



# 2020 IMPACT REPORT



The Shepherd Centre

Giving deaf children a voice



## Our service model



## Our centres

**NEWTOWN** **CANBERRA**  
**LIVERPOOL** **MACARTHUR**  
**MACQUARIE** **WOLLONGONG**

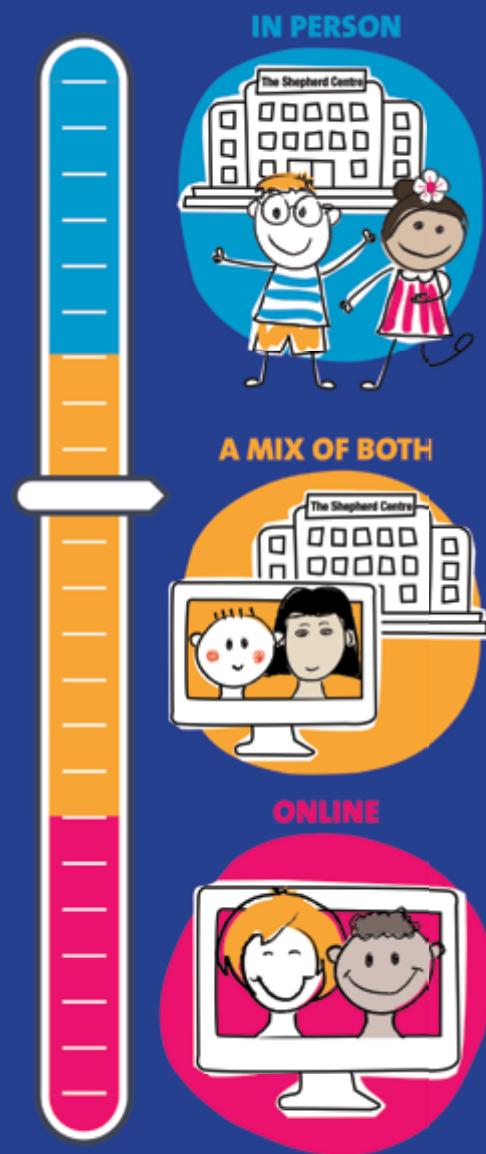
The Shepherd Centre proudly acknowledges Australia's Aboriginal and Torres Strait Islander community and their rich culture and pays respect to Elders past, present and emerging. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's first peoples and as the Traditional Owners and custodians of the land on which we operate. We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice and thank them for allowing us to conduct our services on their land.

*The Shepherd Centre is an NDIS registered service provider and is a charity registered with the Australian Charities and Not-for-profits Commission (ACNC).*



## Our delivery model

You choose how you would like to access our services using the most convenient way for your family.



# A MESSAGE FROM OUR CHAIR AND CEO

As with many charities, 2020 had dramatic effects on The Shepherd Centre. With intense effort we were able to continue support for our children without interruption; however, the organisation had to overcome many challenges.

Over 2020 we supported more children than ever before, with increases in both total enrolments and the number of children in our Early Intervention Program. However, the pandemic made families understandably cautious about engaging with services, with the increase in enrolments much lower than in previous years. We are very concerned that many children may not have received critical early services with potential long-term impacts on their development. We have been working with key stakeholders in the sector to support increased outreach to these families.

Our ongoing investment into digital services was critical in enabling continued effective services during the COVID-19 lockdown. All programs moved from in-person to Online Telehealth within 48 hours and over 95% of children were able to receive the full range of services they needed.

The families unable to continue effective services were affected by poor network access or by their inability to continue therapy with the stress of COVID-19. We were very pleased to see that, despite COVID-19, the language of our graduates continued to match those of children in the community, as shown in our outcomes graph (page 5).

However, with the bushfires and the COVID-19 pandemic, our philanthropic donations dropped markedly. Our philanthropic income in 2020 was down by a quarter on 2019 but we are very thankful for the wonderful donors that maintained, and increased, their support. It is likely that our philanthropic income will remain depressed during 2021 so we are very glad for the government's JobKeeper program.

Additionally we were pleased to be recipients of critical funding from the NSW Department of Education to help children with hearing loss be read to thrive at school. This funding has been essential to provide educational supports not funded under the NDIS.

The end of 2020 brought wonderful news with the announcement from the NSW Government of a \$2.5 million grant toward the establishment of our Macarthur centre (page 18).



Macarthur is the fastest growing region in NSW, however it doesn't have any local centre supporting children with hearing loss. The Shepherd Centre is very grateful for this grant, which will mean the hundreds of thousands of families in the region will have a local service to turn to if their child is diagnosed with a hearing loss.

Thank you to the many supporters who made it possible for children with hearing loss to thrive despite the challenges of 2020.

Peter Mattick AO  
Chairman

Dr Jim Hungerford  
CEO



# EARLY INTERVENTION GRADUATE OUTCOMES

(at five years of age)

**91%**

of children with hearing loss alone were enrolled in early intervention

**WITHIN 6 MONTHS**

of diagnosis to support development of their listening and communication skills

The average  
**LANGUAGE SKILLS**

of children with hearing loss graduating in 2020 was on par with typical hearing children  
(\*for children with hearing loss alone)

Children graduating are starting school with

**CLEAR SPEECH**

allowing them to be understood and participate in all aspects of learning

**87%**

of our graduates are starting school with the

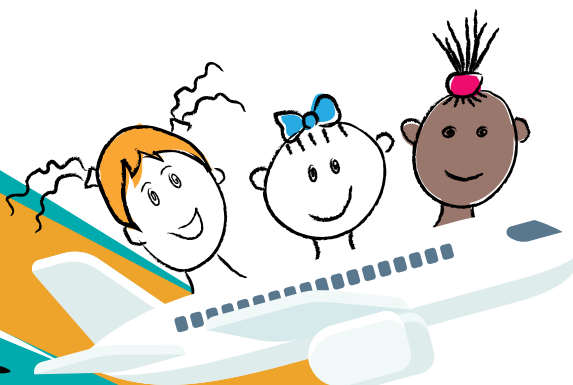
**EARLY LITERACY SKILLS**

required to learn how to read and write

The majority of children have learnt

**KEY SOCIAL-COGNITIVE SKILLS**

by graduation to help them form friendships at school



# OUR IMPACT

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 this through regularly monitoring the outcomes of all children in our programs.

