



# About Australian Hearing

AUSTRALIA'S HEARING SPECIALIST

**AUSTRALIAN HEARING IS THE LARGEST HEARING SERVICES PROVIDER IN AUSTRALIA WITH A REPUTATION FOR INNOVATION AND HIGH QUALITY HEARING CARE.**

Dedicated to helping people manage their hearing impairment so they have a better quality of life, Australian Hearing provides a full range of hearing services to eligible clients.

## A statutory authority

Australian Hearing was established in 1947 to provide services to veterans who had suffered hearing damage during World War II, and also to assist children whose hearing was affected as a result of the rubella epidemic of the late 1940s.

In 1991 Australian Hearing became a statutory authority constituted under the Australian Hearing Services Act 1991. Since October 2004 Australian Hearing reports to the Minister for Human Services.

## Our clients

Australian Hearing delivers hearing services to clients eligible under the Australian Government Hearing Services Program.

To be eligible for services a person must be an Australian citizen or permanent resident and satisfy one of the following criteria:

- \* Pensioner Concession Card holder or their dependent
- \* Department of Veterans' Affairs Gold or White Repatriation Health Card holder (specifically for war related hearing loss) or their dependent
- \* Sickness allowance recipient or their dependent
- \* Referred clients of an Australian Government funded vocational rehabilitation service
- \* Member of the Australian Defence Forces
- \* Children up to the age of 21 years
- \* Aboriginal and Torres Strait Islander peoples aged 50 years and over
- \* Aboriginal and Torres Strait Islander peoples participating in Community Development Employment Projects (CDEP) or who have participated in a CDEP Program between 1 December 2005 and 30 June 2008.

## National network of hearing centres

Australian Hearing has more than 99 permanently staffed centres and visits more than 260 other locations in urban, rural and remote areas of Australia.

This ensures that all Australians have easy access to hearing care.

Australian Hearing also provides visiting services to many Aboriginal and Torres Strait Islander communities through the Australian Hearing Specialist Program for Indigenous Australians (AHSPIA). These services are delivered in partnership with local community-controlled health organisations and government health and education services.

## Our services

Australian Hearing has over 400 highly trained and experienced clinicians on staff (audiologists and audiometrists), who work with individual clients to help them find the best solution for their hearing needs. Our clinicians fit clients with hearing aids or other devices suitable for their particular hearing and lifestyle needs.

Clients can choose between fully subsidised (free) hearing aids, or pay an additional amount (top-up) for higher level technology features.

Each hearing centre also provides a repair service and assistance with device care and ongoing maintenance.

## FACTS ABOUT AUSTRALIAN HEARING

- \* Australian Hearing is the largest hearing services provider in Australia. Our mission is to provide the best hearing care, the latest hearing aid technology and to lead the world in hearing research
  - \* Australian Hearing has more than 99 permanently staffed hearing centres and visits more than 260 other locations around the nation
  - \* Specialist audiologists provide outreach services to Indigenous Australians in more than 180 sites each year in urban, rural and remote locations through the Australian Hearing Specialist Program for Indigenous Australians (AHSPiA)
  - \* Around 190,000 Australians in all states and territories benefit from clinical services provided by Australian Hearing each year
  - \* We are the sole provider of hearing services to Community Service Obligation clients, including:
    - Australians under 21 years of age
    - Eligible adults with complex rehabilitation needs
    - Aboriginal and Torres Strait Islander peoples over the age of 50 or participating in a Community Development Employment program (CDEP) or who have participated in a CDEP program between 1 December 2005 and 30 June 2008
    - Eligible clients living in remote areas
  - \* We also provide services to:
    - Pensioner Concession Card holders
    - Department of Veterans' Affairs Gold Repatriation Health Card holders
    - Department of Veterans' Affairs White Repatriation Health Card holders specifying hearing loss
    - Recipients of a sickness allowance from Centrelink
    - Dependents of a person in one of the above categories
    - Referred clients of an Australian Government funded vocational rehabilitation service
    - Members of the Australian Defence Forces
- These clients need to apply to the Office of Hearing Services for a Voucher to receive services from Australian Hearing or another provider of their choice
- \* Australian Hearing provides free hearing assessments to all eligible clients.
  - \* Australian hearing will provide an interpreter at your appointment if required.
  - \* Clients can choose between fully subsidised (free) hearing aids, or pay an additional amount (top-up) for higher level technology features
  - \* Australian Hearing fits more than 130,000 hearing aids annually. We work in partnership with Siemens Hearing Instruments, one of Australia's leading hearing aid suppliers, to ensure that Australian Hearing clients can choose advanced digital hearing devices at the best possible prices
  - \* The internationally renowned National Acoustic Laboratories (NAL) is the research division of Australian Hearing. NAL research plays a vital role in the areas of hearing preservation, hearing rehabilitation, hearing aid development and acoustic research.

## National Acoustic Laboratories

Australian Hearing's national head office is also home to the internationally renowned National Acoustic Laboratories (NAL), a leading national research facility into hearing loss and treatment innovations.

NAL also undertakes acoustical testing for businesses and industries.

### NAL RESEARCH CONCENTRATES ON TWO BROAD AREAS:

- \* Hearing rehabilitation, with a major emphasis on the fitting and use of hearing aids, development of improved hearing aids, and development of audiological procedures. Protocols developed by NAL are used in fitting hearing aids throughout the world.
- \* Noise and hearing loss prevention. NAL research in this area is aimed at providing better ways for people to protect their hearing, and is used to help set standards and regulations concerned with the measurement and control of community, industrial and leisure noise.



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