

# Bring Your Hearing Back to Life



*Ear & Hearing*  
AUSTRALIA

Helping people hear better for life



# A new lease on life

Welcome to Ear & Hearing Australia. Congratulations on taking the first step to bringing your hearing back to life.

At Ear & Hearing Australia, our team of qualified audiologists is dedicated to assessing your hearing loss and providing the best solutions for your needs.

We understand the difficulties you face in everyday situations and that acceptance of a hearing problem is the first step on your road to hearing rehabilitation.

We'll help you find a solution for your hearing loss so you can get back to leading a full and happy life.

Everything we do is driven by our steadfast commitment to our client's needs. Everyday, we take pride in upholding our core company values:

- **Service:** our exceptional client service is what keeps our clients coming back
- **Passion:** we are passionate about helping people bring their hearing back to life
- **Professionalism:** our Audiologists are the best in their field
- **Value:** we aim to provide our clients with the best and most affordable hearing solutions

Ear & Hearing Australia offers personalised care, individual attention and exceptional after care service along with a comprehensive range of the best hearing aid brands available.

We hope you find this brochure helpful on all manner of hearing-related topics. On behalf of the staff at Ear & Hearing Australia, we look forward to seeing you soon.

**Moh Dadafarin**  
Chief Audiologist





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# Hearing Loss



### It's more common than you think

Hearing loss is becoming more and more common, particularly among Australians over the age of 70. A recent report by Access Economics\* found that one in six Australians are affected by some degree of hearing loss with higher rates occurring as people age, increasing to three in every four people aged over 70 years. This number is projected to rise to one in every four Australians irrespective of age by the year 2050 (approximately 8 million people).

The biggest hurdle for people with hearing loss is to acknowledge there's a problem and then accept that something needs to be done.

Many people with mild to moderate hearing loss are actually unaware they have a problem. Hearing loss can be a gradual process and it may take years before a person notices the impact on their communication skills. Often family or friends are the first to recognise the problem.

If you suspect that you or a loved one may be experiencing hearing loss, early detection is important. First, consult an Audiologist for a hearing assessment. They will work with you to find the best solution for your needs.

Today, thanks to constant advances in hearing aid technology, there are many ways to help people with hearing loss start enjoying their life in a much fuller way again.

*\*Source: 'Listen Hear! The economic impact and cost of hearing loss in Australia', Access Economics, Australia, February 2006.*

### Coming to terms with Hearing Loss

A bird chirping, wind rustling, your grandkids' laughter or the joy of a spirited conversation. These are just some of the little things a hearing person takes for granted.

Being able to converse with family and friends, watching a favourite TV show without the volume turned up to maximum and cautionary sounds such as car horns and walking signals are just some examples of how good communication is fundamental to everyday life. When these sounds disappear it can seem overwhelming.

What we don't realise is that for most of us having regular health check ups with our doctor is a normal part of our lives however as with other parts of our bodies changes occur to our hearing throughout our lives, and regular check-ups are needed to protect and care for our hearing.

At Ear & Hearing Australia we understand the frustrations and emotions of dealing with hearing loss and we're dedicated to helping you on your road to hearing rehabilitation. We cannot bring your actual hearing back, however we can help you rediscover the day-to-day sounds and conversations that you've been missing out on.

Even if you think there is nothing wrong with your hearing, a check up is a good idea. It will set the standard so that any deviations from this can be picked up quickly with follow-up check-ups every 2 years.



## Do I have a Hearing Loss?

Many adults experience hearing loss gradually, often due to the natural aging process or long exposure to loud noise. Hearing loss can also be a sign of more serious health problems!

If you suspect that your hearing is not as good as it used to be, the following questions may help you to make a simple evaluation and determine if you need to have a further hearing assessment:

- 1 Do you hear better with one ear than with the other?
- 2 Do you have trouble following the conversation when two or more people are talking at the same time?
- 3 Do you have difficulty hearing over the telephone?
- 4 Do people complain that you turn the TV volume up too high?
- 5 Do you have to strain to understand conversation?
- 6 Do you have trouble hearing in a noisy background?
- 7 Do you have trouble hearing in restaurants?
- 8 Do you have dizziness, pain, or ringing in your ears?
- 9 Do you find yourself asking people to repeat themselves?
- 10 Do some people you talk to seem to mumble (or not speak clearly)?
- 11 Do you sometimes misunderstand what others are saying and respond inappropriately?
- 12 Do you sometimes have trouble understanding the speech of women and children?
- 13 Has someone close to you mentioned that you might have a problem with your hearing?