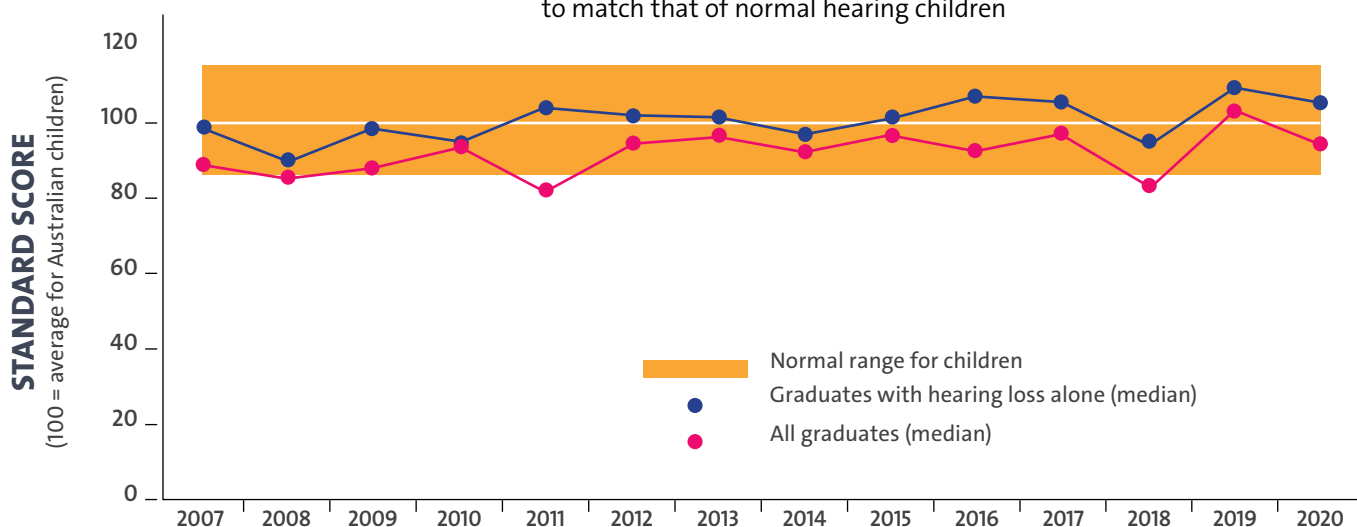
Annual assessments identify how children are developing in their speech (how they sound) and their language (the words they understand and use) in comparison to their

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.

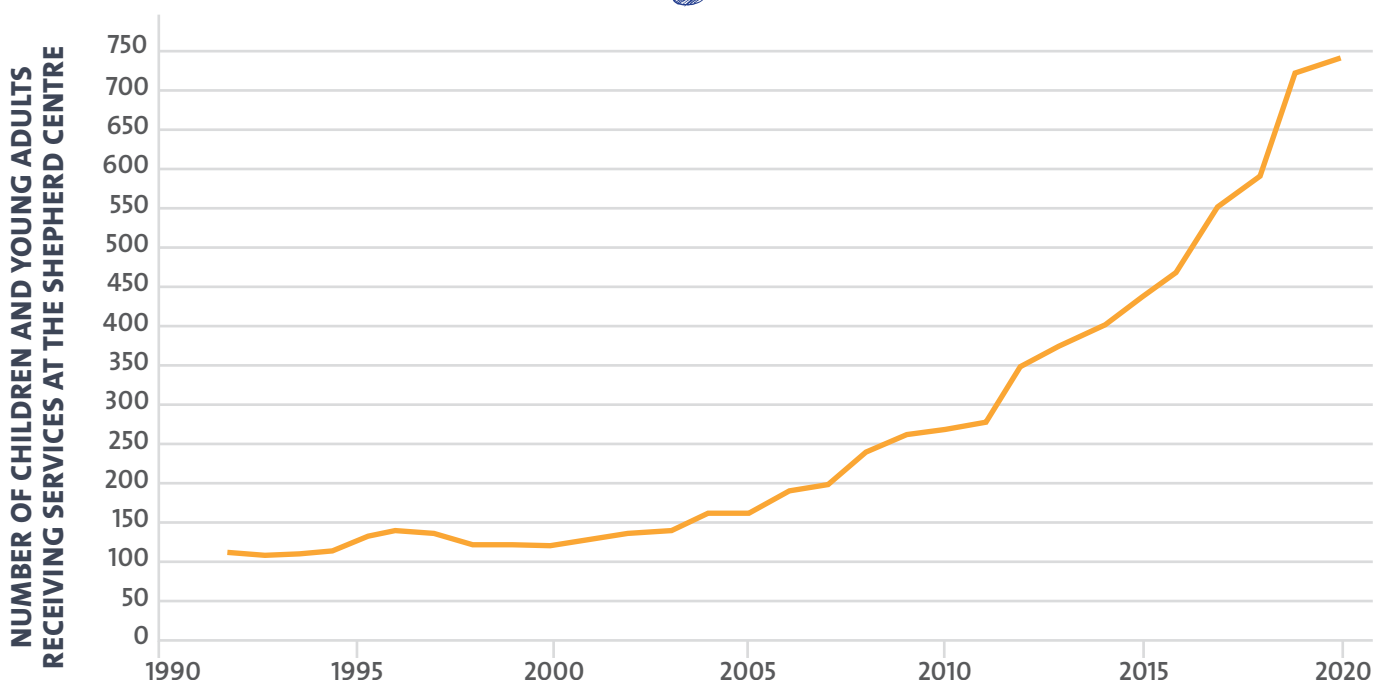
Our teams use evidence based early intervention best practices, reviewing children's programs every time we see them, in collaboration and partnership with their families.

