

hearingnow

Ear & Hearing Australia Newsletter

Vol 4 – Christmas 2009



New Clinic Opens in Malvern

Ear & Hearing Australia's newest clinic is located at 35 Glenferrie Road, Malvern and opened its doors in July this year. We are excited to be able to offer our services to the people of Malvern and the surrounding suburbs. With our new location we know we can assist even more people to successfully treat their hearing loss.

To celebrate the opening of our New Clinic we would like to offer Free on-site trials of the award winning Oticon Dual hearing aids and a special offer on this latest technology (see page 2 for more details). If you're seriously considering new hearing aids you won't want to miss this opportunity.



Kew Clinic's Makeover

Whilst we were busy planning for the opening of Malvern we also gave our Kew clinic a makeover. The new exterior signage has certainly made a big difference.

Batteries FREE postage

Call today on 1300 761 667 & save over 50% on your batteries.

- Each card of 6 batteries \$6.00 each (Save \$4.00 per card)
- Buy 4 cards or more \$5.20 each (Save \$4.80 per card)
- Box of batteries - 10 cards - \$48.00 box (Save \$5.20 per card)

(There is no charge for batteries for eligible Pensioners, Veterans & Workcover clients)

A note from the Principal Audiologist Moh Dadafarin



Christmas is fast approaching and this year has certainly been a busy one for Ear & Hearing Australia. As you can see we have opened a new clinic in Malvern and our

Kew Clinic has also undergone an exterior transformation.

In line with our new clinic opening we have added some wonderful new faces to the Ear & Hearing Australia team (meet them on page 3). We know that with these new additions to our team we will continue to provide the high level of service and professionalism our clients have come to expect from us and which continues to keep us at the top of the industry.

Included in this edition is a special offer on Dual hearing aids. Dual from Oticon recently won the Australian International Design Award and I am certainly pleased to be able to offer our clients this latest technology (see page 2 for more details).

And with Christmas just around the corner, don't forget to have your hearing aids checked and to order batteries to keep you going over the festive season.

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.

I'd like to take this opportunity, on behalf of myself and the team at Ear & Hearing Australia, to once again thank all our clients for their ongoing support and positive feedback. Our job is truly a rewarding one and we look forward to seeing you all again in the near future.

We wish you and your families a wonderful Christmas and a safe festive season.

Moh Dadafarin
Chief Audiologist

Oticon Dual Special Offer



Up to \$700 off * when you purchase two Dual hearing aids during the months of December 2009 and January 2010. Receive up to \$300 off * when you purchase one Dual hearing aid.

To take advantage of this great offer and your free on-site trial contact us on 1300 761 667



*Conditions apply. Not valid with any other offer. Discount will vary depending on the Dual model selected.

Oticon Dual wins 2009 Australian International Design Award



Moh Dadafarin – Ear & Hearing Australia (left) & **Ailsa Stewart** – Oticon Australia (Right)

Dual was developed by leading hearing solutions manufacturer Oticon and was recognised for its revolutionary development by being selected as a winner in the **2009 Australian International Design Awards (AIDA) – Medical and Scientific Category**. It was one of only seven nominees from entries across Australia and around the globe in the **Australian International Design Award of the Year**.

Ear & Hearing Australia is delighted to offer this latest technology to our clients, knowing that it has been recognised in one of Australia's most prestigious design awards - the first time an internationally designed hearing instrument has been selected as a winner.

Oticon Dual is a new high tech hearing device with a unique synergy of high performance technology and aesthetic appeal. Dual solves the "beauty or brains" dilemma that has long challenged hearing care professionals and frustrated individuals with hearing loss looking for ideal solutions.

"Dual is unmatched in the desirable small design segment. Now, people no longer have to choose between small scale 'beauty' and big performance 'brains' when seeking a hearing device," states Moh Dadafarin, Chief Audiologist at Ear & Hearing Australia.

Dual enables users to once again enjoy television at a volume level that won't drive others out of the room and to speak on landline or mobile phones without fear of embarrassment from whistling or feedback. A new AutoPhone feature allows Dual to automatically switch to dedicated phone programs for an enhanced listening experience.

With the optional Streamer device, users can wirelessly connect Dual to their television, home phone or mobile phone with just the touch of a button. The signal is instantly transmitted to both ears.

And now you can experience Dual for yourself. For further information please contact us on 1300 761 667.

New Staff Update



Alex Dadafarin

Clinical Audiologist

As a member of our Principal audiologist's family, Alex has been associated with Ear & Hearing Australia for

many years. Although already qualified as an audiometrist, after completing both a Bachelor and Master of Science degree, he decided that all this study wasn't enough. He, his wife and young daughter relocated to Queensland where, in 2007, he obtained his Master of Audiology from the University of Queensland.

We are happy to say that Queensland weather wasn't tempting enough and he has returned to Ear & Hearing Australia where his expertise, experience and courteous manner have made him a valuable addition to our growing clinical team.

Alex enjoys playing soccer and is currently renovating in the hope of moving into the family home for Christmas.



Samantha Tai

Clinical Audiologist

Samantha joined Ear & Hearing Australia in February 2009 and has proved to be a very welcome addition

to the Ear & Hearing organisation.

Having completed her secondary education in Kew, Samantha attended Melbourne University where she majored in Physiology and Psychology. After obtaining her Master in Clinical Audiology she then began her career as an audiologist in regional Victoria specialising in a range of audiological assessments including hearing aid rehabilitation, working with ENT, industrial screenings, diagnostic audiological adult and paediatric assessments.

Apart from being "spoiled by Mum" Samantha enjoys dining with friends and exploring the Victorian countryside.

