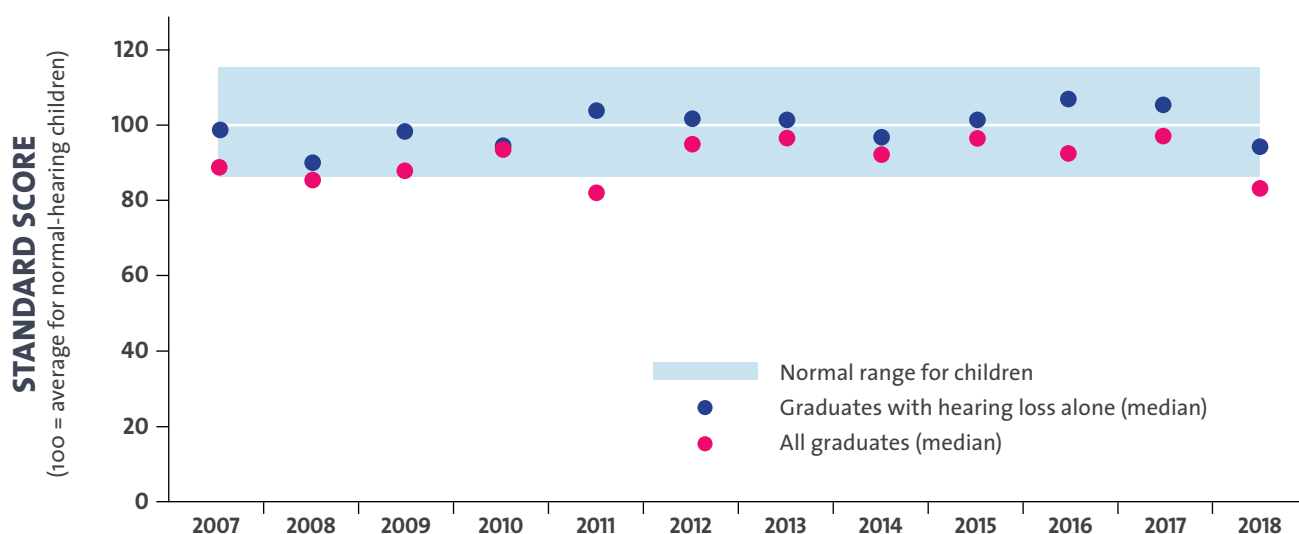
measures than
10 years ago



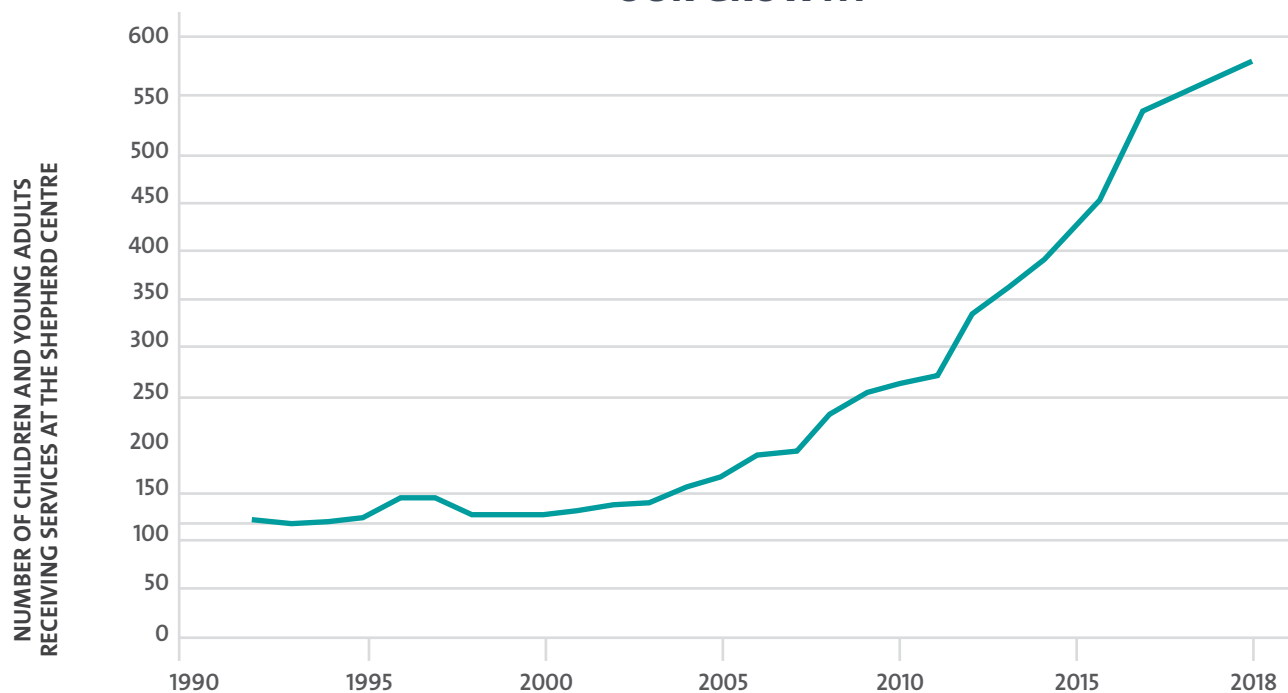


GRADUATE LANGUAGE OUTCOMES

The language outcomes of our graduating children continue to be comparative to that of normal hearing children



OUR GROWTH



IN 2018 THERE WERE...

16

internationally certified
Listening and Spoken
Language Specialists working
at The Shepherd Centre
(one of the largest number of any
program in the world)

510

music, social
skills and school
readiness groups

420

Communication
Assessments

1319

Child and Family
Counselling sessions

573

**CHILDREN AND
YOUNG ADULTS**

with hearing loss
HELPED
by The Shepherd Centre

305

hours of support
at Kidscape
playgroups

4418

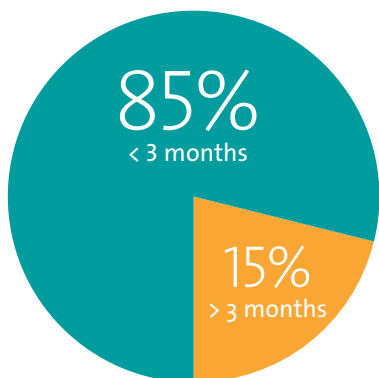
Listening and
Language Therapy
sessions

1955

Audiology
sessions

A SNAPSHOT OF OUR CHILDREN IN 2018

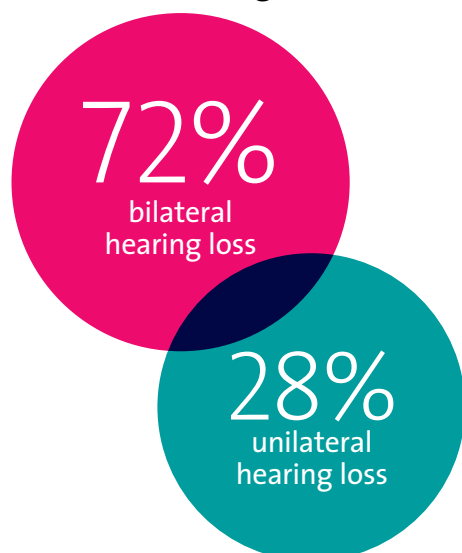
Age of diagnosis (for early intervention clients)



Children with needs in addition to their hearing loss

One in five children at The Shepherd Centre has diagnosed additional needs that impact on their hearing. These, and many other factors, are considered when developing a program tailored to each child's needs.