## Graduate Language Outcomes

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



## Our growth



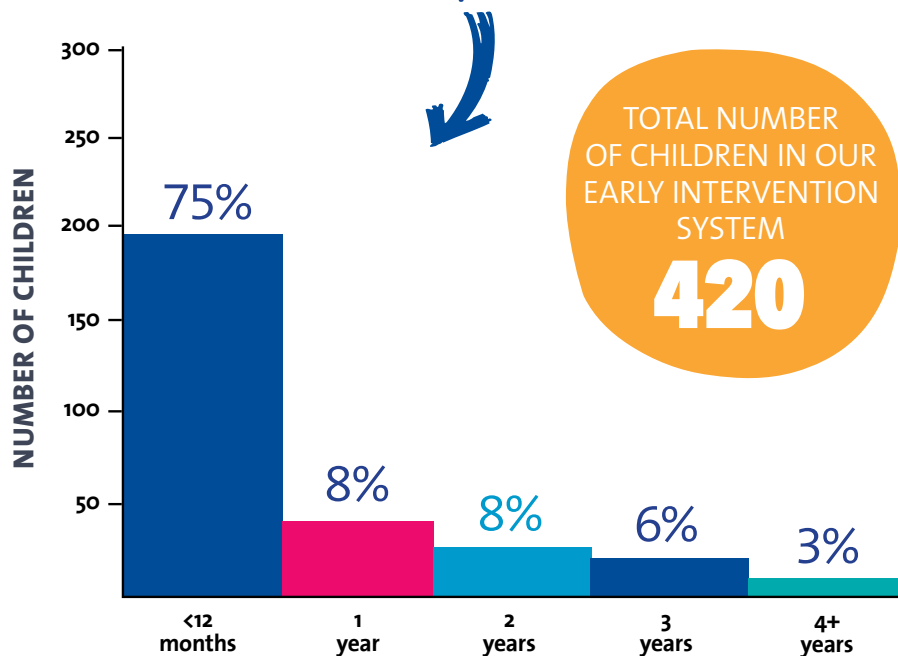
# SNAPSHOT OF OUR CHILDREN

## 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, reflecting the importance of the Newborn Hearing Screening program.

**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 in children at the earliest opportunity.

## Age of enrolment into early intervention at The Shepherd Centre

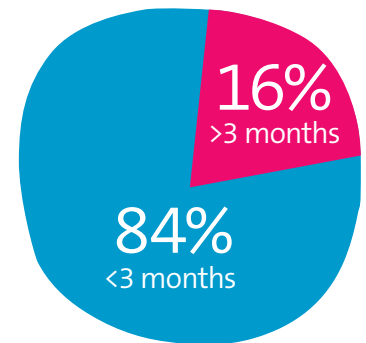


## Children with needs in addition to their hearing loss

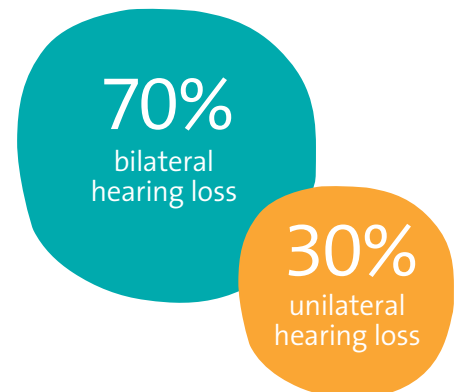
One in five children at The Shepherd Centre has diagnosed additional needs that impact on their communication. These, and many other factors, are considered when developing a program tailored to each child's needs.



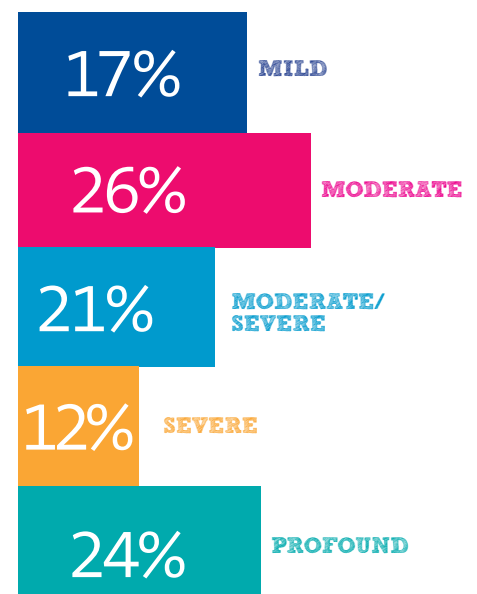
## Age of diagnosis (for early intervention children)



## Bilateral and unilateral hearing loss



## Level of bilateral hearing loss



## Cochlear implants

2.3 - 10.2  
years

The age range of children with unilateral hearing loss who had implant surgery in 2020

6

The number of hospitals our surgeons operate across

9 days

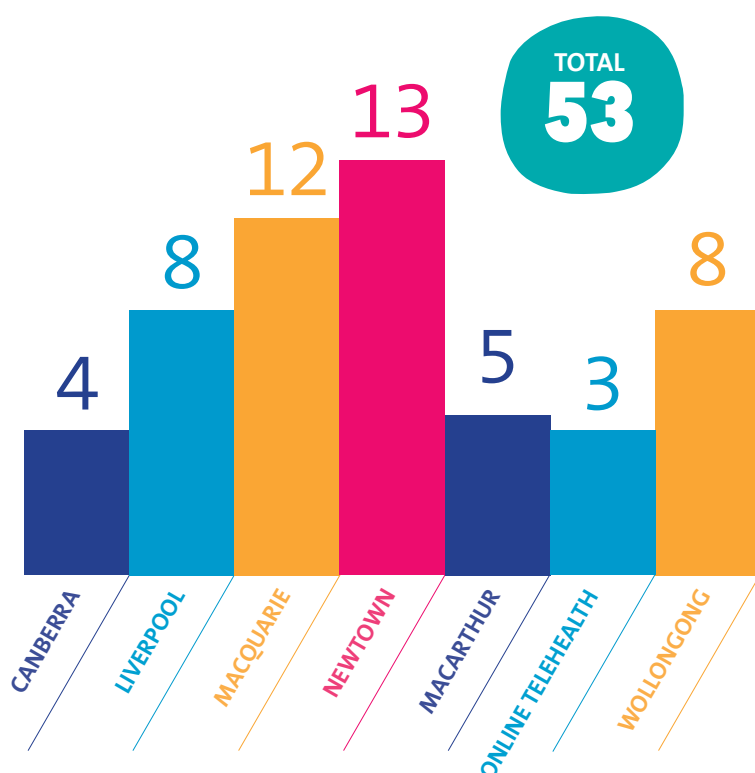
The average time between surgery and implant activation

8 months

Average age children with severe-profound hearing loss received their first cochlear implant

Throughout 2020, we provided programming services flexibly depending on the needs and wishes of the family. These were done in-person; over videoconferencing using remote assistants or apps; or using our remote programming tablets sent to the family's home.

