



## ■ Our mission

Australian Hearing's mission is to provide the best hearing care, the latest hearing aid technology and to lead the world in hearing research.

## ■ Purpose of this charter

This charter sets out the services and standards of care that you can expect. It also provides information on your privacy and how to provide us with feedback.

## ■ Our commitment to quality care

Our friendly staff care, and will work with you to discuss the best solution for your hearing needs.

Our staff will help arrange appointments, provide information and answer any questions you might have.

We offer:

- \* specialist care
- \* the latest hearing aid technology to suit your particular needs
- \* an Australia-wide network of hearing centres and visiting services
- \* a prompt repair service.

## ■ Our commitment to you

In caring for you, we will:

- \* be professional
- \* explain test results and risks, and discuss hearing solutions that are aimed at meeting your needs
- \* fit your hearing aid(s) using best practice methods and equipment
- \* provide your doctor or other health care professional with a report of these results if requested by you
- \* provide follow-up care
- \* provide wheelchair access in all permanent centres
- \* discuss any costs that may be associated with your hearing care.

## ■ How you can help us to meet our commitment to you

To enable us to provide you with the best possible care we rely on you to:

- \* disclose all relevant medical details and specific needs. If you are not sure of the relevance of your medical details please discuss the matter with us
- \* ask us to further explain anything that you do not understand
- \* undertake other necessary care
- \* return for a follow-up appointment
- \* provide us with feedback on our service and care.

## ■ Your privacy and confidentiality

Your personal information will be kept confidential and used for *Australian Hearing* purposes as indicated under the *Australian Hearing Services Act 1991* or as otherwise required by law.

To provide hearing services we maintain files about your hearing assessment, hearing services, devices and maintenance you receive, along with any personal information (including medical information) you provide to us.

*Australian Hearing* may disclose your personal information to:

- \* any person you request
- \* contractors to *Australian Hearing* eg manufacturers of hearing aids, ear moulds, or related services
- \* your parents or guardians if you are a child, unless you advise us of a Family Court order restricting this disclosure
- \* relevant officers of the Commonwealth, State or Territory Governments
- \* relevant Ministers or a Commonwealth Parliamentary committee
- \* other individuals or agencies as *Australian Hearing* is required, or authorised to, by law.

We will endeavour to protect your personal information from unauthorised access, use, modification or disclosure and against other misuse.

We may contact you for feedback, or to obtain your consent to use your details in our marketing and consumer research activities.

As a client of *Australian Hearing* you may occasionally receive an invitation from us to participate in research undertaken by our research arm, the National Acoustic Laboratories, or by other accredited research institutions.

*Australian Hearing* does not accept responsibility for use or disclosure of your personal information in circumstances beyond our control.

*Australian Hearing* may include de-identified personal information in reports to the Commonwealth Department of Health and Ageing and the Department of Human Services.

*Australian Hearing* adheres to the requirements of the Commonwealth Privacy Act 1988 and, in particular, the Information Privacy Principles applicable to Commonwealth agencies.

Details of *Australian Hearing's* Privacy Policy can be found on our website **[www.hearing.com.au](http://www.hearing.com.au)**.

For information about the Privacy Act 1988 and privacy matters, visit the Commonwealth Privacy Commissioner's website **[www.privacy.gov.au](http://www.privacy.gov.au)**.

If you require any additional information or have any concerns relating to your privacy you can write to:

**The Privacy Contact Officer**

***Australian Hearing***

**126 Greville Street**

**Chatswood NSW 2067**

## ■ Suggestions, compliments and complaints

We are committed to continually improving our client service. Your feedback will help us to provide the best possible standard of care.

Feedback can be communicated by telephone or in writing to your local hearing centre or direct to *Australian Hearing's* head office. On receipt of a complaint, we will respond in writing within 10 working days.

Please direct your feedback to the District Manager at your local hearing centre

or **National Customer Care Manager**

*Australian Hearing*

126 Greville Street

Chatswood NSW 2067

or Telephone: 1300 360 355



Australia's Hearing Specialist

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YOU CAN BE CONNECTED TO YOUR  
NEAREST *AUSTRALIAN HEARING*  
CENTRE BY CALLING 131 797

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