



The Surprise Edition!

A big welcome to everyone for our surprise edition of our newsletter.

Members have been used to receiving Eye Hear four times a year. We are now pleased to advise that we are DOUBLING the yearly editions of Eye Hear from 4 per year to 8: for free.

Realising that there has been so much information that we have wanted to provide to you, simply sticking to the quarterly publication meant an unwieldy publication, often without being able to publicise some great events or provide all the necessary information. So not only will members receive a hardcopy of the Eye Hear Newsletter with their National Journal each quarter, but you can also receive an electronic copy mid April, July, October and February. All we need is an email address for us to send you a copy.

If you don't have an email, that's no problem, because a copy of our mid-quarter newsletters will be available from our website:

www.betterhearing.org.au.

But if you need some help with using a computer and /or getting an email account- we understand this. That's why we've included in this edition tips on getting training and getting a free email account. Even if you don't have a computer, we'll tell you how to get FREE computer access as well.

So, all we'll need is an email address and the extra newsletters will be sent your way. To provide us with your email address, you can simply complete the form in this newsletter or email me so we can update our membership database.

By emailing out the newsletter, instead of printing enables us to keep our membership price low, because we don't need to pay for printing or postage. We also save paper, which is great for the environment, and you receive your newsletter fast without having to wait for the mail.

Also on a sad note, we say goodbye to Margot Hogarth-Scott, our administration assistant who is leaving Better Hearing. We say good bye, farewell and good luck to a wonderful person who, even though she has only been with us for a short time, will be very much missed.

Susan ☺



Susan Fiori
Executive Officer
Susan@betterhearing.org.au

From the President - Ted Drowley

I too would also like to welcome you to our first ever mid-quarter edition of the newsletter. This is a wonderful opportunity for us to provide you enhanced membership services.

On a sad note, not only do we say farewell to Margot, but we also have sad news to convey in advising that Stan Donald passed away two weeks ago. It is our sad duty to farewell one of our long time members. Don't miss Kaye Gooch's wonderful eulogy for Stan in this newsletter.

In community spirit, I hope that you can participate with the Victorian Branch in Loud Shirt Day on 15th May. This is for the wonderful purpose of raising money for hearing impaired children. It is a very worthwhile cause and we look forward to your donation and or picture of your Loud Shirt.

Our next edition is in June. This is your newsletter, so if you have an ideas or suggestions please do not hesitate to contacting Susan. Goodbye until next time.

★ TED ★

Members Forum - It's all happening here!

The Members' Forum is coming up with so many great ideas, that we are having an extra meeting this month to work on them! We now have a new Membership Model, and we are looking at ways of providing more benefits to you our members, as well as encouraging more people to join us. One way you can help is by being a Better Hearing ambassador, by talking to others about what BHA does and how it can help them. 'Word of mouth' is cited as one of the best ways of getting people to join something, and is far more valuable than advertising. So why not spread the word about this great organisation!

We also want more volunteers, and we are currently working on a strategy for volunteering with BHA. Did you know that being a volunteer not only helps the organisation, but you also benefit in many ways? People who volunteer give the following as their top reasons for volunteering: "helping others in the community"; "personal satisfaction"; and "to do something worthwhile". So you might like to give this serious consideration and keep watching this space for our 'call to volunteering'!

Planning social functions is also part of the Members' Forum's role and we are talking about a Christmas in July Lunch, as well as some outings. We have had a suggestion about a visit to the Guide Dogs Centre in Fairfield, and, following last year's most enjoyable visit to the State Library, we thought you might like a visit to a museum or gallery in the city. So do let us know if you are interested in any of these events, and watch for details in the June newsletter.

Carole McCarthy

In this Edition:

- Getting Computer & Email Access
- Farewell Stan Donald
- Wind Noise and Hearing Aids
- Dining Out
- Heart Foundation
- Loud Shirt Day
- Get your FREE Newsletter plus
- The Adventures of 'Betty' Hearing Aid

We're on the web!

www.betterhearing.org.au

GET CONNECTED: Getting Computer and Email Access

Why email? Why computers?.....

There are so many benefits to using computers and having email. The main one is 'connection'. Having connection to the community, to businesses, to organisations, and to the world.

It enables simple research, sending letters (called email) and communicating with friends and family. You can get information easily and quickly, about pretty much everything, like the latest news, products and services - find out what is happening on the other side of the world, or get a map, photo, or find directions... all with the click of a button.

And the best thing about this is ... you don't need any hearing ability! None at all!

How much will it cost?