Bilateral and unilateral hearing loss

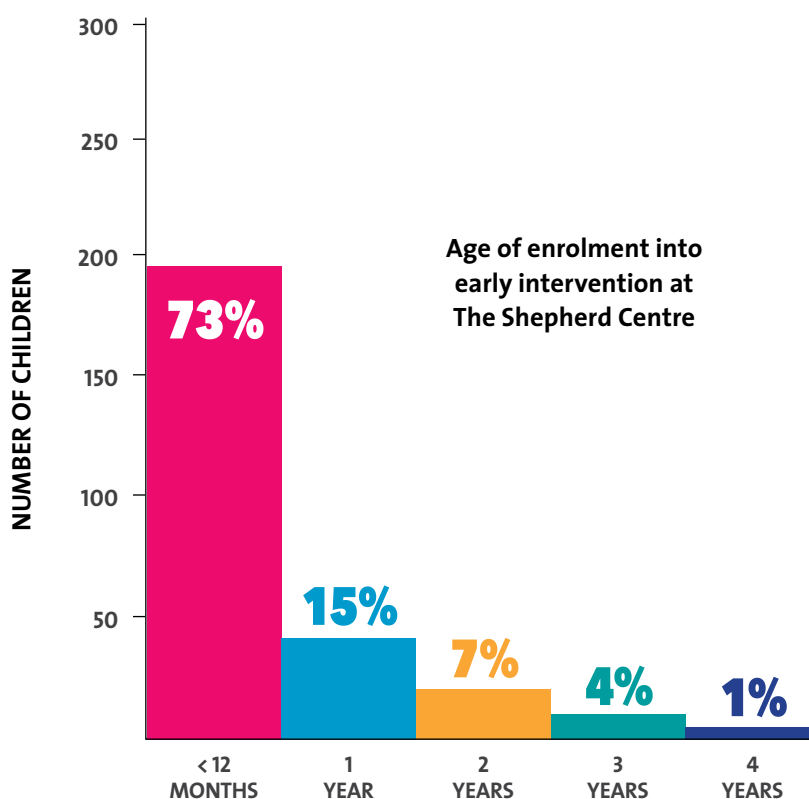


Age of entry to our early intervention services

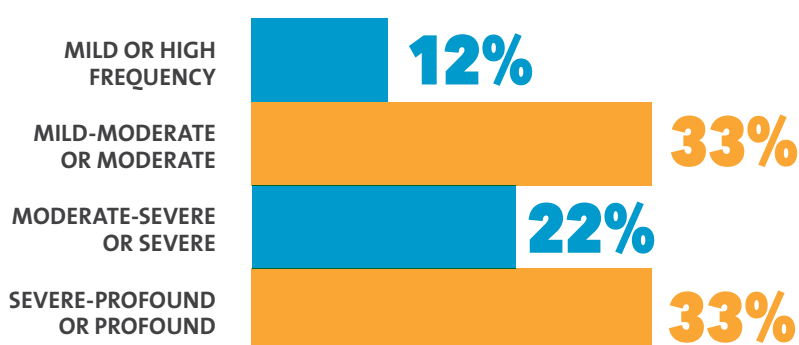
The majority of our children join The Shepherd Centre early intervention services under the age of 12 months. This reflects the success of Universal Newborn Screening practices.

Hearing loss remains the most common disability diagnosed at birth.

The incidence has stayed steady over the years and rises from **1 in 1000** at birth to **1 in 300** by school age (due to acquired and developing hearing loss). The Shepherd Centre remains committed to advocating for the introduction of toddler/preschool hearing screening to pick up all hearing losses at the earliest opportunity.



Level of bilateral hearing loss



Cochlear implants

6 DAYS

The average time between surgery and implant activation

4.5 - 13 YEARS

The age range of children with unilateral hearing loss who had implant surgery in 2018

AVERAGE AGE 7 MONTHS
for children to have
COCHLEAR IMPLANT SURGERY

(bilateral sensorineural hearing loss, referred at birth, choosing spoken communication)

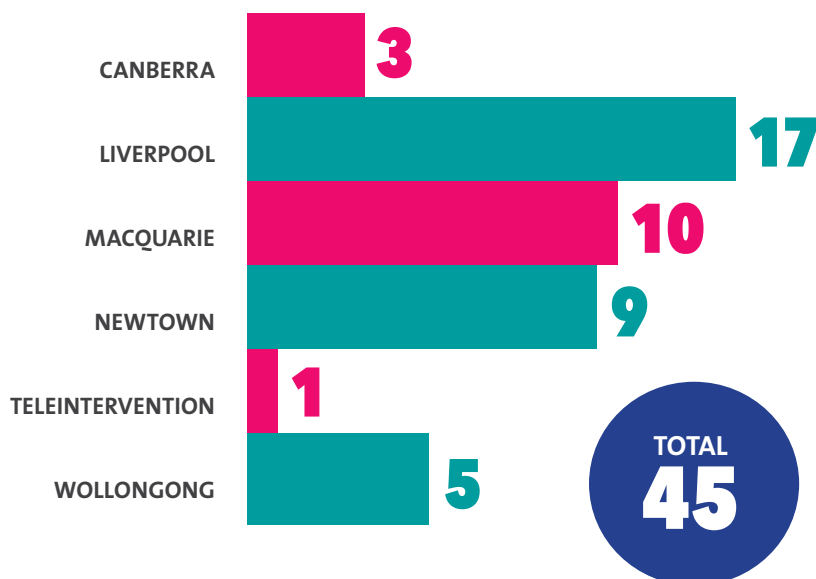
41

The number of children with unilateral hearing loss and cochlear implants currently in program

6

The number of hospitals our surgeons operate across

Graduating children by centre



Our centres

NEWTOWN
WOLLONGONG
LIVERPOOL
MACQUARIE
CANBERRA
TELEINTERVENTION
MACARTHUR*

**interim visiting centre*

Geographical areas

34%

of children enrolled in our Early Intervention Program come from **lower socio-economic areas***

**as defined by the Australian Bureau of Statistics areas 1-5 in the Socio-Economic Indexes for Areas (SEIFA)*

Languages used

OVER 30%

of our children use a language in addition to English

ARABIC
URDU **INDONESIAN**
VIETNAMESE
MANDARIN
PORTUGUESE
TURKISH **BENGALI**
ASSYRIAN
CANTONESE
KOREAN

BEYOND SOUND ALUMNI CONFERENCE 2018

In 2018 we held our second annual Beyond Sound Alumni Conference at our Newtown centre.

The event brought together 50 past and present parents/carers, families, graduates, staff, guest speakers and other special guests for an inspiring evening of all things alumni.

Our amazing guest speakers' presentations provided a wealth of information and insight. They covered a range of key topics including disability advocacy in education and the workplace, diversity in employment, navigation of the NDIS, the integration of artificial intelligence in hearing technology, and utilisation of hearing support systems. A big thank you to our speakers from TAFE, Beaumont People, GN ReSound, HCF, Commonwealth Bank, Salesforce and HearForYou for sharing your knowledge and expertise.

Our alumni speaker panel comprised of six graduates who generously shared their stories of life after The Shepherd Centre. Detailing study, work, and travel, they cited their top tips that

helped them through each stage of their journey. A big thank you to our graduates for sharing your real life stories and inspiring all who attended.

In 2018 our alumni were able to:

1. Network to share experiences and support each another
2. Speak at events for current families to demonstrate our outcomes
3. Introduce our organisation to workplaces for pro bono support and fundraising opportunities
4. Participate in fun runs to raise money for The Shepherd Centre.

JOIN OUR ALUMNI PROGRAM

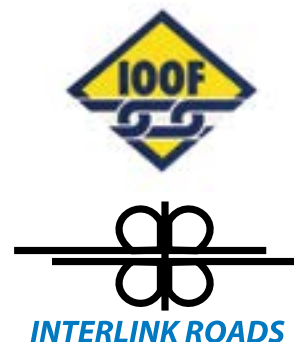
Are you a past parent or graduate? Use your experience with hearing loss to help someone else on their journey. Join our alumni program, share your story and help other families.

alumni@shepherdcentre.org.au



LITTLE VOICES

Our focus is to provide a world class level of listening and spoken language support to every family and child with hearing loss who needs us. Thanks to the generosity of our supporters we are able to offer "Little Voices" Scholarships in 2018. This important scholarship program allows families to continue receiving services even if they do not receive sufficient National Disability Insurance Scheme funding. This important program ensures The Shepherd Centre can provide essential services, to those who need it, quickly and efficiently.



A woman with blonde hair, wearing a red jacket, black pants, and a green beanie, is sitting on a large rock on a mountain peak. She is giving two thumbs up and smiling. The background shows a blue sky with some clouds and distant mountains. There are several overlapping circles in orange, pink, and blue on the left side of the page.

ZOE'S STORY

Deafness is one of the most common disabilities diagnosed at birth. For the one in every 1000 Australians born with hearing loss every year, not being able to hear or communicate is a real possibility.

Zoe Brissett says that she is one of the lucky ones. Zoe was diagnosed with hearing loss and cerebral palsy not long after she was born. For any family, learning their child has a disability brings a lot of questions and unknowns about the future. This was certainly the case for Zoe's family – but once they found early intervention through The Shepherd Centre, the future looked a lot brighter.

Zoe received hearing aids at age 2 and with the help of The Shepherd Centre therapists, learned how to listen and speak. This support enabled her to attend mainstream school, eventually leading to gaining a Diploma in Media & Communications at TAFE and the achievement of a Bachelor of Arts in Communications (Social Inquiry) at UTS.

