

## Feedback on the Hearing & Deaf Support Service

---

Feedback from anyone who has accessed our service is appreciated and carefully considered. If you would like to provide us with some feedback or suggestions for how we can develop and improve our services, please contact us.

## Contacts

---

For more information, the Hearing & Deaf Support Service can be contacted as follows:

Advisory Teacher of the Deaf/Audiologist working in Education  
Education Support Team  
Education Department  
PO Box 142, Highlands Campus  
JE4 8QJ

**Team Secretary:** Jill Le Monnier

**Tel:** +44 (0)1534 449452

**Email:** [jlemonnier@gov.je](mailto:jlemonnier@gov.je)



# The Hearing & Deaf Support Service

## What is the Hearing & Deaf Support Service?

---

The Hearing & Deaf Support Service (HDSS) provides an island wide, family-friendly service for children and young people 0 to 19 years with a diagnosed hearing loss.

## Who works for the Hearing & Deaf Support Service, what do they do and how might they work with my child?

---

All children with an established diagnosis of hearing loss have access to a Teacher of the Deaf (ToD). The role of the ToD is dependent on the individual needs of the child and their stage in education. Decisions about support allocation are made on a case by case basis against agreed criteria. As a minimum, all children's academic progress and social inclusion is monitored from diagnosis to their exit from education. Some children will need direct services by a ToD including specialist assessment and teaching. ToDs also have an advisory role working in partnership with mainstream colleagues, facilitating the successful inclusion of children with a hearing loss. This includes deaf awareness and inset training in supporting mainstream colleagues' understanding of children's hearing, language and learning needs. In the early years particularly, ToDs will work closely with parents and families supporting their understanding of hearing loss, equipment involved and also the learning needs of their child. In addition, ToDs play a key role in coordinating inter-agency partnership, working very closely with teams of professionals both on and off-island, for example with colleagues at UK paediatric cochlear implant centres.

Audiologists carry out hearing tests, determine the level and type of hearing loss and discuss with parents the options available. As well as fitting hearing aids, audiologists will advise and provide other hearing assistive technology, e.g. FM systems and soundfield systems in schools and evaluate the benefit of all hearing technology to ensure effective amplification. The audiologist working in education provides an important link between the Health and Education departments.

Speech and Language Therapists (SaLTs) assess and monitor understanding and use of language, listening skills, speech production and vocal skills of children. They provide advice to staff and parents and intervention programmes for children according to assessed needs. The British Sign Language (BSL) tutor teaches signs to children to support spoken language and mainstream curriculum, BSL Curriculum levels 1 and 2 in the Total Communication Centres schools for all pupils and staff. The tutor provides a deaf adult role model, raises deaf awareness and promotes deaf culture with ion the schools' communities. Keyworkers with deaf specialism meet daily to discuss the communication, audiology and deaf awareness needs of children in the classroom to provide access to the curriculum.

Other professionals that the Hearing and Deaf Support Service may work with include:

- Educational Psychologists
- Senior Practitioner with dDeaf and Hard of Hearing Children & Adults Social Worker
- Lip Reading Tutor
- The extended dDeaf community

## How can I get access to the Hearing & Deaf Support Service?

---

Following diagnosis of a hearing loss the Audiology Department sends a referral to the Education Department.