How did you go? Answering **"YES"** to any of the questions may mean that you have a hearing problem. Answering **"YES"** to several questions strongly suggest you should have a hearing assessment by an Audiologist.

### **What Help is Available?**

The good news is that there are many different options available to help people who have a hearing loss. The first step is to make an appointment and have a full hearing assessment conducted by a qualified Audiologist. Once your hearing loss has been assessed the next step is to discuss the hearing devices best suited to your individual needs.

Ear & Hearing Australia employs only University trained Audiologists so you know that you are being cared for by the best in the field. Unlike some hearing centres, we are not aligned with one hearing aid manufacturer and therefore offer the best hearing devices for each individual.

### **Why choose Ear & Hearing Australia?**

Our professional, friendly and caring staff take immense pride in finding hearing solutions and providing ongoing care for every one of our clients. We also deliver a wonderful range of services which really sets us apart from other hearing centres:

- we provide expert advice and full hearing assessments by University-trained Audiologists
- we are an accredited Work Cover provider
- we are a member of the Audiological Society of Australia (ASA) and the Health Insurance Commission (HIC)
- we are government accredited to provide FREE hearing aids and services to eligible pensioners and veterans
- we are independently owned and operated and do not align ourselves with any hearing aid manufacturers. Instead, we offer the best solution from a wide range of manufacturers
- we offer a 30 day trial period on all hearing aids
- we offer an After Care Rehabilitation program which includes Hearing Workshops to provide additional support to our clients - especially those who are wearing hearing aids for the first time
- we offer unlimited free consultations and adjustments for 12 months on all new hearing aids
- we offer discounts on future tests, batteries and other accessories
- we give you the choice of an interest-free payment plan

# What our clients say?

*This is to convey my thanks to you for the efficient and courteous manner in which you have attended my wife's hearing difficulties. You have been kind, thoughtful and patient and accordingly the hearing aids have been accepted quite quickly and to great benefit. I have and will continue to recommend your company – Ear & Hearing Australia – to my friends and others.*

**Mr R Patterson – Balwyn**

*When I suddenly lost my hearing at age 39, I discovered I lost more than my hearing. I began to feel very isolated and started withdrawing from social gatherings and friends. I also felt I had lost my dignity. People would assume that because I couldn't hear, I must also have something mentally wrong and was often treated as "simple". I began to feel very paranoid, thinking that people were talking about me; I couldn't even hear my husband when he spoke on the phone, which fed into my paranoia. I often felt frustrated and alone. It wasn't until about four months later, when I had an appointment with Moh, my audiologist from Ear and Hearing Australia, that I could actually regain most of my hearing through the use of hearing aids. I heard my first few words for months! How I felt was indescribable. My depression lifted instantly and I couldn't resist throwing my arms around Moh and giving him a big hug! Ear and Hearing Australia and Moh made it possible for me to return to a normal life and I can't thank them enough.*

**Julianne Reece - Belgrave**



In February 2008 I finally got over my reluctance and spoke with Moh Dadafarin at Ear Hearing Australia about my poor hearing. I had known for about five years that I needed hearing aids but put it off in the hope that the problem would go away. Moh tested my hearing, explained about the loss of hearing and that even though the damage could not be rectified it could be helped with the latest in computerised hearing aid technology. At the time I was sceptical about the ability of the aids to improve my hearing overly much after 45 years of missing out but was at the desperate stage of not hearing 75% of most conversations and reduced to nodding my head although I had no idea what people were actually saying. After putting in the aids the difference was instantaneous. I could hear people talking to me, noises I had never heard before (computers humming, air conditioning working) and even discovered the sound of wildlife around Kew Junction. I do not know how to say it any other way but "it changed my life" - people are no longer abrupt with me because they get fed up with me not understanding them, family no longer badger me and best of all the world is a better place now.