Zoe says, 'I am able to hear the sounds of nature as I explore the great outdoors – it doesn't sound like much but it's music to my ears. I now work full time in a job I love and have participated in board and advisory roles in the disability sector. I've travelled far and wide and even had the opportunity to volunteer as a special education assistant in Vietnam.'

'Without early intervention, my life would have been very different. None of these things would have been possible without the support of The Shepherd Centre'

Without early intervention, my life would have been very different. None of these things would have been possible without the support of The Shepherd Centre, and my family's determination - it's the reason I am able to do the things that I do today.

Sadly however, for every "me" – every child with a hearing loss who is or has been supported by early intervention – there's another child who doesn't have access to these services. They face a future without sound.'

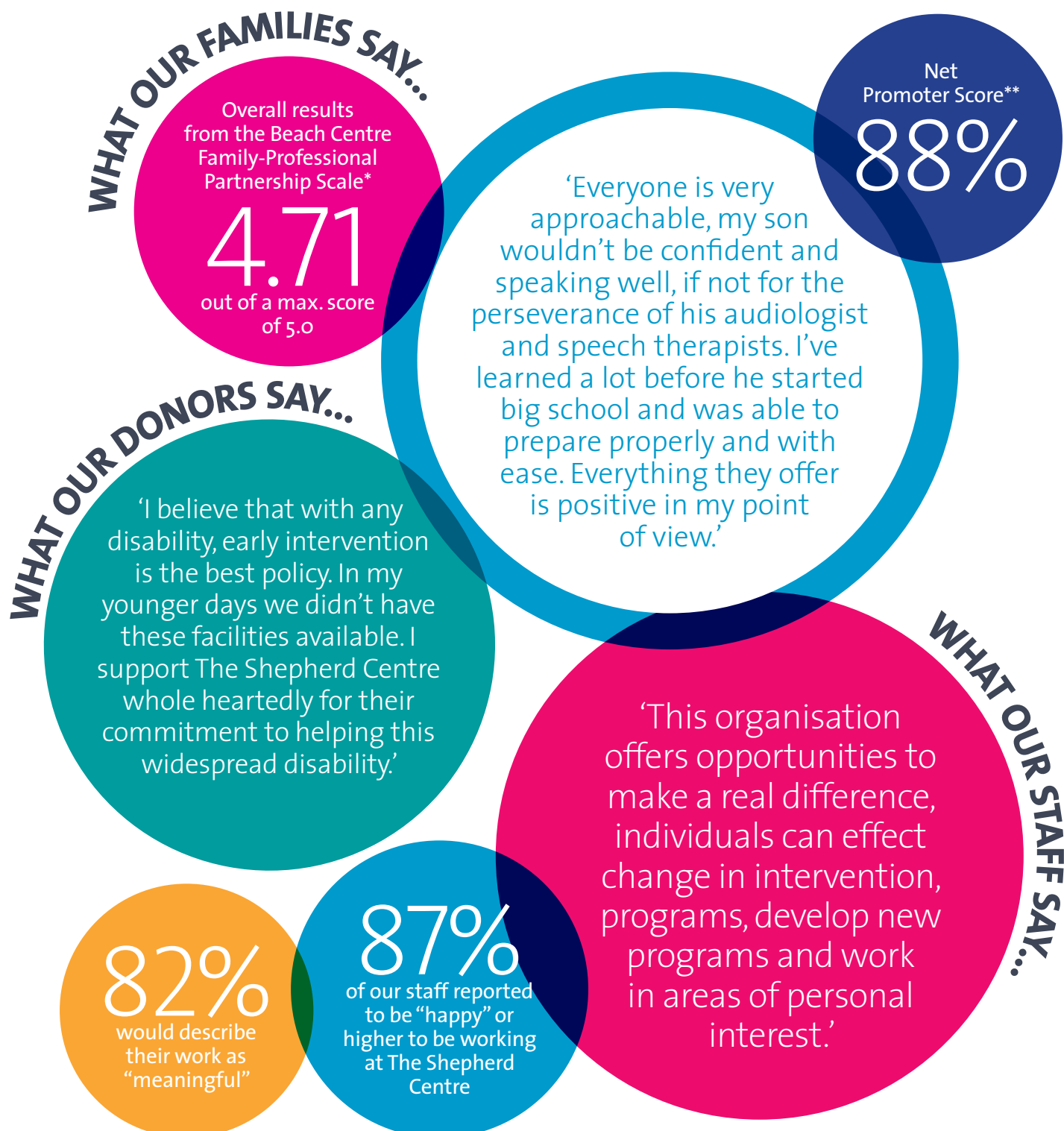
Zoe Brissett is a graduate of The Shepherd Centre and is a Marketing Enablement Executive at Salesforce Asia Pacific, the ANZ Regional Lead for Abilityforce, an employee led group for people of all abilities and is also an Advisory Member on the Disability Council of NSW.

STAKEHOLDER FEEDBACK

The Shepherd Centre can attribute each child's success to the hard work of our families, supporters and staff, all of whom come together to form the family atmosphere intrinsic to The Shepherd Centre.

Our CEO Dr Jim Hungerford sends out three major survey's each year: Family Satisfaction Survey, Donor Survey and Staff Survey that helps to measure our success and areas of improvement.

Feedback can also be provided at any time to: feedbackandcomplaints@shepherdcentre.org.au



**where 4 is satisfied and 5 is very satisfied. **the % of people marking 9 or 10 out of 10 for likelihood to recommend The Shepherd Centre, minus the % of people marking 1 to 6 out of 10.*

WHO ELSE DO WE WORK WITH?

Critical to our success is how well we work with other organisations and individuals in our space. Partnering with others for lobbying, research, fundraising, education and public awareness is important to see outcomes for individual children and the sector continually improve.

GPS, PAEDIATRICIANS & SPECIALISTS
HOSPITALS **MACQUARIE UNIVERSITY**
COCHLEAR LTD **UNIVERSITY OF WESTERN SYDNEY**
DEAF CHILDREN AUSTRALIA
ITINERANT TEACHERS **HEARING CRC**
HEAR FOR YOU **EARLY EDUCATION**
PARENT ADVOCACY **PROVIDERS**
GROUPS **AUSTRALIAN**
GOVERNMENT **HEARING**
FAMILIES **TEACHERS**
CLUBS **UNIVERSITIES**
SPEECH **TRUSTS &**
PATHOLOGISTS **FOUNDATIONS**
STATEWIDE INFANT SCREENING - HEARING (SWISH)
PROGRAM COORDINATORS **FIRST VOICE**
EAR, NOSE & THROAT SURGEONS **ALLIED HEALTH**
PHILANTHROPISTS **PROFESSIONALS**
UNIVERSITY OF SYDNEY **CORPORATE SPONSORS**
NATIONAL DISABILITY INSURANCE AGENCY (NDIA)
UNIVERSITY OF WOLLONGONG **DEAF SOCIETY**

