

# From the Managers Desk

## Will you help SCIC by committing to make a Monthly Donation?

**Do you or your family utilise one of SCIC's many cochlear implant services?**

- **Mapping and habilitation services at a regional centre?**
- **Attend Outreach interstate or in regional NSW**
- **Obtain loaner speech processors by mail or courier?**
- **Have needed an emergency map or part after hours?**
- **Attended an information session?**
- **Benefited from SCIC research**

Then you know how crucial the services provided by SCIC are in keeping yourself or your family member hearing.

You might be surprised to know that SCIC does not receive funding to maintain any of these services.

In fact they are funded entirely by people like you!

SCIC needs predictable and secure funding so that it is able to continue to deliver our mission of helping deaf people hear.

Your commitment to make a monthly donation (regardless of the amount) will give SCIC that certainty.

To arrange to make your direct and effective personal contribution contact:

Barbara Howard  
Development Office  
9844 6805 or  
scicadmin@scic.org.au



**“In 2010, SCIC launched a Regular Giving Campaign and I'd encourage all to consider participating. Even the smallest pledge provides a steady and reliable source of income.”**

It's been a busy and demanding ten months since assuming the role of General Manager. A great deal of thanks go to my predecessor, Chris Rehn, who made the transition as painless as possible and who left the organisation in very good stead. Thanks also to all the staff at SCIC for their support and encouragement.

A record 345 surgeries were provided by SCIC in 2011 representing a 10% growth over the previous year. These increasing numbers place enormous strain on our resources so that we are particularly grateful when we receive support from the extended SCIC family.

In 2010, SCIC launched a Regular Giving Campaign and I'd encourage all to consider participating. Even the smallest pledge provides a steady and reliable source of income that enables SCIC to continue to provide quality services to all recipients.

Workplace giving is also a popular method by which supporters can make regular donations

from their pay, providing a tax deduction as well as reducing your income tax. Ask your employer if they support such a program and let us know – we would be happy to explain the benefits for both you and your employer.

Technology is something valued at SCIC and staff readily embrace what it can offer for improved outcome for recipients.

While SCIC continues to develop methods to easily and efficiently deliver our services even in remote locations, nothing can surpass the face to face individualised attention and we will continue to focus on this for each recipient at all locations.

Not only does this personal attention instil confidence in our recipients but we know better outcomes are achieved.

I am keen to meet as many of the SCIC family as possible. Please say hello if you see me around the building here at Gladesville.

**Rob McLeod: General Manager**

**On behalf of Team SCIC, thanks to everyone who sent words of encouragement and sponsored us in the city2surf.**

We had a great day with many members making PB's and are please to say that we have almost reached our target of \$24,070 - the cost of a cochlear implant.

Sponsorships are still being accepted, so with a little bit of luck we might just make it. Team SCIC



[www.everydayhero.com.au/team\\_SCIC](http://www.everydayhero.com.au/team_SCIC)

## News Update:

Due to exceptional workloads, there has only been one edition of Stay Tuned during 2011. With the new SCIC website scheduled to go live in late 2011, this edition of Stay Tuned reflects a move towards our new direction in bringing cochlear implant information to you – watch this space!



**Marilyn Barnes, cochlear implant recipient from Newcastle says she finds the SCIC music group really useful and encouraging. She recently went to a concert and reports it was much clearer than in her “early days”.**

Music is auditory cheesecake, an exquisite confection crafted to tickle the sensitive spots of at least six of our mental faculties.

**Steven Pinker.**

This was the quote used by SCIC audiologist, Polly Ballantyne as part of the first seminar series for 2011 to highlight the work SCIC is doing to support recipients with music appreciation and preliminary results of research to investigate factors that may contribute to musical appreciation.

Polly is being assisted by Louise Skelt, a volunteer audiologist from SCIC Canberra. Recipients Marilyn Barnes and Peter Cianchi are part of the music group and training sessions looking at how they can gain music appreciation using a cochlear implant in differing environments: listening to recordings or attending live performances. Further goals have been to tolerate the sound of particular instruments/voices and reconnect with the emotional content of music

Janet Kenyon, SCIC Canberra audiologist is developing a map that will help with music appreciation for recipients. The MUSIC Smartsound option seems to work well with some fine adjustments that have developed from trial and error, but Janet stresses that

adjustments are very individualised and may not work for everyone. Findings are being shared with all audiologists in the SCIC team.

