

Spring Newsletter

HEARING NELSON

 ✦
September 2024


President's Update

Welcome to Spring everyone!

It's a great season for transitioning/refreshing things from the variability and cold of Winter to the warm and fruitful season of Summer.

At Hearing Nelson, we are in something of a similar season. With a new board, a new manager, and a sense of not being constrained by the way things were done in the past, new things are in store for our association. As the government looks for areas to make efficiencies, those supporting communities with key support services need to continually evolve.

To that end, I'd like to highlight a few things for your information and consideration:
 NEW LAWS FOR CHARITIES IN NZ
 The Incorporated Societies' community are currently coming to grips with fundamental changes brought about by law changes in the last few years (Incorporated Societies Act 2022). For us, it ultimately means a constitutional review and a few new requirements, but the good news is Hearing New Zealand has front-footed the changes and we'll be able to learn and soften the burden as a result.

In this newsletter you can expect:

Board Update

Planning for our future

Recent Highlights

Hearing Aid Hero

Consumer Rights

Hearing House Team Profiles

Read more...

President's Update (cont'd)

DEAF AND HARD OF HEARING SUPPORT SERVICE

Our support service got a boost this year with our team spending a few months working full time as part of a practical work placement for their Social Work Degree studies. We've certainly 'moved the dial' and thanks to Cathy and Rachel for their continued efforts.

THE BIG PICTURE

Here is my call to arms, for our association today.

Since beginning my involvement back in 2021, our association has been doing a good job of the basics and perhaps we now have an opportunity to do more broad community outreach.

We've ensured that we provided hearing aid cleaning and the things that you would expect of a charity formed for those with hearing loss, and prevention of hearing loss.

Now though – it's time to ensure we are still relevant in the community and do the right things and do them well. To this end the board and I will be asking for input over the coming months on what our members see as our 'reason for being' and how we should go about providing services in the future. We are going to do this in two ways:

1. We are welcoming written feedback from members (please send any thoughts/feedback to manager@hearingnelson.co.nz)
2. We'll be holding an open day and after a short thought-provoking chat at the start, opening the floor for discussion and ideas.

This is an important process and one that we hope will encourage you, our membership, to help us shape the future of the association. Please participate as we refresh the 'Why, What, and How' of the Nelson Hearing Association.

Last but very much not least – the 'Who' – if you haven't met our new manager, Bev Wells, make sure you do. Bev has been with us a few months now and is already making very positive improvements.

Thanks, and enjoy the blossoms!

Simon



Annual General Meeting

In May we had a good attendance at our AGM in person and via video link, including Lisa Seerup, President of Hearing New Zealand. We appreciated having Cathy Gutschlag available as interpreter for the meeting.

We were pleased to be able to re-appoint our Patron, Philip Woollaston and to elect four new board members. Our thanks to Mariana Silva Algorta for her contribution to the board and congratulations - we enjoyed having a newborn at the meeting!

For 2024, the board members are: Simon Gutschlag – President, Herman van Gessel – Treasurer, Ann Braun Wheatley, Brian Munro, Jackie Clemmer, Kelly Shatford, Liz Gillespie and Wendy Brydon.

Our thanks to the Board for the time they give voluntarily to the Association.



Opportunities to connect - for new and current members

Our Patron, Philip Woollaston and Bev Wells, Manager were delighted to meet for the first time. Both families have had a very close connection for nearly 100 years originally through Bev's grandparents, Deci and Evelyn Wells with Philip's father, Sir Toss Woollaston living some of his early years on the Wells family orchard in Mapua. The friendship between the two families has continued ever since and now through a Hearing Nelson connection!



Te Ataarangi at Hearing House

Tēnā koutou e ngā mema o Te Kahui Rongo o Whakatū

Nō Te Papaioea ahau

Ko Maria Oxnam taku ingoa

Kei Whakatū ahau e noho ana

Kei Te Ataarangi ahau e mahi ana

He Kaiako taku mahi

E ki ana te whakatauki

‘Nāu te rourou, nāku te rourou, ka ora ai te iwi’

‘With your basket and my basket, the people will thrive’

Nō reira, tēnā koutou, tēnā koutou, tēnā tātou katoa

My name is Maria Oxnam, I am a Kaiako (teacher) for Te Ataarangi Inc. We are an organisation dedicated to the revitalisation of Te Reo Māori (The Māori language) across Aotearoa (New Zealand) and here in Whakatū (Nelson). We have been based at Hearing House for the past two and a half years.