**J Klein - Kew**

Even with long standing hearing impairment and an elder sister with more profound hearing loss and dependency on hearing aids, the choice I made to purchase hearing aids was not an easy one. It was the right one though. My hesitancy in terms of feeling 'different' and 'stared at' was quickly cast aside as I, and all those around me, noticed the vast improvement in my hearing and ability to communicate. Not without some 'wearing-in' difficulties (which were all explained beforehand and treated with extreme compassion and understanding upon review), the simple, taken-for-granted things like the ring of a telephone, the doorbell and the chirp of birds have now become part of my life again. I feel I can communicate in groups once again - opening up doors that were once seemingly bolted shut. A very professional team at Ear & Hearing Australia - enormous thanks to all.

**Dr S. Down - Nth Balwyn**



# Our Services

## Hearing Assessments

Ear & Hearing Australia employs only University qualified Audiologists. We perform assessments ranging from a preliminary hearing test, through to complex audiology assessments and offer on-going support and rehabilitation programs:

These include:

- preliminary hearing tests
- diagnostic audiology assessments
- tailored hearing rehabilitation programs
- hearing-aid supply, fitting and maintenance
- hearing workshops for rehabilitation
- on-going support & after-care service



## Hearing Aids

We specialise in hearing aid fittings & provide a wide range of hearing aid instruments across all brands and models including:

- completely-in-canal
- digital, programmable and conventional hearing aids
- automatic, remote control, and volume control hearing aids
- multi-channel compression hearing aids
- multi-program hearing aids
- multi-mics and directional hearing aids
- CROS & BICROS hearing aids
- assistive hearing devices
- bluetooth & wireless technologies

We help you to choose the right type of hearing aids based on the degree and type of your hearing loss, your hearing difficulties, your hearing needs, your lifestyle and your budget.

Our aim is to enhance your quality of life by helping you hear better!

We can achieve this because we:

- focus on your specific hearing needs after giving you a comprehensive assessment to examine all medical aspects of your hearing loss
- explain our findings and discuss the medical and non-medical aspects of your hearing loss

- Discuss all your treatment options with you and involve you in the decision making process
- Don't simply fit you with a hearing aid; we give you the best support all through the adaptation period.

## 30 Day Trial

Ear & Hearing Australia are committed to ensuring all our clients are 100% satisfied with their hearing aids and therefore we offer a no questions asked 30 day trial period on all hearing aid purchases. Call us today to book a no obligation appointment.

## Interest Free Payment Plan

Our Interest Free Payment Plan allows you to take your hearing aid purchase on the day and spread the cost over time. There are no hidden fees or interest charged and we certainly don't ask you any embarrassing questions about your life or your income either. Almost anyone can use our payment plan as long as you meet our simple criteria.

Call today to arrange an appointment and to find out more about our Payment Plan.

Terms & conditions apply.



### **Repairs, Maintenance and Battery Supply**

Ear and Hearing Australia provides repair and maintenance to all major brands of hearing aids. Most repairs are done in-house. However, in some cases, the aid may be sent to the manufacturer. A loan aid may be provided while your hearing aid is under repair.

We provide our clients with quality batteries for all types of hearing aids at very competitive prices. Order your batteries over the phone and we will post them to you.

There is no cost to WorkCover clients for the above services; the cost is covered by the WorkCover insurer.

### **Pensioners & Veterans**

We are accredited to provide government funded hearing services to eligible pensioners and veterans. Eligible people are entitled to the following services, at no cost, by applying to the Office of Hearing Services:

- comprehensive hearing assessment
- hearing rehabilitation, including supply and fitting of standard hearing aids

### **Who is Eligible?**

You are eligible for a hearing services voucher if you are an Australian citizen or permanent resident aged 21 years or older and meet one of the following criteria and you are:



- a Pensioner Concession Card Holder
- receiving a Sickness Allowance from Centrelink
- the holder of a Gold Repatriation Health Card (DVA) issued for all conditions
- the holder of a White Repatriation Health Card (DVA) issued for conditions that include hearing loss
- a dependant of a person in one of the above categories
- a member of the Australian Defence Force; or
- undergoing an Australian Government funded vocational rehabilitation service and you are referred by your service provider.

