

CapTel axed from the National Relay Service

The Commonwealth Government has awarded American company, Concentrix Services a contract to deliver the National Relay Service (NRS).

One of the first things Concentrix is contracted to do is to shut down the CapTel handset service on 1 February 2020.

What is CapTel captioned telephone?

It works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel phone users can listen to the

caller and can also read the written captions in the CapTel's display window.

It is yet to be revealed just what the alternative is going to be for CapTel users.

This sudden axing of the CapTel handset was given no very real reason. A pledge made by the then Minister of

Communications Mitch Fifield stated on National TV, in particular in June on the Q&A ABC program, that no one person would be worse off. The new Minister of Communications in the new Government, Mr Paul Fletcher, signed off on the NRS contract to new contractor Concentrix in June 2019.

Minister Fletcher was responsible for the first phone call service for people who are deaf-blind.

The CapTel handset is also used by the Deaf/Blind and this is evidenced by the launch of the Braille CapTel

Service that allows them to make calls. A deaf-blind participant, Michelle Stevens, made the first call using the Braille CapTel system. Stevens declared it 'awesome' and said it was exciting to be able to 'turn the sound (of her caller) into tactile feeling'

CapTel was introduced in 2013 as a result of very real lobbying by

persons who saw the potential in this new technology. People who could not hear well on the phone found the amplification helped them both listen, read and speak through the handset. Many people used the CapTel at their workplaces, and hospitals installed the handset as a service to their patients. Over time, the CapTel became popular, and the device was the only component that appears to have been axed by the Government, in effect downgrading technology so that CapTel users will be forced to use a Uniden TTY. Thousands of Australians use the service and the Government can only be assured that additional millions of dollars will be spent on annual hearing loss as a result of this axing.

The CapTel service will cease on 1 February 2020. If you would like to see the service continue, write to your Local Federal MP, Local MP, Today Tonight, and/or A Current Affair. Their addresses are listed on www.deafnessforum.org.au/contact-list-for-federal-parliamentarians/

Source: Deafness Forum June 21, 2019



SOUTHSIDE

Flying Pepper Cafe
120 Kate Circuit, Rochedale
Thursday 10 October from
10am - 12noon

FRASER COAST

Hervey Bay Library
161 Old Maryborough Road,
Hervey Bay
First Saturday of the month from
1.30pm onwards

MONTHLY MEETUPS

GOLD COAST

Able Centre
13 Sykes Court, Southport
First Wednesday of the month from
10am - 12noon

SUNSHINE COAST

Sunshine Castle
292-296 David Low Way, Bli Bli
Last Tuesday of the month
from 10am - 12noon

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President's Pen

Welcome, Members, to the Winter Edition of the CICADA CHORUS. It would appear that Queensland is getting more than two seasons a year as this year we have definitely been having a winter.

The CapTel handset is being axed as from February 2020 and there is no similar service planned to take place of CapTel. There is a Facebook page "Save CapTel" currently up and running and all are asked to like this page and support the cause to keep CapTel running by writing to your local Federal MP and Communications Minister. There is also a petition going which you can add your name to.

There is a new product that could be well worth while looking into. It is called Konnekt which is a system

very similar to Skype. It is said to be very easy to use, and everything is supplied. There is a monthly fee and is said to be paid by NDIS in some cases. If you would like to trial the system, log on to the website, and find out more about the system at www.konnekt.com.au. If you live in Brisbane and would like to see the system you can visit the company at LifeTec (ILC QLD) at Level 1, Readings Newmarket, Cnr Newmarket & Enoggera Roads, Newmarket or phone 3552 9000 or visit North Brisbane, Rentalinq, Boeing Place in Caboolture or phone 0407 146 909.

A sister organisation Hear For You lost their Queensland representative Rebecca Driscoll. Hear for You is an association that looks after young adults with hearing loss. Rebecca will be missed and I have been told that she will be replaced in the near future. On behalf of CICADA Queensland we wish Rebecca all the best in the future.

This year's Raffle ticket sales are one of the best ever thanks to the members support (have you sent in your tickets yet)? The raffle will be drawn at the committee meeting on 17 August, so only 3 weeks to get the tickets in. Along with the raffle tickets, memberships are also now due.

On other news, plans for the Christmas Party are falling into place. This year

our host is the Sunshine Coast, and we are told that we have two very interesting Guest Speakers, captioning will be provided, and there is a bus leaving Brisbane for those who haven't got transport.

The Club's battery sales in conjunction with NDIS has experienced increased sales which is extra income for the Club. Our battery suppliers have offered us a trial of the ZeniPower cochlear implant batteries mercury free. There is no cost involved and if you wish to trial them, let our Secretary know and you will be sent a free pack along with a stamped address envelope for return of the questionnaire on how you found the batteries. There are only 14 packs left.

