



What's That?

Welcome to another edition of 'What's That'?

It's Summer again and we hope you enjoy this edition of 'What's That'.

AURAL REHABILITATION CLASSES... successful outcomes

In our last newsletter we advertised our aural rehabilitation classes which explore ways of improving your listening and communication skills. Since then, several classes have been run that have included people with and without hearing aids, and their partners, friends and family. These classes compliment the hearing aid fitting process and demonstrate that a hearing aid alone is not the only strategy to improve communication.

The topics covered in each session are chosen by the participants themselves following a discussion on their biggest communication challenges, this made each session unique for those who attended.

Everyone enjoyed a relaxed and social atmosphere where we discussed their communication troubles. Many reported that meeting others in the same situation was very beneficial and discovering that there are many other people, who also struggle in group situations, was very reassuring.

Below is a small sample of some of the comments we received.

'Informative with some very helpful suggestions which I will hopefully put into practice' - Gordon Sheppard, Rosebud.

'It was good to discuss issues and find out more about the organisations and equipment available' - Glenis Watts, Mornington.

'Provided useful information and tips for me to follow up' and 'Helped to boost my confidence' - Sue Bristow, Mt Martha



'To be more tolerant of my husband's hearing loss!' - Joy Cornish, Mt Martha

If you are interested in attending any future sessions please give us a call to book yourself in. They are **FREE**, however there is a limited number for each session so book in now. Partners / friends are more than welcome. There are two sessions to attend for each program.

In Mornington they are normally held on the 1st and 2nd Tuesday of each month and in Berwick on the 2nd and 3rd Thursday of each month.

Please call Michelle at Mornington on 5977 0670 or Yvonne at Berwick on 9769 8700.

**We would like to wish everyone a
Happy and Healthy 2010**

Christmas Closing Dates

All our clinics will close on Wednesday December 23
and reopen on Monday January 4.

Update your details

If your contact details are about to change / have changed, please let us know by calling one of our clinics or send us an email to:
info@zailhearingcare.com.au

Communication, it's a two way street



Having a hearing loss of any degree makes communication more difficult. Successful communication relies on everyone doing their part, the listener, the speaker and the hearing aid.

The listener should...	The speaker should...
If you have a Hearing Aid , make sure it is tuned to your current hearing loss and is working well.	Slow down (Just a bit!) Speaking just a little slower is much better than yelling at a person with hearing loss.
Tell your communication partner that you have a hearing loss. Most people are very happy to help but forget quickly.	Get the listeners' attention. A great way is calling the person's name, before you start talking.
Reduce background noise. Not always possible, but try to find the quietest spot you can to have your conversation.	Find a quiet spot. Try to minimise the background noise. Turn off the TV or radio.
Reduce distance. Try to be a little closer to the person you are talking to.	Get a bit closer. Don't expect them to hear you from another room.
Turn on the light. Good lighting makes it easier to see all the visual cues.	Face the listener. They can see your face and get more cues.
Watch the speaker. Watching facial expressions and gestures gives you information about the conversation.	Say it another way. If your message wasn't understood, rephrase it instead of repeating it.
Try to keep your sense of humour. We know it is sometimes hard but seeing the lighter side can really help!	Be a little patient. It helps reduce frustration on both sides!

What's Happening at Zail Hearing Care?

- We would like to welcome Elizabeth Marsh to our audiology team. Elizabeth is joining us in January 2010 having graduated from WA and previously worked for the Australian Hearing in 2007.
- Our visiting sites at Carrum Downs, Rosebud & Malvern East continue to grow to providing better service to our patients in those areas.
- In March 2010 Zail Hearing Care will be 16 years old.
- Don't forget ... if anyone is having trouble parking at our Mornington clinic we have spots available under our building. The entrance is via York St, through Little Grasshoppers carpark.

Insure your Hearing Aids

We advise every client who buys hearing aids from us to make sure they are properly insured. If your home insurance is not providing you with appropriate cover, there is now an independent group that only insures hearing aids at reasonable cost and with reasonable excess. If anyone wants information on this group, please give us a call and we would be happy to pass it on.

Travel tips...

Are you off and away over the summer holidays? Before you go, make sure your hearing aids are ready for the trip.

Take a supply of new batteries.

If you're going somewhere hot and humid make sure you take your dri-aid kit. If you need a new one just give us a call.

Make sure your hearing aids are fully insured before you go.

If you are having problems with your hearing aids, give us a call ASAP so we can try and arrange an appointment before you go away.

Have a great trip!

Mornington Suite 3, 311 Main Street, MORNINGTON 3931 T 03 5977 0670 F 03 5977 2360	Frankston 45 Hastings Road, FRANKSTON 3199 T 03 9770 2365 F 03 9783 9367	Berwick 46 Clyde Rd, BERWICK 3806 T 03 9769 8700 F 03 9707 1599	Malvern East 153 Waverley Rd, MALVERN EAST 3145 T 1800 650 670 F 03 5977 2360	Rosebud 1533 Point Nepean Rd, (next door to South Coast Medical) T 1800 650 670 F 03 5977 2360	Carrum Downs Shop 6, 115 Hall Rd (Within Intergrated Health) T 1800 650 670 F 03 5977 2360
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Email: info@zailhearingcare.com.au Web-site: www.zailhearingcare.com.au

