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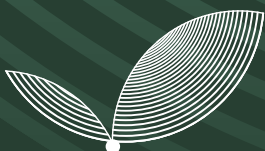
Remote Mapping
and AI Transform
Hearing Implants

PARTNER SUPPORT

Hearing Well and
Living Well Together

MY DREAM JOB

Kerri Towers



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PRESIDENTS DESK



It has been a whirlwind season with another series of Regional Disability Expos throughout North Queensland. Events like these highlight the crucial importance and life-changing potential of remote access for people who rely on technology in their daily lives.

Recently, I had the privilege of helping MED-EL launch their HearCare app across Australia and New Zealand. This also gave me a firsthand experience of

being mapped and having my settings adjusted in the privacy of my own home while my audiologist did all the work from her office. I could have been anywhere in the world. The outcomes and flexibility this offers our members all over Queensland are amazing. While the face-to-face experience remains invaluable, and I believe sitting in the same room has a greater appeal, remote mapping is a game-changer for emergency situations or when quick adjustments are needed without the ability to travel long distances.

One scenario that played out with my audiologist was the ability to fit me into a time slot if they had a cancellation, without requiring me to travel on short notice. This flexibility allows them to accommodate more patients and ensures that no time slot goes unused, turning what might otherwise be a missed opportunity into a productive session and benefiting both parties.

Another CICADA Queensland member, Del Volp, was also utilised by Advanced Bionics to demonstrate their remote mapping capabilities. I chatted with Del about her experience at the Regional Disability Expo in Townsville. You can read about it in this issue.

The Expos once again revealed the significant need for better awareness and support throughout Queensland. Many people live with hearing loss and are unaware of the solutions available that could change their lives. The benefits of hearing through technology have been life-changing for us, but unfortunately, many people with hearing loss in Queensland and Australia-wide do not know that technology beyond hearing aids exists. Once hearing aids stop working or fail to achieve desired results, too many people give up and are not referred to possible life-changing solutions.

This journey is not just about the person with hearing loss; it's about reaching out to their spouses, partners, and families. Many people are affected and deserve to know that there is hope. Donna and I firmly believe this is why we are CICADA Queensland.

John Ross, President

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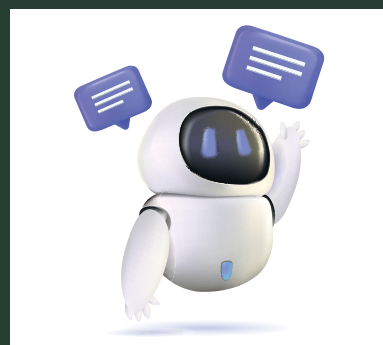
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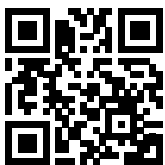


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UNDERSTANDING REMOTE MAPPING

Remote mapping for hearing implants, also known as tele-audiology or remote cochlear implant programming, allows audiologists to program and adjust sound processors for patients without requiring an in-person visit. This can be particularly beneficial for patients who live in remote areas, have mobility issues, or find it challenging to make frequent trips to a clinic.

For cochlear implants, the process typically begins with the initial activation, which usually takes place in person. During this visit, the audiologist performs a series of tests and adjustments to ensure the implant is functioning correctly and is appropriately configured for the patient.

After the initial setup, follow-up appointments for 'mappings' (fine-tuning and adjustments) can be conducted remotely. The patient uses a computer or a compatible device with internet access and specific software provided by the cochlear implant manufacturer. The audiologist connects to the patient's device remotely, using secure software to conduct the session.

During the remote session, the audiologist can perform real-time adjustments to the implant settings. The patient can provide immediate feedback on how the changes affect their hearing. The audiologist may use various tests and assessments to fine-tune the implant, and monitor

its performance, ensuring it meets the patient's auditory needs.

Regular follow-up sessions can be scheduled as needed, reducing the need for frequent travel and in-person visits. As technology advances, the quality and capabilities of remote audiology services are likely to improve further.

CICADA Queensland member and former Gold Coast area coordinator Del Volp shares her experience of remote programming for her cochlear implant...



DEL VOLP

"I've been honoured and fortunate to be invited by Advanced Bionics recently to take part in live remote mapping sessions at the Audiology conference in Melbourne.

I was able to request adjustments to the base volume of my M CI and M Link Phonak HA. Also to have the Aqua kit set up.

All of this by using the App on my phone while I was at Townsville in Far North Queensland. We are travelling nomads living in a Motorhome.

How cool is that!"

PARTNER SUPPORT:

HEARING WELL AND LIVING WELL TOGETHER



When someone experiences hearing loss, it becomes a journey shared by everyone close to them. Researchers from the University of Queensland emphasise the importance of social and emotional well-being in this process.

Audiologists are now encouraged to provide family-centred support, recognising the crucial role that loved ones play. Support from family members or partners can lead to quicker recognition and better management of hearing loss, as well as more successful use of hearing devices and rehabilitation. Additionally, supporting family members helps reduce the 'third party disability' and caregiver burden. Family-centred care fosters an environment where both the individual with hearing loss and their loved ones can thrive despite the challenges.

Read on for stories that offer valuable insights into navigating relationships when one partner has hearing loss...

Donna Ross

There's a great saying: "sometimes the only thing in life I can change is me." Life is a journey filled with highs and lows, and our reactions to these events shape our experiences, positioning us either for success or for struggle. As I reflect on this, I want to share some of my insights on life as a partner to someone with hearing loss.

This journey is twofold:

1. (The Caregivers) Understanding who we are and how we see ourselves in the partnership of caring for someone with hearing loss.

2. (Those with Hearing Loss) Advocating positively for themselves by being vulnerable and informative about their situation, while recognising the need to support their caregivers as valued partners in the journey.

In our situation, John and I have spent 30 years navigating these waters. His hearing loss was gradual but complicated, and coping with it was uncharted territory that had negative consequences on both our personal and professional lives. However, we faced these challenges together, always choosing each other.

So, what does choosing each other look like?