We offer professional development programmes and community classes in an immersion setting utilising the silent way method pioneered by Caleb Gattegno and adapted and developed by Kataraina Heikoko Mataira and Ngoi Piwhaerangi.

I have the privilege of working with many professionals and members in the community who like me, are committed to seeing the Māori language thrive in our homes, workplaces and communities across the top of the South.

I have valued the warm relationship that has been cultivated with the team at Hearing House. The relationships formed are based on mutual respect, understanding and care.



Maria Oxnam

Te Mātahi o te Tau (The Māori New Year)

28 June – 6 July 2024



Maria was pleased to support Bev and the team at Hearing House in their preparations to hold their second Matariki Breakfast on Saturday 06 Hōngongoi (July) 2024 at the Oceano restaurant of the Rutherford Hotel. Te Ataarangī supported the fundraiser by offering an information display alongside Hearing Nelson and speaking with guests about the cultural significance of the rise of Matariki, the constellation of stars (also known as Pleides) that signifies Te Matahi o te Tau (The Māori New Year). Maria also spoke about Te Ataarangī, who we are and what we do.

Thank You!



Maria leading Te Mana Hā singing waiata and Cathy Gutschlag interpreting English and Te Reo for our large representation from the deaf community. We were so fortunate to have their talent and input into this event.



Te Ataarangi Maramataka Matariki

During the Matariki breakfast, Maria spoke about our Maramataka Matariki calendar that we produce annually as part of our fundraising efforts. This calendar is based on the Māori knowledge system that follows the lunar cycle. The artwork that features in the calendar was created by the artist collective 'He Ohu Weka' a collection of students and teachers from Te Ataarangi under the direction of renowned local artists Robin Slow (Takaka) and Matt Tait (Marahau). They gathered together at Onetahua Marae in Takaka earlier this year and created the body of work that features in this beautiful calendar. The theme is based on Waiora, water as the life giving source of all things. The calendar was supported by the exhibition of the artwork at the Refinery Artspace from 19 July – 10 August 2024.

The funds raised from the sale of the calendar and artwork supports Te Ataarangi and our ability to provide reo programmes in Te Taihū o te waka a Māui (The top of the south).

You can support the work we do in the following ways

- (1) Enrol in one of our professional development programmes or community classes.
- (2) Purchase a maramataka calendar or collection of postcards. Each are available for \$30.00 and can be ordered online. [Click here](#)
- (3) Purchase one of the original framed artworks from the Maramataka exhibition. (These are available for \$800 per artwork).
- (4) Consider volunteering with our organisation. There are multiple opportunities to get involved
- (5) You can donate here
- (6) Consider training as a Kaiako with Te Ataarangi. We offer training programmes across Te Taihū o te waka a Māui. [Click here](#) to find out more.



Hearing Nelson was overwhelmed to receive so much support during this event, including funds raised through raffle sales and donations. We want to thank the kapa waiata group, Te Mana Hā, for their very generous donation of the calendar and \$500 in support of the Hearing Nelson Matariki Parakuilhi fundraiser.





Hearing Aid Hero

It is an absolute pleasure to share with you our latest Hearing Aid Hero, Jocelyn Burke

Jocelyn's connection with Hearing Nelson started in 1993 when she had a significant change of scene, from juggling two part-time jobs with motherhood of two school-aged children, to attending an Outward Bound course, then leaping into working for the Hearing Association and the Foundation for the Blind. At the time, the Hard of Hearing building housed both organisations and soon after, an office was built to support people who were deaf and an interpreter.

There weren't any hearing aid companies in Nelson (imagine that?!), so people were reliant on the help of the Hearing Association or the Audiology department at Nelson Hospital.

