



GIPPSLAND

AUDIOLOGY

NEWSLETTER

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Now OPEN in Traralgon!

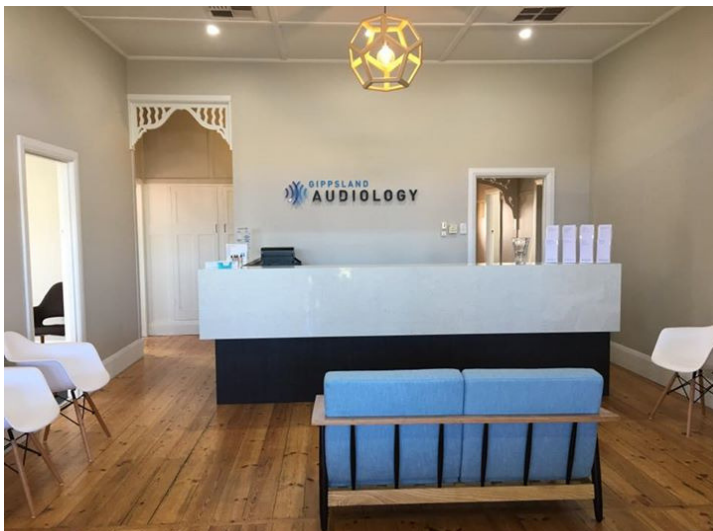
We are very excited to finally announce the opening of our new full-time Traralgon clinic! Earlier this year, Gippsland Audiology took over the premises and commenced extensive internal renovations to create a *'fit for purpose'* hearing clinic for our staff and clients. Works included a rear-entry access ramp, new client bathroom, re-carpet and internal painting. Andrew pulled together some excellent trades to complete the works as well as doing a lot himself, with the help of Meg's dad, Hugh.

Nicole, Tamara and Lucy will be working from the Traralgon clinic, providing all the same services as you have experienced at our other clinics, including:

- Adult & child assessments
- Hearing aid fitting
- Tinnitus assessment and management
- Wax removal
- Custom ear plugs
- Hearing aid repairs and accessories

We are extremely proud of our efforts but couldn't have done it without the help and support of our staff and some great friends and family. Thank you to everyone involved. We look forward to showing you our new clinic! Please call **1300 090 806** to make an appointment or drop into

47 Shakespeare Street, Traralgon.



EARtrak 5 STAR rating

At Gippsland Audiology we are continually trying to strive for the best hearing outcomes for you, our clients. We are proud to announce that we have, yet again, maintained our EARtrak 5 star rating. This is a great achievement for our audiologists, but more importantly, good for you!

Why is this good for you?

The EARtrak process is the most honest and precise tool that is available on the market to measure our clients' satisfaction with their hearing aids and our services. From the survey you complete after your fitting we receive a report every 6 months. It includes a LOT of information and we analyse it closely. Our most recent report was our best yet! Here's a snap shot of it, which includes responses from our clients fitted with hearing aids 6-12 months ago:

- Gippsland Audiology clients received more satisfaction, and less dissatisfaction, across all listening situations, compared to the benchmark!
- 95% would recommend hearing aids to others
- 100% would recommend their service provider, Gippsland Audiology
- We had more clients disappointed with their battery life compared to the benchmark. However, the report also shows that Gippsland Audiology fits a higher proportion of smaller devices compared to the benchmark. This teaches us that we need to better advise our clients that if they choose a smaller hearing aid, battery life will be compromised.

We believe that everyone deserves the very best in communication. The pressure is certainly on to maintain and improve on such a high standard!

If you know of anyone that **deserves better communication** we would love to try and help them realise their potential.

Staff news

Farewell Heidi

After 26 years of dedication and hard work, Heidi has decided to hang up her boots.

Heidi first started at Gippsland Audiology in 1991 part-time on reception. She was promoted to office manager some years later. Heidi has been an integral part of Gippsland Audiology's success over the years. Her positivity has been unwavering, even in the face of significant challenges. No one goes with the flow like Heidi!

We thank Heidi for her tremendous service over the years. We will miss her, and we are sure many clients will miss seeing her over the front desk in Morwell.

We wish you nothing but good health and happiness as you embark upon your retirement.

Congratulations, and well done Heidi!



Funnies



Did you know?

A client recently taught Sue a very neat trick to test battery life by simply dropping it onto a desk/table. If the battery bounces it is no good; if it doesn't bounce it is good! Meg thought this was a bit far-fetched and being a scientist she had to put it to the test. Meg and Jade dropped at least 15 batteries of all sizes in Warragul, and compared their "bounciness" with results from a battery tester. They were stunned with the results. It actually works!

Do you have old hearing aids to donate?

