

# Your Hearing Services



## Services Offered

- Individual programs and advice to help you manage your hearing loss
- Assistive technology and workplace equipment
- Effective Management of Hearing Loss Courses
- Specialised Smoke Alarm Scheme
- Education and support services.

If you, a family member or friend have a hearing impairment or are having difficulty hearing in certain situations, our Hearing Services team can provide assistance and support to help you continue to lead a safe and independent life.

You will be supported by:

- Free tailored services and tips on managing hearing loss based on your individual needs
- Training in groups and individually so you can learn and develop communication tactics, assertive behaviours and other strategies
- Information and training on a wide range of listening aids and equipment
- Support for your family members
- Education and training for your family and workplace.

The Department for Communities and Social Inclusion has contributed funds towards these programs.

### What services will I have access to?

Individual hearing advisory sessions are offered in your home, workplace or in our Hearing Resource Room to discuss your needs and find solutions. Sessions can also be tailored if you have both a hearing and vision loss.

We can help you access a wide range of devices, such as telephones, doorbells, alarms, personal communicators and television devices. You will receive independent and impartial advice about the best options available for your lifestyle. Devices are available for trial or purchase.

Your family, friends and carers will also be able to access information and training sessions to find out how they can communicate better with you and other people with hearing loss.

All services we provide are free of charge to you, however there may be a cost for any assistive products purchased.

### What education and support can I receive?

The following education courses are offered:

- Effective Management of Hearing Loss
- Presentations and workshops tailored to meet the needs of a community group or workplace.

You can join our discussion groups where you can meet other people with a hearing loss and develop communication, leadership and social skills as well as gain a better understanding of managing your hearing loss from our group facilitators. Groups are offered across metropolitan Adelaide and regional South Australia.

If you would like more information on these groups, or where in SA they are run, please contact us.

### What products are available to help me?

You can visit our Hearing Resource Room at 251 Morphett Street, Adelaide, where you will be able to find out what devices are available to help you manage your hearing loss. An appointment is required. You will be able to view and trial a wide variety of assistive listening and alerting devices including:

- Telephones
- TV Devices
- Personal Assistive Listening Devices
- Alarm Clocks
- Smoke Alarms
- Door Bells

### How can you help me in my workplace?

We provide a tailored, individualised and solution-focused service to people with hearing loss who are seeking extra support in their workplace. Our experienced Hearing Rehabilitation Coordinators consult with employees and employers to assess the benefits of an assistive listening or alerting device or staff training. Devices may include amplified telephones or telephone headsets, paging or alerting systems or personal communication devices suitable for use in meetings and group presentations. Appointments can be held in the workplace or in our Hearing Resource Room.

You may be eligible for the Australian Government to reimburse the cost of your device, including installation and training, through the Job Access Employment Assistance Fund.

You can read more about the Job Access Scheme at [jobaccess.gov.au](http://jobaccess.gov.au) or contact us for more information.

### Where can I access your services?

We provide services in our Hearing Resource Room in Adelaide, or a home visit if preferred. We offer services across metropolitan Adelaide or regional South Australia. To ensure those living in regional areas can receive help or advice even when we're not there, we have developed links and partnerships with organisations including community health services and other allied health professionals in country South Australia. Your Hearing Rehabilitation Coordinator will let you know about these services when they meet you.

### How do I make a referral?

Anyone can make a referral to Hearing Services. You can self-refer, or refer on behalf of another person if you have their permission. You can either call or email our Client Liaison Officer on **Your Support Line – 1800 757 738** or **[yoursupportline@guidedogs.org.au](mailto:yoursupportline@guidedogs.org.au)** and we can assist you.

You may also complete a referral form on our website: **[guidedogs.org.au/hearing-services](http://guidedogs.org.au/hearing-services)**

### More information

If you would like more information on Hearing Services, please contact our Client Liaison Officer on 1800 757 738 or [yoursupportline@guidedogs.org.au](mailto:yoursupportline@guidedogs.org.au) who will be more than happy to answer any questions and ensure that one of our Hearing Services team contacts you.

**Guide  
Dogs**  
SOUTH  
AUSTRALIA



**[guidedogs.org.au](http://guidedogs.org.au)**

[yoursupportline@guidedogs.org.au](mailto:yoursupportline@guidedogs.org.au)

251 Morphett Street Adelaide SA 5000

Tel (08) 8203 8333 Fax (08) 8203 8332

**Your Support Line**  
**1800 757 738**