For me, it meant:

- Learning to slow down: Life's pace can be relentless, but I needed to find a rhythm that allowed me to be present and attentive to John's needs.
- Taking one day at a time: Focusing on the present helped me manage the emotional and practical challenges more effectively.
- Listening and learning about John's world: Understanding his perspective and experiences was crucial. It wasn't just about hearing loss; it was about the many ways it impacted his daily life.
- Showing John that he wasn't alone: Constantly reassuring him that we were in this together provided emotional support.
- Finding ways to rejuvenate myself: I discovered my "happy place" in ocean walks, music, and massages, which helped me stay strong and positive.

For John, it meant:

- Being vulnerable and sharing his deepest struggles: Opening up about his feelings and challenges allowed us to connect on a deeper level.
- Understanding that his journey was our journey: He recognised that he needed to check in with me and be aware of my emotional state as well.
- Knowing what brought peace to my life: He made significant efforts to love and encourage me, understanding the importance of mutual support.

Partner support is not a one-way street. It involves caring for each other with vulnerability, honesty, patience, and thoughtfulness. It's also about individually taking care of ourselves, ensuring we do not solely depend on our partner for strength.

As John and I look back on our journey, we see the struggles, adjustments, and losses. Yet, through it all, we can proudly say we have faced it together. Our relationship means more to us today than ever before. Sacrifice in the context of love does not equate to loss; it enriches our bond. We are indeed better together.

Embracing this journey together has taught us invaluable lessons about love, resilience, and partnership. It's a testament to the power of mutual support and the profound connection that can develop through shared challenges. Our story is one of hope and unwavering commitment, showing that even in the face of adversity, we can find strength in each other and come out stronger, more connected, and deeply in love.

Sadly, we recognise that we might be in the minority. Not everyone has a partner or spouse like we have in each other. We acknowledge that many people navigate these challenges alone, without the support of a partner. However, we want to bring encouragement to everyone, regardless of their relationship status. Our goal is to help other couples achieve similar, if not better, results on their journey together. For those who are single, we aim to offer guidance and support, showing that strength and resilience can be found within oneself and through a supportive community like CICADA Queensland.

PARTNERS ARE ON THE JOURNEY WITH US

By Rob Frith

It began as an idea. We are so often focused on our own problems we sometimes forget to think about others, much less those close to us. Our problem is in the face, so to speak, we are hearing impaired. But what of our partners and that can be defined very loosely as someone or in some cases, those that are close to us. For many of us it will be your spouse. So, for this month's meet-up, we decided to focus on the partner and their interaction with the hearing disabled partner and his/her needs.

Nextsense in Herries Street provided the venue and with the help of Veronica McKeon, who is a registered Psychologist operating in Toowoomba, a workshop of sorts was ran, encouraging the attendees to share their successes, concerns, and challenges. 19 attendees joined in the discussions. Several had passed in their apologies. It was fortunate to have John Ross and his lovely wife, Donna attend. Donna contributed notably with comments around the joys she found in her partner, John, who is hearing impaired, checking in daily to make sure her needs are met as well; a valuable point and it was pointed out that sometimes we need to do things for our hearing partners even if it is difficult for us.

Veronica led the workshop fluidly, encouraging



the group to share and discuss. As important points were made, she'd write them on a poster, each labelled, "Positives", "Challenges", "Best ways to Support" and "Key Advice". At the conclusion, attendees placed stars on points that they believed important.

Key take aways highlighted by the attendees were:

- Let people know you have a hearing problem.
- Good for the hearing partner to have a sense of humour.
- "The better I hear, the better my life is for those around me".
- Don't be too proud to be corrected.
- Checking in on the hearing partner to check how they are going – builds connections.
- There is no place for anger in the relationship as hearing impaired people are vulnerable (acutely aware they have a disability).

A big thanks to Veronica for the time she was able to spare.

You can read the research about family-centred hearing care here:

Timmer, B. H. B., Bennett, R. J., Montano, J., Hickson, L., Weinstein, B., Wild, J. & Dyre, L. (2023). Social-emotional well-being and adult hearing loss: clinical recommendations. *International Journal of Audiology*, 63(6), 381–392. <https://doi.org/10.1080/14992027.2023.2190864>

MY DREAM JOB

By Kerri Towers

I struggled in the workforce for many years due to my hearing loss. I was discriminated against on numerous occasions by my superiors and put into various positions within the health sector where I was expected to take on work that was impossible for me due to my hearing loss. One particular example was when I was put on the telephone all day, taking up to ten incoming calls from elderly and hearing-impaired patients. This was so mentally draining, causing hearing fatigue because I am completely deaf myself and use bilateral Cochlear implants to hear. It was a very stressful time. I informed my boss that I could not spend so much time on the phone in such a noisy environment with lots of background noise because I might miss important information. Although they knew that I was deaf, I was told it was what the department needed and that if I did not take on this position, they would cancel my contract, and I would be unemployed.

I felt trapped as I had a mortgage and bills to pay, so I did try to do this job, but I only lasted three days and had a complete breakdown. The patients would abuse me and tell me I was not listening to them and could not hear them. They would ask me, "Are you deaf or something?" I felt like a failure and lost all of my confidence. I was very depressed and felt useless. I had to have psychology sessions to get back on my feet and regain my confidence. I worked in this health sector for nine years and suffered three breakdowns from very similar situations and continually being told by my employers that I was

"All your training is in your head; you have all your years of surf lifesaving training in there; you don't need to be trained."

not suited for their department because I could not hear well on the telephone. I was moved into 18 different departments within this time. Even though I had excellent performance reviews, they always gave me (the deaf girl) the telephone work because I was so efficient in other areas such as data entry and generating letters. Eventually, I left that employment as it was really affecting my health and well-being. My health improved, and my stress levels dropped. However, I thought that I would never be



in the workforce again.

But, NEVER say NEVER. One day, I was down at the surf club doing some early morning surf lifesaving training, and one of my fellow surf lifesaver friends said they were recruiting 30 Community Awareness Presenters and that I would be good at this. It was paid work. I said that I didn't think so, due to my hearing loss. She told me more about the job, which she said she loved and thought I would too. The employer was Surf Lifesaving Qld. It involved working with school kids part-time, teaching them surf skills and surf safety. This included getting in the water with the kids, teaching them to body surf, wade, and duck dive. It also included teaching them about rips, how to save someone on a boogie board, and how to do resuscitation and put someone in the recovery position. All fun stuff! She said to me, "Kerri, you've been a surf lifesaver for over 24 years, and you have more experience than me. You would be perfect! Plus, we use hand signals in the water, so you don't have to have good hearing at all."