These were times of huge growth in our membership with many volunteers. It is clear from talking with Jocelyn that this was an exciting time for the Association. Some memories Jocelyn shared include generous funding from the Nelson Lioness Club to provide a computer and printer, and further funding to enable 3 field workers to be appointed to visit all the retirement villages in Nelson, Stoke, Richmond and Motueka. One very generous elderly member donated money to go towards teaching children to respect their parents/elders who were hearing impaired. Following discussions with local schools, a resource kit titled 'Hear More or Less' was designed to meet specific requirements of the health curriculum in awareness of hearing impairment and hearing protection. The kits were supplied at no cost to schools across Nelson-Tasman. National publicity about the kits resulted in huge interest, requiring someone to be employed to handle the flood of orders that came in.

There were many new developments during the 14 years Jocelyn worked at the Association. The first person in Nelson to receive a cochlear implant is worth mentioning. One of Jocelyn's jobs was to ring the person who had just received an implant and talk to them so they could get used to hearing voices on the telephone, to train their brain to hear sounds they hadn't heard for many years, if ever. Another, the first person in Nelson to receive a Hearing Dog for Deaf People, trained to respond to smoke alarms, various bells, monitors and timers. Funding also enabled sound systems to be provided to primary schools where they had a hearing-impaired child in their class.

We enjoy seeing Jocelyn during her visits to Hearing House and at the retirement village hearing aid clinics. Thank you, Jocelyn for your dedication to supporting people with hearing loss. You certainly deserve the title of 'Hearing Aid Hero'!

New member welcome!

Welcome to one of our newest members,
Norah Higgins.

Norah joined Hearing Nelson following a sudden hearing loss from a viral infection.

“Having a hearing loss can be quite debilitating and any support on how to adapt to my new way of life will be so helpful.”

We look forward to supporting you as best we can, Norah!

Our Support Facilitators have been busy people!

Cathy Gutschlag and Rachel Summers have had a busy time last term providing support services while carrying out their student work placements towards their degree.

Here's a few insights from Cathy:

Q. What have you been doing on your student work placement?

A. What haven't I been doing!! I have been very busy with advocacy, NZ Sign Language in schools, training, workshops, forums, home visits, one-on-one support, community support, presentations, signed waiata, to name a few!

Q. What have you enjoyed most about the placement?

A. Being able to commit full-time hours to our Deaf service. I also thoroughly enjoyed New Zealand Sign Language waiata at the recent Matariki fundraiser breakfast. It was lovely to see so many Deaf community members attend.

Q. My aspirations in 5 years' time

A. If I could wave a magic wand, I would be working full-time for Hearing Nelson and build-up our client base to support as many people as possible with the day-to-day challenges of hearing loss.

Donated unused Hearing Aids

Hearing Nelson will accept your old hearing aids.

If you have old hearing aids that are less than 6 years old, we can assess them to see if the technology is fit for repurposing.

Please drop off the devices to Hearing House reception between Mon-Thu 9am - 4pm
Thank you!



Upcoming Rest Home Clinics

Clinics are free for Hearing Nelson members. Non-members are welcome at the clinics - \$10 per appointment or ask about becoming a member.

Nelson-Tasman	
Oakwoods	10 th September
Ernest Rutherford	24 th September
Motueka	15 th October
Summerset in the Sun	29 th October
Oakwoods	19 th November
Ernest Rutherford	26 th November
Takaka	
19 th September	
17 th October	
21 st November	
For Takaka, please ring Morfydd for an appointment 525 7465 or 021 928 455. Home visits available for those unable to attend the hospital.	

Hearing Nelson 'Wish List'

Sometimes people want to help us but they're not sure exactly how they can, so here are a few suggestions. We would be grateful for the following items:

- Items for gift basket raffles for November
- Small table and magazine rack for reception area
- Ream A4 paper (white)

Seeking your time as a Volunteer

Do you have skills to share and some time available?

We would welcome some volunteers to help us out from time to time, and to fit around your availability.

Areas where we would be grateful of some assistance are:

- Reception cover (on call)
- Small interior painting projects eg window sills, door frames
- Small fix-it jobs
- Lawn mowing
- Events - fundraising, raffles, open days
- Newsletter delivery to members in rest homes (reception drop-off)
- Tea-towel laundry (join a roster!)

Please contact Bev at: manager.nelsonhearing.co.nz or ph 548 3270 if you would like to be involved in some way supporting our Association.



