

Hearing Now



Celebrating 10 years of helping people hear better for life

VOLUME 3, XMAS 2008



Ear & Hearing Australia recently celebrated our 10 Year Anniversary at Rylands in Kew. We would like to take this opportunity to say thank you to all those who attended and to our clients who have supported Ear & Hearing over the past 10 years. It is truly wonderful for us to reach this milestone knowing we have been successfully helping people hear better in the community for the past 10 years.

A note from the Principal Audiologist – Moh Dadafarin

Another year is coming to an end and no doubt you are all busy planning for the upcoming Festive Season. Remember social situations like Christmas and parties do not have to make you feel isolated because you have a hearing loss. In this issue we focus on tips to get you through these social situations and how your family and friends can also help in ensuring you enjoy each event as much as everybody else.

Also included in this issue is a fantastic offer from Oticon. Receive \$500 off when you purchase two hearing instruments from the Epoq or Dual range. It is strictly for a limited time though so if you're in need of new hearing aids please call us and arrange an appointment as soon as possible to take

advantage of this great offer. Offer closes 30th January 2009.

Continuing our ongoing commitment to our client needs, it gives me great pleasure to announce that Ear & Hearing Australia can now offer clients the option of an Interest Free Payment Plan on all purchases of hearing aids. See inside this issue for more information on Take Home Layby.

Another important item we know all of you are in need of is batteries. So make sure you order your batteries from us before Christmas so you have enough batteries to keep you going. See our battery prices below and just call us to let us know your requirements and we will post these out to you (Free postage).

Please also take a moment to check our holiday trading hours in this issue and remember we are only a phone call away should you have an urgent matter throughout this period.

On behalf of the entire team at Ear & Hearing Australia we would like to wish all our clients a happy and safe Christmas period and look forward to being of assistance to you all in the near future.



\$500 OFF OTICON HEARING AIDS

When you purchase any 2 Oticon Dual or Epoq* hearing instruments you'll receive \$500 off the total cost. A \$250 discount also applies for the purchase of one instrument. Offer not valid in conjunction with any other offer and is valid until 30th January 2009.

*Conditions Apply.

BATTERIES BATTERIES BATTERIES

Our battery prices are very competitive compared to other retail shops so make sure you order your batteries today and we'll post them out to you before Christmas.

Batteries per unit - \$6.00 each (Packet of 6 Save \$4.00)

Buy 4 or more and unit cost is \$5.20 each (Save \$4.80)

Box of batteries (x 10 packs) = \$48.00 box (Save \$52)

Testimonials

I chose to be assessed by Ear & Hearing as I appreciated the information I received from their website. Mona Sadeghi gave me an extensive and professional hearing assessment and Mr. Moh Dadafarin followed this with a sensitive but clinical analysis of my specific needs.

We discussed in detail the various attributes of a wide range of hearing devices, choosing one that incorporated the best level of technology.

I readily accepted the inevitable and received my "state of the art" hearing aids the following week. Moh Spent much of the appointment "tuning me in again" to the world.

I have since kept a diary of each days funny, alarming, unknown, forgotten, common, raucous, puzzling and exciting sounds that my aged brain has to crank up from the depths of my youth.

A million thanks to Mona and Moh for what seems to be, at the moment, a very noisy reality, that I'm sure will welcome as each day passes.

June Weston, March 2008



Thank you and Ear & Hearing Australia for the "Hearing Essentials" 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.

Yours sincerely

Michael FitzGerald AM



Insure your Hearing Aids!

We all know that sometimes accidents can happen when it comes to hearing aids and knowing that you have properly insured these valuable items will give you peace of mind should anything happen. Talk to your insurance company today and have your hearing aids listed as specified items.

Update your details

If your contact details are about to change please let us know by calling 1300 761 667 or send us an email to: hear@ear-hearing.com.au

Holiday Trading Hours

Christmas & New Year closing times:

Kew Office:

Closed Christmas Day, Boxing Day
and New Years Day

Camberwell Office

Closed Christmas Day through to Monday
12th January 2009

For all urgent matters during this period
please call 1300 761 667

Subscribe to our FREE Newsletter

If you know anyone who may be interested in receiving our "Hearing Now" newsletter please forward their names and contact details to: hear@ear-hearing.com.au or call us on 1300 761 667

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How to get the most out of the Festive Season

Social situations can bring about a whole range of emotions for hard of hearing people. Sometimes this can lead to hard of hearing people not wanting to attend events because they feel they may not be able to join in conversations or may feel isolated.

It is important for you, once you have been properly fitted with hearing aids to start trying out new situations and the Festive Season is a perfect time to get involved. Plus you're around loved ones who can help you to adjust to new hearing sounds and situations.

