



**ANNUAL IMPACT REPORT**  
**MARCH 2018 – FEBRUARY 2019**

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## LETTER FROM THE CEO

### Dear Reader,

2018-2019 was a very positive year for the hearX Group. Our global reach now encompasses 38 countries whilst the number of tests done with our solutions have more than doubled. Importantly, our direct impact projects reached 59% more people compared to the previous year.

With a strong company purpose and strategic intent anchored in our values – quality innovation, people-first and trust, we continue working towards our vision of 'healthy hearing for everyone, everywhere'.

We remain focused on implementing responsible and sustainable solutions to create affordable access to hearing health. After scaling to a few underserved communities in South Africa during the previous financial year (2017-2018), we shifted gears during 2018-2019 and aimed to mature our services and to increase project efficiency. This report will provide you with an oversight of our journey and showcases some of our highlights.



The growth and impact we have achieved over the past year would not have been possible without the dedication of our board; our ever-growing hearX team; our committed partners and of course – our funders. We are eternally grateful.

*“Innovation is change that unlocks new value” - Jamie Notter*

Looking ahead, we are excited to continue unlocking value through our solutions and services and remain committed to excellence!

- Nic Klopper  
CEO, hearX Group

# 1

## OVERVIEW

The hearX Group is an award-winning start up with the mission of providing affordable access to hearing healthcare using mHealth solutions that anyone can use, anywhere.

### 1.1 | Our global reach

hearX products are used in **38 countries globally**

More than **500 000 tests** have been conducted with our technology

**99 108**

hearing screenings

**34 814**

hearing tests

**43 918**

vision screenings

**540**

hearScope users

**134 438**

patients created on mHealth

**26 729**

hearing screenings at hearKiosks

**115 386**

online hearing screenings via hearDigits

**57 962**

hearing screenings done via hearZA app



# 2

## 2018-2019 ACHIEVEMENTS AND HIGHLIGHTS

### 2.1 | hearX managed projects - overview of 2018-2019 results

People reached **18 437** **45%** hearing screening  
**55%** combined sensory screening (hearing & vision)

Facilities reached **374** schools  
 early childhood development centres  
 community clinics

Jobs created **7**

People trained to use our technology **109** school health nurses  
 lay persons  
 community health workers

## SECTORS REACHED

health  
 education  
 early childhood development

## 2.2 | 3rd party projects supported by hearX



**Philippines** | Children's Hospital Colorado



**Australia** | Deadly ears



**Haiti** | Vanderbilt University & Hear the World Foundation



**Kenya** | Vanderbilt University & Hear the World Foundation



**America** | Harvard Medical School



**Lesotho** | Partners in Health



**Peru** | Partners in Health



**Kazakhstan** | Partners in Health



**Ethiopia** | Partners in Health



Worldwide genomics research

**94 000 ONLINE HEARING TEST  
CONDUCTED TO DATE**

## 2.3 | Awards

# Google Impact Challenge

Top 12 finalist in the 2018 Google Impact Challenge South Africa for our 'Ears and Eyes for Education' (3E) programme.



## Afrisam/ SAIA award

Winner of AfriSam/SAIA award in the category of sustainable community projects by the AfriSam Sustainable Architecture and Innovation Awards (SAIA) – Tirelo Bosha project.

# 3

## PROJECTS

### 3.1 | Local impact projects

In 2018-2019, we had three active projects in South Africa - in Tembisa, Tshwane and Cape Town (Khayelitsha & Mitchell's Plain) respectively. Our community-based project focus was on maturing our services and increasing project efficiency and outcomes. We strive to scale our projects in a sustainable and locally-responsive manner and customise it according to the unique context of the community.



This year, our projects reached **18 437 people**



**59,3%** increase compared to the previous year



#### We implement our projects through:

- Innovative service delivery models
- Strong local partnerships
- Affordable and easy-to-use mHealth technology
- Empowerment of community members



## 2018 - 2019 results

### TIRELO BOSHA, TSHWANE (GAUTENG)

8 265 adults & children reached (hearing screening)

- 16.4% referral rate
- >100 people trained in hearing screening

The Tirelo Bosha project was initiated to identify children and adults in the greater Tshwane area with hearing loss and provide them with appropriate intervention services. hearX Group in partnership with UP Enterprises and City of Tshwane aimed to screen 13 500 (children and adults) over a period of 18 months (ending August 2018). 80 ward-based outreach teams, 24 school health teams, 9 clinics, 2 hospitals as well as student teams from the University of Pretoria were involved. The hearScreen and hearTest solutions were provided to these teams and hearing screening was offered at primary healthcare facilities, schools, early childhood development centres and during community-based home visits. Referral pathways were established and relationships formed with the local audiologists so as to provide access to and improve existing hearing healthcare services, specifically in underserved communities in Tshwane.



The Tirelo Bosha project successfully surpassed the overall screening target with a total number of 14 750 individuals screened over the full 18-month project period. Adults and children affected with both permanent and conductive hearing loss have been reached and empowered to take action.