The key messages for adults using cochlear implants, is that music may never sound like it did before losing hearing. However, as reported by Polly, by implementing some basic strategies, an appreciation of music can be developed. Practise, repetition and sharing of experiences seemed to assist all of the group participants.

Individual sessions have involved an assessment of music perception and appreciation. Recipients have had to follow a practise regime and have kept a music diary. These individual sessions have been supplemented by group sessions with 4-6 members who meet monthly to share common goals. Peter indicated that the sessions have been successful as prior to the onset of his Menieres Disease he had a very rich musical appreciation that he is slowly but surely reclaiming.

**Donations can be made online at [www.scic.org.au](http://www.scic.org.au)**

I would like to help SCIC give deaf people the chance to hear

Please accept my donation of  \$50  \$25  \$200  \$100  Other \$

I have enclosed a cheque/money order made payable to SCIC for \$

Please debit my/our  Amex  MasterCard  Visa card,

Name on Card:  Signature:

Number:  /  /  /  Expiry Date:  /

CCV No:  (last 3/4 digits of security number front or back of card)

Please send receipt to :  Mr  Mrs  Ms  Miss  Dr

Address:

Phone:  Email:

**Return to:** Development Manager  
SCIC  
P O Box 188  
GLADESVILLE NSW 1675

Please send me information on how to make regular gift to SCIC.  
 I would prefer that my donation to SCIC remains anonymous

Taxation Deductibility: All gifts over \$2.00 are tax deductible under item 2.1.1 of the Table 30-25 of the Income Assessment Act 1997.

# STAY TUNED

SCIC Newsletter: Gladesville, Newcastle, Canberra, Gosford, Lismore, Port Macquarie

September 2011

## Doors Open at SCIC Lismore



The Mayor of Lismore, Cr Jenny Dowell congratulates Professor Bill Gibson on the opening of SCIC Lismore

### The Mayor of Lismore, Cr Jenny Dowell officially opened the new SCIC Centre in Conway Street on 6 June 2011.

The opening of the centre represented a long held ambition of SCIC to take cochlear implant services to recipients living in the northern area of NSW.

Currently there are around sixty adult and thirty-five children in Lismore and the surrounding region who require the services of the centre and this number is expected to grow by 15% every year.

Lack of funding had hindered plans to establish the centre previously so SCIC was understandably thrilled when the Parramore Family Foundation agreed to sponsor the expansion of services in the region.

Support from the Foundation has enabled SCIC to secure suitable office space and undertake a fit out to accommodate the requirements of hearing impaired clients. Foundation support will also be available for the employment of qualified staff.

As Professor Bill Gibson, Director of SCIC remarked " ...we're over the moon that we can provide these services in Lismore and offer the same level of care you'd get in Sydney, Canberra or Newcastle."

We take the opportunity to thank the trustees of the Parramore Family Foundation for their commitment to help SCIC in the delivery of first class services for our local adults and children.

### Welcome to this special edition of Stay Tuned.

*"I appreciated the opportunity to have all clinical staff present which allowed for collaboration and building of unity"*

*"I appreciated that management communicated to the team that they are valued".*

So commented two of the forty staff members - admin personnel, surgeons and clinicians from all sites, following the recent SCIC clinical planning day.

The theme Consolidation and Preparing for the Future was chosen to give staff the opportunity to consolidate approaches and reinforce the principles that ensure the service SCIC provides is cutting edge and follows evidence based work practises.

While SCIC team members regularly communicate via our state of the art videoconferencing facility, the opportunity for "face to face" contact is invaluable in enabling discussion and resolution of issues through breakout sessions as well as for the establishment of working parties.

This year's planning days were particularly important given that in the past six months, SCIC has had eight personnel join our team. In this special edition of Stay Tuned we will introduce you to them as well as reacquaint you with several of our long-standing staff members.



hear together

SCIC PO Box 188 GLADESVILLE NSW 1675

Bldg 39 Old Gladesville Hospital via Punt Road GLADESVILLE

T 02 9844 6800 F 02 9844 6811 E scicadmin@scic.nsw.gov.au www.scic.org.au

Newcastle 710 Hunter Street NEWCASTLE WEST NSW T 02 4926 8100

Canberra 10 Rudd Street CANBERRA NSW T 02 6248 6492

Central Coast 46 A Mann Street GOSFORD NSW T 02 4324 2110

Lismore Suite 10A Conway Plaza, 21 Conway Street LISMORE NSW T 02 6622 5593

Port Macquarie Suite 6, LI Oxley House, 133-137 Gordon Street PORT MACQUARIE NSW T 02 9844 6800



