



# Can:Do Hearing News

## Spring 2015

Welcome to the Can:Do Hearing Spring 2015 newsletter, we hope you like our updated look.

We are very excited to be celebrating our 10th Birthday this month, thanks to your support. And remember - by supporting us, you also support thousands of South Australians who are Deaf or Hard of Hearing through our charities Deaf Can:Do, The Royal South Australian Deaf Society and Can:Do 4Kids, Townsend House.

### Happy Birthday Can:Do Hearing!

10 years ago, in August 2005, a new audiology business, Hearing Loss Solutions, was opened at the Royal South Australian Deaf Society by the Hon Jay Weatherill, Minister for Disability. In 2007 the Royal South Australian Deaf Society then merged with Townsend House to form the Can:Do Group - leading to our change of name to Can:Do Hearing in 2009.

Since opening in 2005 we have expanded to 5 clinic locations, added Paediatric audiology to our expertise and continued to learn and grow in order to provide our clients with the best service possible.

We are proud of the work we do and over the years have helped more than 8,500 South Australians along their hearing journeys.

Thank you to all of our clients, staff and supporters who have contributed to the success of our independent, South Australian not-for profit business.

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# Can:Do Hearing



## Hearing aid technology – how far it has come?

Heidi Limareff, General Manager

I completed my Master's Degree in Audiology 1999, in San Diego, USA. Despite this being less than 20 years ago, hearing aids have come a long way in that time.

Like many other items of technology, the introduction of the computer into our field meant that during the time of my studies we went from “programming” a hearing aid by using a tiny screwdriver and a few trim-pots on the back of a hearing aid, to programming an analogue hearing aid in a digital manner on a computer.



The 10 years since Can:Do Hearing opened have seen dramatic developments in hearing aid technology. One hundred percent of modern day hearing aids are digital, containing a mini computer chip, and the speed at which they process sounds is amazingly fast. This advancement has also enabled the hearing aids to dramatically reduce in size. Nearly all current hearing aids are programmed via a Bluetooth connection, meaning that wires hooking them up to a computer for programming are a thing of the past.

The advancements that have had the most benefit to users include the ability to self-adjust to a listening environment, the capacity to communicate between ears to ensure that the internal adjustments are correct and the all-important capability to reduce back ground noise. The Bluetooth communication that allows the clinician to program the hearing aids wirelessly also allows users to connect remotely to external devices such as their TV, mobile phone, computer and car!

According to one of our suppliers, Phonak, “Along with the technology, the acceptance of hearing aids has

changed as well. Smaller devices, new designs and stylish colours help users to wear their hearing aids with ease and confidence”.

Due to the very nature of audiology – being both a medical field and a highly technology focused field clinicians must continually update their skills. Can:Do Hearing supports all of our clinicians to achieve their required professional development and usually much more.

We make the promise to always offer our clients the most up to date hearing aids, using the most recent evidence based methods of fitting. This is a challenge that we are happy to take up.

Our independence from hearing aid manufacturers means we need to keep up to date with a range of company software and developments, but we believe this is truly worth it in order to offer our clients the best products and the expertise to create the best outcomes for their hearing needs.

## The National Disability Insurance Scheme

Can:Do Hearing is fortunate to be a part of the Can:Do Group, which allows us to work with and learn from the experience of both Can:Do 4Kids and Deaf Can:Do.

As South Australia is the trial site for the National Disability Insurance Scheme (NDIS) for children aged 0-13 years Can:Do 4Kids has been actively involved in NDIS planning and service provision for nearly 4 years.

NDIS has been a true trial with many lessons learned along the way, however it has illustrated that there are more opportunities than ever for us to innovate within our service offerings and to work in partnership with government and the NDIS.

Many of our Can:Do 4Kids clients with a hearing loss are looking forward to being able to come to Can:Do Hearing for all of their audiological needs, meaning that they will finally be able to receive all of their support in one location.

We also know that in the future people from ages 0-65 years who are Deaf or Hard of Hearing and currently receive services via other means will transition to NDIS, some coming to us with an Office of Hearing Services voucher.

As we learn more about the roll-out of NDIS we will be sure to keep you up to date.

## Visit our new website

We are very pleased to announce that the new Can:Do Hearing website is up and running. The website was developed as part of a suite of new sites for the Can:Do Group and is designed to make it simple, clear and easy to find the information you are looking for.