## 2020 graduating children by centre



## Geographical areas

39%

of children enrolled in our Early Intervention System 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

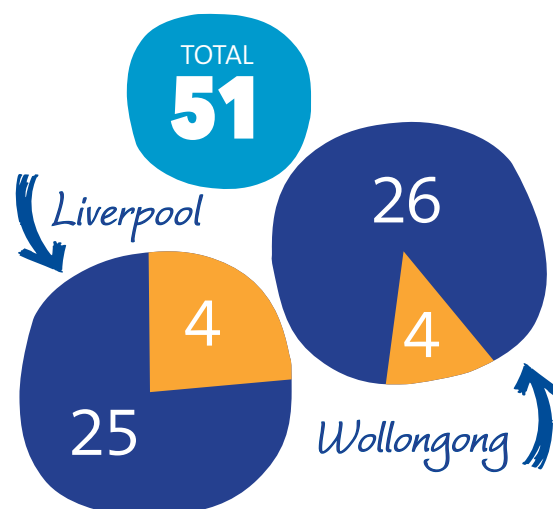
**NEARLY 40%**

of our children use a language in addition to English

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

## Our preschool children

● WITH HEARING LOSS ● WITHOUT HEARING LOSS



# KEEPING REGIONAL KIDS HEALTHY

In March 2020, while the layer of smoke blanketing Sydney's skies and beyond had faded, the effect of the Clyde Mountain fire which had consumed the NSW South Coast was clear.

At the Mogo Aboriginal School, a burnt out drain pipe was a token of its good fortune, where a café across the road had been completely destroyed.

This was the chosen venue for the Royal Far West Healthy Kids Bus with Kate Wilson, one of The Shepherd Centre's senior audiologists attending from the Wollongong centre. Kate joined a team of children's healthcare specialists who worked together to screen, identify and assess a range of health conditions in children, including hearing loss.

The team was joined by an Indigenous elder, who came to view the preschool and garden while also talking about the need for remote services in rural communities.

It was a fitting message. In towns like Mogo, access to early intervention therapies is scarce or non-existent. Kate says that for this reason, families are very appreciative for the specialists that come to them, saving them from travelling hours themselves.

'They know they're missing out on some services because they don't live in a big town, but lots of those families are on farming properties - so their livelihood is the land. And there's lots of positives living in a small community. It's not as simple as saying, "I've got a disability so I'm going to move to town".'

After a great tour in 2020, Kate's looking forward to more Healthy Kids Bus trips in 2021 and beyond.





# 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 feeling The Shepherd Centre is known for.

Our CEO Dr Jim Hungerford sends out three major surveys each year: Family Satisfaction Survey, Donor Survey and Staff Survey that help to measure our success and areas of improvement. Feedback can also be provided at any time to: [feedbackandcomplaints@shepherdcentre.org.au](mailto:feedbackandcomplaints@shepherdcentre.org.au)

*What our families say...*

Overall results from the Beach Centre Family-Professional Partnership Scale\*

**4.62**

out of a max. score of 5.0

Net Promoter Score\*\*

**82%**

'The team have just been so supportive and have helped us navigate through this journey with plenty of support and assistance. Without the team, I would honestly not know where my family and I would be right now, and we are just so thankful.'

*What our staff say...*

**100%**

would describe their work as "meaningful"

**88%**

of our staff reported to be "happy" or higher to be working at The Shepherd Centre (including 11% who said *I couldn't be happier!*)

'The staff are amazing and make my daughter feel so special. I'm grateful for the encouragement and support in every area.'

*What our donors say...*

'The staff are so professional. The children who go there get guaranteed results of outcome. That's really encouraged us to keep supporting them.'

'I think you are wonderful and enjoy learning how you are instrumental in changing lives.'

'I love the expertise of the staff and the advice they provide to help us move forward.'

\*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.

# GOING GLOBAL WITH HEARHUB

In 2020, The Shepherd Centre launched its newest initiative, HearHub, a digital platform which provides professionals with cutting-edge tools and programs to enhance how they work with children.

HearHub is unique in its potential to enable thousands of children with hearing loss to develop the listening, speech, language and social skills needed to reach their full potential. Access to early intervention is critical to ensure children can overcome the barriers of hearing loss. In Australia, approximately 50% of children with hearing loss do not have access to these life-changing programs. Globally, this figure expands alarmingly.

With The Shepherd Centre's 50 years of experience in clinical program delivery and research, HearHub will ensure clinicians and families across the globe can access innovative and exclusive online tools designed to help them deliver the best possible support for children with hearing loss.

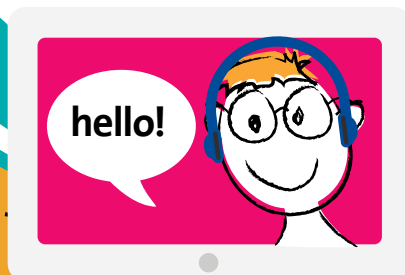
HearHub is set to revolutionise the way clinicians and educators work with children in the listening space.



Already clinicians in New Zealand have started using the exciting new platform and more partners globally are set to join them in 2021, ahead of a full commercial launch later in the year.

Funding to support the program's roll out over the next two years has been generously provided through philanthropic support, however we are seeking further funding to continue to grow this innovative project. If you feel this is something that you might be interested in supporting, please contact Nicola Norris ([nicola.norris@shepherdcentre.org.au](mailto:nicola.norris@shepherdcentre.org.au)).

**[www.hearhub.org](http://www.hearhub.org)**





More than  
**34 MILLION**  
children with hearing  
loss worldwide

### Developed countries

- Limited access to services
- Delayed speech and language
  - Poor literacy levels

### Developing countries

- No access to services
- Minimal communication skills
  - Unable to read and write

*Systems  
and tools*



*Develop skills  
and track  
outcomes*



*Digital platform  
for all*



### The Shepherd Centre's world-leading system:

- Allows access from birth regardless of location
- Is a specialist integrated system
- Helps develop language and speech on par with hearing children
- Enables age-appropriate reading levels
- Leads to high school entry and tertiary qualifications
- Enables limitless employment and vocational opportunities

# ADDRESSING THE NEED; A COVID RESPONSE

As with organisations across the globe, COVID-19 brought a fundamental shift in how we work. Our commitment to ensuring families and children with hearing loss could continue to access the programs they need for their listening, speech and language development remained steadfast.

As Australia went in to lockdown, the team knew that our families needed us more than ever.

Within a matter of days, our teams were working remotely and equipped with all they needed to transition to Online Telehealth services for our families. We had been delivering services online to regional families for almost a decade and this global crisis meant we needed to roll this out at a much larger scale.