## SCIC Gladesville

### Eleanor McKendrick (7) - Audiologist:

Eleanor has just returned to SCIC from the UK after being recruited in 2006 to develop and manage London's first new cochlear implant service in over ten years. Eleanor was based at St George's Hospital in South-West London where her role involved establishing necessary protocols for a pediatric and subsequent adult programme, coordinating as well as managing the multidisciplinary services, establishing networks and assuming overall clinical responsibility for assessment and post operative management of the cochlear implant recipients. Within her five years there, the programme had grown from five implanted patients to a projected case load of 30 – 40 patients to be implanted in 2011.

Eleanor is working on professional development and consolidation of clinical standards as well as maintaining a caseload of children and adults.

### Emma van Wanrooy (18) - Audiologist

Prior to working at SCIC, Emma worked with Australian Hearing for twelve years in a variety of roles. Half her time with AH was spent in research at NAL where she was involved in projects looking at Bimodal (HA + CI) Fitting, bilateral cochlear implants and the speech and language outcomes of

children with hearing impairment. Emma has worked clinically with both adults and children, particularly when she was the sole Audiologist at AH Wagga Wagga for over two years.

### Sharon Hurt (34) – Habilitationist

Sharon has joined **Melinda Johnson (27)**, **Kylie Chisholm (30)**, and **Andrea Gibbons (5)** in the Habilitation Team at Gladesville and will be supporting them in providing acute management of children and more recently some adults following cochlear implantation. Our habilitationists meet weekly using videoconferencing so that Rita from Canberra, Sarah from Gosford, **Fran Kelleher (16)** from Newcastle, Natalie Opitz from Port Macquarie can all join in.

**Administration:** Most of you would recognise **Lis Gale (17)** and **Elsbeth Brown**. Lis greets most of you on arrival and organises follow up appointments. It is through Lis and Elspeth's excellent coordination that everything runs smoothly at SCIC Gladesville.

**Leonarda Pemberton (2)** has been with us for many years now and has moved from reception to work on managing more of the behind the scenes functioning of SCIC.

**Stephanie Walker** is our Medical Secretary and she is supported by **Nidhi Thakkar (11)** providing contact with all Sydney based surgeons.

Theresa Spraggon who has a long association with SCIC and is now in semi retirement, continues to support SCIC a day a week in our accounts section.

**Clinical Support:** Due to the tireless work of **Lyn Jardine (24)** and **Sue Walters (6)**, SCIC recipients in the Sydney region are kept "on the air". Lyn and Sue provide all the troubleshooting for families and recipients, and even with the introduction of the Australian Hearing support centres for replacement parts, are still kept exceptionally busy making sure that all recipients have access to sound all the time. Newcastle and Canberra recipients are kept on air by their respective administrative and clinical teams with After Hours services in Sydney provided by Audiologist Amy Rehn (not present).

### CRC Research

SCIC is a support party of the Hearing CRC (Cooperative Research Centre) which is the commonwealth government research program whose mission is the prevent and to provide cutting edge options for managing hearing loss.

**Leanne Skinner (9)** is employed by the CRC at SCIC, and undertakes projects that investigate new technology and new criteria for cochlear implantation. Leanne is also the chairperson of the SCIC Research Governance Committee, this committee



meets every two months to review research projects being undertaken at SCIC and involving recipients either by SCIC personnel or other agencies. The purpose of this committee is to protect the privacy of recipients and their families and to ensure that all research conducted is of an ethical nature.

#### Family Counsellor

WE have been fortunate to have **Glenys Lindeman (38)** return to SCIC to fill the very important role of the Family Counsellor. Glenys has had many years of experience at SCIC prior to working overseas. Currently Glenys is overseeing the counselling at all of SCIC's sites, and is working to ensure that our new families have a smooth orientation toward cochlear implantation whilst existing families are equally important and can always feel free to contact Glenys to discuss any concerns or issues they may have

### SCIC Western Sydney

SCIC provides Paediatric services for Western Sydney from our new centre at Glenmore Park within the RIDBC facility. Senior Habilitationist Andrea Gibbons and **Audiologists Jane Brew (20)** look after one of the largest areas for recipients in the metropolitan area.