You can go out and buy yourself a computer and pay a service provider to organize an email account / internet access (e.g. Telstra / Optus) which can cost quite a bit.

BUT, you can get access to a computer, and get an email account—FOR FREE!!! You don't need to spend a cent if you don't want to.

How do I use a computer for FREE?

There are computers at most public libraries, with internet access, for members of the public to use at no cost at all. You may need to book time with the library to use one of these computers, but most libraries are open during the week, with some even open on weekends.

I don't know how to use a computer?

Community run courses are available at Libraries and other community based organisations (i.e. local community centres such as Alamein Neighbourhood & Learning Centre Inc). These courses are geared towards lifestyle needs instead of business training, so give them a try first. There is also the College of Advanced Education (CAE) in the city that also runs beginner computer courses for 50+, as well as a specialized course "Computers for the Hard of Hearing" (course SRQ55801). Phone the CAE on 9652 06911 for more information.

How do I get free email?

Once you have access to a computer, and have had a little bit of training assistance, free email accounts are available from (example):

- www.hotmail.com.au
- www.yahoo.com.au

I want my own computer

Well of course you can buy a new computer, but have you thought about refurbished ones? If you plan to use a computer for email and a bit of internet searching only, there is no need to pay a huge amount of money and buy software / hardware that won't get utilised.

You can purchase pre-loved but reliable systems rebuilt by non-profit organisations like [WorkVentures](#) for as little as \$300.

If you receive a pension, then CentreLink have also a scheme to provide refurbished PCs at an unbelievably good price.

The personal computer offer is available to Centrelink concession cardholders, schools and not-for-profit organisations at a cost starting from \$250 plus delivery. Customers interested in purchasing a low-cost personal computer can contact their local Centrelink office or phone WorkVentures on 1800 112 205.

How do I get internet access?

Once you have a computer, you will need Internet access. Getting internet access is exactly like getting a telephone service (i.e. Telstra, Optus etc). You can buy prepaid or go on a plan. It is recommended to shop around as plans do vary.

So give it a go - get connected and see all that the world has to offer.

Goodbye Margot



We are very sad that Margot has decided to leave Better Hearing. She has only been with us since February but we wish her all the very best life can offer. We will miss her.

BHA Vic Team

Remembering Stan Donald Together

On Sunday April 5th, some of Stan Donald's family and friends came together to remember this dedicated member of BHA (Vic Branch), who died on 18th March. We gathered at his daughter Wendy's home at Kangaroo Ground, and had a delightful afternoon telling each other of Stan's life of dedication to his work, his family and Better Hearing.

Stan first became involved in BHA as a young man of twenty, in 1942. He had been diagnosed with a very severe hearing loss, and had no idea what to do. He read a small article in a newspaper about an organisation called "Australian Association for Better Hearing". Stan flung himself into the life and work of "Better Hearing" as we fondly called the Association - he became a lipreading teacher, helped form the Young People's Group (through which he met his first wife, Peggy), became Editor of Better Hearing journal, and was involved in production of the then reel-to-reel tapes for the Marie Henderson Lipreading Tournament.

At today's gathering, I was the only long-term member of BHA (apart from family) there, so I spoke of Stan's deep involvement with BHA - his contributions from the literary, tuition, filmmaking and editorial aspects of his dedicated work for BHA. I recalled my close friendship with Stan and first wife Peggy - often visiting them at their Heidelberg home, and sharing happy times with them. I told how Stan was a man of vision - how, in our history, **Better Hearing in Australia**, published in 1967, Stan wrote of medical advances made to treat hearing loss. He wrote, "Hope comes for even the more serious types of hearing loss, through research into the mysteries of the inner ear". The cochlear implant was then still 11 years in the future - this hope was realised in 1978, and Stan's severely deaf son Andrew, benefits greatly from his cochlear implant. Peggy died at the end of 1990, and in 1992, Stan married another BHA stalwart, Iris Regan. They lived together in Lake Cathie, NSW. I didn't know Iris as well as I had known Peggy; but Iris, too, showed much dedication to BHA, having been a lipreading tutor and had work published on lipreading. Stan and Iris shared great happiness together till Stan died peacefully at home in March 2009.

At the gathering, Stan's three children (Wendy, Andrew and June) contributed a eulogy which included a fascinating account of Stan's family tree; a reading of Henry Lawson's poem *Andy's Gone with Cattle*; my recollections of his time with BHA; a song, and other memories. It was a fitting memorial to a fine man with deep compassion for people with hearing loss, and love of family. The beautiful bush setting of Kangaroo Ground was an entirely appropriate backdrop for our memories of Stan.