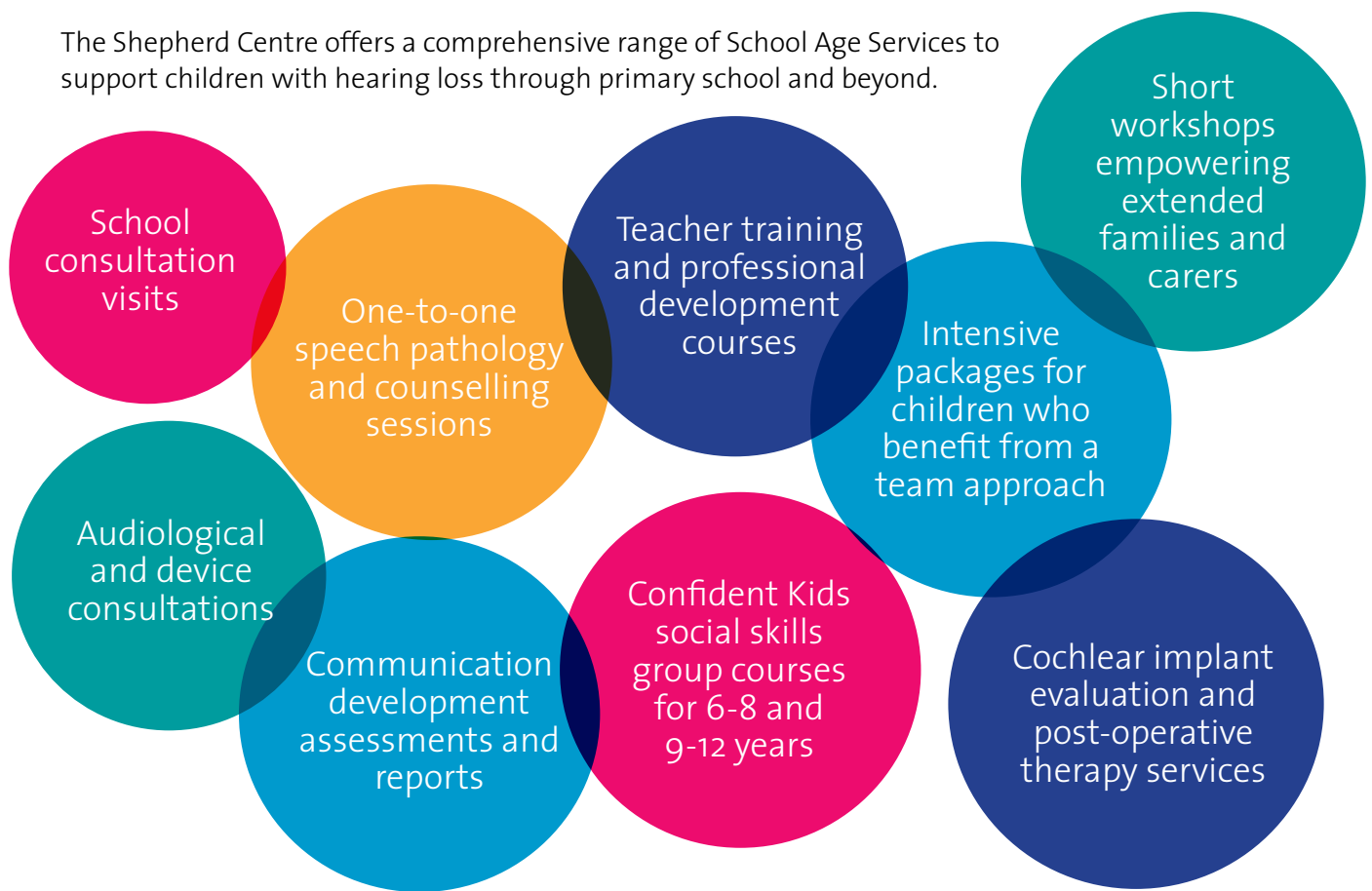


The
Shepherd
Centre



SCHOOL AGE SERVICES

The Shepherd Centre offers a comprehensive range of School Age Services to support children with hearing loss through primary school and beyond.



TRANSITION TO SCHOOL – A YEAR OF CHANGE

In 2018 despite our efforts at consultation, \$500,000 of yearly Department of Education funding was cut from our services. This funding directly affected our preparation for school programs, designed to support children with hearing loss in their key transition stage from early intervention to school.

These programs focus on developing fundamental early literacy and numeracy concepts, phonological awareness, understanding classroom vocabulary and classroom etiquette. Children with hearing loss require explicit practice of these skills to give them the best head start at school.

Development of self-advocacy skills for children to be able to independently manage and look after their own hearing devices is critical to ensure they can hear well throughout their time at school. Children practice talking to their peers and teachers about their hearing loss and the

help they need in the classroom; and parents learn how best they can support their child in their new school environment in specifically tailored parent education group courses.

To address the funding shortfall, The Shepherd Centre's fundraising team developed a Christmas campaign aimed at demonstrating the many ways children with hearing loss need additional support as they enter Kindergarten and beyond.

Behind the scenes, an internal staff lobbying group was established with the aim to bring the funding deficit to public attention ahead of the 2019 NSW State election. Our efforts were successful with both sides of parliament pledging to reinstate the Department of Education funding.

Our school age programs have been made possible with the assistance of the following organisations:



THE SHEPHERD CENTRE'S THEORY OF CHANGE

The work we do and the way we do it is informed by years of research and experience in the field of paediatric hearing loss. The Shepherd Centre's Theory of Change identifies the short and long-term returns to our economy and society made possible by early intervention programs; and the positive impact these programs have on the lives of Australians with hearing loss.

THE PROBLEM

- Children with hearing loss have significant challenges in language and social skills
- Most children don't receive the expert integrated support they need
- These children don't achieve their potential
- The cost and impact of unaddressed hearing loss on society is immense

OUR TOOLS

- 80 dedicated and expert staff
- 45 years of dedicated research and experience
- Leading IT systems enabling clinical and family focus
- Ongoing strong philanthropic support
- Outstanding connections to partner organisations

OUR WORK

- Evidence based early intervention programs
- Enabling access to sound through devices such as hearing aids and cochlear implants
- Expert parent education, support and mentoring
- Specialised Listening & Spoken Language Therapy
- Dedicated programs to support advocacy and social skills development

OUR OUTCOMES

- Parents are empowered to support their child's full development
- Children enter mainstream school with spoken language matching that of children without hearing loss
- Children develop social skills matching those of children without hearing loss
- Children are able to advocate for themselves in their school and social environments

THE IMPACT

- Children complete high school and enter higher education at the same rate as the general population
- Young adults enter the workforce and become active economic contributors to society
- Adults engage with the community and form strong families supporting the growth of social capital

INTERACTIVE ONLINE SERVICES



An individual family approach

Available for all families regardless of location to centres

At The Shepherd Centre we put each family's needs front and centre. We understand our families live busy lives, often with more than one child, that's why we've developed a number of ways to access our programs and services.

In our initial meetings we work with a child's family and carers to map out the intervention required for their child to reach their hearing potential.

From here a tailored approach will be crafted to ensure children meet important milestones in their listening, language and social skills development, while offering choice and flexibility to their family.

Families able to engage in a secure online forum while learning foundational skills for parenting a child with hearing loss

Group programs delivered via videoconference connecting families

Option to choose a mix of online and in centre services

Videoconference available for specialised appointments - individual Listening and Spoken Language sessions, listening checks, family meetings, education meetings, troubleshooting hearing devices and counselling support.

Available for children practicing videoconference skills

REMOTE AND REGIONAL OUTREACH

In combination with our Interactive Online Services and Programs, The Shepherd Centre provide outreach services to areas such as Hobart. During outreach visits the clinical team provide opportunities for families in the same geographical area to meet each other, conduct speech and language assessments, school visits and cochlear implant programming and counselling.

Professional Training Programs are offered to professionals in regional areas across Australia.

DICK SMITH SUPPORTS RURAL FAMILIES

In August, philanthropist and entrepreneur Dick Smith AC used his platform as the 2018 Australian Father of The Year to call on fellow Australians to take up philanthropy and support their communities.

Dick Smith pledged \$100,000 to The Shepherd Centre if the organisation could find another 10 donors who would be willing to give \$10,000 each.

Knowing Dick's love of regional Australia, The Shepherd Centre outreached to individuals with an interest in supporting the Wollongong community and surrounds, or had an interest in our Interactive Online Services or regional outreach programs.

The Shepherd Centre would like to thank Dick Smith for his generous support and those key donors who stepped up to the plate and helped the organisation secure over \$204,000 in donations.

Our regional and remote outreach is made possible with the assistance from the following organisations:



TED'S STORY

Born in 2017, Ted lives in Tasmania with his family. Ted was almost a month old when tests confirmed he had bilateral severe-to-profound hearing loss.

Around that time Stuart, Ted's father, heard a family on the radio discussing the Interactive Online Services their child with hearing loss was receiving via The Shepherd Centre. Knowing there was very little in the way of integrated specialised services in Tasmania, Stuart quickly enquired about accessing these services for Ted.

'Interactive Online Services made sense in terms of availability, flexibility and frequency of sessions. It also allowed me to call in from work while Caroline and Ted were at home and his specialised team were in Sydney. That potential for us all to take part together was very important.'

Ted has recently shifted from weekly to fortnightly sessions with his therapists. However the team also coordinate twice-yearly outreach visits to Tasmania to connect with families in person.

'As well as meeting online with specialists, the twice-annual outreach visits to Hobart have been excellent for us, too. Ted's listening is coming along in leaps and bounds and in the past few weeks he's really started to use lots and lots of words which has been a really exciting development for us.'

SUPPORTING YOU THROUGH THE NDIS

We're here to help your child access the supports they need so they can reach their full potential.



1

- Your annual Individual Family Service Plan (IFSP) will often align with your pre-planning meeting
- This reviews last year's goals and identifies supports and goals for your child for the next 12 months needed for your planning meeting

2

- Your team will develop a clinical service recommendation based on pre-planning discussions and your child's needs
- You'll take this with you to your planning meeting, along with other documents that are related to your goals

3

- As the NDIA identifies areas of need, you will need to talk about challenges for you and your child
- We can help you find the right support for your meeting. This may be a person, information or other documents

4

- To ensure there are no interruptions to your supports, services during early intervention will continue
- School age services are provided on the basis of NDIS funding, so will cease once funds are used

5

- Please let your team know as soon as your plan is approved
- They will confirm with you the level and type of services appropriate and what you would like to access from us
- Our team will contact you to sign a Service Agreement

6

- We will contact you to book in a pre-planning meet and review 6-12 weeks before your plan finishes
- Notify us if you have an earlier planning meeting scheduled so we can help you prepare

MARLEY'S STORY

The Billing family, from Dapto, learned first-hand the support offered by The Shepherd Centre when Marley was diagnosed with hearing loss in both ears at four months old.