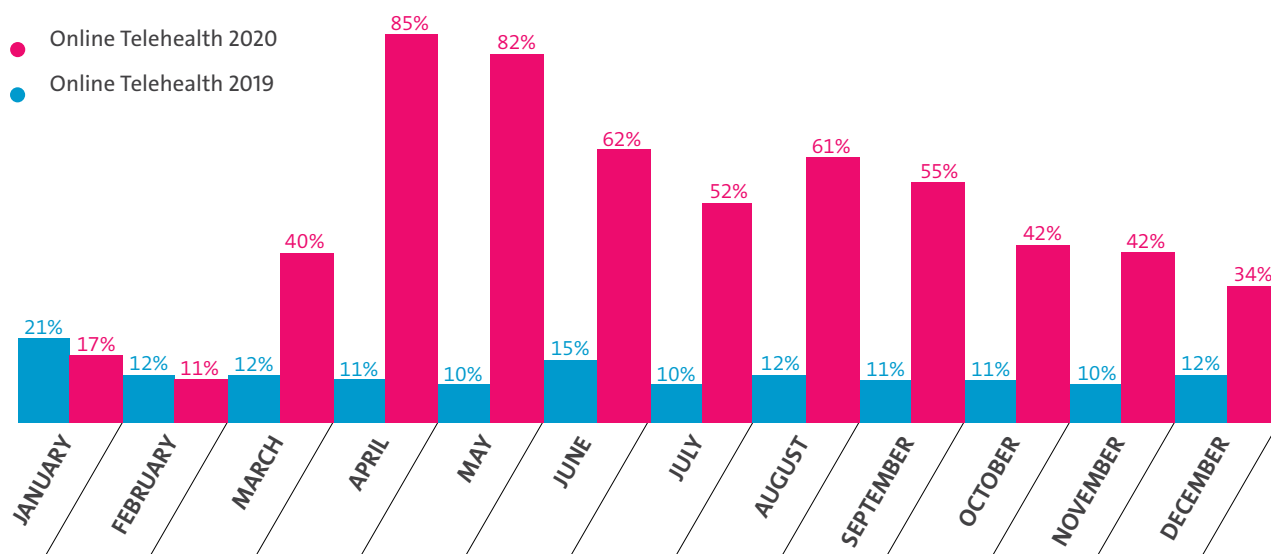
This was achieved thanks to the dedication of the whole Shepherd Centre team and the insight, direction and strategic planning of our internal COVID taskforce, communicating with our families and team at every turn.

Whilst our team also had to manage the sudden change to their own working conditions and lifestyles, they worked hard to adapt the content of all our group and individual programs ready for remote access.

## Online telehealth sessions

**1093**  
IN 2019

**5098**  
IN 2020





As challenging as the disruptions caused by COVID-19 have been, we have been able to identify and seize opportunities created by the changing landscape. We are reassessing our strategic priorities to determine what we will continue online and what will be done in-person (which, as always, will be based on the needs of our families).

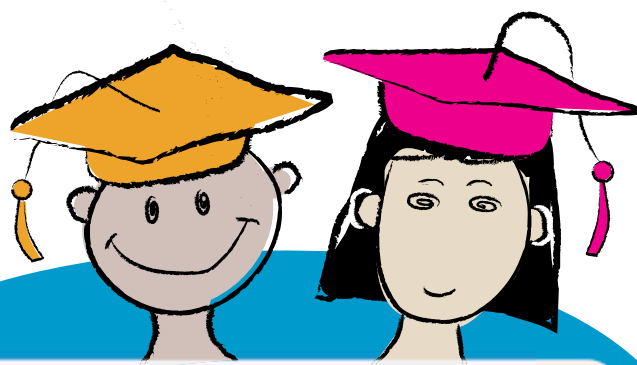
Additionally, our clinical team worked to support families through the pandemic with increased counselling sessions as well as information for children on how to communicate with others wearing masks and via online platforms.

Our HearHub project (see page 10) became increasingly relevant as we shifted our focus to technology and digital solutions for families and staff. We continue to offer tailored services for our families to ensure they have the best support available to ensure exceptional outcomes for their child – this now includes hybrid models of in-person and online support depending on the needs of the child and family.

This has also been the case across the organisation as we start to focus on digital priorities moving forward.

In 2020, as you will see in our Fundraising report on the next page, we have had to adapt our various planned events and philanthropic activities to suit the environment in which we now find ourselves.

Our amazing preschools stayed open throughout COVID; however, many families did choose to keep their children at home. To ensure that the children at home stayed connected with our service we adapted quickly by setting up an online preschool program so that families could join via videoconference with the preschools for fun activities and reading time.



‘The wonderful staff at The Shepherd Centre have never stopped going above and beyond for our boy, even during COVID restrictions.’  
– *parent quote*

*Our Patron, Her Excellency Mrs Linda Hurley joined other special guests at one of our online graduation celebrations.*

# FUNDRAISING

We simply couldn't do the lifechanging work we do without the wonderful support we receive from The Shepherd Centre's community and friends through fundraising and philanthropy. In fact, half of our income is raised from the community so your support means the world to children with hearing loss. Unfortunately, we experienced a significant drop in income in 2020 due to the cancellation of many of our fundraising events, so your support has never been more important.

During the COVID-19 lockdown period, in April many of you responded generously to our Emergency Appeal to support services for all of our families accessing therapy via our Online Telehealth System. The appeal raised \$60,000 providing vital support to families during this difficult time. Members of the community also generously donated new and nearly new laptops and iPads for families needing a device to access Online Telehealth.

In October The Shepherd Centre held its first ever Giving Day to help 125 babies born with hearing loss say their first words. Every gift made on our Giving Day was matched by our generous supporters (the Shaw Foundation, the Fairlie family, Robert Albert AO and Shaw and Partners Foundation), meaning every donation made double the impact. Over 48 hours, the community pledged generously, and raised over \$150,000 to ensure babies with hearing loss receive the support they need.

In November we were thrilled to be informed of a grant of \$2.5 million from the NSW Government to provide vital services to the Macarthur region. This contribution will make a huge difference to the lives of children with hearing loss in this area. We are currently seeking further funding from the community to launch our services: if you or your organisation can assist, please get in touch.

We are immensely grateful to all of our generous supporters for sharing our vision and helping children with hearing loss achieve their full potential – thank you again for your wonderful support in 2020!