*"I think that this project is a great initiative as it is bringing the services to the people. This project allows the services to reach people in the comfort of their homes and avoid the queues and long waiting times at their local hospitals and clinics. It will be great to see these services expand to other regions and even nationally!"*

*- Sister Olga Seane, School Health Nurse*



## DIAGEO, TEMBISA (GAUTENG)

## 2018 - 2019 results

hearX Group in partnership with PHEME Consulting Group (implementation partner) aim to advocate for the children living in Tembisa- enhancing access to healthcare services. The project aims to screen the hearing and vision of 5 000 children in Early Childhood Development Centres (ECDs) and primary schools over a 24-month period (ending July 2019). Children who 'refer' the screening are linked to local clinics for diagnostic tests and intervention services. The screening team also creates awareness regarding the importance of healthy hearing and vision for healthy learning amongst teachers and parents. The project exceeded monthly goals throughout the reporting period with a total of 3568 children screened. This brings the total number of children screened from the start of the project to 5186 children, exceeding the overall project goal in just 19 months.

### 3568 children reached (hearing & vision screening)

- 2.9% referral rate
- 3 people employed
- 2 children fitted with hearing aids
- 31 children fitted with spectacles

*"I have learnt a lot about children, I now know better when a child might have hearing problem. I am able to give advice to a parent because most of us (people from my culture) are not aware of these kinds of things. I also learnt how wonderful it is to work with a team because we come up with different ideas."*

- Linah Mahlangu, Screener



Ofentse, 6, who was identified with severe vision impairment and fitted with spectacles.



## EARS & EYES FOR EDUCATION (3E), CAPE TOWN (WESTERN CAPE)

In this project, the hearX Group is partnering with the Carel du Toit Centre & Trust (implementation partner), Hear the World Foundation (funding partner) and the University of Pretoria (research partner). They are joining forces to provide 10 000 pre-school children (5-6 yrs) with access to sensory screening (hearing and vision) over a period of 24 months (ending June 2019). The services are offered at Early Childhood Development (ECD) facilities and the hearScreen and Peek Acuity applications are used. The team works in close collaboration with various NGO's that are active in the early childhood development sector within in the targeted communities. Children requiring diagnostic and intervention services are referred to existing governmental services in the area. Over the past 12 months a total of 6604 children were screened, bringing the total number of children reached since the inception

## 2018 - 2019 results

### 6604 children reached (hearing & vision screening)

- 5.3% referral rate
- 4 people employed
- 2 children fitted with hearing aids
- 45 children fitted with spectacles



*"We thought that something was wrong with Fiyinfoluwa but didn't know what it was or how we could help him. When we found out it was a hearing loss, we were relieved. The hearing aids have helped a lot and we can see the difference since he has been wearing them. He can even hear very soft sounds. He can hear us when we call him from far."*

*- Parent testimonial*

Fiyinfoluwa, 6, being fitted with hearing aids.

### 3.2 | Innovative models to increase awareness and access to hearing healthcare

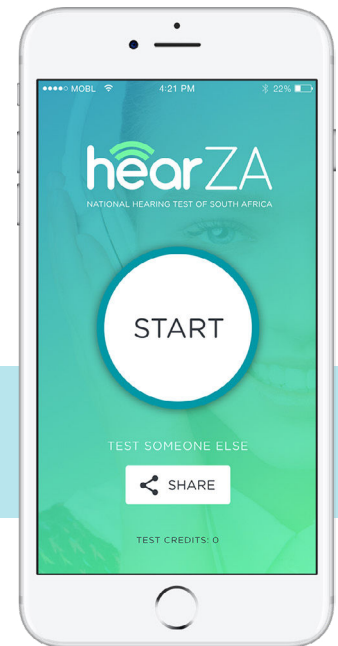
In addition to our community-based projects, we continue driving innovative models focused on increasing public awareness as well as increasing access to hearing healthcare.



#### NATIONAL HEARING TEST OF SOUTH AFRICA

- FREE application on iOS & Android platforms
- Accurate detection of hearing loss
- Linking to hearing health providers
- Personalised hearing health tracking

**57 962** tests to date



#### A SELF-TEST KIOSK TO SCREEN FOR HEARING LOSS

- Creates access and awareness in new alternative settings (i.e. pharmacies, waiting rooms, etc.)
- Accurate identification of potential hearing loss
- Linking to hearing health providers

In October 2018, hearX launched a **shared kiosk project** across 33 sites in South Africa. It is done in partnership with a pharmacy group, hearing aid manufacturer and local audiologists. Members of the public can conduct a FREE hearing screening whilst visiting the pharmacy and are then linked to professional care in their area.