Eligible people may also obtain maintenance for their hearing aids, which includes a regular supply of batteries, upon payment of an annual contribution fee (some veterans may be exempt). First, you will need to apply for a hearing services voucher. Application forms are available from your doctor or we can send you one. If you already have a voucher, simply contact us to make an appointment. If you do not have a voucher we can help you to apply, free of charge.

### Top Up Arrangements

The hearing services voucher entitles you to a free hearing aid, and also enables you to pay an

additional “Top Up” fee to choose a hearing aid device with more advanced features;

The additional features of a “Top Up” device can include:

- smaller more discreet models allowing for better cosmetic appearance
- more advanced adaptive directionality for clearer hearing in noisy situations
- multiple programs for specific listening situations
- more advanced noise management systems to reduce background noise
- data logging and data learning
- binaural synchronization and co-ordination for both ears to work together
- more channel processing for clearer sound quality

Your Audiologist will be able to discuss in more detail the benefits you may receive from the additional features of “Top Up” hearing aids.

### WorkCover Hearing Services

Ear & Hearing Australia is a WorkCover accredited provider. If you have lost your hearing at work, and have an established claim for this injury, you could be entitled to receive a full range of hearing services at no cost to you. We can assess your hearing and hearing needs and provide you with the most appropriate hearing instruments (if necessary) on behalf of the WorkCover insurers.

## **Industrial Audiology Services**

We provide services to both industrial employees and employers. These services include:

- pre-employment hearing tests
- routine hearing tests for employees
- comprehensive diagnostic hearing assessment
- supply and fitting of noise plugs
- workers' Compensation assessment

## **Tinnitus Management**

We are qualified in tinnitus management and have completed a full training in Tinnitus Retraining Therapy (TRT), the most successful treatment method used throughout the world. After a thorough examination of your case history, one of our Audiologists will perform a comprehensive hearing and tinnitus assessment. The Audiologist will then explain the nature of your tinnitus and discuss treatment options with you. Next, the Audiologist will plan the treatment based on the type and severity of your tinnitus and whether it is associated with any hearing loss and/or hyperacusis. In some cases a referral to other medical professionals may be required.

## **On-going Support & Rehabilitation**

We believe what sets Ear & Hearing Australia apart from other hearing centres is our on-going support and rehabilitation program.

After we have fitted you with your hearing aids it is important that we regularly monitor and adjust your hearing aids so that you are comfortable wearing them and receive the maximum benefit.

We also hold monthly "Ear & Hearing" Workshops complimentary for private, workcover and top up clients who have been fitted with hearing aids. These workshops are designed to provide information and techniques on how to adjust to your new life with hearing aids, how to overcome everyday challenges and other topics that are relevant for your hearing rehabilitation.

We have found that our clients benefit greatly from these workshops and believe that they are an important part of our clients' hearing rehabilitation. See what some of our clients have said about our workshops:



*"Thank you and Ear & Hearing Australia for the workshop I attended last Saturday. It was an excellent occasion which I much appreciated. I learnt a number of useful things and found it valuable and interesting to talk to others with hearing difficulties. In my opinion, it confirmed the first class service offered by you and the Company to your clients. The best thing I ever did for my hearing was to join up with Ear & Hearing Australia!"*

*I would be pleased if you would pass on my thanks to Lisa Dyer. Her professionalism, well organized presentation and personal manner were impressive. She gave, indeed, a most satisfying workshop"*

***Michael FitzGerald AM***

*"Recently I attended (with reservation about the advantages) the Hearing Essentials programme at Kew. To my surprise I found it to be very informative and an enjoyable two hours. Strategies were discussed on how to encourage people to speak slower, how to request them to repeat something without offence and the use of "visual language". Demonstrations on lip reading were given and a short quiz and it was amazing how much we use it without knowing. This programme and the excellent service and assistance given to me by the staff is greatly appreciated"*

***Mrs. J. Buttner***





# Frequently Asked Questions

## **1. What is the first step I should take?**

If you think you may be suffering from hearing loss it's time to see an Audiologist at Ear & Hearing Australia. Your Audiologist will determine the severity of your hearing loss, evaluate your communication needs, discuss your treatment options and offer advice on the best course of action for you.