GIVING DAY 2020  
RAISED OVER  
**\$150,000**  
**IN 48 HOURS!**



# OUR MAJOR SUPPORTERS

- Baxter Charitable Foundation
- Bernard Royle
- Cabra Vale Ex-Active Servicemen's Club
- Chatswood RSL Club
- City of Ryde
- Cochlear Foundation
- Cochlear Limited
- Collegians Rugby League Football Club
- CommBank Staff Foundation
- Danks Trust
- Estate of the Late Patrick Brennan
- Golden Stave Foundation
- Guildford Leagues Club
- Heritage Bank Charitable Foundation
- IOOF Centre for Educational & Medical Research
- J Craven
- John James Foundation
- Jonny & Michelle Shein
- Keith Richards
- L M Yager
- Mary Reemst
- NSW Government
- Parkview Group (Australia) Pty Ltd
- Perpetual Foundation - J & G Bedwell Endowment
- Perpetual Foundation - The JB Bedwell Endowment
- Peter and Pamela Mattick
- Petersham RSL Club
- Philip and Carolyn Rossi
- QBE Foundation
- Robert Albert AO
- Shaw and Partners Foundation
- Skipper-Jacobs Charitable Trust
- The Chief Minister's Charitable Fund in partnership with Hands Across Canberra
- The Children's Help Foundation
- The Dick & Pip Smith Foundation
- The Estate of the late Beryl Sheridan
- The Estate of the late Geoffrey Valentine Smith
- The Estate of the late Majorie Nina Wisby
- The Estate of the late D Gwyn Bent
- The Estate of the late Frank Goudge
- The Estate of the late Roma Gloria Dimon
- The Fairlie family
- The Gardner family
- The Goodridge Foundation
- The Jakeman family
- The Jessica & Wallace Hore Charitable Foundation
- The Katz Family Foundation
- The MyState Foundation
- The Ryba Family
- The Shaw Foundation
- The Shepherd Foundation
- Wenty Leagues Club

Cochlear Foundation

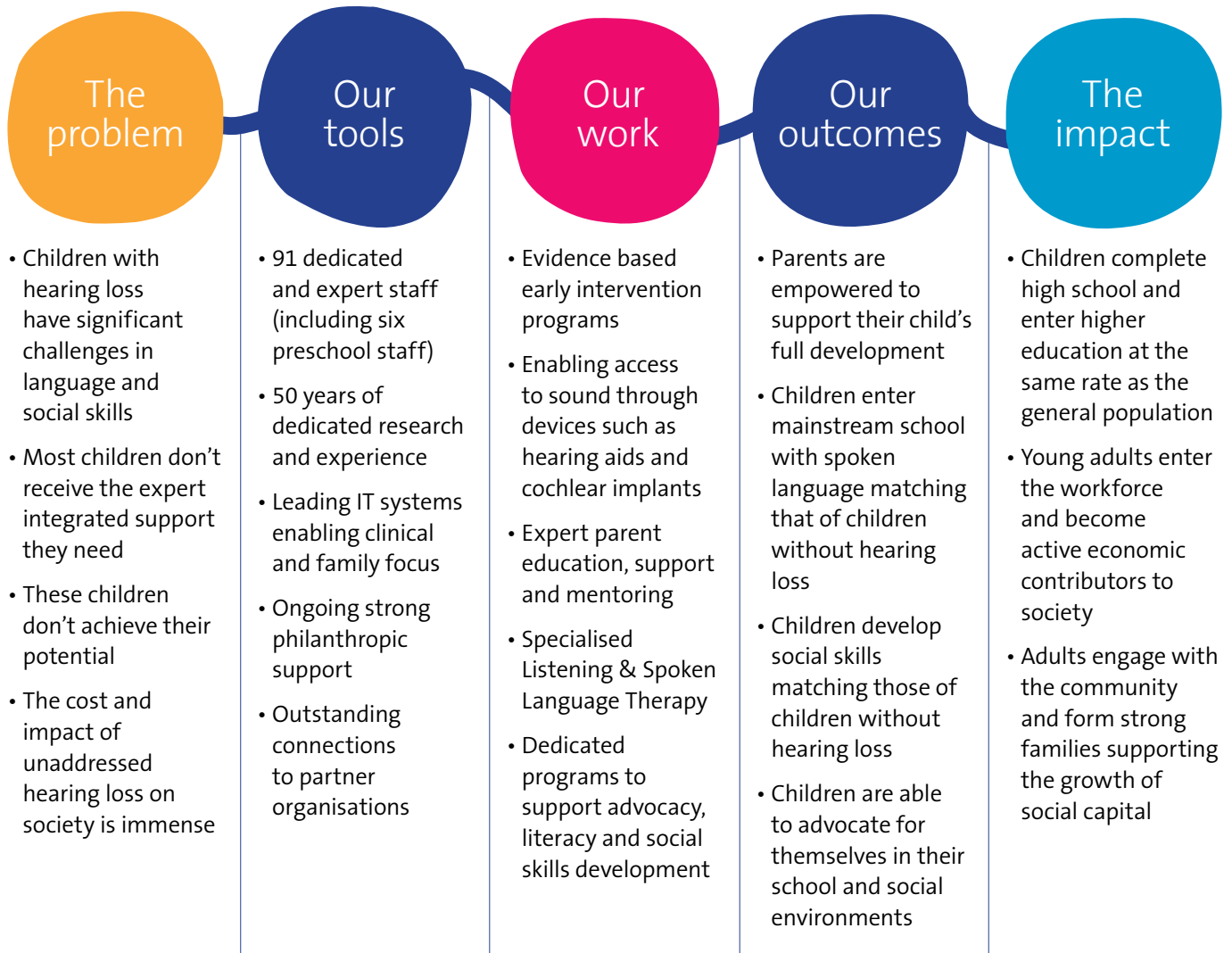


Chief Minister's Charitable Fund  
In partnership with Hands Across Canberra



# 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.





# A SISTER ACT

Until fifteen years ago, Sue and Fran were complete strangers, but a shared dedication to community began long before their paths crossed.

In the late 1980s, Sue was working on an Aboriginal reserve on the mid-north coast of NSW, while Fran worked in a small community in the Flinders Ranges.

Sue stumbled upon The Shepherd Centre at this time and blown away by the work happening down in Sydney, she encouraged several families in the community to travel down. She wisely thought that the earlier the intervention the better and feels that sending those children to our doors was the best thing she could have done.

'We felt we were supposed to help a lot of charities and The Shepherd Centre was one of the first on our list,' shares Sue.

'I hadn't heard of [The Shepherd Centre] at all,' Fran laughs. 'I was just delighted because I loved that the kids are treated holistically, as human beings, as families.'

On reflection, Fran realised that through her working life and beyond, she has found great joy in seeing people empowered.

'Watching and being part of change like that really gives you hope and I know that The Shepherd Centre is a place of hope. The families are empowered and because of that, their communities are empowered,' adds Fran.