You will find it easier to;

- Book an appointment
- Find a clinic location and opening times
- Keep up to date with the latest news
- Link to Office of Hearing Services online portal

Check it out at [www.candohearing.com.au](http://www.candohearing.com.au)



## Hearing Awareness Week

Hearing Awareness Week this year runs from 23 - 29th August. The theme for 2015 is that Hearing is Precious and Fragile.

Keep an ear out for us during the week, we will be talking about Hearing health and protection.

You can follow Can:Do Hearing on Facebook and Twitter to keep up to date with what we are up to.



## Competition

To celebrate our 10th Birthday we are offering you to chance to win a \$100 Myer voucher just by telling us in 25 words or less;

### 'My Hearing is precious because...'

To enter just head to our Facebook page, website or write to us at;

Can:Do Hearing Birthday Competition  
Reply Paid 43 Brighton SA 5048

Entries close Sunday 20 September 2015



## 5 minutes with...

### John Nicholas

*John was Can:Do Hearing's 10th client and has been coming back to see us for the 10 years since then, first in Adelaide and now at our Welland clinic. We chat to him about his hearing journey.*

#### When did you first notice you had a hearing loss?

I knew for a long time that my hearing wasn't the best, but my Doctor finally told me that I had to have it checked out - he even had his secretary ring up to make an appointment for me, so he must have been worried.

#### What difference has having hearing aids made?

Having hearing aids has made such a big difference in my life. This is my third pair and these ones have 10 ranges of volume that I can adjust. I still may not hear everything my wife says properly, but I understand what she is saying much better now, which makes life simpler.

#### Why did you choose Can:Do Hearing?

My doctor first sent me to Can:Do Hearing, but their commitment to please every customer has kept me coming back. You can see that they love to help people with their hearing and they are always so supportive.

Now that I go to the Welland Clinic I appreciate how close and easy it is to go for an appointment there.

#### What advice would you give to a friend who noticed they had a hearing loss?

Sometimes being a man you don't do these things, but you have to put aside your pride and your ego and go get checked out. It will make a big difference in your life. I would also definitely recommend you go to Can:Do Hearing, they are so helpful and polite and will make sure you get what you need.

#### What is your favourite sound?

I go to church, and now not only can I hear the speech more clearly, I can hear the beautiful chanting and hymns that I couldn't hear properly, or even at all, before.

## Paediatric hearing services coming soon to Blackwood

Infants and babies begin to hear in utero at around 23-25 weeks gestation. The most familiar sounds to them at birth are the voices of those that were around while they developed, particularly their mother's.

Spoken language development in the first few weeks, months and years of life is highly dependent on a baby's ability to hear accurately. In Australia the Universal Newborn Hearing Screening Program operates in every state and means that 99% of all babies have a hearing test in their first few days of life.

Unfortunately hearing can change over time. This is most apparent when children suffer colds and ear infections that leave fluid in the middle ear space. The waiting lists at public hospitals for hearing checks and Ear Nose and Throat (ENT) Specialist visits can be long, particularly in the winter.

Four years ago Can:Do Hearing opened a private paediatric hearing clinic to ensure that children could be seen by a qualified professional in a short period of time and over the last 4 years our paediatric services have grown considerably.



Julieanne Yates, our Senior Paediatric Audiologist, with over 15 years' experience assessing and fitting hearing aids to children, has been joined by 2 other senior audiologists. Erin Muir (who is about to leave us for a bit to have her second child) and Holly Veale have joined our team and bring their significant audiological experience to our services for both adults and children.

We have listened to our clients who have been driving from all over Adelaide for paediatric services at Welland and we are about to open a second dedicated paediatric space – at our Blackwood clinic!

Our paediatric services include hearing tests for babies and children from the age of 6 months and Auditory Processing Disorder (APD) assessments from the age of 6 years. No referral is needed, however a referral from an ENT or incorporation of hearing on a Chronic Disease Management (CDM) Plan by your GP means that the test is eligible for a Medicare rebate, if you need more information on this our staff are happy to assist .

Hearing well is critical for both speaking and of course for learning. If you have any concerns about your child's hearing or listening skills please contact us today.

*We hope you've enjoyed catching up with the latest Can:Do Hearing news. Please let us know if you have any questions, or any ideas for topics you'd like to learn more about. Until next time!*

*Heidi*

*...and the team at Can:Do Hearing*

### Contact Us

We would love to hear from you. For further information about our services or to book an appointment please contact us on;

Phone: (08) 8100 8209  
Email: [info@candohearing.com.au](mailto:info@candohearing.com.au)  
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