



A message from the CEO

This is my first contribution to our Newsletter '*Better Hearing Today*'. I am very excited about our journey and our future. This Newsletter is an opportunity for Better Hearing Australia (Vic) to tell you what's happening in the Office, developments in the hearing industry locally and abroad, and an opportunity to share your stories and lots, lots more.

I have received some feedback from members that they really enjoy receiving *Better Hearing Today*. Some of our members are telling us that Social Media, such as Facebook and Instagram is not easy to access. We know we need to straddle all different forms of communication, we have many different people to reach out to. We can only do this better if you tell us how we are going. Our contact details are on the back; we are happy to listen, understand and find solutions together.

Since I commenced as CEO on 3 July, I have met many people from diverse professional backgrounds and one thing that is a common thread to many of these conversations is the trust that people have in our services. I am truly proud to be part of the Better Hearing Australia organisation.

Trust is part of our brand: we are independent; we do not have any commercial affiliations and people can rely on us. We have an 80 year history of success. Not many service providers can boast our track record.

We are hosting this years Annual General Meeting and Information Forum on Tuesday 21st November, 2017 which includes guest speakers Dr Elaine Saunders who will discuss the latest developments in the audiology industry, and Kaye Gooch will provide her thoughts on the hearing impaired consumer experience.

Better Hearing Australia (Vic) Inc. is uniquely placed to address the needs of Victoria's population affected by hearing-related issues. Our services are constantly evolving to meet the needs of those affected by hearing loss.

Recently I have been working with the state government to discuss the implications and opportunities of the National Disability Insurance Scheme (NDIS) on our current services across Victoria. The way in which services will be delivered to people with disabilities is changing; some of you may have already experienced some of these changes. Better Hearing Australia (Vic) is a registered provider for the NDIS for the delivery of Specialised Hearing Services. If you need NDIS information or you are an approved NDIS client and require hearing advice, please call us.

Last month, a House of Representatives Standing Committee published their report called "Waiting to be Heard", an Inquiry into Hearing Health and Wellbeing. It was pleasing to see the detailed investigation (176 pages) carried out by the Committee in delivering its 22 recommendations. The Committee stressed that hearing must be treated as a National Health Priority Area. Better Hearing Australia (Vic) welcomes this recommendation and will work proactively at putting this on the political agenda at both state and federal levels.

Later this week, I will be heading to Brisbane to participate in the 2017 Better Hearing Australia Conference. I am looking forward to meeting my national and state colleagues. I will be participating in the Annual General Meeting on Friday and a full day conference on Saturday with presenters Mr Trent Zimmerman MP (Chair of the Parliamentary Enquiry into Health and Wellbeing), David Brady and Dr Carly Myer. I look forward to sharing some of this information in the next issue of '*Better Hearing Today*'.

Athina Georgiou, CEO

«TINNITUS AUSTRALIA»

TinnitusAustralia.org.au

A very successful meeting of Tinnitus Australia was held at Better Hearing House in Prahran on the 8th of August.

A brief discussion was held acknowledging the contribution of co-founders Ross McEwan and Ian Paterson. The Association has provided advice and counselling phone line services to Victorians wanting information related to Tinnitus for many years. Ian Paterson continues to play a significant role in the running of the Association today.

Victoria Didenko, herself a Tinnitus sufferer, launched the new website of Tinnitus Australia which was put together with some generous pro bono assistance. Further website development is planned and will contain information and resources dedicated to somatic tinnitus, tinnitus and grief, tinnitus in children and together with a list of allied health professionals who deal with the psychological effects of tinnitus.

Audiologist Myriam Westcott delivered an excellent presentation on her learnings from The 12th International Tinnitus held in Warsaw, Poland in May of this year. Myriam has a particular interest in somatic or somatosensory tinnitus, a condition which can be created or modified by activities such as teeth clenching, neck movement or trigger point pressure around the ear/jaw.

The next meeting of Tinnitus Australia is set down for Tuesday 14 November at Better Hearing House in Prahran.



Meet Our New Staff

Kaushalya (Kaush) Troy is an audiologist in Melbourne with audiology clinics in Camberwell, Richmond and Altona Meadows. She completed her Masters of Clinical Audiology at the University of Melbourne in 2007.

Her passion for Audiology stems from her experience in Sri Lanka where her parents established a school for hearing impaired children in 1999. She specialises in Cerumen management, Auditory Processing Disorder, Tinnitus and Hyperacusis management. She enjoys both the diagnostic side of audiology as well as fitting hearing aids and other devices.

Kaush is involved in lecturing and assessment at the Latrobe University Masters of Audiology course.

She has been heavily involved in Audiology Australia since 2008 and helps facilitate Professional Development events for local members.