Unfortunately this was not Marley's first diagnosis, having a heart anomaly detected prior to birth. When he was born in 2013, Marley spent six weeks in the Neonatal Intensive Care Unit monitoring his heart alongside other conditions also picked up at birth such as obstructive sleep apnoea.

Following Marley's diagnosis of bilateral hearing loss, the family discovered that The Shepherd Centre in Wollongong was the nearest hearing specialist service. Since being connected with the Centre, Marley and the family attended fortnightly and weekly speech and language therapy sessions.

Jessica has also found staff at The Shepherd Centre to be proactive in working with Marley's other therapists to achieve his personal milestones.

'Staff at The Shepherd Centre Wollongong, have been great in liaising and working with other therapists that Marley sees. This has made the process a lot easier for us. His different therapists can discuss and exchange information directly rather than passing messages through us as parents.'

Following extensive investigation, in December 2017 Marley first received his first cochlear implant and the second implant followed in August 2018.



'When Marley started at the Centre I was happy because I knew he was in the best place to learn to listen and talk.'

Mum Jessica credits Marley's therapists who took their time to ensure that the sessions are tailored for Marley's skills and ensured that the sessions involved activities he enjoys.

Six year old Marley has now started at Fairy Meadow Demonstration School, where his education team are working collaboratively to support his learning needs. His Listening and Spoken Language Therapist, Kate, has said he is now so proud to show off his uniform when he comes to Wollongong for his sessions and his team are really happy with his growth in confidence.



LEADING WITH LITERACY

Understanding that language and literacy are intrinsically linked, The Shepherd Centre is one of the first programs for children with hearing loss to offer evidence-based literacy packages in a child's final year before starting Kindergarten.

Listening in noisy environments, listening from a distance and understanding videos and loudspeakers are practical skills that are addressed as part of our Transition to School focus. We work to develop early reading skills through listening and phonics and offer programs to support literacy as children move into school.

The scope of this package aims to boost a child's overall social wellbeing and confidence in written and oral communication as they enter and continue through their schooling years.

A recent large-scale Australian-based population study of children with hearing loss demonstrated that the majority of these children do not have appropriate reading and literacy skills by five years of age despite often having age appropriate speech and language.

We work to develop early reading skills through listening and phonics and offer programs to support literacy as children move into school-age

The development of these literacy skills need to be specifically taught and monitored in a team-based approach with speech pathologists experienced in working with children with hearing loss. The advanced listening challenges they face can be specifically targeted, with input from the child's paediatric audiologist and child and family counsellor.

Our fundraising team has secured much-needed funding in 2018 to support The Shepherd Centre's commitment to delivering literacy programs to children with hearing loss. A new partnership with Walker Books has seen age-appropriate and quality resources be made available for therapy sessions. Without this generous support these vital programs would not be a possibility.

Our literacy programs have been supported by the following organisations:



JAMES N. KIRBY

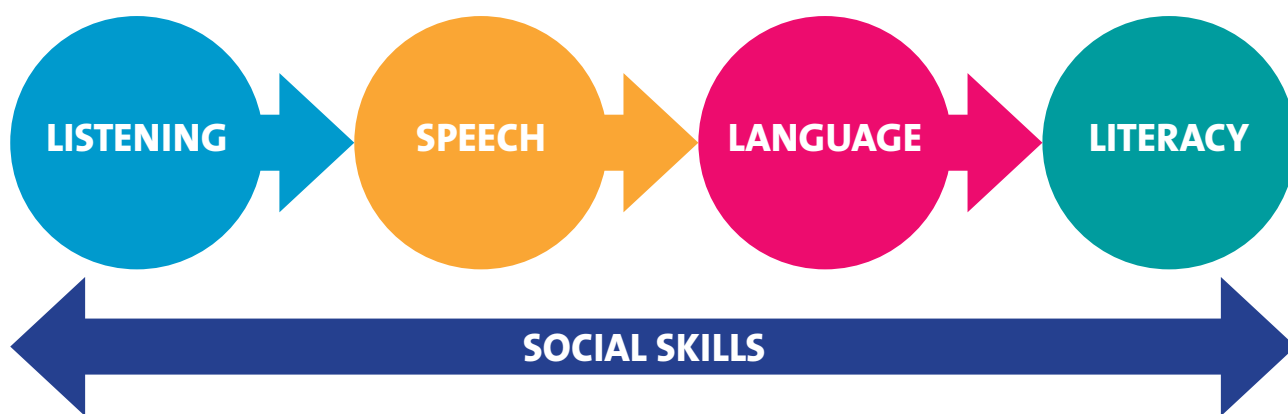


THE IMPORTANCE OF LITERACY

For many years our focus was on supporting children with hearing loss to speak. From our own research, we've realised that to do this, children have to first develop great listening skills. Children first have to be able to hear a word well, in context, in order to learn it, and start to use it.

Now we know there is another step beyond speech and language: literacy.

Reading and writing can be difficult for children with hearing loss as they have to be confident at segmenting sounds apart in a word and blending them together.



OUR PRESCHOOLS

Our two preschool programs are based in Wollongong and Casula. We offer small, language-rich environments to support children with hearing loss in an integrated environment. During 2018 our preschool children enjoyed a range of activities and child-led learning, from a pet talk by the RSPCA, participating in Loud Shirt Day, outdoor gymnastics classes and a very popular train talk hosted by Sydney Trains.



GROWING OUR GROUP COURSES

Our group courses enable families living with hearing loss to build support networks, access state-of-the-art resources and help their child develop age-appropriate language, listening and social skills.

These courses offer:

- support networks for families living with hearing loss
- language, listening and social skills development for children
- social, intellectual, emotional and physical development opportunities
- tools and upskilling of parents, carers and extended family to support a child with hearing loss



TALK TOGETHER

An intervention and direct education program for all parents and carers when they first join The Shepherd Centre. It provides the fundamental skills and knowledge caregivers need to guide their child in developing listening, speech, language and social skills through the supportive network of other families, professionals and health providers.



CONFIDENT KIDS

Our world-first social skills program for children with hearing loss. This program has been customised for children of different ages (4-5 years, 6-8 years and 9-12 years) to teach the social, pragmatic, confidence, assertiveness and Theory of Mind skills needed for everyday successful interactions and communication.



LISTEN & LEARN

Our specialised package program to guide and coach families in supporting their child learn to listen and speak in their everyday settings. Delivered through a team of Listening & Spoken Language Specialists/Speech Pathologists, Paediatric Audiologists, and Child and Family Counsellors working in partnership with every child's family.



OFF TO SCHOOL

Specifically designed for children with hearing loss to prepare them in their key transition to school stage. Focusing on pre-literacy and numeracy concepts, classroom vocabulary, skills and etiquette, and a focus on independent use of assistive listening devices. A concurrent parent program helps prepare parents for this important milestone.



EMPOWER ME

Following the philosophy "it takes a village to raise a child", Empower Me is a short workshop program for extended family members and caregivers. It provides information about hearing, language development and how they can help as family members. The program develops the capacity and connection of these relationships



ACOUSTIC SKILLS MUSIC PROGRAM

Designed by music therapists, this program focuses on positive parent-child interactions through musical activities that provide critical listening opportunities to develop the acoustic and intonational skills needed for language and communication.

Our group courses would not be possible without our loyal supporters:





MIA'S STORY

Five years ago, first-time parents Tara and Drew Shaw had to come to terms with the shattering news that their beautiful baby daughter, Mia, was born with moderate hearing loss. Just a little over a year later, their second daughter, Halle was also diagnosed with the same degree of hearing loss as Mia.

Both girls have been receiving early intervention listening and spoken language programs at The Shepherd Centre, since they were two months old.

This year, Mia, now five years old, was extremely excited to be starting her first year at “big school” and is now participating in School Age Programs with staff at The Shepherd Centre in Wollongong.

Tara says, ‘They’ve been monitoring the girls’ milestones and making us aware if they need to work with certain things and giving us the tools and support to stay in tune with their progress. From the word “go” our goal was always for the girls to be in mainstream school and to not need any intervention. I feel like we’ve reached that point.’