Don't be afraid of exploring new situations even if you feel in the past it has been difficult we want you to be able to enjoy a full and active life so here are a few tips we hope can help you through not only the festive season but other social occasions.

- Be open. Tell the person you're speaking to that you are hard of hearing or that you lip-read before you start a conversation.
- Ask people to get your attention before they start talking to you.
- Try not to stand too far away from the person who's speaking to you so that you can hear them clearly.
- Make sure you can see the speaker's face and lips. Their gestures and facial expressions will help you to understand what they're saying.
- Try to keep calm and don't panic. If you become anxious or flustered,

it might be harder for you to follow what's being said.

- If your hearing isn't the same in both ears, try turning your better side towards the person speaking to you.
- If you don't catch what someone says the first time, don't be afraid to ask them to repeat it or say it in a different way.
- If you're sitting down to enjoy that Christmas Ham or Turkey dinner with family and friends, try to seat yourself in the centre of a group where it is easy to hear and see everybody. It is often best to avoid sitting at the very end of the table or a long sofa.
- If your host has loud background music then politely ask them to turn the volume down and explain that you will be able to join in conversations more easily.
- If necessary, ask people to slow down and speak more clearly.
- Remember, don't be too hard on yourself, no one hears correctly all the time and practice makes perfect!

Please also remember that if you are not yet fitted with hearing aids and feel that you may be having difficulty hearing people, please call us to arrange a full hearing assessment because the sooner you take that first step the sooner you'll be able to enjoy a full hearing life.

Call us today on 1300 761 667,



How can your family and friends help?:

It is also important for your family and friends to be involved in your hearing rehabilitation and of course they are generally more than happy to help, so here are a few tips to share with your family and friends to help you get the most out of social events.

Gain Attention:

Face the hard of hearing person directly and on the same level whenever possible.

Avoid background noise:

Turn off or turn down the TV or Radio.

Do not talk from another room.

Be careful that the light is on your face, not behind you:

Hard of hearing people need to see you clearly to help them understand.

Speak Normally:

If anything speak slightly slower, don't exaggerate lip movements and don't shout.

Get to the point:

If you are not being understood, say the same thing in different words. If necessary, write it down.

Understand that hard of hearing people manage less well when they are tired or ill.

Even with the best hearing aid a person may have difficulty understanding speech.



Ear & Hearing Workshop – January

Register your interest today!

The difference between Ear & Hearing and other Audiology clinics is that we know we offer the best ongoing client support, particularly when it comes to Hearing Rehabilitation. It is important for us to know that our clients after being fitted with new hearing aids are armed with techniques and information on how to settle into using hearing aids again or for the first time.

This is where our Ear & Hearing workshops provide that valuable after purchase support. Our workshops are conducted by Lisa Dyer at our Kew office (2 Cotham Rd) who is a highly qualified Speech Pathologist specialising in all areas of hearing loss

management and tinnitus counselling. Lisa will cover topics such as:

- Coping with hearing loss
- Learning new skills to handle difficult listening situations
- Techniques for mastering audio-visual listening
- Relaxation and confidence building techniques

We are very lucky to have Lisa on board and be able to offer these Workshops to our clients (complimentary of course) so please register your interest today to secure your place at our next Workshop in January (dates to be advised).

Currently one in six Australians suffer from some form of hearing loss. This may increase to one in four by 2050
Access Economics 2006

How good is your hearing?

Take our quick hearing test

Many people may have some form of hearing loss without even realising it.

These questions can help you determine if you have a hearing loss problem. If you answer yes to one or more, please call us to arrange a full hearing assessment.

1. Do others accuse you of turning the television too loud?

2. Do others accuse you of not paying attention?

3. Do you misunderstand 50 for 15 or 60 for 16?

4. Can you hear better with one ear than the other on the phone?

5. Have you stopped attending plays and lectures because of the strain exerted to hear what is being said?

6. Do you have trouble understanding someone speaking to you from another room?

7. Do you have difficulty understanding speech when there is background noise?

8. Do you miss the punch line of jokes?

9. Do you seem to hear the words but not understand them?

10. Do you have a history of ear infections, earaches or running ears?



Interest Free Payment Plan

Ear & Hearing is excited to announce that we can now offer an Interest Free Payment Plan on all hearing aid purchases. Our new Take Home Layby payment plan allows you to take your purchase on the day but spread the cost of the hearing aids 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. Aged pensioners are instantly approved and self employed people are treated equally too. You can be approved in just 30 seconds, so don't put off bringing your hearing back to life any longer. Call us today to arrange a Hearing Consultation and to find out more about Take Home Layby. Terms and conditions apply.