I would like to make a special mention of our secretary Shirley Edwards. She has been battling ill health over the past months, but is now on the mend, but never let it get in the way of her CICADA work. Thank you Shirley.

Finally, I would like to thank the three branch representatives for their tireless work in growing the CICADA name.

Till next time

Stephen Willis, President.

Editors note: there was an error in the last issue—aspirin was misspelled as spirin on page 5.

A showcase of HEAROES

ABOUT THIS EVENT

Elliot Miller, CEO and inspirational founder of Hearoes—an innovative games-based app—has been working closely with fellow cochlear recipients, audiologists, speech therapists and teachers to develop a super app to teach the hearing impaired to hear.

A cochlear recipient himself, Elliot has been on the journey to learn how to hear and differentiate between sounds—sounds he's never heard before!

Since winning the 2018 eHealth Innovation Hackathon, the Hearoes app gives patients with hearing impairments a vehicle which helps them identify what the different sounds are.

Want to see how this new Hearoes app works? You can book online at www.eventbrite.com.au/e/a-showcase-of-hearoes-tickets-64943236970 to register your attendance.

This event will be held from 10 am to 11 am on Friday, 16 August 2019 at The Precinct Level 2 Building/T.C. Beirne Building, 315 Brunswick Street, Fortitude Valley.

CICADA FRIENDS FIRST AND FOREMOST

Recently at the Southside morning tea, all who attended welcomed with surprise the attendance of long time member Doug Peterson, who recently moved back to Brisbane from Bundaberg to be near his family. Doug said one of the first things he is going to do is to catch up with his old friend Doug Cassell. The two Doug's, one of whom is now aged 96, and still driving and full of beans, enjoyed a recent catchup at Doug's place on the Sunshine Coast. The power of CICADA Queensland meetups and social gatherings can never be underestimated...



A CAPTEL CAPER

Kevin Hobbs is one of the original CapTel trial members when the phone was released in Australia. Kevin says he would be completely lost without the phone and doesn't know what he will do if the service is axed. Kevin has given talks on the Gold Coast at an Australian conference about the CapTel, and is pictured with the CEO and the poster that he designed of which the CEO had his graphic artist make some with the same wording pictured below.



Kevin is coordinator of CICADA Queensland Gold Coast branch and uses CapTel all the time to keep in touch with members and family.

This year CICADA Queensland decided to have the tickets printed, and the designer included a pic of our lovely green cicada on the ticket raffle butt. It appears that our 'buzzy' insect is held in high regard by many, as a large percentage of the buyers didn't wish to spoil the pix of the cicada, so wrote their details around the cicada! Fame indeed! Make sure you send your tickets in before August 17 for a chance to win!

CICADA QUEENSLAND 2019 RAFFLE

NAME:
PHONE:
EMAIL:



RAFFLE DRAWN ON 17 AUGUST 2019

Christmas Function November 2019

CICADA Queensland is hosting a Christmas party on the beautiful Sunshine Coast this year, something that hasn't been done before and we want it to be a success so make a date in your diary now! It's all happening on Saturday 30 November from 11.30am to 3.30pm at the Alexandra Headland Golf Club. This venue is well known for its panoramic views of Buderim and the surrounding coast. The menu is first rate with delicious food. Live captioning will be provided with two Guest speakers.

There will be a lovely surprise for most members and of course door prizes and raffles. The cost is \$30 for members and \$35 for non-members. We have hired a 24 seater bus to transport attendees from Brisbane to the venue. If you would like to come, please book early to get a seat! If you are driving here, there is plenty of free parking for all. We look forward to seeing you on the Sunny Coast—let's have a Merry Christmas!

For more information contact Shirley Edwards on secretary@cicadaqld.com.au.

What is Accessible Telecoms?



- Accessible Telecoms is a nationwide disability telecommunications information and referral service and is funded by the NDIA.
- It provides information about the accessible features available in telecommunications products and equipment suitable for people with disabilities.
- Find out which mobile, tablet, landline device or phone accessory will suit you best, and where training for the equipment can be found.

How can you access the service?



Click on Accessible Telecoms at www.ideas.org.au



Call IDEAS freecall on 1800 029 904



Send an SMS to 0458 296 602



Chat to us at www.ideas.org.au



Fax (02) 6947 3723

**Monday to Friday 9am to 5pm
(in all States and Territories).**

Learn more about the devices you are using

Do you want to get the most out of your devices?

Would you like to learn more about all the features on your mobile phone?