Ensuing Your Rights: Special Accommodations for Hearing Impairments in Health Care

Navigating health care appointments can be particularly challenging for those with hearing impairments. Despite having the same rights as everyone else, individuals with hearing loss often require additional accommodations to fully understand and participate in their care.

The Code of Health and Disability Services Consumers' Rights ensures that everyone receives respectful and effective care, but it's important to address how these rights apply to those with hearing impairments.

UNDERSTANDING AND EXERCISING YOUR RIGHTS

Here's how you can ensure your rights are upheld and how to effectively communicate your needs during medical appointments:

- 1. RIGHT TO EFFECTIVE COMMUNICATION:** For individuals with hearing impairments, effective communication often requires special accommodations. You have the right to use tools and technologies such as speech-to-text translation apps or lip-reading aids to understand what is being said. Make sure to inform your medical provider about these tools at the beginning of your appointment to avoid misunderstandings and ensure smooth communication.
- 2. RIGHT TO BE FULLY INFORMED:** To be fully informed, you need to clearly understand the information being shared. If you rely on lip reading or a speech-to-text app, it's important to explain this to your health care provider. Let them know that these tools are essential for you to grasp the details of your care, rather than assuming it's a recording or other unintended use. Clear communication about your needs helps providers accommodate you better and ensures that you receive the information you need to make informed decisions.
- 3. RIGHT TO RESPECT:** You should be treated with respect, and this includes acknowledging and accommodating your communication needs. While some medical specialists might be unfamiliar with or cautious about new technologies, explaining the purpose of your tools can help avoid any discomfort or misunderstanding. Remember, your right to respectful treatment includes your right to use the technology that helps you understand and engage fully in your care.
- 4. RIGHT TO SUPPORT:** If you need additional support, such as a sign language interpreter or another form of assistance, request this in advance of your appointment. Health care providers are obligated to support your access to services, and ensuring these accommodations are in place can significantly enhance your experience.

Read more...

Tips for Effective Communication

INFORM IN ADVANCE: When scheduling your appointment, notify the health care facility of your hearing impairment and the specific accommodations you require.

EXPLAIN YOUR TOOLS: If you use a speech-to-text app or other technology, explain its purpose at the start of your appointment to ensure there are no misunderstandings.

REQUEST WRITTEN INFORMATION: Ask for written summaries or notes from your appointment to supplement your understanding and to refer back to later.

By understanding and asserting your rights, and clearly communicating your needs, you can help ensure that your health care experience is both respectful and effective. Remember, you have the right to use any technology or support necessary to fully participate in your care and make informed decisions. If you feel that your rights have been breached, you also have a right to complain.

More information about this can be found here <https://www.hdc.org.nz/making-a-complaint/>

Thank you Jackie Clemmer, Audiologist and Director of Little Bird Audiology for highlighting this important information for people with hearing impairments.

Phone 03 539 1466

www.littlebirdaudiology.co.nz



Ear Nurse services at Hearing House!

Locally owned and providing ear care in Nelson for 15 years

At Ear Health Nelson, registered nurse Nicole Mansbridge is committed to providing an efficient professional service that is delivered to an exceptional standard. Services include earwax removal under microscope using microsuction, assistance with management of infections, ear pain and eustachian tube problems. ACC and War Pension subsidies available. No referral necessary.

Ear Health Nelson

Ph 0800 400 403

354 Trafalgar Square, Nelson

Email: nelson.tasman@earhealth.co.nz



Hearing Nelson acknowledges and thanks all of our sponsors - without their support we wouldn't be here to support you!

RED CROSS NELSON

assisted during an emergency to replace our office admin computer which suddenly stopped working after 12 years of service!

PUB CHARITY LIMITED

towards repainting our foyer, reception/office, function room and kitchen areas, replacement oven and fridge. A mammoth job but well worth the refreshed look!!

MAINLAND FOUNDATION
towards operating expenses



NELSON DEAF COMMUNITY
towards our support facilitation services

NEW WORLD NELSON CITY and the Nelson community for filling the donation boxes at their counters!



Hearing Nelson Office Hours:

Monday - Thursday 9am - 4pm (closed 12-12.30pm for lunch)

Ph 548 3270 Email: office@hearingnelson.co.nz

354 Trafalgar Square, Nelson 7010

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