The sisters (by choice!) have made the generous decision to remember The Shepherd Centre in their Wills.

'We see our gift as an investment,' says Fran. 'We know that because of the organisation's ethos and practice, it will flourish.'

'It's that wonderful word of legacy, of our generation and our experience. And we're just glad that The Shepherd Centre is there and we have someone to give it to,' she jests.

Sue chimes in, 'We can't take it with us and we wouldn't want to anyway.'



# MACARTHUR CENTRE UPDATE

The fastest growing region of NSW, Macarthur in the south-west of Sydney includes the regions of Camden, Campbelltown and Wollondilly and covers 3070km<sup>2</sup> of land. With many young families moving to the area the population is set to double to 600,000 over the coming years, however there is no local centre providing specialist therapy services for children with hearing loss.

Recognising this, The Shepherd Centre prioritised the establishment of a Macarthur centre of excellence in our Sound Future strategic plan, which is aimed at the critical problem of the 50% of children who are deaf or have a hearing loss that don't access the specialist services they need. The NSW Department of Health responded to our proposals and has provided a grant of \$2.5 million to help establish a local centre.

The new centre will support thousands of children over the coming years with:

- Specialist multidisciplinary services integrated with the local health and education infrastructure
- Individual and group-based support for children and families
- Local specialist staff in listening & spoken language therapy, paediatric audiology, and child & family counselling
- Support for children from birth to age 18

With services to start in 2023 we will be working with the community and generous donors to secure the additional funds needed to ensure that this centre will be state of the art, supporting children for decades to come.

If you would like to be part of bringing our Macarthur centre to life, please contact Angela Moffatt at [Angela.Moffatt@shepherdcentre.org.au](mailto:Angela.Moffatt@shepherdcentre.org.au) or 02 9370 4438.





# SHOES, SOCKS AND TELEHEALTH

Most parents can relate to the challenge of keeping their child's shoes and socks on. For Howie's mum, Karen, this extended to something much more critical; his hearing aids.

'I probably had too much emotion with it because of the hearing aids – I felt like that was my job to make sure he wore them so he could succeed in life. I put so much emotion around the fact that he had to wear them. The truth is it was the same for shoes and socks.'

Reflecting on those early stages, Karen appreciated having a team behind her.

'It was great because I had input from the audiologist, the therapist and the counsellor. They all came up with various strategies to help us overcome this challenge.'

One thing that this strategy hadn't been tested against was a pandemic. In response to the lockdown and persistent threat of COVID-19, The Shepherd Centre's services switched to Online Telehealth.

'I was super happy we could continue and keep him on the path to school. We would have had to put it all on hold if we weren't allowed to come in.'

'Howie's pretty good because he's used to being on a device talking to our family, so I wasn't too worried but Mel, his therapist, is so good at engaging him - I knew we'd find a way through'.

But now as a response to COVID-19 emerges and life falls into a more familiar rhythm, Karen admits to relishing their return to the Newtown centre.

'I like going, and Howie loves it!'

'If we had to go back to online though, I wouldn't be worried.'



# OUR PATRONS



## His Excellency General the Honourable David Hurley AC DSC (Retd) and Her Excellency Mrs Linda Hurley

We are so honoured to have the wonderful support of our esteemed patrons. His Excellency General the Honourable David John Hurley AC DSC (Retd) was sworn in as the Governor-General of the Commonwealth of Australia on 1 July 2019. David Hurley joined the Australian Army in January 1972, graduating from the Royal Military College, Duntroon into the Royal Australian Infantry Corps. In a long and distinguished 42-year military career, his service culminated with his appointment as Chief of the Defence Force. Prior to being sworn in as Governor-General, David Hurley served as the 38th Governor of New South Wales from October 2014 – May 2019. Her Excellency Mrs Linda Hurley was born and raised in Sydney. Educated at Kingsgrove High School she went on to become a teacher and married David Hurley in 1977. Mrs Hurley's own career in education has been in both the public and private school systems, until her retirement from full time teaching in July 2011. Mrs Hurley is passionate about singing, and showing how singing, especially in a group, can have a positive impact on individuals and the community.

# OUR AMBASSADORS



## 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 system 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.



## 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.



## Osher Gunsberg

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.



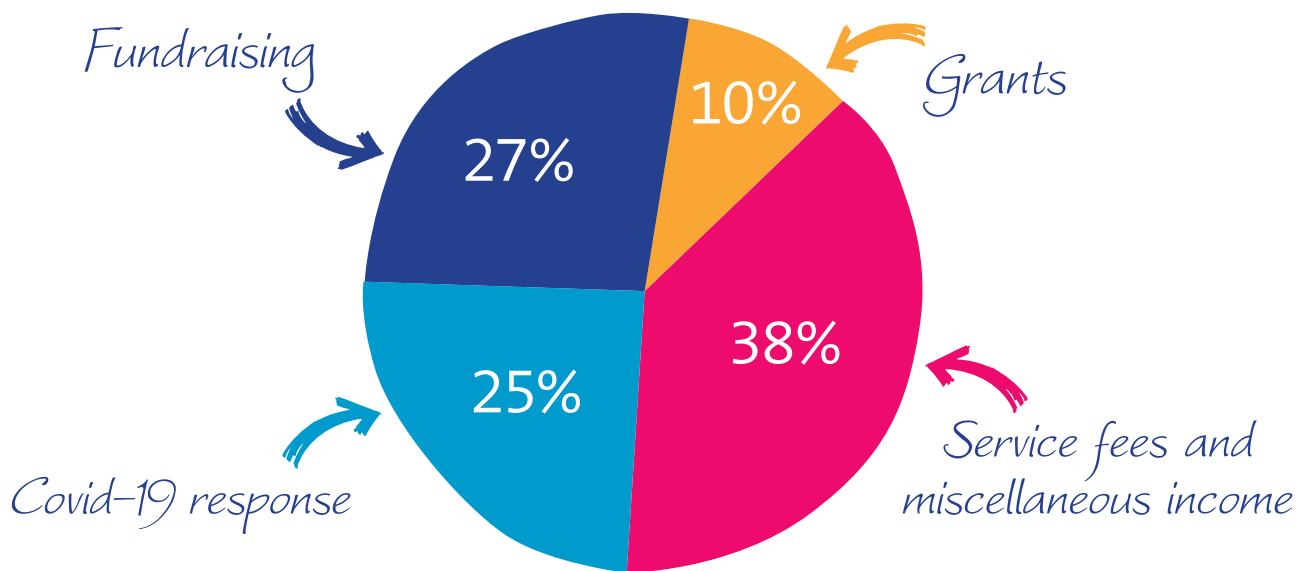
# FINANCIAL SUMMARY

Our generous donors contributed over \$2.9M in 2020, providing life changing support for children with hearing loss. The funding from the NDIS only covers a fraction of the work we do; we rely on philanthropic support to ensure we can provide essential early intervention services to children who need specialised support.