Looking for the right device that will suit you?



At Accessible Telecoms, you can learn more and find the right training sessions to suit the devices you use.



If you have difficulty speaking to people when using a phone, the National Relay Service (NRS) can help you.

Contact Accessible Telecoms to find out how.



A new service for people with disability



Discover which phone is the right fit for you and learn how to use it.

Click on Accessible Telecoms at www.ideas.org.au



ACCESSIBLE
TELECOMS



Accessible Telecoms has been developed by ACCAN, and is delivered by IDEAS through their existing call centre and website.

The project is funded by the NDIA.



For more information, contact Andrew Stewart, Project Manager for Accessible Telecoms. Andrew Stewart is also the founder of [Hearing Connections](#).

The reality of an emergency situation for people with a hearing loss

Late February I was home alone. Having just finished working at home for the day, I headed upstairs to my room. Just as I reached the landing I felt the house shake with a bang. I looked out the window ahead of me and saw white smoke. 'There must be a car accident outside,' I thought. 'Maybe they hit the house?'

I ran back down and found nothing outside, then I looked up and saw that the smoke was pouring out from my bedroom window. Back up the stairs, I found my bed blazing.

I quickly thought through what to do in a fire.

- Water: it could be electrical, and water could make that worse
- Smother: it is too big. I can't safely smother it
- Cut off oxygen: the fire is between me and the window, I can't close it—close the door and get out.

And number three is what I did. I closed my bedroom door and ran out of the house. As soon as I was outside, I knew I had to call 000 – but how?

The thing is, I am profoundly deaf.

I didn't know there was a fire because I didn't hear the fire alarm, and I can't hear very well on the phone. The problem was my hands were shaking, and I knew it would take much longer to use the text-to-voice National Relay Service as I can speak faster than I can type. So, I jumped into the deep end and called using the normal telephone service. I think I mostly just spoke at the person on the other end. I remember just repeating "Fire, fire, my house is on fire." Then rattling off my home address to make sure they had the information they need. I had a lot of trouble hearing on that phone call, but I'm sure I did the right thing in that moment.

A good Samaritan driver stopped and stayed with me as we watched the tongues of fire start appearing out the window and watched the glass break.

The fire brigade was there in minutes, as soon as the first truck arrived they started gearing up—full-face oxygen masks, which were half-clear, half-black covering their mouths. One of the men came over to ask some very important questions, but I couldn't lip read him through his mask and it was muffling his voice—I couldn't understand a thing. I kept asking him to repeat himself. He was yelling, needing to know some really important information, but it didn't help. Then my brain finally clicked in: "I'm deaf, and I need to lipread." He ran into the house and another firefighter came to speak with me; he needed to know if anyone was in the house and where the fuse box is. From then onward, they always had someone who wasn't wearing a mask come to speak to me, which made it much easier.

Soon there were three firetrucks, two police cars and an ambulance – it was so surreal.

It was about an hour before I was allowed into the house. By that point, one of my housemates had made it home and my mum had arrived. After my statement was taken by a police officer, we were taken upstairs to see the damage. My room was destroyed, everything was charred and burnt. My bedroom door had half burnt before the fire brigade arrived, just in time to stop the fire reaching the rest of the house.



I lost almost everything I needed as a deaf person – a vibrating alarm clock, my cochlear implant charger, spare parts, dehumidifying box for my devices, a waterproof kit for my cochlear. Thousands of dollars worth of equipment.

It was hard and frightening, but I'm not the only one who can end up in this situation. Culturally and linguistically diverse individuals who struggle with English would have difficulties communicating as well, and anyone else with a disability who relies either on assistive technology or medical equipment could stand to lose everything they need to participate in an able-bodied world.

I was blessed that I have friends and family who could loan me spare parts or old alarm clocks until I can get a new one, while the NDIS failed me in replacing any of what was lost and I was not eligible for any Centrelink support. But what is the average Australian supposed to do? At the end of the day, I faced my biggest fears: I was in an emergency situation where I couldn't communicate. I lost most of the technology I rely on to participate in a hearing world, but I survived.

Bec Stewart was diagnosed with bilateral mild loss at three years old and began wearing hearing aids at five. Bec received her first cochlear implant late 2017 and also wears a hearing aid. She works for [Hear For You](#) as the Western Sydney Coordinator and recently featured in the 'Deaf' episode of ABC's [You Can't Ask That](#). Source: MamaMia 20 April 2019. Reprinted with permission.

COMING SOON

FDA approves new cochlear implant with easier access to MRI and expanded connectivity ready for Google's direct streaming to Android smartphones.

