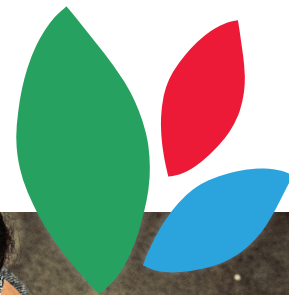


Hearing Accredited Programme Guide



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



WHAT IS A HEARING ACCREDITED WORKPLACE?



THE BENEFITS OF THE PROGRAMME



WHAT DOES THE PROGRAMME INCLUDE?



NATIONAL FOUNDATION FOR
Deaf & Hard of Hearing

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 Zealander's have a hearing loss and this is predicted to double over the next 3 decades (WHO).

30%*

of all hearing loss is preventable.

30%*

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.

29%*

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

90%*

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

Seven Steps to Accreditation

STEP ONE:

Introduction

To start you on your journey towards hearing accreditation, we will meet with you in person and perform a complete workplace assessment. You will also receive a login to the 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:

Workshops & Hearing Screening

As part of your annual accreditation process, your organisation will have the opportunity to take part in two workshops and a hearing screening week.

Select two workshops from the options below:

- Hearing Awareness Journey
- Deaf Awareness and an Introduction to New Zealand Sign Language
- Supporting Deaf and hard of hearing customers
- Accessibility for Deaf and hard of hearing employees

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 self-service kiosks that your team can access over the week. We recommend your organisation book their Hearing Screening week at the same time as you book a workshop.

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.

In recognition of your commitment to becoming hearing aware, your organisation's upcoming vacancies will also be featured on NFDHH's job board, which is viewed regularly by our community.

STEP FOUR:

Action

Together we will help you to put some of the key areas that have been identified within your organisation for improvement into action. At the end of this step you'll complete an online checklist to determine what improvements have been made and what areas require further work in the future.

STEP FIVE:

Hearing Awareness Assessment

A practical test is provided to check your hearing awareness knowledge. This will be based on the topics we have covered together in step 2 and step 4.

STEP SIX:

Declaration

A commitment is made by your organisation to be a Hearing Accredited Workplace.

STEP SEVEN:

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 two workshops and free hearing screening annually.



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



“We are committed to ensuring that we are minimising hearing loss for our existing employees and also are inclusive to employees who are Deaf or Heard of Hearing.”



“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 at: nfdhearinghub.org.nz



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