### SCIC Canberra

#### Rita Sutherland (19) - Habilitationist/ Speech Pathologist

Rita has joined SCIC Canberra's clinical team of audiologists **Anne Marie Crowe (12)** and **Janet Kenyon (21)** after recently moving from Perth. She will be case manager for new paediatric clients working closely with our paediatric audiologist to provide therapy sessions aimed at helping a child adapt to the cochlear implant signal and developing strong listening skills that provide the necessary foundation for speech and language development.

#### Dorothy Read (8) - Admin Assistant

Dorothy shares her role with Di Wright (Tuesdays) and Louise Wilks (Thursdays). Dorothy has a sound hearing services background as she worked for Australia Hearing for eight years as an Office Manager and also at AH's Head Office in Sydney as the National Claims Co-ordinator. After her move to Canberra in 2005, Dorothy worked for the Office of Hearing Services for five years before semi-retiring. Dorothy will be at SCIC on Mondays & Tuesdays while working for Audioclinic one day a week.

### South Coast

Based on the growing need in the Illawarra and Shoalhaven region, Audiologist, **Carol Amos (35)** makes regular visits that provide assessment, switch-ons and follow ups for cochlear implant recipients. Carol has recently returned from Europe where she received further training in device features.

### Riverina

Canberra staff maintain an Outreach program for Wagga Wagga three times per year. To ensure that children receiving cochlear implants in the area continue to make gains following the acute phase of their management, Senior Habilitationist Andrea Gibbons and Audiologist Jane Brew have initiated a professional development programs that supports local teachers working with these children.

### SCIC Gosford

Increasing demand in Gosford and Newcastle has resulted in the need to increase the administrative and clinical support provided by SCIC. Here is an

overview of our new team members who will join Sarah Wright (4) in providing services to the Central Coast:

#### Alison Gron (inset) - Administrative Assistant

Prior to working at SCIC, Alison worked with Australian Hearing for twelve years in a variety of roles including Hearing Centre Supervisor, Clinical Assistant, Area Manager and Business Assistant to the Regional General Manager. Alison is working at SCIC Gosford on Mondays and every second Tuesday and SCIC Newcastle on Fridays.

#### Vida Boyd (10) - Audiologist

Vida has worked as an audiologist for over 35 years. Until 2007 she worked at Australian Hearing Newcastle with paediatric and adult clients including complex cases and early fitting of hearing aid to babies. Since leaving Australian Hearing, she has been working part time in a private hearing aid clinic and is now delighted to be working part time at SCIC Gosford.

### Dubbo

Sarah Wright, although based in Gosford, has been instrumental in providing greatly appreciated habilitation support to recipients and professionals in the Far West region of NSW. Audiology support to Dubbo continues to be provided by Sydney based audiologists Jane Brew and Rachel Stawski who have a long-standing commitment to the Dubbo outreach program.

### SCIC Lismore

SCIC recently established a new centre in Lismore to better accommodate the cochlear implant needs of recipients living in the northern region of NSW. The centre is being supported by the Parramore Family Foundation and we take the opportunity to thank the trustees for their commitment to help SCIC deliver first class services for our local adults and children.

#### Jacqui Wilson (14) - Audiologist

Jacqui first qualified in Law before more recently undertaking retraining as an Audiologist. She has worked with Australian Hearing in the past and is rapidly taking on cochlear implant work as well as managing the Lismore Centre. Jacqui will be available on Monday, Tuesday and Friday for client appointments.

## Port Macquarie

**Natalie Opitz (25)** from our Port Macquarie office has recently moved to new premises that now allow her to offer more flexibility during school holidays and during work hours.

Nat receives audiological support from SCIC Newcastle and is currently developing the use of remote mapping to provide additional audiological services for the children she sees.

As well as delivering habilitation services from the Port Macquarie Centre, Nat also provides regular cochlear implant speech pathology services to Coffs Harbour, Taree and Newcastle.

## SCIC Newcastle

**Carmel Ramsey (15)** is senior audiologist and manager of the Newcastle centre.

**Carmel** with the clinicians from Newcastle, **Polly Ballantyne (36)**, **Maree McTaggart (13)** and **Fran Kelleher (16)** spend a lot of time on the road providing regular visits to Taree, Port Macquarie and Tamworth where Natalie Opitz joins them from time to time.