A special afternoon of remembering someone special to many of us at BHA.

Kaye Gooch

Wind Noise and Hearing Aids

A new, small in the canal hearing aid has been developed which has the microphone attached via a long tube that helps to fit the aid into the concha and places the microphone in the concha cymba.



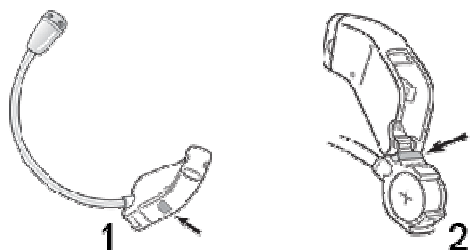
The basic model does not require an ear mould (one size fits all) but would only be suitable for mild to moderate hearing losses.

However, a new version that is fitted into an individual earmould, means this can also be fitted to more severe hearing losses. Our understanding is that the basic device is fitted into the custom mould. In other words it is not a different hearing aid but the same product which is able to be given more power because of a better fitting

earpiece.

Some of the performance features include:

- Reduction in wind noise because of the placement of the mic
- Better localisation particularly from back to front (rather than side to side)
- A new type of noise reduction, which measures the ambient noise floor and then subtracts it from the signal.
- Aesthetically acceptable



Studies have shown the reduction in wind noise to be excellent due to the placement of the microphone and a new noise reduction system should make background noise less disturbing to users.

This information has been provided by GN Resound and more information is available from their web site at www.gnresound.com.au



We will endeavour to bring you more information about new developments in hearing technology in future news letters.

Carol Wilkinson (left)
Hearing Advisor
carol@betterhearing.org.au

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Simply pop into the Prahran Office to pick up your own copy of the Entertainment Booklet

Get your Mid-Quarter Newsletters FREE

To receive your FREE four newsletters per year, either email your name, address, membership number and email address to susan@betterhearing.org.au or complete the following and post to: **Better Hearing Australia (Vic), 5 High Street, Prahran, 3181.** If you don't have an email, you can get your free copy off our website: www.betterhearing.org.au

Better Hearing FREE Mid-Quarter Newsletter - Yes, I would like my free mid-quarter newsletter.

Name: _____

Address: _____ Suburb: _____ Postcode: _____

Phone: _____

Email Address: _____

- I would also be interested in attending (please tick):
- Mid Year Christmas Lunch - 8 July (Prahran)
 - Melbourne Museum - Date TBA
 - Melbourne Art Gallery - Date TBA
 - Guide Dogs Association Kew - Date TBA



Cardiovascular Disease:

- kills more than 46,000 Australians every year - that's a life lost almost every 10 minutes
- affects two-out-of-every-three Australian families
- almost one-in-three Australian are living with disability related to cardiovascular disease
- 60% of people who die from this had not reached average life expectancy
- this is largely preventable

Dining Out

Dining out at a restaurant or café is not just about enjoying the food. Most of us like to share the experience with family or friends.

Unfortunately many eateries are very noisy places and, whilst the food and drinks may be great, communication can be difficult particularly for someone with a hearing loss.

The effects of background noise are usually made worse by the acoustics within the dining area. The more hard surfaces there are in the venue, the more reverberation there will be. (Reverberation is when the sound bounces around. You may have noticed the difference between your bathroom and the bedroom) The more soft furnishings that we put into a room, the more sound will be absorbed. This means there is less of the noisy echoing effect and most people will find it a more pleasant listening situation.

At Better Hearing Australia (Vic) we have put together a few tips for eating out, that we hope will help.

- Find a restaurant that has good acoustics. This usually means one with some soft furnishings rather than lots of hard surfaces
- Avoid those that are known to be noisy; Friends and acquaintances may mention them. Make a note.
- Some restaurants have had sound absorbing panels installed: Ask if they have had any acoustic treatment.

Women and Heart Disease

here is a current lack of awareness, knowledge and understanding about the prevalence and seriousness of women's risk of heart disease

Some common myths about heart disease:

- Myth: Heart disease is a man's disease
Reality: Heart disease is the number one killer of Australian women
- Myth: Cancer is the biggest killer of Australian women
Reality: Heart disease accounts for four times the number of deaths amongst Australian women - so women need to be as vigilant about their heart health as their breast health
- Myth: Heart disease is unavoidable
Reality: Most heart disease is preventable if steps are taken to talk to your doctor about your heart disease risk and changes are made to lead a healthier lifestyle

For more information on Heart Week refer to: <http://www.heartfoundation.org.au/>

- Dine early, before the crowds pump up the volume.
- Ring first to request a table in a quiet spot.
- Ask for a table where you can sit with your back to the wall so that you are not surrounded by noise. However, this may not work to the advantage of people with directional microphones on their hearing aids.
- Request a private dining area, or a smaller separate area, if there is one.
- Ask for the music to be turned down.
- Find a restaurant where the tables are further apart. (These may be a little more expensive however)
- When the weather is warm you may find it quieter outside than in.
- Some people find upholstered booth style seating to have better acoustics.