Mia and Halle are both thriving, with speech and language skills in line with their hearing peers. Tara says, ‘The Shepherd Centre has provided outstanding support for our whole family. The girls love attending the sessions with their therapist.’

Although the NDIS provides some funding for these services, their development would not be possible without the generous support of our donors.

The Shepherd Centre is grateful for the gifts that enable our life-changing services to continue for children like Mia and Halle.

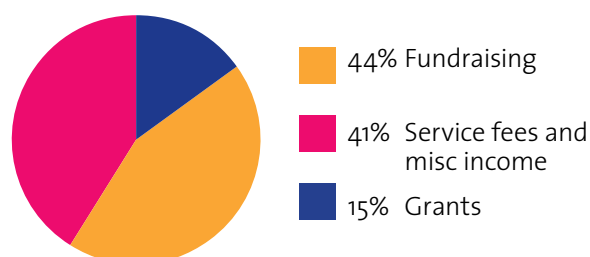
FINANCIAL SUMMARY

Our generous donors contributed over \$3.3 million in 2018, providing a crucial contribution for children with hearing loss. The funding we get from the NDIS is still inadequate to fund our Early Intervention Program and it is only due to the generous philanthropic support of our donors that we are able to provide our services. In 2018 we experienced a drop in our grants income and so in 2019 and beyond we will have a renewed focus on acquiring new donors who make a regular ongoing monthly contribution. Making a regular donation is one of the best ways to support The Shepherd Centre as regular giving provides us with the financial confidence to commit to long-term funding of services and plan our work.

Our audited financial statements are available on our website and have been lodged with the Australian Charities and Not for Profit Commission.

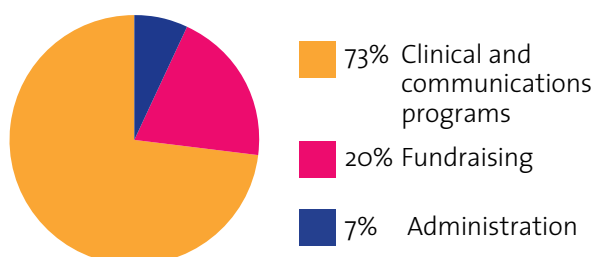
OPERATIONAL INCOME

Where the money comes from



OPERATIONAL EXPENDITURE

Where the money goes





INNOVATION IN PRACTICE – DEVELOPMENT OF THE FLI™-P

The Shepherd Centre looks at the overall outcomes for each child to identify what we can be improving and doing better. One example of this has been the need to track a child's developing functional listening skills.

After a young child's hearing loss is diagnosed through testing of hearing levels, there is currently no way to measure a child's outcomes and progress before they reach the age where we can measure their language.

Given the critical impact of urgency for children with hearing loss, we need early ways to provide information both to families and clinicians to

guide the best approach for them.

Understanding a child's functional access and use of sound in their everyday environments can provide valuable information on how their language will develop.

The Functional Listening Index™ – Paediatric (FLI™-P) was developed within The Shepherd Centre as a result of this need.

Now used with over 500 children, the FLI™-P:

- measures early to advanced listening skills for children 0-6 years of age
- can be used with children with any degree, type and level of hearing loss, children with additional needs or those without English as a primary language



The Functional Listening Index – Paediatric, which tracks the developing listening skills of young children with hearing loss, is a collaboration of The HEARING CRC, The Shepherd Centre and Cochlear Limited.

- tracks information on how a child is using their functional listening in everyday environments to guide and inform intervention
- provides a benchmark comparison of the functional listening skill development of children with typical hearing and delivers predictive information on how a child's listening skills are developing
- can support children with hearing loss who are regularly unable to access health professionals experienced working in the field

VIRTUAL REALITY

For a person with no experience of hearing loss it can be difficult to understand how isolating life with even moderate hearing loss can be.

For over a year and a half, The Shepherd Centre worked with creative agency Paper Moose to develop a virtual reality (VR) experience that allows the user to understand how isolating hearing loss can be.

The result was a short experience developed around Shepherd Centre graduate Tyler Potaka, his teacher and actual classmates to recreate a primary school setting where a child with hearing loss experiences social isolation and misunderstanding.

The clip, checked by audiology specialists for the accuracy of the hearing loss, includes two scenarios – one in the classroom and one in the playground – where hearing loss can completely

impact on what is heard and the information that is missed: leaving the VR user feeling quite displaced and unaware of what is going on around them.

Since the launch of The Shepherd Centre's VR experience, the application has been used clinically to help families in their decision-making process for cochlear implantation. The technology has also allowed stakeholders such as government officials, corporate partners and supporters to understand how much impact hearing loss can have on a child and empathise with those experiencing this common disability.

Innovation at The Shepherd Centre would not be possible without the support of the following sponsors:



MACARTHUR

We are so excited to announce our newest location in South-Western Sydney, Macarthur, is scheduled to open in early 2021.

Located in Campbelltown, the Macarthur Centre will address the shortfall in local specialist services in the South-Western Sydney region which is experiencing rapid population growth. Currently many families travel long distances to access support services and high-quality care for their child.

Additionally, the 50 per cent of children with hearing loss not accessing support services will change with the Centre in place. Indeed, families already attending our Liverpool and Wollongong Centres will benefit greatly from a location closer to home.

Thanks to **Sargents Charitable Foundation's** amazing grant a site has been purchased and a Development Application was approved by Campbelltown Council last year.

We are now progressing through the planning and fundraising stages to have a permanent site for children and families to easily access the early intervention services they so greatly need.

To help project manage the process leading consultant **Root Partnerships**, in particular Reece Mackie and David Wiles, have done an incredible amount of work all pro bono. Root Partnerships have also brought in the free services of a long list of partners including: **PTW** – Architects, **MBM** – Quantity Surveyors, **Ethos Urban** – Statement of Environmental Effects, **FDC** – Builders, **Morris Goding** – Access Consultant, **Eco Logical** – Arborist, **Group DLA** – BCA Certifier, **Taylor Thomson Whitting** – Civil Engineers, **JK Geotechnics** – Geotech Report, **Scott Carver** – Landscape Report, **Cardno** – Surveyor, and **PTC** – Traffic Impact Assessment.

However, to meet the incredible existing demand, we have also opened an outreach

service at our interim site at Ron Moore Community Centre in Minto. Listening and Spoken Language sessions, counselling, audiological services and Kidscape playgroup sessions are available. We are very thankful to Second Chance Toys NSW who generously donated all the toy resources for Kidscape.

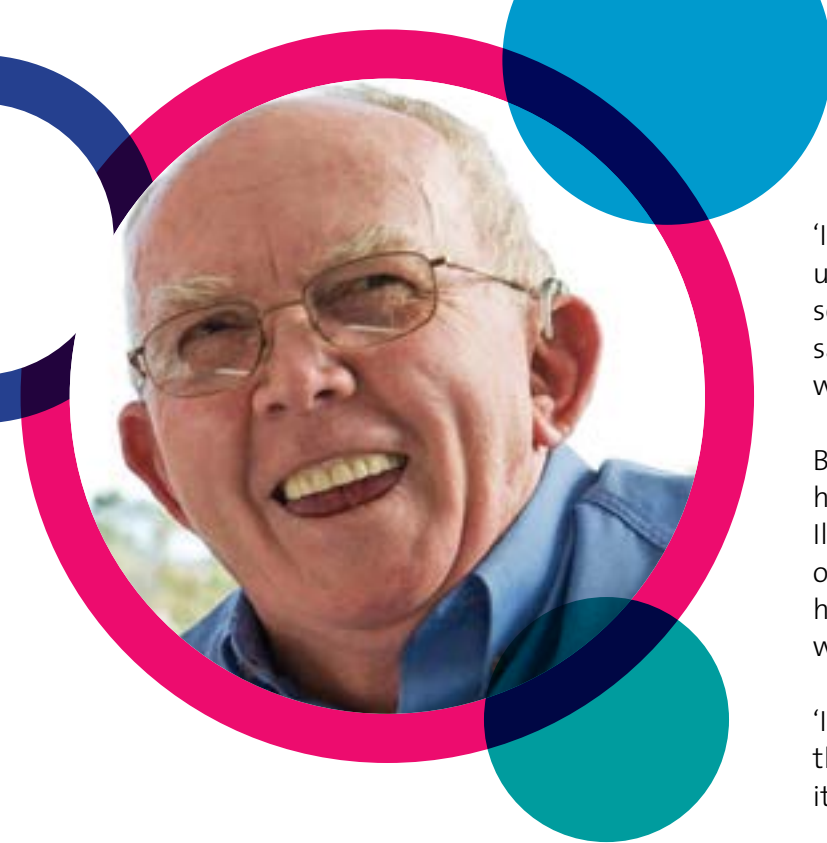
Feedback has been overwhelmingly positive. Shepherd Centre parent Rosanna and her son were attending Liverpool before Minto commenced. Rosanna said, 'By supporting The Shepherd Centre, you're not just helping a deaf child, you're helping their parents, grandparents and siblings too.'