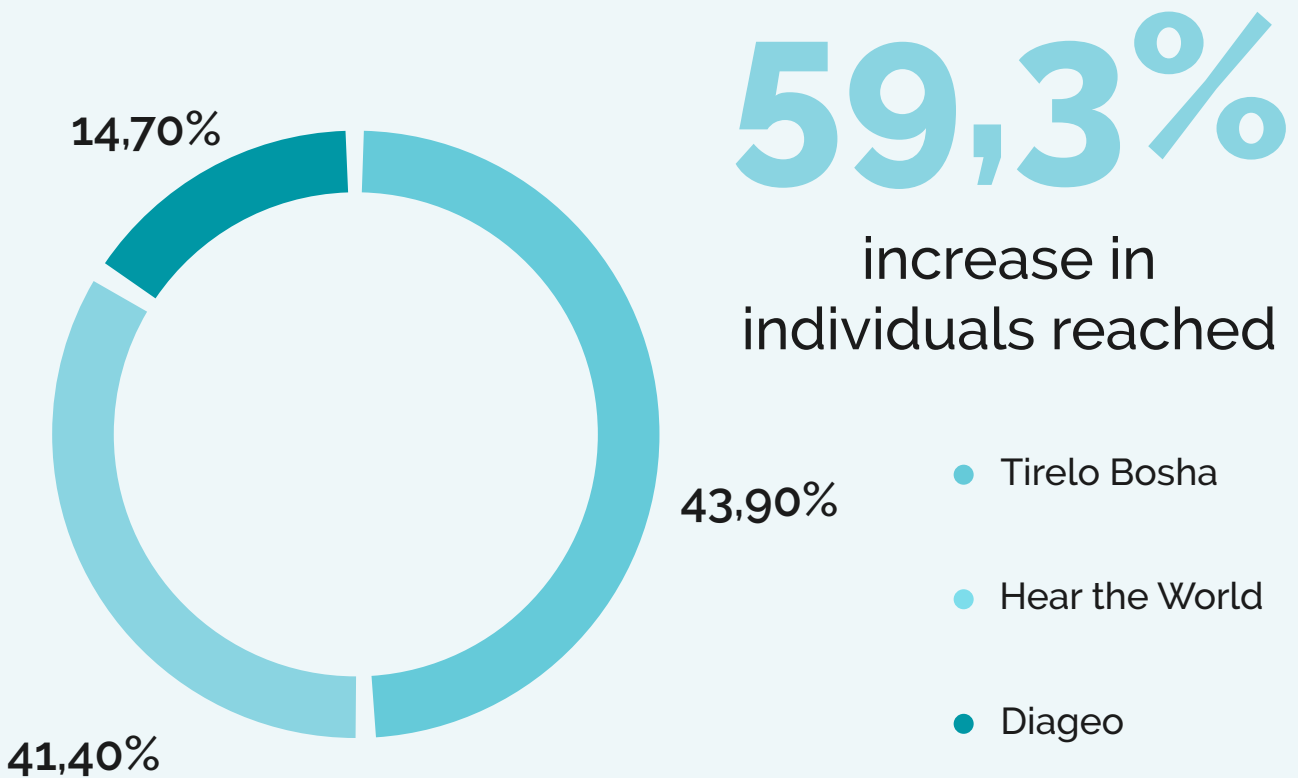
**3 057** tests to date

# 4

## FINANCIALS

### Financial Overview

During the reporting period (March 2018-February 2019), revenue was secured through three grant funded projects, all in their second year of implementation. Although total grant funding revenue decreased by 36% compared to the previous period, the number of individuals reached through the supported projects increased by 59,3%. Revenue is used against pre-approved project budgets and covers technology, development, human resources as well as implementation costs.



*Figures in Dollars*

Tirelo Bosha	14, 334.00
Hear the World Foundation	40, 418.00
Diageo SA Empowerment Trust	42, 857.00
<b>Total Revenue</b>	<b>97, 609.00</b>

# 5

## LOOKING AHEAD

Grateful for both the achievements and challenges of the past year, we are determined to continue growing, improving and innovating in the year ahead. In order to drive impact our focus will remain on increasing access to and affordability of hearing health services whilst striving for sustainable change.

Exciting developments are underway, and we look forward to the new partnerships, projects and team members that will join us on this journey:

### MARCH '19

#### WORLD HEARING DAY 2019

The launch of an exciting initiative to increase world wide access to hearing screening.

### APRIL '19

#### GOOGLE IMPACT CHALLENGE

Kick-off of our GIC projects!

Google Impact Challenge

### JULY '19

#### LAUNCH OF NEW COMMUNITY-BASED PROJECTS

First projects to be implemented through the hearX Foundation. We look forward to scaling our local impact projects with new and existing partners.

hearX  
foundation

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## ACKNOWLEDGEMENTS

The hearX Group would like to acknowledge and sincerely thank the following individuals and organisations:

- Our board and advisors
- Our funders: Hear the World Foundation, Diageo South Africa Development Trust, Tirelo Boshu & DPSA
- Our implementation partners: Carel du Toit Centre & Trust, PHEME Consulting Group, UP Enterprises
- Our community-based partners: The various NPO/NGO's that support and guide our projects
- Our research partner: University of Pretoria
- Our national and provincial government departments involved in our projects
- Our solution partner: Peek
- Our hearX team – especially our project managers and administrators that were responsible for the projects reported here

- *hearX Group*

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To learn more about us, please visit [www.hearXgroup.com](http://www.hearXgroup.com) or contact us at [info@hearXgroup.com](mailto:info@hearXgroup.com)