Thanks to Geoff Barnes at Acoustical Design, we have also put together a list of restaurants and cafes that have installed special acoustic treatment designed to reduce that overall noise level and therefore make dining a more pleasurable experience. We have lists of these restaurants at the office in Prahran, and on our web site.

Carol Wilkinson
Hearing Advisor

carol@betterhearing.org.au

Loud Shirt Day: Friday May 15



Loud Shirt Day is a great way to throw off the usual dress code in your office or school and get loud for one day a year. Participants drag out their craziest shirts, socks, scarves or any other "LOUD" fashion statement. Everyone who participates makes a donation (anything over \$2 is fully tax deductible) and all money raised will help get "deaf kids talking" throughout Australia.

HEARING AWARENESS WEEK 2009

23-29 AUGUST 2009

HEARING AWARENESS WEEK
2009 WILL BE HERE BEFORE YOU
KNOW IT.

The Adventures of 'Betty' Hearing Aid

(Why Hearing Aids get put into drawers. A Fairy Story)



Once upon a time there was a hearing aid called Betty. She lived with lots of other young hearing aids and loved the company of her friends. The rumour around the storeroom where they lived was that, one day, they would be able to go into the big noisy world and help people with hearing difficulties. Certainly, Betty was programmed to help people to hear better so she was very happy when she found herself being lifted from the shelf and attached to a sparkling new ear piece.

Betty was even more excited when she was handed over to a mature aged gentleman called Bob who gently cradled her in his hand.

"I don't want to do any damage" he said.

Betty was so happy that she seemed to have such a considerate owner. She was given a wonderful fresh battery and fitted behind Bob's ear.

"Oh, that's wonderful" said Bob.

Betty was so proud. She was working well and everyone was happy.

At first, Bob seemed to like Betty, but when they got home he started having some problems getting the ear piece into his ear correctly. He twisted and turned the ear piece but to no avail. Betty was very uncomfortable. She tried to tell Bob about the incorrect fit by shouting at him in her high pitched whistle-like voice.

"Hey, I'm hanging on by a thread here. I'm likely to fall out and get hurt".

Bob mistook Betty's attempts to help as misbehaving.

He put her into solitary confinement in a drawer in the bedroom.

For the first few days Bob would regularly open the drawer and gently take Betty out. Her battery was still good as Bob had left her turned on so Betty got very excited each time she saw Bob and let out a little squeak

"Please take me out of this dark drawer"

But Bob slowly shook his head and closed the draw again.

After a couple of weeks Betty's battery died and she became very sad.

One day Bob opened the draw, took Betty out and again tried to place the ear piece in his ear. This time there was no whistle or squeak from Betty. In fact there was no sound of any sort because her power was gone. Again Bob removed Betty from his ear, and placed her back in the drawer with a "tutt" and a shake of his head.

Betty was lonely in the drawer. She liked Bob but she never seemed to see him any more.

Some weeks later the drawer slowly opened. Betty saw a handsome young man peering in at her. He lifted Betty out of the drawer and carefully turned her around, scrutinising her thoroughly.

"OK, Uncle" Said the young man, "Time to get this gadget fixed once and for all"

Betty was worried. What did he mean?

The young man wrapped Betty in a clean handkerchief and placed her in his pocket. Betty was in the dark again. Where were they going? What would happen to her?

When the lights came on again for Betty, she found herself in a large room with three people looking at her. She couldn't say anything because she was still powerless. The handsome young man began speaking.

"This is Better Hearing Australia, where you can get help with your hearing aid as well as lots of other useful advice" he explained to his uncle.

The third Person was a Hearing Advisor. She took Betty away and found a new battery for her. It was so good to have her voice back. The Hearing advisor cupped Betty in her hand and she gave out an excited whistle.

"Well, you seem to be working just fine" said the Hearing Advisor. Betty was so pleased that she seemed happy to hear her communicating.

Betty was taken back to see Bob and the handsome young man.

"Let's spend a bit of time getting to know how this works" said the Hearing Advisor. "I'm going to show you what to do and how to get the ear piece in your ear".

After a few practice runs Betty was feeling much more confident about how Bob was managing.