Now with the approval of the Nucleus Profile Plus Implant, we are able to provide our cochlear implant recipients MRI easier access to 1.5 and 3.0 Tesla (T) MRI scans without the need to remove the internal magnet or use a head wrap.

Cochlear Limited (ASX: COH), the global leader in implantable hearing solutions, today announced the U.S. Food and Drug Administration's (FDA) approval of the new Cochlear™ Nucleus® Profile™ Plus Series Cochlear Implant and the Nucleus 7 Sound Processor's new built-in connectivity featuring direct streaming with compatible Android™ smartphones.

The Nucleus Profile Plus Implant is designed for safe access to Magnetic Resonance Imaging (MRI) scans today and in the future. The new implant is built off Cochlear's Nucleus Profile Series Implant, which maintains an accessible magnet if removal is ever required.



Cochlear was the first manufacturer to introduce an accessible magnet feature to cochlear implants in 1997, allowing the magnet to be removed if required in a simple outpatient procedure before the MRI takes place. The

easy to remove magnet will continue to provide cochlear implant recipients with lifetime access to MRI if their healthcare needs or imaging technology changes over time.

The Nucleus Profile Plus Implant is built on Cochlear's unrivalled cochlear implant reliability record of the Profile Implant and the entire Cochlear Nucleus implant portfolio. The Nucleus Profile Plus Implant also includes a thin design, providing cochlear implant recipients the potential of a better cosmetic outcome and less time in surgery.

"For more than two decades, Cochlear has been pleased to provide Nucleus Cochlear Implant recipients with access to MRIs," said Tony Manna, President, Cochlear Americas. We are delivering

this new innovation without sacrificing our longstanding cochlear implant reliability track record, our thin implant design and the easy to access magnet that ensures our recipients have continued MRI access now and in the future."

Source: Cochlear June 17, 2019

A CURE ON THE HORIZON?

Tinnitus is a condition where a person hears sounds that aren't caused by an outside source and researchers are now one step closer to finding a cure.

While there's currently no cure for tinnitus, researchers may be one step closer to developing an effective treatment for humans after making a breakthrough discovery in a recent trial on mice.

Researchers from the University of Arizona believe tinnitus and other hearing loss-related conditions including hyperacusis and central auditory processing disorder could be linked to inflammation in a sound-processing part of the brain. Incredibly, they have now managed to cure the condition in mice, after blocking a specific protein that increases this brain inflammation in the first place.

In simple terms, tinnitus is a condition where a person

hears sounds that aren't caused by an outside source. Instead, it's a symptom of a fault within the person's hearing system. These sounds can range from ringing and buzzing to whistling, roaring and humming and can be caused by exposure to loud noises, stress, trauma, problems in the ear, diabetes and some medication such as antibiotics and non-steroidal anti-inflammatories.

Affected people are often told to avoid exposure to loud sounds or to adjust medication that could be causing tinnitus as a side effect. Changing diet, remaining physically active and keeping the brain stimulated can help people manage the condition, but it can often result in depression, tension, sleep issues, anxiety and poor concentration.

The latest research, published in the PLOS Biology Journal, estimates hearing loss affects 50 million people worldwide and that tinnitus could eventually lead to hearing loss.

Source Biology Journal June 24, 2019

RESTORING THE MAGIC OF HEARING

Hearing loss from noise exposure is currently an untreatable condition that affects people in many walks of life, particularly those working in the military, construction, transport, manufacturing, and live music and entertainment. Alarming, untreated hearing loss has far reaching consequences, and is not restricted to the inability to communicate with loved ones. We now know that people with even mild symptoms of hearing loss are more likely to develop dementia than those with normal hearing.

A team of researchers at the Bionics Institute in collaboration with chemical engineers at the University of Melbourne and clinicians, is developing a novel technology to treat

hearing loss that delivers a therapeutic agent (drug) directly to the damaged cells in the inner ear.

The technology is based on a unique method of delivery that “loads” the drug into tiny particles created through nano-engineering. This breakthrough has enabled the delivery of drugs to the hard-to-reach inner ear, at levels that are safe and effective over time. The results so far are proving very promising and the focus is on generating the data needed to initiate a clinical trial as soon as possible in the next few years.

Source: *Bionic Connections Winter 2019*



TO MEASURE HEARING, LISTEN TO YOUR HEART

Early detection of hearing loss is vital for babies who are born with a hearing impairment.

Early detection and treatment for

hearing loss is imperative for good language development, with life-long consequences for social, educational and employment opportunities, and quality of life.

Researchers at the Bionics Institute have discovered a new way to objectively assess hearing by measuring heart rate. The heart rate was measured using a user-friendly brain imaging method called functional near-infrared-spectroscopy (fNIRS), which records the brain’s response to sounds as well as cardiac information such as heart rate.