After some deliberating, I decided to give them a call. I explained that I had not worked for three years, I did not have a resume, and that I was deaf but had waterproof sleeves that cover my sound processors so I can go into the surf. I asked whether I would be suitable. I was told, "You are exactly what we are looking for; just tell me your surf lifesaving skills; don't worry about previous positions." So I ended up with my perfect job at 64 years old. I asked, "What training do I need to do?" I was told, "All your training is in your head; you have all your years of surf lifesaving training in there; you don't need to be trained." I was overwhelmed by this as my previous

employment involved learning new job skills regularly due to being moved around into different departments, which was very tiring with lots of listening and concentration. I now work seasonally during the surf season from September to April, just a few shifts a week. I am teamed up with other surf lifesavers that have good hearing. We explain to the kids that I am deaf and, with the surf and wind noise, I may not always hear them, so they need to be aware of this and see my colleague if I don't hear them. I work with some amazing people who are all very understanding of my hearing loss. One day, I forgot to bring my waterproof covers for my sound processors to work and was very upset about it, as I could not get in the water and thought I might have to go home to get them, which meant I would miss the first part of the session. But my supervisor said, "No problem, Kerri, you can run the flags sessions and resuscitation sessions on the beach instead." My boss is very aware of my hearing loss and the hearing fatigue I have, not to mention the tiredness you get from being in the surf for 3-4 hours at a time, and is very accommodating by only giving me minimal shifts.

My dream job is so rewarding. It's amazing to see a child who is too scared to put their feet in the water, shaking from looking at the surf, leaving at the end of the session, catching waves on a boogie board with a huge smile on their face, no longer scared of the waves. Recently, I came across a young girl in the session who was blind and had a carer with her. Her carer would take her into the water, hold

her hand, and look after her. When it came to the flags on the beach, her carer said she would have to sit the session out. I said, "No, she can join in." I lay on the sand beside her and told her about my disability being deaf, and that I understood her disability of blindness. I would teach her to do flags with the rest of the kids. I set up her own flag to the side of the other kids and told her what to do. I held her hand, ran with her, and put her hand on the flag. She was so happy and laughing and really enjoyed it. This was one of my most rewarding times in my new dream job, to put that huge smile on her face. Never think you can't do something because of a small thing like a disability. Where there's a will, there's a way.



Frustrated by Noisy Restaurants?

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Quiet

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Review: Eateries based on ambience, food + service.

Reward: 25 reviews = \$50 Restaurant Voucher.




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“Be open and tell people about [your hearing loss]. If people don’t understand that you have hearing loss, they can’t help you... They are generally more than interested and happy to accommodate you.”

Kelly, Cochlear™ Baha® system recipient.

Self-advocacy in the workplace

Educate others about your hearing needs

- 1** Don't be afraid to share your hearing needs with your colleagues or customers. Remember to be specific about what will help you to hear. For example, if people are talking simultaneously, let them know that it helps you to hear if they speak one-by-one. You will find that people are happy to accommodate your needs, provided that they are aware and know how.

Don't be afraid to tell others when you are struggling

- 2** It's completely normal to feel overwhelmed when you are starting a new job, project or find yourself in a new situation. For example, if you miss something, it's okay to ask colleagues to repeat themselves or rephrase their statement. It's better to tell colleagues that you missed something instead of trying to piece the conversation together down the track.

We also recommend speaking to your manager about what accommodations can be made to help support you and what will help you to succeed.

Brush up on communication repair strategies

- 3** Familiarising yourself with communication repair strategies can go a long way toward facilitating better communication in the workplace. It will also help you better educate your colleagues about the specific things they can do to help you. For more information, refer to the Adult Communication Strategies Guide.



KNOW YOUR HEARING HEALTH PROFESSIONAL: AUDIOLOGISTS AND AUDIOMETRISTS IN AUSTRALIA

Do you know if it's an audiologist or an audiometrist you should see for a hearing test? Understanding the difference can help ensure you receive the appropriate care for your hearing needs.

In Australia, audiologists work with clients of all ages, from infants to older adults, including those with complex needs. They assess hearing, auditory, and vestibular (balance) functions, as well as tinnitus, auditory processing, and neural functions. Using diagnostic tests, including advanced electrophysiological methods, they provide aural and vestibular rehabilitation, tinnitus management, and communication training. They prescribe and fit various devices, such as bone conduction aids, custom earplugs, FM systems, hearing aids, and other assistive technologies. Audiologists are also knowledgeable about implantable devices, like cochlear implants and bone-anchored hearing aids, and collaborate with other professionals for comprehensive rehabilitation.

On the other hand, audiometrists in Australia primarily work with adults, including older adults, but may offer services to school-aged children. They may also provide essential hearing services to remote communities, ensuring access to quality care where specialised audiological support is limited. They focus on assessing hearing and auditory functions and providing rehabilitation. Audiometrists use diagnostic tests and rehabilitation approaches, including counseling and fitting non-implantable devices like bone conduction aids, custom earplugs, FM systems, and hearing aids. They also offer tinnitus rehabilitation through education and hearing aids.

According to the 2021 Census, there are approximately 2,636 audiologists employed in Australia, with 11% in the public sector and 89% in the

private sector. Audiologists often work closely with other allied health professionals, such as speech pathologists, and medical specialists, like ear, nose, and throat doctors.

Current News Surrounding The Regulation of Audiologists

In Australia, the regulation of audiologists is undergoing significant review, aimed at ensuring higher standards of care and professional accountability. Recently, the Australian government has been considering the implementation of stricter regulatory frameworks, which would include mandatory registration and accreditation for audiologists. These proposed changes are designed to enhance patient safety, improve service quality, and provide clearer guidelines for professional conduct. Stakeholders, including healthcare providers and patient advocacy groups, are actively engaging in consultations to shape these regulations, balancing the need for rigorous oversight with the accessibility of audiological services across the country.