Take the first step: contact us today to make an appointment for a full hearing assessment.

## **2. What is an Audiologist?**

An Audiologist is a professional who specialises in hearing and the non-medical aspects of hearing loss. Audiologists have extensive knowledge and clinical training in managing hearing problems. They conduct a wide variety of tests to determine the exact nature of an individual's hearing problem. Audiologists present a variety of treatment options to patients with hearing impairment.



They dispense & fit hearing aids, administer tests of balance to evaluate dizziness and provide hearing rehabilitation training. Audiologists refer patients to physicians when the hearing problem needs medical or surgical evaluation.

### **3. Why should someone with a hearing loss be evaluated by an Audiologist?**

As stated by the Audiological Society of Australia, "Audiologists are the only professionals who have the post-graduate university qualifications and training to:

- a. Tailor an individual rehabilitation program for adults with complex hearing loss
- b. Manage the non-medical hearing problems of children
- c. Perform specialised diagnostic Audiological test

Audiologists have special training in the prevention, identification, assessment and non-medical treatment of hearing disorders. By virtue of their graduate education and professional certification, Audiologists are the most qualified professionals to perform hearing assessment, to refer patients for medical treatment and provide hearing rehabilitation services including fitting of hearing aids.

### **4. How will hearing aids change my quality of life?**

If you feel that you are missing sounds that we generally take for granted a properly fitted hearing aid can help you to enjoy life again. A person with a hearing loss who only hears part of the conversation or has difficulty understanding speech can withdraw and restrict their social interaction. Hearing aids improve your quality of life as you start to manage your hearing loss effectively.

### **5. What happens if I have a hearing loss and I do not receive treatment for it?**

If you do not receive treatment for your hearing loss your brain (central auditory system) does not receive proper stimulation (it receives distorted versions of the actual sound all the time). This is called "auditory deprivation" and results in speech discrimination loss that cannot be compensated by amplification from hearing aids.

There have been many studies done on auditory deprivation to determine the long-term effects on the brain. These studies suggest that if the brain is not stimulated, the potential to "forget" how to hear is great and is closely related to the length of time the brain goes without stimulation. The longer the patient goes without treatment (amplification) the more likely it is the brain will forget how to hear and understand speech even after treatment is implemented.



## 6. Why should I wear two hearing aids?

If your hearing loss is on both sides you need to use two hearing aids to enjoy the benefits of a binaural (two-ear) hearing as both ears work together to bring the sound signal to the brain. Years of clinical and field trial research have shown the benefits of wearing two hearing aids in increased speech understanding, enhanced sound quality and improvements in sound localisation.

- *Increased Speech Understanding*

When compared to one hearing aid, wearing two hearing aids can result in clearer speech in normal listening situations. Binaural amplification delivers more of the sounds you need, so your brain can process the sounds correctly, making it easier and more comfortable to understand speech in noise.

- *Enhanced Sound Quality*

When hearing through two hearing aids instead of one, sounds have fuller quality and a sense of balance. Because two hearing aids are used, the volume levels of each can be set lower, minimizing the risk of distortion and auditory fatigue that can be caused by higher volume settings. This makes sound and the act of listening more comfortable and natural.

- *Improved Localization*

When hearing with two hearing aids, the brain receives sound from both the left and right ears, making it easier to locate the direction of sounds. Known as localization, this skill occurs automatically for those with normal hearing. Binaural amplification often makes it easier to

locate the direction of a sound. Localisation is very important in daily life; an example is the ability to know which way to turn when someone is calling your name or being able to tell which direction traffic is coming.

## 7. What types and styles of hearing aids are available?

Both hearing aid technology and styles have come a long way over the last few years. Now available are hearing aids that are so small they are nearly invisible and therefore provide a discreet solution to hearing loss. Advancements in technology have also provided ground breaking improvements in the sound quality of speech as well as a significant reduction in background noise and feedback or whistling.

The introduction of additional features such as Easy-Phone & Bluetooth has now made telephone & mobile calls a more pleasant experience for hearing aid users.