The Advisor from Better Hearing also showed them a number of other devices that would help Bob watch TV and manage better on the telephone. She explained that there were lots of things that would help Bob to communicate better.

"You are going to need a little help for a while" she told them. "Perhaps your nephew can check that you are doing it correctly"

The handsome young man smiled. "I'll come and see you every day after work to see how you're managing" he said. "And we'll go and find out about getting the special device for the TV".

Betty was so happy. She would see the handsome young man every day! **And** she was getting a new friend.

No more dark drawers for Betty Hearing Aid. The End.

Coming soon: Betty gets a telecoil

Victoria Legal Aid: Disability Action Plan

Julie McMillan, one of BHA Vic's Hearing Advisor, has provided support in developing a disability action plan for Victoria Legal Aid. This plan is now available online at <http://www.legalaid.vic.gov.au/>. A workplan to complement the disability action plan is currently being developed. This will include timeframes, responsible areas and performance indicators. This plan will be launched during Law Week, on May 14th 2009.

City of Monash Disability Consultative Committee

Jackie Mitchell is a member of the City of Monash Disability Consultative Committee. She is a teacher of the deaf and has a profound loss in one ear and a moderate loss in the other. Her job on the committee is to advise the council on matters relating to people with impaired hearing. If you live in Monash and have any issues regarding council, please email her on: tandemhjc@bigpond.com

Be on the Committee for Victoria's Better Hearing

We are now receiving nominations for the Committee of Management. Be part of the main hub who runs this wonderful organisation for people with hearing loss. Presently the Committee of management meets on the second Tuesday of every month at 5:00pm and is responsible for the governance of the organisation in all its financial, legal and policy matters. Terms of office is one year from September 2009.

If you're a member of BHA (Vic), then you can offer yourself to be elected. Call for nominations close **22 May 2009**. Nominations go out next newsletter (June 2009).

If you are interested, or know someone who may be interested, just complete the Nomination Form enclosed in this newsletter or contact Susan Fiori: susan@betterhearing.org.au / (03) 9510 1577.

Get Ready for our next Round Table Discussion

Thankyou to everyone who attended our last Round Table Discussion in March – "Eating Out – enjoying the food *and the conversation*." It was great to see so many people there! Our sincere thanks to Geoff Barnes from Acoustical Design for a fascinating talk on noisy eating venues and strategies to overcome problems associated with this. It is unfortunate that noise in restaurants can really affect enjoyment of the "eating out" experience for everyone, but especially for those with hearing loss. An interesting and stimulating discussion followed with everyone participating and sharing experiences and practical solutions. The cake and coffee were delicious too!

Our next Round Table discussion will be on:

Wednesday 27th May - 1pm to 3pm

"Terrific Technology for Hearing Better"

Andrew Willis from Word of Mouth Technology will give an update on the very latest in assistive technology and hearing access.

Venue: 5 High Street, Prahran



Please note the new starting time is 1:00 pm which we hope will make the discussions more accessible to those travelling from country areas. **Please RSVP for catering purposes or contact me if you would like further information.**

Look forward to seeing you then – everyone welcome!!

Julie McMillan, Hearing Advisor, julie@betterhearing.org.au

THE DIARY

APRIL

23: Members Forum Meeting

28: Policy Sub-Committee



Reinvention: creativity & self identity:

A contemporary art exhibition from Victorian artists who have a disability or who are Deaf

(Bundoora Homestead Art Centre)

Opening: 30th April at 6pm

Show: 29 April to 10 May 2009

www.bundoorahomestead.com

ADVANCE NOTICE:

-> **JUNE 4:** Mag Wrappers - help needed to collate the next newsletter (all welcome)

-> **JULY 8:** Mid Year Christmas Lunch (all welcome)

-> **SEPTEMBER 3 to 6:** BHA National Conference: "Living with Hearing Loss" (Qld)

MAY

1: Better Hearing Journal contributions due

3 to 9: Heart Week

12: Finance Sub-Committee Meeting

15: Loud Shirt Day

19: Committee of Management Meeting

22: Eye Hear Newsletter contributions

22: Committee of Management Nominations Due

26: Risk Management Sub-Committee

27: Round Table Discussion: Assistive Devices

28: Members Forum

Hearing Awareness Week

23-29 August 2009

Be part of our next newsletter: Seen or heard something of interest? Have an idea or article you would like to submit - then we want to hear from you. You, our members, are our strength. The next newsletter is June 2009. Please send your contribution or idea to Susan (susan@betterhearing.org.au) or phone / post (to Prahran office - details below)

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