If you would like to know more about the differences between audiologists and audiometrists, and the current discussions around the regulation of audiologists in Australia, you can find more information using the following resources:

<https://audiology.asn.au/standards-guidelines/scope-of-practice/>

<https://independentaudiologists.net.au/News>

<https://www.deafnessforum.org.au/will-audiology-be-a-registered-profession-national-review-underway/>



GOING BILATERAL - A PERSONAL PERSPECTIVE

By Rick Thornton

Have you been encouraged to think about a second hearing implant? 'Bilateral' means involving or relating to both sides. Bilateral hearing implants are devices that are implanted in both ears to help those with significant hearing loss. They enhance sound clarity, improve spatial awareness, and can enable better communication and connection with the world around us. Making the decision to undergo further surgery can be daunting. CICADA Queensland member Rick shares his experience of going under the knife for a second time...

"I thought I would share my experience of going bilateral with you. Be aware that your experience and mine may be different, but if you choose to go ahead then I wish you all the best.

I had a Cochlear N7 on the right and a Resound aid on the left for the past four years. The aid was little use lately and I was considering getting a second implant. I was in two minds but at one CICADA Queensland Meeting, two people (a young lady and a man like myself) both spoke about how they fared getting a second implant. Both were very happy and had a good experience. They described the result as just so much "better". I thank them for that as it helped me decide.

I had my surgery on 25 May 2023. The operation went very well as did the recovery. No serious discomfort or effects. I was in hospital for 18 hours (that's three nursing shifts) and I fell in love three times! The care I received was wonderful. Panadol managed any discomfort just fine. Three weeks later I was activated.

As with the first one, I heard a voice, understood words and was pleasantly surprised. Sound was a bit tinny and echoey but "normalish" and I knew that would improve with time. Then the Dr switched on both together. I was absolutely amazed by the

sound, even in the quiet room with only one person. I remember saying "WOW!" and holding my arms out to the side. The Dr was concerned it was too loud. It wasn't loud, it was "Big", as I told her. The sheer amount of sound surprised me and it was all around me! Sound was more full and rich. When I went outside after that first mapping it was a real experience I can tell you. I was able to locate sounds and track sound as the source moved. With one implant I heard the world. With two, I am IN the world is all I can say.

I have had four mappings since, with more to go. The new N8 is great but, for me, it regresses to tinny and echoey after about three days. So we fix that. Together the N7 and N8 are excellent. This last mapping has changed as well but not so much. I find people (live ones) easy to understand. I do better in loud environments and with groups (with judicious use of the controls). Free to air TV is not great but if I use a streaming service like Netflix it is far better, as different codecs are used for transmission. Much to my surprise, music has improved a lot. In fact today I sat near a live artist at the markets and enjoyed every beat. In the car, by reducing sensitivity and bass and increasing treble, the car is less noisy and more pleasant and the radio better. Haven't had a passenger yet so we'll see.

I am a happy man with my decision. I am also now one of those who kick themselves and ask "Why did I wait so long!" I have to go now. There is a musician playing at the art centre and I need to get my groove on! Be happy."

Please consult your audiologist if you have any questions regarding your suitability as a candidate for a second cochlear implant. The above article is a personal account and not representative of every individual situation.

ANGE'S JOURNEY

I was born in Melbourne, Victoria, and began wearing hearing aids around the age of three. My family was informed that my severe to profound hearing loss was due to a vaccine. My first hearing aids were large, square boxes that I wore in a leather strap, which were quite heavy, especially when playing on the monkey bars or doing somersaults.

The audiologists advised my mother and family (I was one of four kids) to engage me in constant conversation to help develop my speech and listening skills, unsure of how much I had retained from before my hearing loss.

Despite spending an extra year in kindergarten and attending mainstream schools, I struggled with certain sounds like D, S, T, and Z, and needed special assistance with English and grammar. Regular speech therapy, relying heavily on lip-reading skills became part of my daily routine. My love for the outdoors, traveling, walking, swimming, and playing the piano persisted, though communication hurdles were always present.

In 1994, I travelled to Denmark, visited relatives, and moved on to England and Sweden, where I worked as a live-in nanny for two years before returning to Denmark, to marry my husband. We have now been married for over 28 years and two adult children.

I attended an adult school to learn Danish, as it was compulsory for all new residents and immigrants. At that time, my hearing aids were quite old, so I was given new aids, including an amplifier transmitter for my teacher to wear while I was learning Danish. I became very capable in reading and speaking Danish, though listening took a bit longer. I was determined to learn, knowing that one day we would move back to Australia and I wanted to be able to communicate with my in-laws and family.

People often say it must be so hard to learn another language. Yes, it was challenging for me, though it might not be as difficult for someone with normal hearing. The difference was that I had a strong motivation.

Fast forward to the end of 1999, we moved back to Australia and settled in Brisbane, Southside, Queensland. I then worked in both the State Government and private sectors in business administrative and project roles.

For many years, my audiologist advised me to consider getting a cochlear implant, as my hearing aids were no longer effective. In 2018, I started experiencing several red flags. I began withdrawing from social activities, struggled to take phone calls,



My husband Carsten and I.

and didn't want to participate in meetings. My family had to repeat themselves frequently, and I often responded incorrectly. I wasn't happy with my life.

After I turned 50, I decided to take a leap of faith. I was referred to Dr. David Bell-Allen, who then referred me to the Attune Cochlear Team. Following a CT scan it was discovered that I have bilateral enlarged vestibular aqueducts, meaning there are two tubes in my inner ears that are larger than normal. This was not what my parents were told back in 1970s, but at that time, CT scans did not exist. I was qualified to have the surgery.

On December 5th, 2018, I had my implant surgery on the left side, and it was activated on December 12th and 13th. My family were there with me, and the experience was both emotional and overwhelming. On the second day, I was able to hear my own voice and distinguish my husband's and family's voices, though there was a lot of noise, buzzing, and "Mickey Mouse" voices.