This wealth of diverse clinical and personal experience, along with her bright, bubbly personality, makes Samantha popular with both Ear & Hearing clients and her fellow colleagues alike.



Rachael Fowler

Administration Officer

Along with the expansion of our clinical staff we have had a welcome addition to our administration

team. Rachael joined us in June and while initially situated at our Kew clinic, her friendly face will be also seen at our Camberwell and Malvern sites in the near future.

Rachael previously worked for a health services provider in administration and is currently completing a Diploma of Business Administration on a part time basis.

She is also a keen traveller, having spent two months in Europe last year on a tour and several weeks in Japan earlier in the year.

Rachael's happy, calm manner and her "can do" attitude make a significant contribution to the administration team's constant pursuit of excellence in the field of customer service.

Upcoming Ear & Hearing Workshop

Register your place today

Next workshop January/early February
Time: 10am – 1pm

These workshops have helped so many of our clients and it's really what sets us apart from other hearing clinics. Our workshops are an integral part of hearing rehabilitation and work through a number of different 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

Conducted by Lisa Dyer a highly qualified Speech Pathologist who specialises in hearing loss management and tinnitus counselling, our workshops are conducted at our Kew Office, 2 Cotham Road, Kew.

Call 1300 761 667 to reserve your place at our next hearing workshop and to register for future workshops.



Interest Free Payment Plan

Ear & Hearing Australia are pleased to offer our clients interest free payment plans on all hearing aid purchases through GE Care Credit. Through this nationally recognised lender for the hearing and medical industries we can offer flexible terms and payment plans to suit your needs.

Contact us for more information.

Insure your hearing aids

Hearing aids are small, intricate things that can easily be lost, put through the wash or even eaten by the dog! Make sure your hearing aids are insured as they can be costly to replace. Speak to your insurance company to ensure you have your hearing aids covered under your contents policy.

Alternatively take a look at a newly established company, Hearing Insurance, who as you guessed it, specialise in insurance policies dedicated to hearing aids and accessories.

Contact us for more information.

Share your story!



DR STUART DOWN BLACK BURN NORTH, MEL BOURNE

As a client of Ear & Hearing Australia since 2004, I have been constantly provided with the highest level of care and attention to detail. Whilst "managing" without hearing aids in my life to that point, advice from friends and family at a time I knew my hearing was declining resulted in my seeking professional advice from Moh Dadafarin at Ear & Hearing in Kew.

Whilst adjusting to my first pair of hearing aids presented significant challenges, the benefits were immediately apparent. Hearing the phone, the television and engaging in group conversations became so much easier. Simple pleasures in life previously denied to me, such as hearing the birds in the trees, were now a reality.

The patience and education provided to me over the years by Moh Dadafarin, and more recently Samantha Tai, has been exemplary. Their understanding and willingness to attend to emergency repairs or any query - great or small, has very much facilitated both my ability to work as a doctor, and my recent transition to upgraded hearing aids.

I recently travelled to Sydney to accept the Libby Harrick's Achievement Award for 2009. This award is sponsored by Self Help for Hard of Hearing People (SHHH) Australia, and is presented to someone whom has "been able to effectively manage a hearing loss and achieve success despite their handicap...(someone whom)...has significant public and personal achievement through self-determination and hard work".

This award would not have been possible without the unwavering support from my parents, from the disability liaison services in place at primary through to tertiary education level, and from the professionalism and care provided by all at Ear & Hearing Australia.

MR & MR S COCO KEW, MEL BOURNE

My husband and I had increasing difficulty understanding each other, let alone the grandchildren. We couldn't hear sounds like the clock ticking or the birds chirping. At family gatherings, we almost stopped talking because we couldn't hear the different conversations.

“It was the best decision I ever made to regain my life. I was retreating and hibernating from life prior to getting my aids. Now I am living life with a new found energy.”

We went to see Moh at Ear & Hearing Australia, who was friendly and helpful and we were impressed with his patience and understanding of our problems.

The before and after differences are staggering and the ongoing service has not fallen away. Nothing is too much trouble for them.

MR S MARGARET MORGAN ECHUCA, VICTORIA

56 yrs young, thanks to my new ears!
My empowerment and return to life...

It was the best decision I ever made to regain my life. I was retreating and hibernating from life prior to getting my aids. Now I am living life with a new found energy. I used to sit quietly in a crowd like a door

mouse. Now I am enjoying meeting new people with no fear of not understanding what they are saying and I can participate in the conversation and voice my opinions.

I can also hear and understand my grandchildren talking and when dining out I can hear conversations from people further away without having to look up from my plate to lip read to understand what they are saying.

I have had severe psoriasis which is caused by stress and anxiety; however since I have had my hearing aids I have found a marked improvement in my skin. I am smiling again and don't frown so much from the stress of not hearing.

With my new found confidence I am planning on returning to work. I experienced wonderful help and customer service from Ear & Hearing Australia. Moh Dadafarin has a great understanding and compassion for the hearing impaired people.

Thank you! Thank you! Thank you!

Holiday Trading Hours

Christmas & New Year closing times:

Kew Office
Closed Christmas Day,
Monday 28th December
& New Years Day

**Camberwell, Reservoir
& Malvern Office**
Closed Christmas Day through to
Monday 11th January 2010

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



Ear & Hearing
AUSTRALIA

Helping people hear better for life

Kew
2 Cotham Rd
Telephone 03 9853 3828

Reservoir
43 Edwardes St
Telephone 03 9853 3828

Camberwell
367 Camberwell Rd
Telephone 03 9882 5577

Malvern
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Telephone 03 9509 1830

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