A lead researcher said that objective methods of measuring hearing were crucial for babies and other people who are unable to communicate what they hear to their audiologist.

Source: *Bionic Connections Winter 2019*

CAPTIONED!

The **Redlands Performing Arts Centre Concert Hall** will continue showing open captioned movies during 2019. Cost of one film is \$8 and 2 films on the same day cost \$14. Mark these dates in your diaries now!

- Friday 1st November, 5pm – THOR – Ragnarok
- Saturday 2nd November, 1pm – The Railway Man
- Saturday 2nd November, 4pm – Muriel’s Wedding

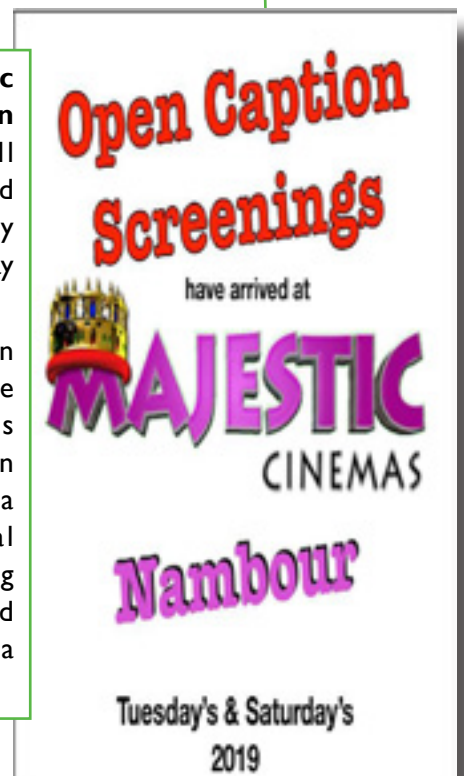


The **Australian Open Captions Advocacy** group has a Facebook page which provides a listing of all open captioned screenings showing in cinemas nationwide. Follow this page for the latest update on open captioned movies in your city.

The **Blue Room Cinebar** in Rosalie and the **Palace Cinemas** in inner city Brisbane continue to screen open captioned movies each month. Check their websites for the latest offerings.

The **Majestic Cinemas in Nambour** will trial open captioned screenings every Tuesday & Saturday for 6 months.

If you are living in this area please support this initiative as often as you can for a successful trial period and ongoing open captioned screenings on a permanent basis.



A Story about Lee...

Brisbane mum Lee Scott (pictured below) lost her sight and hearing to a rare disease. Lee Scott is larger than life; her vibrant personality, infectious laugh and strong voice belie her petite frame.

A self confessed gym junkie and shopaholic, Lee loves cooking, gardening, going out for coffee or lunch with friends, feeding the chooks in the back yard and walking along the waterfront of Brisbane's bayside, where she lives.

The divorced mother of one, and aunt to six, camps, hikes, swims, frequents children's climbing frames and conquers water slides. Her passion for fashion saw her repeatedly named in the winners' circle of far north Queensland's Oak Park Picnic Races Fashions of the Field.

Most of all Lee loves meeting new people. "I'm a people person, I can talk all day," she laughs. There's nothing Lee won't have a go at. There's nothing she loves more than a challenge.

Losing her sight and hearing from a near fatal illness seven years ago, when her son Josh (who she raised single handedly since he was a baby) was 17, has not dulled her.

"I'm alive, I'm not pushing up daisies and I very nearly was. I enjoy life and I'm not going to back down from it," Lee, 50, says, sitting at the dining table of her small, necessarily simple but tastefully furnished unit at Alexandra Hills, in Brisbane's southeast.

"I often say there are two things I won't do – one of them is feel sorry for myself. If I have enough energy to feel sorry for myself, then wouldn't I be better off applying that energy to doing something good for myself and improving things?"

"And secondly, I refuse to ask 'why me?' I'm just not wasting my breath on that question. "I think you can do most things with good friends, good support and a good attitude." She has all that and more.

In 2008, Lee was 43, fit, healthy and managing a tourist resort in Cairns, when she started experiencing severe

head and neck pain. It was initially "difficult" to get a diagnosis, but she ended up in the intensive care unit of Cairns Hospital with cryptococcal meningitis.

"I hadn't had a sick day from my work in 16 years. They have no idea how I caught it – 25 per cent of people who catch it do not survive, I obviously was lucky," she says.

Lee had to be medivaced from Cairns to Townsville for urgent neurosurgery, suffered two heart attacks and can't remember the first three weeks in intensive care.