It's not uncommon to be asked the following questions. What should I do with my old hearing aids? What should I do with my mum/dad's old hearing aids?

If they are your old hearing aids we recommend you to hold onto them to use as spares if your new hearing aids need repair. If the hearing aids belonged to someone else we typically ask if there is anyone else you know, friend or family, that might benefit from them. If not, there are several organisations, including EARS Inc. that we donate them to. Who we donate the aids to will depend on the type and age of the device.

EARS Inc. is an Australian, Christian, not-for-profit association dedicated to reducing the incidence and impact of hearing impairment through training and equipping local individuals and agencies in developing countries. Their vision is for deaf and hearing impaired people in developing countries to have access to the hearing services they need to help them to reach their potential. EARS Inc. has current projects in Malawi (Africa) and Fiji. The hearing aids and money donated through EARS Inc. collection boxes is used to help deaf and hearing impaired children and adults in these countries.

If you have any hearing aids to donate, please drop them in to any of our clinics so that the aids can continue to be put to good use.

The NDIS is on its way



The **National Disability Insurance Scheme (NDIS)** has begun its national roll-out and is on track to commence in parts of Gippsland in October this year. We felt it worthy to take up a full page in this newsletter! There is a lot of information available and it can be complex to understand. This is a huge step forward for those in Australia with hearing loss. Up until now there have been no funds available for those with hearing loss who are older than 26 years and not on a pension. Here is what we know so far.

What is the NDIS?

The NDIS is a new way of providing support/funding to Australian citizens under the age of 65, with a permanent disability, including hearing loss.

Who is eligible?

To be eligible to receive funding for your hearing loss and related needs you must demonstrate that you are:

- Under 65 years
- An Australian citizen
- Have a permanent hearing loss
- Encounter communication difficulties because of your hearing loss.
- Have an average hearing loss of 23dB or more across 500Hz, 1kHz & 2kHz (likely eligible if you already have hearing aids)
- Not eligible to receive funding for your hearing loss through another agency (eg. WorkSafe), or through pension benefits

How to apply for NDIS funding?

To apply for funding through the NDIS you will need to get an access request form by calling the NDI agency (NDIA) on **1800 800 110**. Although funding is not available in the Baw Baw, Latrobe Valley, Bass Coast and South Gippsland shires until October, applications can be accepted from April this year. Funding in Casey & Cardinia will be available from 1 September 2018 and in Wellington & East Gippsland from 1 January 2019. Applications can be made up to 6 months prior to these dates.

Application process so far: As the NDIS is in its early stages (national roll-out only started in July 2016), they are still finding their feet. Hearing loss has been a particularly troublesome area. Please expect to put your patience to the test! However, we think the outcomes will be worth it.

What we know so far: Upon application you will need to provide supporting documentation about your hearing loss. This is to be completed by your hearing care provider and needs to include a recent hearing assessment and report. **Gippsland Audiology is an accredited NDIS provider**, therefore your audiologist will be able to provide you with a report containing all the information required to support your application. Following the submission of your written application, including the report, you will be assigned a case manager who will work with you to develop your first NDIS plan. The plan will identify the reasonable and necessary supports you require to meet your immediate needs and start to identify and achieve your goals. Your plan will be reviewed/renewed every 12 months. Once your NDIS plan has been approved and the necessary funds made available you are free to choose any registered hearing care provider to assist you with your hearing needs.

What will NDIS fund?

The NDIS will fund reasonable and necessary supports. For those with hearing loss this includes appointments with your hearing care provider, hearing aids, ongoing maintenance/repair of your hearing aids and any other services that may help with other issues arising from your hearing loss, eg. psychology.

OUR ADVICE


Apply early, given the lengthy processing time. Remember you will require a recent hearing test and report to support your application form. Gippsland Audiology is here to help. Visit ndis.gov.au or call them on 1800 800 110 to request an access form or make an appointment to see any of our audiologists.


 **The Team** **Audiologists** **Clerical**


Susan Clutterbuck
 Neil Clutterbuck
 Janet Kingman
 Khatija Halabi
 Meg Miklosvary
 Nicole McDonald
 Tamara Owen
 Julie Cato
 Lucy Moore
 Laura Wong

Bev Milner
 Karin King
 Alex Patterson
 Jade Thompson
 Abbi Taylor
 Erin Walser
 Andrew Miklosvary

 Warragul	41 Albert St	 (03) 5622 2737
Leongatha	Leongatha Hospital, Koonwarra Rd	 (03) 5667 5531
Morwell	110 Commercial Rd	 (03) 5134 8366
Traralgon	47 Shakespeare St	 1300 090 806
Sale	110 Macarthur St	 (03) 5144 2600
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 Like Gippsland Audiology and keep up-to-date in between newsletters



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