

aRt 4 hEARing

diagnostics & rehabilitation



As already discussed once you receive your hearing services voucher through the Office of Hearing, you are welcome to contact us on **9890 2005** and organize an appointment.

FREE hearing services for Pensioners & Veterans.

We are accredited to provide FREE and subsidised hearing services to pensioners and veterans under the Australian Government Hearing Services Program

We are not owned by a hearing aid manufacturer. You can be assured that we will offer independent advice and discuss a range of solutions that are best suited to you.

Hearing Services Voucher

You can apply to the Office of Hearing Services (OHS) for a Voucher that entitles you to a fully subsidised hearing services and hearing devices/aids **Voucher Application forms can be downloaded are available from our clinic and from your doctor.**

You can call *more than* Hearing 9890 2005 to discuss the appointment process at the same time as you send off the OHS Voucher application.

If you had Voucher you will receive a renewal letter from OHS on the second anniversary of the last Voucher issue.

You can contact the OHS if the last Voucher was received more than two years ago. We can assist you with this process.

If you have any queries about eligibility or the Voucher application process, please feel free to contact us on 9890 2005

Voucher holders have a choice of Hearing Service Providers. However due to space restrictions not ALL address are listed

When you receive the voucher you can contact us on **9890 2005**

What should you expect?:

- A full diagnostic hearing assessment by a qualified and approved hearing practitioner, at no charge to your patient or Medicare.
- Independent advice to help select a model from a range of quality hearing aid manufacturers.
- We encourage selection from a wide range of FREE to client devices.
- ALL devices from the private sector are also available, as a TOP-UP
- If a TOP-UP is preferred, the government subsidises most of the cost for our next wide range of devices.
- Our successful (over 90% HIGH satisfaction*) **HEARING REHABILITATION** program is extended to all to ensure in obtaining the maximum benefit , at no charge
- An optional maintenance program including servicing and repairs is available to all voucher clients, which covers hearing aid batteries, repair and appointments.

Can your patient change providers without a new voucher? “YES”,

However, a ‘relocation request’ from the Office of Hearing Services is required. This can be obtained by the client calling **1800 500 726**

We are a self-reflective and evidence based Practice and are part of a nationwide patient survey. The latest data (2010) states that our patient satisfaction is above the average national group regarding hearing aid satisfaction in relation to all listening situations including *satisfaction with hearing aids*, that they would *recommend hearing aids* and even more so recommend our service. Our *satisfaction* rate 99.5% with an outstanding 100% on *professionalism, patience, explanations, time spent and post purchase service*.

The staff (clinical, therapy, technical assistance, customer support and management) would like to state our values, procedures and ethical commitments

- We do not recommend an audiological service, including hearing aid fitting, unless it is clearly indicated.
- We do not accept any incentives, such as gifts or travel, from any hearing aid company. When we recommend a certain brand, it is because we have researched the benefits with a group of our more experienced hearing aid users, not because of any obligation to or discounting from a particular hearing aid company.
- Once we have assessed a patient’s hearing, they will be given a clear indication of the level of benefit they can realistically expect from hearing aids.
- We are committed to supporting patients as they adapt to hearing aid(s), by now being able to provide free of charge as many appointments as may be needed for 12 months after hearing aid fitting. This continues until adaptation to the hearing aids and we are satisfied that they are receiving the best possible level of speech intelligibility.
- Auditory therapy is our specialty and we can now extend this service to those with unsatisfactory hearing aid benefit.
- We are not attached or work for a hearing aid company
- We want to make quality hearing assessment and hearing aids as accessible as possible. As an independent practice we can now keep our prices fair and usually below the industry average.