Awakening to black silence except for a dull roar, Lee sensed mum Judy Kippin by her side.

"She took my hand. I had no sight, I had no hearing, how do you communicate? My mother has a great deal of common sense, she did the only thing she could think of. She took my hand and wrote on it.

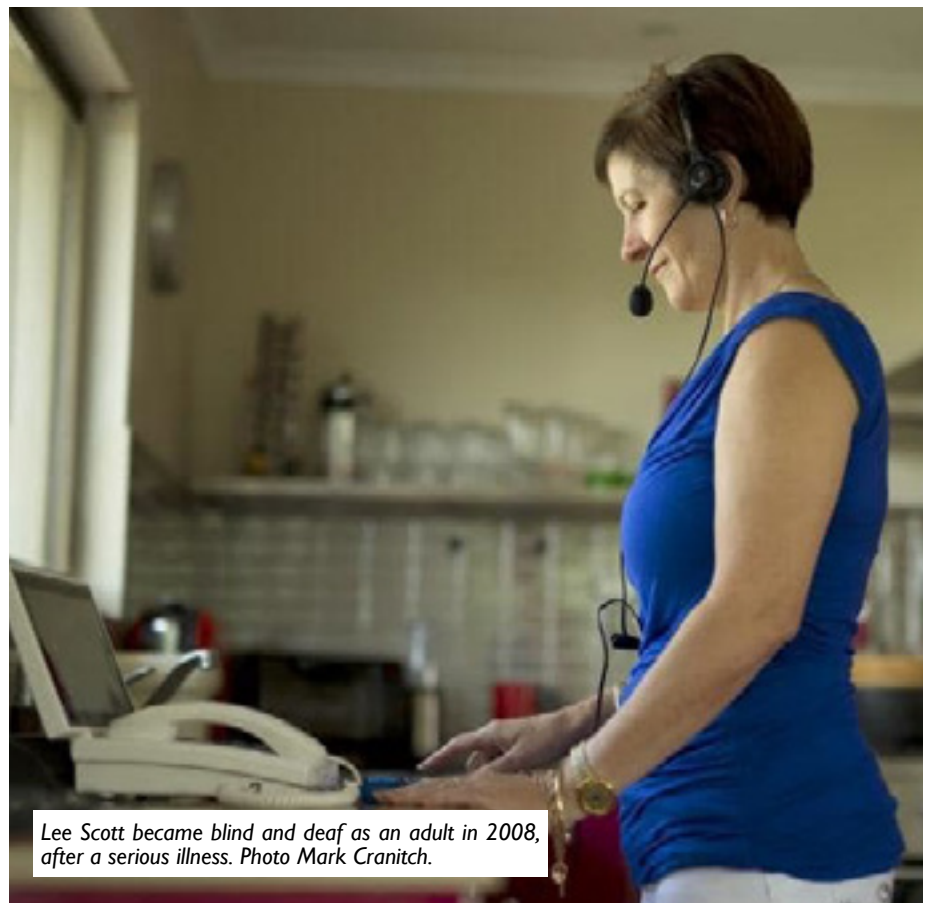
"So, she said, you can't see, you can't hear, be positive. I said, positive attitude only."

Initially, Lee could do little but lie flat on her bed, the pain too intense to lift her head. She could barely move her legs, but was determined to walk again. She devised her own exercise regimen and, when discharged from hospital after almost five months, was able to shuffle slowly outside.

Moving in with her mum and stepfather Norm, who live just outside Tully, Lee had to learn how to live independently again.

Support services, though excellent, were rare and overstretched in regional Queensland, so she and her mum devised much themselves.

Lee bought herself a treadmill to build up her strength and fitness, learnt braille by correspondence, trained in the use of a white cane, undertook Emmett Therapy (a form of body



Lee Scott became blind and deaf as an adult in 2008, after a serious illness. Photo Mark Cranitch.

therapy that involves application of light finger pressure at specific points), learnt to cook and navigate her home. Gradually, painstakingly, she regained the skills she needed for independent living. Her mother was a vital, constant support, as was her circle of friends.

“I just was determined. I was alive, I was happy to be alive. I had survived when the doctors thought I wouldn’t, and I decided I was going to make the best of my life,” Lee says.

“I would just look at everything as a challenge and really have a go at it. I used to laugh, the OT (occupational therapist) was trying to teach me how to do simple things like prepare lunch. It’s pretty easy to prepare a salad.

“I don’t eat bread, but I decided to make sandwiches because it was harder. That was the whole idea, the whole point: rise to the challenge and do it.”

