



NATIONAL FOUNDATION FOR
Deaf & Hard of Hearing

Hearing Accredited PROGRAMME GUIDE

Helping you to transform your organisation into one that is inclusive of employees and customers who are Deaf or hard of hearing.

WHAT IS A HEARING
ACCREDITED WORKPLACE?

THE BENEFITS OF
THE PROGRAMME

WHAT DOES THE
PROGRAMME INCLUDE?

Start your Hearing Accredited journey today!

Over 880,000 Kiwis are Deaf or hard of hearing, and 38% are of working age (18-64).

If your organisation employs more than ten people, chances are at least one of your employees will have a hearing loss. How well are you accommodating your Deaf and hard of hearing team members to ensure they are able to perform their roles to their full potential.

It's not just your employees, your customers are impacted too. Every day, it is likely you are interacting with members of the Deaf and hard of hearing community without even knowing it. Are you giving them the best service possible?

If you don't have a proactive Deaf and hard of hearing awareness and accessibility policy in place, then you are likely to be missing out on valuable interactions between both your staff and your customers.

NFDHH's Hearing Accredited Workplace Programme helps your organisation identify these gaps and provides practical solutions to enable your workplace to become more inclusive.

Hearing loss by the numbers



880,000+*

New Zealanders are Deaf or have a hearing loss



11%*

of employees currently have a hearing loss.

300,000+*

working New Zealanders have a hearing loss and this is predicted to double over the next 3 decades (WHO).



of all hearing loss is preventable.

increase in youth hearing loss since the 1990's.

44%*

of people experience feelings of frustration at work.



90%*

of people with a hearing loss feel physically or mentally exhausted by the end of the day.



90%*

of people with a hearing loss experience feelings of depression, isolation or hopelessness at work.

29%* of all hard of hearing think that hearing loss could be linked to depression.

* NZ Trak Report 2018. NFD Dec 2018 Consumer Survey. World Health Organisation. Listen Hear! 2017.

Six Steps to Accreditation

STEP ONE: Introduction

To start your journey towards hearing accreditation, you will meet with our Programme Manager. You will also receive a login to Hearing Hub, an online library of resources that your team can work through to learn how to support team members or customers who are Deaf or hard of hearing.

STEP TWO: Lunch & Learn Workshop

As part of your annual accreditation, your organisation will participate in one Lunch & Learn workshop.

Select one workshop from the options below:

- Customised NZSL
- Hearing Awareness Journey
- Deaf Awareness and NZSL
- Supporting Deaf and hard of hearing customers
- Accessibility for Deaf and hard of hearing employees

Lunch & Learn workshops take place online, for 30 minutes.

STEP THREE: Partial Accreditation

Partial accreditation will be awarded at the completion of step two. Your organisation will receive a logo that can be added to your website, signifying your hearing awareness journey.

STEP FOUR: Hearing Awareness Workshops

After completing partial accreditation, your organisation will participate in one 1-hour hearing awareness workshop. Select one workshop from the workshops below:

- Customised NZSL
- Hearing Awareness Journey
- Deaf Awareness and NZSL
- Supporting Deaf and hard of hearing customers
- Accessibility for Deaf and hard of hearing employees
- Bespoke

Note: can be held face-to-face in Auckland, or online.

STEP FIVE: Yearly Hearing Screening

Hearing Screenings: Regular hearing screenings are important to assess how your team's hearing health is going and help to pick up any potential hearing loss.

Screenings involve online or self-service kiosks that your team can access over the week. We recommend your organisation book their hearing screening at the same time as you book your workshop, however, the hearing screening can be completed anytime throughout the year.

STEP SIX: Full Accreditation

You are now fully accredited! You will receive the Hearing Accreditation logo, a certificate, recognition on our social channels and website.

NFDHH will also work with you to create a case study that highlights the solutions your workplace have put into action to better accommodate Deaf and hard of hearing employees and customers.



STAYING ACCREDITED

Once your organisation is fully Hearing Accredited, you'll move into the Hearing Accredited Maintenance Plan which will ensure your organisation continues its commitment to being a Hearing Aware workplace and includes one 1-hour Hearing Awareness workshop. Free annual hearing screening included.

Helping you and your team to become more inclusive of hearing loss in the workplace.



“WSP in New Zealand is proud to have committed to becoming a Hearing Accredited Workplace. One of our core focus areas is taking steps to create a positive and inclusive environment for employees, suppliers, and clients with hearing loss.”



“This initiative has helped us become more aware of the experiences of hearing loss and to be more inclusive of our customers and employees who are Deaf or hard of hearing.”



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Find out more:

www.nfdhh.org.nz/become-hearing-accredited



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