As the days went by, the sounds became clearer. I was advised to consider all noises as useful until I could identify them. Hearing sounds like waves crashing, a black crow cawing, car blinkers clicking, and even voices coming from other rooms in the house. There were days when I felt frustrated and deflated because I couldn't hear certain words or sounds, whether on TV, a podcast, or even in face-to-face conversations. I had to remind myself to be gentle and take breaks to rest my brain, as it could easily become overwhelmed by the new sounds and frequencies. I learned to be patient and persistent, taking one step at a time.

Daily, my teenage daughter and husband worked with me on speech and auditory exercises to help me adapt to the new sounds. Over time, this practice significantly improved my speech. I continued my auditory training, incorporating tools such as the Hearoes app and listening to audiobooks and podcasts, which further enhanced my ability to process and understand sounds.

There was a moment when I used my mini microphone with my laptop to play my favourite song from YouTube, “You Are the Voice.” As I sang, my teenagers came out and told me, “Mum, you can’t sing.” I replied, “I don’t care, but I can hear the words so clearly.”

At the end of January 2020, I received a new hearing aid for my right side to pair with the cochlear implant processor and streamline with Bluetooth. This was a great relief, especially since I had just started a new position before the lockdown began. The mini microphone proved invaluable for team meetings, providing amazing clarity.

In September 2021, I decided to get the implant for my right side, which was activated on October 5, 2021. This time, I was more relaxed because I was familiar with the process. It was mind-blowing to have two processors sync together, creating a stereo sound experience. Although it required some adjustment, the clarity was remarkable.

My quality of life has significantly improved, restoring my confidence. I now engage in activities like book club, dining out, and listening to music via my iPhone. Most importantly, I love being around people and engaging in conversations.

The app used to control the Cochlear processor is outstanding, with features that greatly enhance daily life. For example, in a noisy restaurant, I can switch to “Cafe/Restaurant” mode or “Forward Focus” mode to better hear conversations. At work, I use a mini microphone connected to my laptop and switch the app to mini mic mode, which helps me participate more effectively in Zoom and Teams calls.

Listening to music has always been important to me. Now, I can appreciate the lower tones of musical instruments and enjoy a range of genres from classical to musical theatre shows. In the summertime, I can relax in the pool with an Aqua+ and hear people around me or enjoy the beach. I’m also looking forward to taking up the piano again and doing a refresher course in Danish.

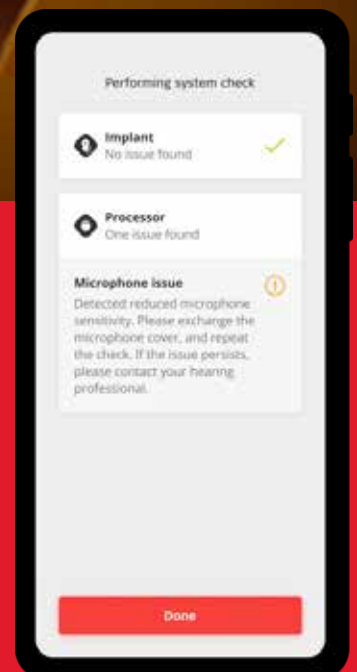
I am part of the CICADA Queensland support group and serve as a Brisbane Coordinator, where we meet monthly. We support people from all walks of life affected by hearing loss, including current and prospective hearing implant recipients and hearing aid users. I am grateful to the group for their support, and we have lots of fun along the way.

My advice is to do thorough research, ask questions, and trust your audiologist and ENT specialist—they have your best interests at heart. Everyone’s journey is unique, so it’s crucial not to compare yourself to others.

I will leave you with a saying that helped me make my final decision:

“What if it does work? It has to be better than what I had before.”





HearCare MED-EL. Convenient Care. Anywhere. Anytime.

The HearCare MED-EL App brings care closer to you. MED-EL recipients using a SONNET 2 or RONDO 3 audio processor with a compatible smartphone* can now access hearing care without an appointment - from anywhere, at a time that is convenient for you.

Access features such as:-

- System Checks
- Guardian Roles
- Remote Care and Fitting
- Configuration Backup

Scan the QR code to learn more & check out the article -
"A New Milestone in Patient-Centred Cochlear Implant Care" in this edition of CICADA Chorus magazine.



A New Milestone in Patient-Centred Cochlear Implant Care.

MED-EL has recently unveiled a new tool called HearCare MED-EL App, enabling hearing professionals to provide follow-up fitting care remotely to MED-EL cochlear implant users without an appointment.

“Across the globe, technology is evolving rapidly to adapt to ongoing challenges, but audiology is inherently personal—you are helping to enable your patients' connection to their loved ones and the world. HearCare MED-EL enables us to provide to the best possible ongoing care for hearing implants recipients whilst overcoming obstacles of distance, mobility, and time.”

Erica Caiuby, Clinical Services Manager, MED-EL Australia and New Zealand (QLD based).

What does this mean for you as a candidate or recipient of implantable hearing technology?

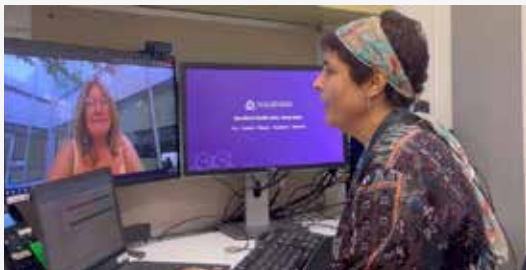
HearCare MED-EL makes hearing care more convenient, reducing the need to schedule an appointment at your hearing clinic for assistance including routine audio processor and system checks, giving you more peace of mind and optimal hearing.

HearCare - First Hands-On Experiences



Earlier this year, Audiologist and Researcher Dr Dayse Tavora-Vieira & her team were the first to bring the benefits of HearCare to their hearing implant recipients across Western Australia, where distance from the clinic is a common issue for many of their patients.

The pilot involved 19 patients, across varying ages (11 -83 years of age) and hearing loss types. Transport to and from the clinic was the most common obstacle, particularly for the older population to manage parking or public transport; others had health or mobility issues that impacted on their ability and ease to attend in-person appointments; and some of the younger patients were busy with school and extracurricular activities.



Testing, testing, 1, 2, 3

Dayse was interested to see how easy it would be to guide patients to use the app and instruct them over a telecall. She connected with Sally online, (a 63 year old cochlear implant recipient who lives 45 km's from the clinic; shown in the above photo with Dr Tavora-Viera) instructed her to download the HearCare app, and conducted a short practice to see how remote care can work from her home.