Lee puts much of her natural resilience, common sense and determination down to a childhood spent on cattle properties in remote Queensland and Northern Territory, where her father Mal Scott was a station manager, rodeo rider and jack of all trades, and later a racehorse trainer. Mal died in a car accident 25 years ago.

“Country people, particularly those who grow up in isolated areas, know you can’t just ring someone to come and fix something, or do something. You learn from a very young age to be resilient, to apply some common sense and work out how to do it for yourself.”

Now living in Brisbane to be closer to services, Lee has her own unit, manages her personal finances and support fund (similar to the NDIS),

and employs her own support staff. She uses an iPhone and braille reader to text her son Josh, 24, at the Gold Coast every week, and has a special program on her laptop to surf the net and send emails.

She is currently one of only five people nationally participating in a six-month world-first trial of a caption-to-braille telephone. CapTel, a captioned handset paired with a braille display, allows deaf and blind people to speak on the phone and read the response.

We spend two hours together and the only time her smile slips, tears springing unbidden to her eyes, is when describing finally being able to have a chat with mum Judy on the phone.



Lee Scott with her interpreter, Nicole Thomas, 43.

“When I told Mum about the trial, she sent me an email saying I can’t wait to have a conversation with you. She said that’s what I miss the most, being able to talk to you,” Scott says.

Lee rang her mum two weeks ago as part of her training to use the CapTel system. “Mum was not expecting the call, so was very surprised and so happy to hear my voice.”

Practically, it will also make everyday things so much easier. Presently, everything has to be handled in person, via email or, such as this interview, with the help of her personal assistant and good friend Nicole Thoms who

deftly spells out my questions.

Lee repeats each word aloud as Thoms rapidly spells it out. Thoms spends every Tuesday and Thursday with Lee and counts her as a good friend.

“What’s not to like about Lee? I love her positive attitude. In two years, I’ve never seen her down,” Thoms, 43, says. “This isn’t work.”

Conexu, a not-for-profit national agency that investigates ways technology can improve communication between people who are deaf, blind, hard of hearing or speech-impaired and the mainstream community, is running the trial of the Ultratec technology, which will be mirrored in the US in a few months.

Conexu chief strategy officer Rachel McKay says this technology, expected to be on the market for \$3500 by the end of the year, will make a huge difference to the lives of many deaf and blind people living in Australia.

“It’s a painfully slow process to have a conversation otherwise, you’ve got to go through someone else. The way trial participants have described (using the phone) to me is that it feels very empowering, they feel in charge of their own voice again.”

Lee wants to tell more people her story and is developing a website – Positiveleespeaking.com – to promote her skills as a motivational speaker.

She has already addressed medical authorities and rehabilitation patients, Rotary Club meetings, universities, TAFEs and schools.

“I’m very determined to be a good author of my life book,” she says.

Source: Leanne Edmiston, June 24, 2015. Republished courtesy of *The Sunday Mail*.

The Queensland Government has announced that the Taxi Subsidy Scheme (TSS) membership for eligible NDIS participants will be extended to 30 June 2020. This means that TSS members who have an NDIS plan will continue to receive the same level of subsidy they currently receive throughout the 2019/20 financial year.

Source: www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy.

BATTERIES FOR FREE...

If you are a NDIS customer they will pay for your batteries as long as you furnish your NDIS client number. CICADA Queensland will send you an invoice for payment with our invoice number, ABN number and your NDIS client reference number showing. You can then forward our invoice to NDIS for payment.

NDIS NIBBLE:

A recent snippet in the Courier-Mail provided great news that NDIS makes holidaying a lot more accessible, by covering the cost of taking a carer with you. Worth checking out ☺

Source: *Sunday Mail* 30 June 2019

A TRICK TO TRY

We all have experienced a phone scammer or two, so one lady decided to scam back! She created a sentence to read to them when she got such a call - *“This telephone is monitored by the Australian Federal Police, and I have kept you talking long enough for us to trace your call, so Sam, when I catch up with you, I am going to light a cracker and shove it up your clacker.”*



WHY SHOUTING DOESN'T HELP...

Hearing aids (HA) shape and amplify sound so we can hear it and then process it into something meaningful. If we cannot hear the necessary speech components such as consonants, then we hear sound, but we can't put meaning into it. Some sounds are not voiced- 'f' 'k' and 't' – and it is putting these around the vowels that make a word: 'f-a-c-t', 'c-a-t' and 'm-a-p'. Without the consonants, all we hear is 'a'. This is why shouting is unhelpful; the volume of the vowels may be louder, but if it doesn't amplify the speech sounds that shape the word, we still can't understand it.