Kaush and Jenny bring a wealth of knowledge and experience to the Better Hearing service offering. With resident Audiologist Alina Stefanescu, we are in an excellent position to assist our community with all their hearing needs. As always Better Hearing's office hours are 9.00 am to 5.00 pm Monday to Friday with Kaush in on Mondays, Alina on Tuesdays, Wednesdays and Thursdays and Jenny on Fridays.

Jenny Smith is an accredited audiologist with a breadth of experience with both adults and children in Australia and the United Kingdom. For 15 years she provided audiological training at an international level, with a focus on hearing aid provision in developing countries particularly across Asia.

She runs her own consultancy, providing advice, support and training for a range of clients including a hearing aid manufacturer, independent practices and Audiology Australia.

Jenny completed a Masters in Education at the University of Melbourne in 2009 and presents regularly at international scientific conferences, including the International Congresses of Audiology in 2012, 2014 and 2016.

She is passionate about improving standards of audiological care and ensuring high quality service provision for hearing-impaired people of all ages.



IBM helps Better Hearing Australia (VIC) make a social impact

Better Hearing Australia (VIC) was delighted to be the recipient of a Social Media Strategy & Planning Impact Grant from IBM in August. Part of IBM's Corporate Citizenship program, this grant assists non-profit organisations in achieving their overall vision, mission and goals.

With social media becoming more and more important in marketing and information services, we were thrilled to receive this grant and IBM's leading knowledge and assistance.

The program kicked off with a full day workshop in mid August which brought together minds from Better Hearing Australia (VIC) staff including CEO Athina Georgiou, Audiologists Alina Stefanescu and Kaush Troy, members of the Board including President Georgie Stayches, Vice President James Caws and Board Member Victoria Didenko as well as Michelle Thornton, Clinical Co-ordinator & Acting Discipline Lead (Audiology) at La Trobe University.

This was a fantastic forum of ideas and concepts on how Better Hearing Australia (VIC) can best use social media to not only engage further with the community but also provide information services. A big thank you to the team who attended! Stay tuned to our social media channels as we continue to provide information and highlight the services we provide.



Running a Reconnaissance Mission

Donning their Better Hearing Australia (Vic) kit, CEO Athina and Board members Georgie, Peter and James hit the streets of Melbourne on the morning of 30 July for Run Melbourne. It was a glorious morning with thousands of runners and spectators out and about, and all in good spirits.

Georgie and James tackled the 10k run and Athina and Peter took on the 6k circuit. We're pleased to report that all four successfully finished in good time and without injury!

This year's event was somewhat of a reconnaissance mission, with the team looking out for what the leading charities were doing to get the attention of others and most importantly, raise money. They left feeling inspired and full of ideas for next year, if not a little tired after the exercise.

Groups that stood out had generally coordinated large teams of runners and had eye-catching branded apparel, so next year expect us to be calling out to all our members to come and join us – we'd really love to see you there.

Other notable observations were the charity tents located on the walkway from Flinders Street Station down to Birrarung Marr and in some areas loud, thumping music with young children in close proximity. There continue to be opportunities abound for us wherever we look to be seen and help people protect their hearing.

Bring on Run Melbourne 2018 and we hope you'll be able to join us!

Have a pre-employment hearing test



Pre-employment hearing tests are available at Better Hearing Australia (Vic).

The tests are conducted by our qualified staff with a copy of the results provided as part of the service. We meet Victoria Police and CASA requirements.

Our price of \$75 is very competitive and proceeds enable us to continue our work in the community.

Call us to arrange an appointment on 9510 1577 Monday to Friday 9.00am to 5.00 pm

Share your story

Each year Better Hearing Australia (Vic) Inc helps thousands of people manage their hearing conditions.

We would like to share your story of how BHA has been able to help you achieve your aspirations, whether it be study, work, learn a language or socialise.

Please email your story to victoria@betterhearing.org.au or post it to Better Hearing Australia (Vic) Inc at 5 High Street Prahran VIC 3181.

The more stories we tell, the more people we may be able to assist.

Connect 24/7



Stay updated on hearing-related news and events through Better Hearing Australia (Vic) Inc's Facebook page. Send us a message if you would like to share stories and photos



Farewells in the Office

This year we farewelled some of our familiar faces here at Better Hearing Australia (Vic).

- Jeannette Waters (nee Durlak)
- Sharon Plunkett and
- Agnieszka Kosidlo

We all at Better Hearing thank them for their contribution to our organisation and wish them well with their future endeavours.

One for the diary...

World Hearing Day

Saturday 3 March 2018

HEARING awareness WEEK

From Sunday 25 February 2018

Better Hearing Australia (VIC) Inc
Address: Better Hearing House, 5 High Street, Prahran, VIC 3181
Phone: 1300 BHA VIC (1300 242 842)
Email: victoria@betterhearing.org.au
Visit our website: www.betterhearing.org.au
Find us on Facebook: www.facebook.com/betterhearingaustralia



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