In just a few minutes, Dayse was able to check Sally's audio processor and implant, and send her a new setting. Sally received it instantly and immediately noticed a difference in her hearing, giving her audiologist the chance to check that everything was working ok.

Dayse also used the app with Helen (MED-EL CI Recipient & Audiologist in QLD) who found the app very easy to navigate. They were interested to see how effectively the remote care programme would work over a long distance (4,365 km's to be exact!). The results were excellent - fast, efficient and easy.



"I had a quick online appointment with Dayse to make minor setting adjustments, which I was able to do quickly and easily from my car. As a busy professional that travels frequently for work, the reassurance it provides is invaluable."

HearCare experiences from a private hearing clinic in Brisbane

Dr Tegan Keogh, Director and Principal Audiologist at Hear Check (Sunshine Coast) agrees it is a very useful tool that gives patients who are either short on time, unable to secure a last-minute appointment or have been implanted for a long time, the ability to self-manage as much as possible from home.



"Whilst it will not replace face-to face services, it can give patients more immediate on-demand support, which is something the younger population increasingly prefer."

"I have a patient who is a teacher, she only lives 45 min away, but I can quickly have a look at her map during her lunch break, and make changes in a matter of seconds, enabling her to try her new map that afternoon."

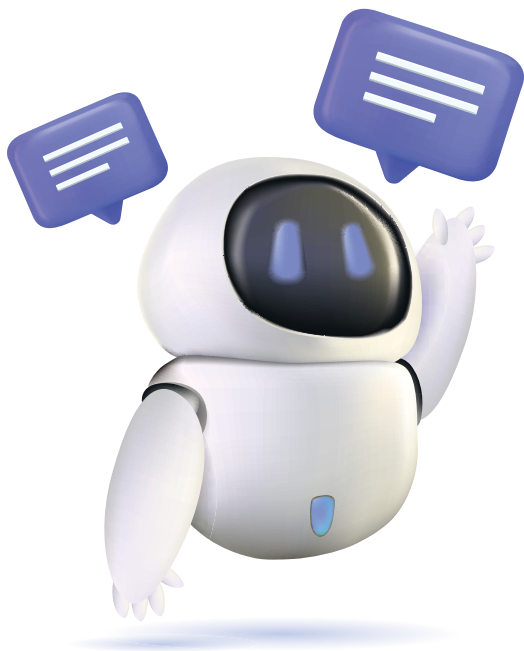
What does the CICADA QLD President love the most about HearCare?



John, a MED-EL CI Recipient, was also one of the first to use HearCare, sharing

"What I really love is the flexibility of being able to manage system checks without needing to go into the clinic. I also like that it provides a backup, as well as the speed it delivers information to my audiologist."





HOW AI IS TRANSFORMING COMMUNICATION FOR THE HARD-OF-HEARING COMMUNITY

AI Captioning: Fast, Easy, and Reliable

Artificial Intelligence (AI) is revolutionising communication, particularly for people who are deaf or hard of hearing. AI captioning, in particular, has seen remarkable advancements in recent years. It is making conversations clearer, easier, and available 24/7 even in emergencies.

The technology now delivers captions almost instantly, reducing the delay to just 1.5 seconds, and this will reduce further during 2024. This improvement ensures more natural and flowing conversations, enhancing the user experience and facilitating better communication. Additionally, advances in natural language processing (NLP) and machine learning have greatly improved the accuracy and contextual relevance of captions, making them more dependable than ever before.

Trends in AI Captioning

- **Real-Time Translation:** AI is increasingly capable of providing real-time translation along with captioning, breaking down language barriers and making global communication more accessible.
- **Broad vocabulary:** AI captioning is already outperforming human operators in handling medical conversations and other technical topics.
- **Adaptive Learning:** Modern AI systems can learn and adapt to individual speech patterns and accents, improving accuracy over time.
- **Integration with Wearable Tech:** AI captioning is being integrated into wearable devices like smart glasses, offering discreet and continuous support for the hard-of-hearing community.

Practical Applications

- **Telehealth Services:** AI captioning provides real-time captions during virtual consultations, ensuring clear communication and better care. Patients with hearing impairments can accurately follow medical advice and engage more effectively in their healthcare.

- **Assistive Listening Devices:** AI-powered captioning complements devices like hearing loops, Auracast and FM systems, providing real-time captions in settings such as theatres, lecture halls, and places of worship, ensuring users don't miss any important details.
- **Captioning Videophones:** These devices provide real-time, AI-powered captions on a large screen, ideal for older adults and people with severe hearing difficulties. They enhance communication and ensure users stay connected, even during emergency calls, 24/7.
- **Mobile Captions:** Mobile captioning solutions allow users to receive calls with captions on their smartphones, offering convenience and flexibility for clear communication on the go.

Looking Ahead

As AI technology continues to evolve, we anticipate even greater improvements in captioning accuracy and speed. Many assistive technology companies are now committed to staying at the forefront of these advancements, ensuring that their products and services provide the best possible communication support. For health providers, such as Audiologists, this also means access to cutting-edge tools that enhance care and improve the quality of life for their clients with hearing difficulties.

Conclusion

AI sounds complicated but is a powerful tool that makes communication simple and reliable. With AI-powered captioning solutions, users can enjoy clear and easy conversations. We see an increasing endorsement in the industry as more health professionals and care service providers use and recommend technologies that work seamlessly in the background, manifesting a better future where AI makes life easier, more connected, and more inclusive for everyone.

This article was produced by Xingyi Wu, on behalf of the Konnekt Team.

HIDDEN BEHIND SUNFLOWERS



Have you ever seen someone wearing a green lanyard with bright sunflowers and wondered what it means? This simple accessory is making a significant impact worldwide by silently indicating the wearer's needs. Introduced in 2016 at Gatwick Airport in London, the Hidden Disabilities Sunflower has become an international symbol of understanding and support for those with non-visible disabilities.

Not all disabilities are visible. Hidden disabilities include conditions such as autism, chronic pain, anxiety, hearing impairments, and learning disabilities. These conditions can greatly affect daily life yet remain unnoticed by the casual observer.