Cherilyn, who attends Minto with her daughter said, 'When you're raising a family the location can mean the difference between being able to go somewhere and not being able to go.'

Thank you so much to everyone for your wonderful help. The Macarthur Centre is coming to life and support from our community we have the power to make it a reality!

Interested in lending your support to building Macarthur? Contact our friendly team today: Buildmacarthur@shepherdcentre.org.au





GARDENER BOB'S LEGACY

Bob Ross has been the Volunteer Caretaker at Wollongong Centre for the past nine years.

For almost a decade "Gardener Bob" maintained the property, transformed the centre's gardens, and delighted children and families as "the man in red" at the annual Christmas party.

'It was without a doubt the most enjoyable time of my retirement, especially interacting with the kids in the preschool and the extracurricular task every December!'

Born and bred in Wollongong, Bob joined the military after school, finding himself well-suited to the job and enjoying travelling overseas.

After discharge, adjusting back to civilian life was extremely difficult but Bob carved out a successful career in the taxi industry. It was cut short when his hearing began to disappear in his mid-50s.

Within four years he was profoundly deaf and forced into early retirement at 60 years old.

Single, living solo, and with no support to adapt to life with profound deafness, Bob said he was utterly alone.

'I spent four years in total isolation. It wasn't until 2009 that I received my first implant, the second was done the following year. Needless to say my life changed overnight. It was the most wonderful and awesome gift.'

Bob was elated to hear sound again and became heavily involved in advocacy duties in the Illawarra. While there was assistance from larger organisations such as Cochlear Ltd and Cicada, he found no local support to help adjust to life with bionic ears, so he decided to create his own.

'I was totally on my own in Wollongong, forming the support group was my best move ever, and it's still going today.'

He wishes there was more awareness of what's involved once someone becomes profoundly deaf. 'Realistically, people only become aware once they have encountered deafness, that's why it's very important to have advocates that can assist those that need help in the early stages of adjusting.'

Bob became involved with The Shepherd Centre while he was pinning up an events list for Cochlear and Cicada at the Wollongong Centre. He started chatting with the senior therapist there and within the hour was appointed the go-to man for the centre's maintenance and repairs.

'The place desperately needed my expertise and that was the start of my rebuilding the gardens, hedges and maintaining it all. I've always said the work was a labour of love.'

During his time as Caretaker, Bob saw first-hand The Shepherd Centre's early intervention work with children and their families.

He said his decision to leave a gift was a no brainer. 'For me, having experienced the isolation of being deaf and now seeing the journey of the families and children, it was only natural to make the bequest. It's just so worthwhile to help kids.'

For a confidential, obligation-free chat about leaving a gift in your Will, contact our individual giving team on 1800 020 030 or enquiries@shepherdcentre.org.au



OUR BOARD

Former Board Directors Mr Chris Ladas, Mr Philip Rossi and Dr Hugh Torode resigned in 2018. We thank them for their outstanding commitment and generosity during their many years of service.

MR PETER MATTICK AM, CHAIR

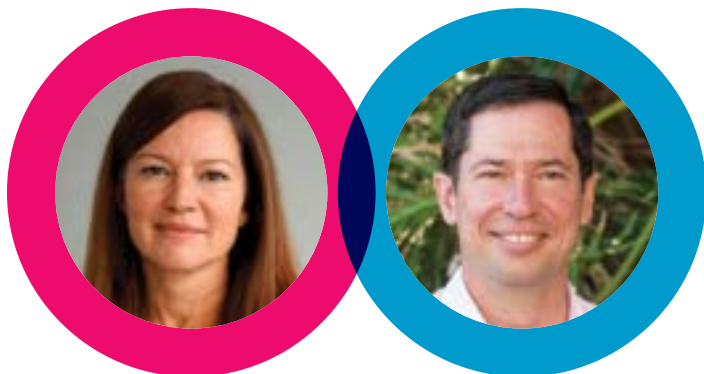
With a long history supporting charities both personally and professionally, Peter joined the Board after learning about the organisation's world-renowned programs through his friend Michael Shepherd. Co-founder of leading marketing and communications company Salmat, Peter knows the importance of communication and connected with The Shepherd Centre's vision to assist deaf children achieve spoken communication with their families. Peter was awarded a Member (AM) in the General Division of the Order Of Australia in 2014.

MRS COLLEEN CHAPMAN, DIRECTOR

Colleen is an experienced finance professional with a proven track record in successful financial and change management in some of the largest insurance firms in Australia. She is currently General Manager CTP at QBE Insurance. Colleen first became involved with The Shepherd Centre when her son Regan was born with severe hearing loss in 2004 and has worked closely with the team throughout his ongoing journey.

MS FIONA FAIRLIE, DIRECTOR

Past parent Fiona joined The Shepherd Centre when her son was diagnosed with a profound hearing loss when he was eight months of age. Since then, Fiona has been a regular volunteer and contributor, interacting with Shepherd Centre families, at the weekly Kidscape sessions. She created and managed the "Walk-to-Talk" fun-run, and won the inaugural City-2-Surf charity prize, raising over \$30,000. Fiona has also raised funds for The Shepherd Centre by organising various social events. For the past ten years, she has worked with children with diverse learning needs in various schools, in all year levels from Kindergarten to Year 12.



MS SUSAN TURNER- KAPSANIS, DIRECTOR

Susan first became involved with The Shepherd Centre when her son, Alex, was diagnosed with hearing loss in 2001. Susan brings her legal, business and personal experience of hearing loss to the Board. Susan is a lawyer as well as Co-Founder and director of health related businesses Vitalis Home Care and The Medical Concierge; previously she chaired The Kind Exchange in Singapore and was a Board member of The Northern Nursery School.

DR MILES JAKEMAN, DIRECTOR

Miles' daughter Grace is a Shepherd Centre graduate and Miles is delighted to join the Board and support the life-changing work of The Shepherd Centre. Miles is Co-Founder, Executive Director and Deputy Chairman of Citadel Group Limited. He is also a Director of Jakeman Business Solutions, Independent Non-Executive Chairman of AIM-listed GetBusy Plc, a member of not-for-profit Strategic Forum, a member of ACT's Capital Angels, and a Visiting Fellow at the Australian National University (National Security College).



OUR PATRON

HIS EXCELLENCY GENERAL THE HONOURABLE DAVID HURLEY AC DSC (RET'D), GOVERNOR OF NSW

The Shepherd Centre is honoured to have his Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of NSW, as our Patron.

Prior to his appointment as Governor, Mr Hurley enjoyed an illustrious career in the Australian Army. Serving for over four decades, he was awarded the Distinguished Service Cross for his leadership during Operation SOLACE in Somalia in 1993, and spent his last three years in the army as Chief of the Defence Force from 2011 to 2014.

He is also the recipient of high honours from eight foreign countries such as Knight of the Order of St John (United Kingdom), Officer of the Legion of Honour (France) and Commander of the Legion of Merit (United States). He has also received three honorary PhDs and seven honorary appointments. In 2004 he was made Officer of the Order of Australia (AO) and then appointed a Companion of the Order of Australia in 2010 for eminent service to the Australian Defence Force.

Mr Hurley is married to Linda and they are the proud parents of three adult children, Caitlin, Marcus and Amelia.

Mr Hurley was appointed the 27th Governor-General of Australia in 2019.

OUR COMMITTEES

Marketing Advisory Committee

Our Marketing Advisory Committee provides external advice and expertise to help guide our communications and promotional strategy.

Samuel Shepherd
Committee Chair

Managing Director at Bellringer Property Group.

Peter Mattick AM

Board member of The Shepherd Centre

Angus Browne

Co-founder of DMA Migration and is a digital marketing specialist.

Adrian Falk

Director and founder of Believe Advertising & PR.

Andrew Hunter

News Partnerships Lead ANZ, Facebook

Research Advisory Committee

Our Research Advisory Committee includes specialist researchers in associated fields, academics and key staff members and has been created to assist The Shepherd Centre's direction and involvement in research, analysis and outcomes.

Professor Jennie Brand-Miller
Committee Chair

Professor of Human Nutrition at the University of Sydney and Ambassador of Cochlear Limited.