Of course the type or style of hearing aid is dependent on your needs and a qualified Audiologist will provide the best solution for you.

## 8. What is tinnitus?

Tinnitus is the term for the perception of sound when no external sound is present. It is often referred to as "ringing in the ears," although some people hear hissing, roaring, whistling, chirping, or clicking. Tinnitus can be intermittent or constant, with single or multiple tones. Its' perceived volume can range from very soft to extremely loud.

## 9. What causes tinnitus?

The exact cause (or causes) of tinnitus is not known in every case. It is believed that the ringing is due to spontaneous activity in the cochlea. The most common cause of tinnitus is hearing loss, and in particular sensorineural hearing loss. This is probably because the majority of patients with sensorineural hearing loss have some damage in the cochlea that is causing the hearing loss. It is these damaged sections that are presumed to be producing the spontaneous signals. There are a number of likely factors which may cause tinnitus or make existing tinnitus worse: noise-induced hearing loss, age-related hearing loss, ear diseases and disorders, wax build-up in the ear canal, certain medications, ear infections, jaw misalignment, cardiovascular disease, certain types of tumors, thyroid disorders and many others. Of these factors, exposure to loud noises and hearing loss are the most probable causes of tinnitus.

## 10. What are the options for Tinnitus management and treatment?

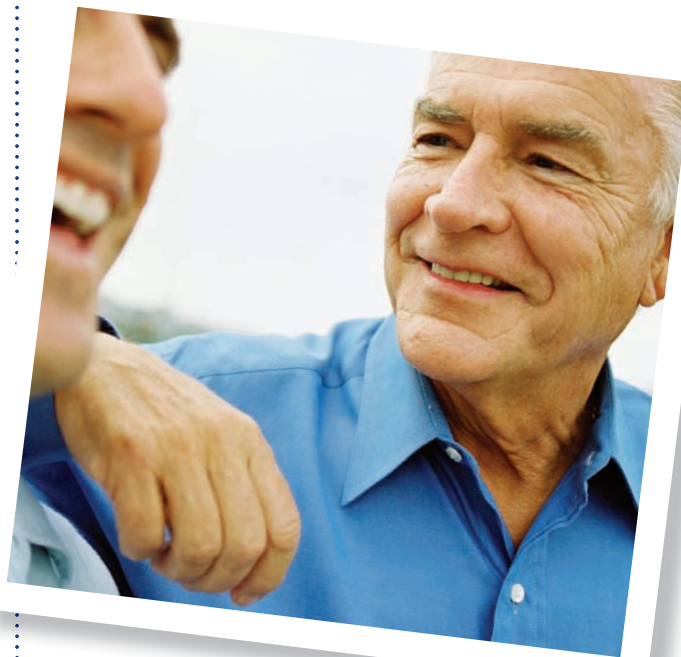
Some people wear hearing aids to help cover up their tinnitus, some wear tinnitus maskers. Additionally, there are combined tinnitus maskers and hearing aids - all in one unit! Some patients require counselling to help them manage their tinnitus.

## 11. Can I receive a tax rebate for my hearing aids?

If your medical expenses exceed \$1500 in one financial year and you are an Australian Resident you may be eligible for a 20% tax rebate. Medical expenses include hearing aids and related services. Speak to one of our Audiologists to find out more information.

## 12. Can I receive a contribution towards hearing aids from my private health fund?

If you currently have Private Health Insurance many funds can contribute to the cost of your hearing aids depending on the level and type of cover you have. Speak to your Medical Health Fund to find out more.



## Clinic Locations:

### KEW

2 Cotham Rd

Ph: (03) 9853 3828

### CAMBERWELL

367 Camberwell Rd

Ph: (03) 9882 5577

### RESERVOIR

43 Edwards St

Ph: (03) 9853 3828

### MALVERN

35 Glenferrie Rd

Ph: (03) 9509 1830

Ph 1800 HEARING

(1800 432 746)

[hear@ear-hearing.com.au](mailto:hear@ear-hearing.com.au)

[www.ear-hearing.com.au](http://www.ear-hearing.com.au)



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Helping people hear better for life