The sunflower lanyard, wristband, or pin serves as a discreet signal that the wearer might need extra assistance, some help or just a little more time.

Businesses and public spaces that embrace this initiative ensure their staff are trained to recognise the lanyard and respond with empathy and support. You may even see signs in the windows of your local supermarket or shopping centre.

As more organisations adopt this initiative, we move toward a world where hidden disabilities are acknowledged and supported.

You can find more information on the hidden disabilities sunflower and how it may benefit you at <https://hdsunflower.com/au/>

Looking for **HELP?**

Stay **Safe** and **Connected** with
AI-Powered Captioning Videophone



konnekt
Real connections. Real help.



For more information visit
<https://konnekt.com.au/cap>
or call us at **1300 851 823**

- Operates 24/7, no need to wait for operators
- Auto-corrected captions, never miss a word
- Direct video and phone calls, ensure your privacy
- Personalised solutions, with lifetime support
- Government funding available for eligible participants



EAR TO THE GROUND...



International Cochlear Implant Day.



At the Bundaberg Expo with audiologist Sarah Waldock.



Laura Drexler from the Ambient Menu and Kymm Smith at Macquarie Park for World Hearing Day.

2024 has been a whirlwind year for us at CQ! We've launched new regional groups, hosted a variety of events, and travelled across the state meeting both new and familiar faces. Here's a recap of everything we've been up to so far this year...

International Cochlear Implant Day was on February 25th and we celebrated in Queensland with the industry professionals. MED-EL held their celebration at the Maroochy RSL, with an informative presentation followed by a delightful morning tea and social chat. We then joined Cochlear Ltd for their celebrations in Brisbane, which included a range of presentations, information on the work of the Engagement Team, and time to socialise over a delicious buffet lunch.

In March, President John, his wife Donna, and committee member Kymm attended World Hearing

Day celebrations in Sydney. The event was held at the Australian Hearing Hub in Macquarie Park and centered on the theme 'Changing Mindsets,' which focused on reshaping our views on hearing issues and promoting inclusivity. A highlight of the day was a presentation chaired by Dr Caitlin Barr from Soundfair, where panel members shared their lived experiences with hearing loss. The audience was encouraged to consider the diverse aspects of living with hearing loss, including communication styles, labels, assistive technology, stigma, and societal assumptions. This event provided CICADA Queensland with a valuable opportunity to connect with key figures in the Australian hearing and audiology community.

Next up were the 2024 Queensland Regional Disability Expos. Once again, our dedicated volunteers were on hand to

help staff the tables and spread awareness at their local events.

Partner support is an area we have focussed on this year at CQ, and Donna was recently invited to hold a presentation at the event, "How to Live with a Deaf Person", held by Quota Jimboomba Inc., which was well-received. Emma from Cochlear Ltd joined them on the day. The organisation raises funds, support and awareness for people impacted by hearing and speech impairment.

After last year's success of launching our new Bundaberg group, we expanded to two more regions, Mackay and Bribie Island, whilst Brisbane has seen the addition of a second Meet-Up location.

Read on for our coordinator reports and to find out exactly what the Hearing Solutions Summit is all about...



HEARING SOLUTIONS SUMMIT

You may have seen advertisements on our social media pages for the Hearing Solutions Summit. But what exactly does this mean and what happens at these events?

The brainchild of CICADA Queensland president John Ross, who recognised the need to create a space for both audiology professionals and their clients to explore advancements in hearing implant technology, and learn more about the surgical process, rehabilitation and ongoing care. With presentations from leading experts in the field, it was envisioned that an event could take place in which discussions could be held and questions asked, in a supportive environment, allowing for professionals to expand their clinical knowledge and for

their clients to make informed decisions about hearing implant solutions.

The inaugural Hearing Solutions Summit was held in April on the Gold Coast, organised by MED-EL audiologist and CICADA Queensland committee member Helen Court. Positive feedback made it apparent that this was a truly unique event in the space of audiology. Over the next few months, discussions were held to determine how to expand the scope of this event to reach more potential hearing implant candidates. John and his team worked tirelessly to secure endorsements from Audiology Australia and the Australian College of Audiology. These endorsements will ensure that future Summits are recognised as valuable professional



development opportunities for attending audiologists. This is a significant achievement for CICADA Queensland and we are proud to host an event that brings hearing implants to the forefront of conversation for both audiologists and their clients.

For more information about the Hearing Solutions Summit and to register to attend an event, head to www.hearingsummit.org

COORDINATOR SUPPORT

**YOUR COORDINATOR
NEEDS YOUR HELP**



Can you spend a few hours each month assisting your local area coordinator?

Could you help host a MeetUp in your local area, assist your local coordinator with tasks, or stand in for them if needed?

If you would like to support your local CICADA Qld group by assisting your coordinator contact us for more information.

Contact us today to learn more about this exciting volunteer opportunity.

ENQUIRE NOW



www.cicadaqld.org



NEWS AND EVENTS



John Foreman

TOWNSVILLE

The hearing support group in Townsville meets at the RSL on the third Thursday of the month from 10:30 to 12:00. After a summer recess we resumed in March.

We had Lindsay Creighton from Airlie Beach tell us his journey to better hearing and of his love of making music with the guitar and the ukulele.

We had John Ross, CICADA Qld President, enlighten us on the new technologies to assist the hearing impaired in public places and also had him present at the Regional Disability Expos in North Queensland. We chatted about being prepared as a hearing impaired person in the event of travelling, hospitalisation and evacuation for fire, cyclones or flood. We share experiences and knowledge and support one another in our journey to better hearing.



Judith Raxworthy

FRASER COAST

The CICADA Qld Fraser Coast Group meetups are an enjoyable two hours of discussions, sharing experiences and socialising with a cuppa and homemade treats!

The June meetup discussion "ARE YOU PREPARED?" was well received. This covered not only emergency situations but also travel plans. Overall it was agreed there is a need to have a Kit filled with your Sound Processor spares, batteries etc. Kept handy at all times.

On behalf of CICADA Fraser Coast members our Congratulations to Kymm Smith on being the Recipient of the BHA Pam O'Gorman Bursary Award for 2024. An impressive achievement and well deserved.