Professor Robert Cowan

Principal Research Fellow at the University of Melbourne, Adjunct Professor at Macquarie University and CEO of the HEARing Cooperative Research Centre.

Professor Jim Patrick AO

Chief Scientist Emeritus and Past Senior Vice-President of Cochlear Limited.

Professor Greg Leigh AO

Director of the RIDBC Renwick Centre and Co-joint Professor at Macquarie University.

Associate Professor Alison Purcell

Senior Lecturer at the University of Sydney.

Dr Coral Kemp

Honorary fellow at Macquarie University, an independent special education consultant and a committee member of the International Society on Early Intervention.

Ms Susan Turner-Kapsanis

Board member of The Shepherd Centre.

Finance and Audit Committee

The Finance and Audit Committee provides financial oversight of The Shepherd Centre including budgeting, financial reporting, investment management, creation and monitoring of internal control policies and overseeing insurance risk.

Mr David Mattick
Committee Chair

Director of Matsal Investments and Managing Director of Taphouse Hotel Group Pty Ltd and previously worked within the Macquarie Group Limited's Macquarie Funds Group.

Mr Peter Mattick AM

Chair and Board member of The Shepherd Centre.

Ms Colleen Chapman

Board member of The Shepherd Centre.

OUR AMBASSADORS



PENNY MCNAMEE

Penny is passionate about The Shepherd Centre's life-changing work. Well-known for her role as Dr Tori Morgan on TV drama 'Home and Away', the stage and screen actor has a close family connection through her cousin Naomi, a graduate of The Shepherd Centre's programs.



MIKE GOLDMAN

Mike's early support of The Shepherd Centre, initially through its Loud Shirt Day, shifted when he discovered his friend's two children had graduated from its programs. Seeing how The Shepherd Centre's early intervention services had changed their lives, the TV and radio personality was inspired to get involved.



ANA MARIA BELO

Australian stage and screen actor Ana Maria was diagnosed with hearing loss at seven years old. Her personal experience gives her a keen understanding of the impact of hearing loss on families, and a strong appreciation of the benefits of The Shepherd Centre's family-centred approach to early intervention.



OSHER GUNSBURG

Well-known TV personality and podcaster, Osher Gunsberg has lived with hearing loss since he was a teenager. He understands how it impacts relationships and believes the importance of early intervention in giving children the best start to life cannot be understated.

COMMUNITY RECOGNITION

In July the City of Sydney chapter of the NSW Business Chamber awarded The Shepherd Centre an Excellence in Business award recognising the organisation's significant and strategic growth over the previous 24 months.

On the evening our CEO Dr Jim Hungerford was also recognised as the Outstanding Business Leader. Winning two awards put The Shepherd Centre in the running for the State Finals attended by NSW Premier Gladys Berejiklian and Sydney's Lord Mayor Clover Moore. Dr Hungerford won again in his category at this level.

Stephen Cartwright, CEO of the NSW Business Chamber said Dr Hungerford's award, 'recognises those who demonstrate outstanding entrepreneurial spirit, strategic business direction and innovative ideas, whilst providing inspiration to a new generation of upcoming business leaders.'

Dr Hungerford, says of the accolade, 'The award is testament to the hard work exhibited by our dedicated team, the children with hearing loss in our care and their families.'





COMMUNITY SUPPORT

POWER OF SPEECH

At the annual Power of Speech event held on 26th March, 2018, six young adults with hearing loss from across Australia and New Zealand spoke passionately to Australia's key policy makers and dignitaries in Canberra. They addressed the issues faced by people living with hearing loss and the need for the government to make hearing health a priority. The event came at a critical time for the hearing loss sector which is facing the ongoing challenges due to the rollout of the NDIS.

One of the inspiring speakers, Hamish Fairlie, a 17-year-old graduate from The Shepherd Centre's Early Intervention Program who was born profoundly deaf, addressed some of the misconceptions he's experienced growing up with a hearing loss. Hamish, who has bilateral cochlear implants, completed The Shepherd Centre program graduating with strong speech and language skills and has been thriving in his academic and extracurricular pursuits ever since.

'Hearing loss has the capability to be debilitating. But with the right support – for children and adults – it shouldn't stop anyone from doing anything. For this reason, we are asking the decision-makers in our country to make hearing health and wellbeing the national priority that it should be,' said Hamish poignantly.

The Shepherd Centre CEO, Dr Jim Hungerford remarked, 'These outstanding young Australians truly are testament to the value of early intervention when it comes to giving deaf young

adults the very best chance in life. People deserve to have equal opportunities to make their dreams come true, regardless of disability.'

LOUD SHIRT DAY

This year marked the 14th year of our biggest fundraising event, Loud Shirt Day, which raised awareness and almost \$70,000 in October, and over \$1,000,000 to date.

Through the coordination of The Shepherd Centre graduate, Zoe Brissett, Marketing Enablement Executive at Salesforce Asia Pacific, valued corporate partner Salesforce hosted a Loud Shirt Day event in their Sydney offices.

In just two hours, \$6650 was raised from entry fees, loud shirt sales, photo booth and raffles. Impressively loud shirts were worn by all and our major corporate sponsor, Cochlear, contributed some amazing and greatly sought-after raffle prizes.

Guests were also offered the ground-breaking virtual reality experience that immerses the user into a world of silence, enabling them to feel first-hand what life is like for a child with hearing loss.

We had a number of families fundraising through their own businesses, workplaces, schools and community organisations that, without a doubt, contribute to the annual fundraiser's success.

As a result of these events and the contributions made by our greatly appreciated fundraisers and donors, The Shepherd Centre is able to offer a high level of support for the many families of children with hearing loss.

Our community fundraising initiatives have been supported by:





OUR GALA

In May we held our Gala Dinner, a special evening, bringing together our wonderful alumni, their families, key stakeholders, dignitaries and most valued supporters. The event celebrated the amazing outcomes of our alumni, key milestones and achievements in our history, whilst raising essential funds for The Shepherd Centre.

Held during Sydney's Vivid festival, the evening commenced with drinks in the opulent vestibule of Sydney Town Hall, before moving into the grand Centennial Hall to enjoy a delicious meal, complimented by fine wines.

Hosted by The Shepherd Centre ambassadors Penny McNamee and Mike Goldman, the gala proved to be truly memorable, full of inspiring stories and the first-ever performance by The Shepherd Centre choir.

We want to take this opportunity to thank all of our sponsors and major donors, who without we would not be able to produce such a spectacular event.

Thank you to everyone who volunteered their time or attended to create this spectacular evening.

YOUR SUPPORT GIVES CHILDREN A VOICE

More than half of The Shepherd Centre's income is raised from private donors and foundations so your support means the world to children with hearing loss.

LEAVE A GIFT IN YOUR WILL

A gift in your will can mean the world of difference as we work towards a future where all children with hearing loss reach their full potential. Every gift, no matter the size, plays a vital role in enabling us to provide our services. A gift in your will is a gift of hope for future generations.

MAKE A TRANSFORMATIONAL DONATION

Are you a philanthropist looking to create social impact and invest in the best outcomes for children with hearing loss? Our dedicated team will work with you to ensure that your donation is achieving impact in the area that you are most passionate about.

MAKE A REGULAR GIFT

This is one of the most effective ways to support The Shepherd Centre. Regular giving through automatic amounts (usually monthly) via a bank account or credit card provides us with the financial confidence to commit to long-term funding of services.

VOLUNTEER WITH US

We offer a wide range of volunteer opportunities across Sydney and regional areas throughout NSW and the ACT, with positions to suit different skill types, experience and commitment levels. If you have a one day a week ongoing to spare, we'd love to hear from you!

FUNDRAISE FOR US

Whether you're inspired to host a barbie, run a race or trek the Larapinta trail, Everyday Hero makes it easy for you to create your fundraiser and make a difference. Every dollar you raise will go towards helping families whose lives have been affected by hearing loss.

CORPORATE PARTNERSHIPS

The Shepherd Centre know that great things happen when we collaborate with organisations that share our vision. We work with you to develop mutually beneficial solutions and truly transformative partnerships.

GRANT MAKING

We understand that grant makers want to make measurable impact and work towards strategic outcomes. You can be confident that your Foundation is making a real difference to children with hearing loss. We also collaborate with other funders and form strategic partnerships with other Not-For-Profits.



The Shepherd Centre

Giving deaf children a voice



shepherdcentre.org.au

146 Burren Street, Newtown NSW 2042 Ph: 1800 020 030 enquiries@shepherdcentre.org.au

The Shepherd Centre is a not-for-profit organisation and has Deductible Gift Recipient (DGR) status with the Australian Tax Office. ABN 61 000 699 927