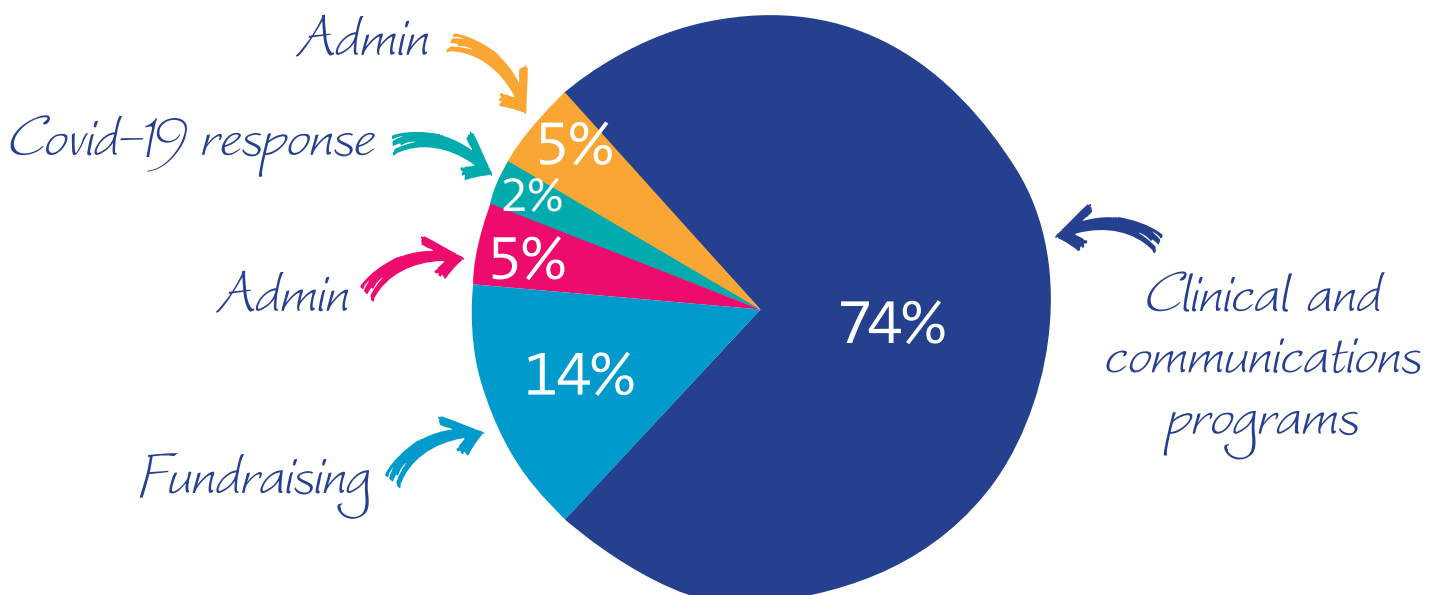
In 2020 many of our fundraising events were cancelled due to the pandemic. Therefore, we relied especially on donations from our COVID emergency appeal and emergency grants; as well donations from our regular donors, which allowed us to continue to provide services despite the disruptions. Making a monthly gift is one of the best ways to support The Shepherd Centre, as it helps us plan ahead with confidence so we can help even more children.

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

**Where the money comes from**  
2020 operational income



**Where the money goes**  
2020 operational expenditure



# 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 AM, FAA** *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 Managing Director of HEARnet Limited.

**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** Associate Professor at the University of Sydney and Honorary Speech Pathologist at Sydney Children's Hospital Network Randwick.

**Dr Coral Kemp** Honorary Senior Lecturer at Macquarie University, an independent special education consultant and a committee member of the International Society on Early Intervention.

**Ms Susan Turner-Kapsanis** *Director* 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 Peter Mattick** *Committee Chair* Chair and Board member of The Shepherd Centre.

**Ms Colleen Chapman** *Director* Board member of The Shepherd Centre.

**John Kean OAM** Founding partner of WHK (now Crowe Howarth). After retiring in 2000, John now acts as an independent business advisor and holds a number of company directorships.

# OUR BOARD



## **Mr Peter Mattick FAICD FCPA AM, Chair**

With a long history supporting charities, 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.



## **Ms Colleen Chapman BComm MBT GAICD FCA, 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 Assurance and Frameworks 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**

Fiona joined The Shepherd Centre in 2001, when her son was diagnosed with hearing loss at eight months old. Fiona has been a regular volunteer and contributor, most recently as the impetus behind the new children's library at the Liverpool Shepherd Centre. She established the "Walk-to-Talk" fun-run, and also won the inaugural City-2-Surf charity prize, raising over \$30,000 for The Shepherd Centre. She has worked with children with diverse learning needs in various schools.



## **Ms Susan Turner-Kapsanis BA(Hons)/LLB MEL MAICD, 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 Health & 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 AM FAICD, Director**

Miles is a specialist in business strategy, leadership and risk management. His youngest daughter Grace is a Shepherd Centre graduate and Miles was delighted to join the Board to support the organisation's life-changing work. As a company director, former CEO and technology business founder, he brings deep domain expertise in these areas. After 30 years' industry experience, he has also built an excellent network in the government, enterprise and healthcare sectors.

# Your support gives children a voice

Half of The Shepherd Centre's income is raised from the community so your support means the world to children with hearing loss. We experienced a significant drop in income in 2020 due to the cancellation of many events: your support has never been more important.

## 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 one day a week ongoing to spare, we'd love to hear from you!

## Corporate partnerships

The Shepherd Centre knows 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.

## 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.

## 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.

## Fundraise for us

Host a BBQ, run a race or create a birthday fundraiser on Facebook. Alternatively sign your workplace up for Loud Shirt Day, our fun and colourful annual event. Every dollar you raise will go towards helping families whose lives have been affected by hearing loss.



## The Shepherd Centre

Giving deaf children a voice



[shepherdcentre.org.au](http://shepherdcentre.org.au)

146 Burren Street, Newtown NSW 2042 Ph: 1800 020 030 [enquiries@shepherdcentre.org.au](mailto: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*