**Administration: Raelene Farrell (3)** manages the administrative support for the Newcastle centre and is assisted by Alison Gron and Maryann McKenzie.

## Electrophysiology

SCIC continues to set benchmarks for its expertise in electrophysiology. Our comprehensive testing prior to surgery to assist in identifying the extent and nature of the hearing loss, during the cochlear implant surgery to confirm the placement and the functioning of the cochlear implant, and after surgery to assess the performance with the cochlear implant are all procedures requiring highly skilled expertise.

The Electrophysiology Team is coordinated by **Dr Kirsty Gardner-Berry (22)** and Dr Halit Sanli. The team has vast experiences in all areas enabling results to be reviewed from a range of perspectives to ensure that interpretation and applications of findings promote clinical excellence. Staff can provide this service from all sites: Canberra - **Janet Kenyon (21)**, Newcastle - **Carmel Ramsey (15)**, Sydney - Kirsty, Halit, Jane Brew and Isabelle Bouisvert. - Halit and Isabelle were overseas when the team photo was taken. **Derek Moule (26)** has spent 9 months working at SCIC and has also been part of

the EP team. Derek is moving to QLD to pursue his music career.

## The elderly / single sided deafness

SCIC's longest serving Audiologist, **Monica Bray (29)**, continues to pioneer this area of cochlear implantation. Monica has devoted a lot of time in ensuring that the elderly benefit from the cochlear implant program and that these recipients received the support needed to maximise their quality of life as well as the cognitive stimulation they require for best outcomes. She has recently pioneered the first Single Sided Deaf recipient at SCIC and is working through a rigorous protocol to gather evidence to help determine the outcomes of this newly emerging area.

## Congenital Adults

With the broadening of cochlear implantation criteria, more and more adults who were born with congenital hearing loss, are investigating cochlear implantation. **Rachel Stawski (28)** is predominantly working with younger congenital adults who are receiving cochlear implants and making sure that expectations and outcomes are maximised.

## Surgeons

**Professor Bill Gibson**, Director of SCIC, is supported by eight other surgeons throughout NSW & ACT in undertaking the surgical needs of the cochlear implant program.

Professor Gibson operates at RPA Hospital, Childrens Hospital Westmead and the Mater Hospital North Sydney. **Associate Professor Catherine Birman** - Childrens Hospital Westmead, RPAH Hospital, Macquarie Hospital and The San; **Associate Professor Melville da Cruz (31)** - Westmead Public and Westmead Private; **Dr Simone Boardman** - Childrens Hospital Westmead; **Associate Professor Paul Walker** - Hunter Valley Private and John Hunter Hospital Newcastle; **Dr Robert Eisenberg** - Hunter Valley Private and John Hunter Hospital Newcastle; **Dr Peter Chapman** - The Canberra Hospital and John James Hospital; **Associate Professor Kelvin Kong** - Hunter Valley Private and John Hunter Hospital Newcastle.

## Related services

SCIC provides cochlear implant support for the various sites of RIDBC - Royal Institute for Deaf and Blind Children. Rachel Stawski visits Garfield Barwick School each term; Kylie Chisholm and **Mandy Hill (23)** provide regular services to the Welwyn Centre at North Rocks. Carmel Ramsey regularly visits Tingira, the RIDBC Hunter centre, and as mentioned above, services are provided in the RIDBC Nepean (Glenmore Park) centre.

Recently the Matilda Rose Centre for children who have needs in addition to deafness has been relocated to the War Memorial Hospital Waverley and receives audiological support from Colleen Psarros.

## Management team SCIC

**Rob McLeod (1)**, General Manager of SCIC; **Sharan Westcott (33)** - Clinical Manager; **Colleen Psarros (32)** - Research Manager and **Steve Pascoe (taking photo)** - ITC Manager work together to provide the support required for the SCIC team achieve the high standards of service delivery for which they aspire.

## Fundraising

SCIC is a non-profit, charitable organisation. Without fundraising SCIC would not be able to deliver the extensive range of services that is currently provided for recipients and their families. **Barbara Howard (37)**, our Development Manager is instrumental in instigating fundraising activities to support the work of SCIC and is available to discuss any fundraising ideas or offers you may have.

## Absent on maternity leave

Currently audiologists Paula Berkley and Nellie Roberts are on maternity leave. They are the proud mum's of Samuel and Jack respectively.



Samuel and Jack