A BIT ABOUT SPEECH AND HEARING ABILITY

“I can hear but not understand”

Hearing loss affects not only the amount (or loudness) of sound that are heard, but also the clarity of sounds. This is why people with hearing loss often say, “I can hear but not understand.” A hearing aid increases the volume of sounds to a level that is easier to hear and provides more information to help the user understand what is said. However, no hearing aid can restore hearing to 'normal' nor entirely overcome the distortion that often accompanies damaged hearing.

Speech is a complex signal consisting of many different sounds being received by the ear at the same time. Speech discrimination is a measure of how well you understand what you hear comfortably.

Source: *Hearing Australia*

THERE HAS BEEN A FAIR FEW SCAMS GOING AROUND LATELY...

If you are concerned about an incident, you can report to the following:

Fraud, identity fraud & identity theft: report any loss or fraud attempt to your service provider (eg bank, social networking site), your ISP, and your local police.

Scams & phishing: report any scams to the ACCC on the SCAMwatch website at www.scamwatch.gov.au or phone the ACCC Infocentre on 1300 795 995 during business hours.

Spam: you can report or complain about spam to the ACMA—refer to www.spam.acma.gov.au, or forward the spam message by SMS to 0429 999 888.

Other: you can also report any online incident to Crime Stoppers by phoning 1800 333 000.

Source: *Protecting Yourself Online, second edition*

VISION STATEMENT

To hear, listen and be heard.

MISSION STATEMENT

To provide education, information and support about the cochlear implant, and empowerment on hearing loss issues.

BEQUESTS

We are a registered charity with the Australian Charities and Not-for-profits Commission.

Our ABN is 29 911 299 608.

If you wish to make a bequest to CICADA Queensland, contact secretary@cicadaqld.com.au

DISCLAIMER

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Please make all submissions for next edition of CICADA CHORUS by 8 November 2019.

A word limit of 600 words applies.

Join us as a Friend of CICADA Queensland!

Annual membership is \$20 per person and \$30 per family from July to June of the current year. If joining after December of the current financial year, membership for the rest of the current financial year is \$10.

This fee includes the quarterly CICADA CHORUS magazine. Our Membership Form is available on our [Forms](#) webpage.

BATTERY SERVICE AND MERCHANDISE

CICADA Queensland provides a cochlear implant battery service and sells customised name badges, polo shirts, caps and MEDICAL ALERT! USB wristbands. All merchandise has our logo. All order forms show postage prices and are available on our [Forms](#) webpage. Prices are:

- A box of **iCellTech 675 batteries** cost \$35. Postage cost is extra. *Once the current stock of 9 are sold, the price will increase to \$38 per box.*
- **Cap** is available in one size and different colours and cost \$14.50 each. Postage extra.
- **Polo shirt** is available in different colours in sizes of small, medium and large and cost \$28 each. Postage extra.
- **MEDICAL ALERT! USB wristband (snap-on)** plus postage cost \$13 each. They are available in five different colours: red, orange, purple, blue and green. If purchased at one of our meetings, the cost is \$10.
- **Name badges** (magnetic) cost \$16.85 each including postage.
- **Hospital Communication Kits** are available at a cost of \$25 per kit if purchased at one of our events. If ordered by mail postage will cost \$8.30 for a total price of \$33.30. These kits are a valuable tool for all persons with a hearing loss going into hospital for a procedure. If you wish to purchase a kit, email Penny on pennyphillips1@bigpond.com.

If paying by cheque or money order, please make payable to CICADA Queensland and post with order form/s to Secretary, CICADA Queensland, 85 Crotona Road, Capalaba 4157.

Our Heritage bank account is in the name of CICADA Queensland, Account No. 10416358, BSB 638-070. Please use your surname as a reference for who payment is from when depositing payments into our account.

...Did you know that the 675 batteries can also be used in hearing aids? Order from our website at <http://bit.ly/2r1BrvH>

Due to popular demand, a second reprint of our information booklet on cochlear implants is now available.

Donations gratefully accepted to cover printing and postage costs. To receive a copy, please contact Shirley Edwards on secretary@cicadaqld.com.au

Printed for CICADA Queensland by



A Human Connection

Bradley Reporting has a strong focus on captioning services for deaf and hard of hearing professionals and community members. Our services are designed to empower individuals and assist with overcoming some of the barriers to full participation in society. Bradley Reporting delivers a personalised service that is flexible and adapts to the different environments captioning is needed by our clients.

As a small business focusing on captioning for deaf and hard of hearing individuals, our friendly personalised service is particularly suited to NDIS participants.

The easiest way to book our services in Queensland is via Deaf Services (Auslan Connections) or via Expression Australia (Auslan Connections), in Victoria.

Contact us for more information:

sales@bradleyreporting.com