Lindsay Creighton

MACKAY

The Mackay group recently held its inaugural meet-up, welcoming two new members. One new member, in her mid-80s, is a hearing aid wearer who is not considering cochlear implants. Another member, also in her mid-80s,

rejoined the group after about three years. She uses a Cochlear Kanso on her right side and a hearing aid on her left. Both were pleased to share their journey stories and gather information.

During the meet-up, the group addressed the

"who's who in the zoo" discussion, reviewed the site evacuation procedure, and conducted a walk-around for site familiarisation. After exploring the tea and coffee facilities, the group also provided an overview of CICADA Qld's vision and mission statements, discussed the structure of CICADA Qld, including the state executive, committee, site coordinators, patrons, and partners, and highlighted the CICADA Qld website. A general discussion about individual journeys followed.

The next meet-up will be held at the Mackay Regional Council Community Jubilee Centre on Albert Street. Head to our website for details.



Sarah Waldock

BUNDABERG

The Bundaberg group is still new but it has been busy since its very first meeting in January. We've had visits from two cochlear implant brand representatives, we've had a visit from the President John, CICADA Qld had a display at the Bundaberg Regional Disability

Show and the last few Bundaberg meetings we have all been learning about the importance of auditory rehabilitation post implantation. We look forward to the final half of the year and our Xmas party in November. Sarah



Penny Phillips

SUNSHINE COAST

We have had an excellent year to date within the Sunshine Coast group. Attendance was up on last year, with more and more people looking for information about cochlear implants. We have had some interesting presentations, including a recent visit from

John Nakulski to demonstrate the Konnekt Videophone, making it a worthwhile visit to our MeetUps.

Thanks must go to John for setting up the captioning and handling all the IT issues on the day and for our helpers Jenny, Deb, Joyclyn and Donna for their organising and welcoming of new and old members.

We also give thanks to Joyclyn for all her work on the CQ committee as she steps down to focus on her family. We are so lucky to have some wonderful volunteers.

The second half of 2024 is looking just as busy and we look forward to Sharing~Listening~Connecting with everyone in the cochlear implant family and those considering joining us.



Rick Thornton

BRIBIE ISLAND

The Bribie group began meeting in February this year. We are slowly growing and we have a few regular attendees. We have had a presentation from MED-EL on rehabilitation, and discussions on a number of topics including emergency planning for hearing loss, as

well as a few more social get-togethers where we share journeys, problems and tips. People enjoy the social aspect and sharing their own discoveries with each other. Special thanks to the Sunshine Coast group, a number of whom have attended in support and with equipment support. We meet at the Bribie RSL in an acoustically friendly room with tea and coffee available on the third Monday of the month.

Coming up we should have an audiologist courtesy of MED-EL which is good as we have a couple of MED-EL users and some questions I'm sure.



Ange Jonassen

BRISBANE

We had a fantastic start to the year for the Northside Chermside and Southside Wynnum groups, welcoming many new faces and receiving continuous support from our dedicated members.

Throughout the year, we have covered various interesting topics. These ranged from preparing an Emergency Pack for disasters like the Queensland floods and power outages to exploring assistive listening devices. We also shared hot tips for using devices through platforms like Teams and Google Meet, as well as different mobile apps. One of our members shared his experience and valuable tips on supporting his wife on her cochlear journey, highlighting the impact it had on their entire family.

After one event, a group of us enjoyed lunch at a Fish and Chips café. This outing was very well received, as we had a lot of fun testing out the apps in a noisy environment and getting to know each other better. For those who missed out, we will be doing this again later in the year.

Our most recent event was a morning tea at Roma Street Parkland. We spent a delightful sunny winter day chatting over coffee and cakes.

It is rewarding to receive referrals from CICADA Queensland, ENT surgeons, audiologists, and engagement officers. The feedback from recipients has been amazing, and even if I leave

them with just a pebble of knowledge, it makes my heart sing.

I would like to take this opportunity to thank everyone for their ongoing support; I couldn't have done this without this group. Your attendance is greatly appreciated, and we hope to see even more people join us as we continue to provide support and advice for those on their hearing journey.

Exciting times are ahead with guest speakers from Ambient Menu, MED-EL, Cochlear, and an outing, just to mention a few, as we come to the end of 2024.



Rob Frith

DARLING DOWNS

I reflected over the past 30 months that I've been involved in the Darling Downs Group by reading past reports. I've made some very firm friendships in that time and shared in the journey of so many Cochlear Implant recipients. Some

have had rapid improvements and others have been painfully slow, but they have persevered and are now reporting positive progress. It might have taken 12 months or more for some and in one instance two years, but it has nonetheless been positive. I've seen the group steadily grow in numbers from the nucleus of 5 to over 30 at times. I'm also very pleased that all the members are forming firm friendships. We enjoy each other's encouragement and support. The biggest challenge we continue to face is how to sponsor social engagement, which is important. Meeting at coffee shops can be challenging with the background noise and let's be honest, it is just not possible to have a quiet social meeting. It is normal for several conversations at once and this immediately causes background noise. To that end, we are trying something different at the next social meeting and we'll see what happens. Stay posted.

In all, the Darling Downs Group is doing well. We have finally found a home after several past attempts, and this is now at the Toowoomba Library. The venue has all the facilities we need and is surprisingly quiet. I'm hoping that we will continue to be able to help enquirers with questions about the benefits of CI and support each other on the journey of adjusting to living with the most amazing prosthesis that man has developed.

ACTIVE LISTENING

By Rick Thornton

How often do you talk with someone and miss the point? Or, do they miss your point? Or you don't hear them when they look away. That's probably because most of us are AWFUL at listening. I find people focusing on things other than me, Interrupting me, not getting the message I am giving or getting it wrong and attacking me in return! The same in reverse. Why would those things happen?

Probably because we are all busy, we all know everything and tend to have closed or narrow minds on many matters. I watched a presentation about listening and, at one point, the guy talked about his wife buying a horrid handbag that looked like "road kill" to use his words. He actually got one and paraded around asking "what do you think of my new bag?" He then said he gave her his opinion. She wasn't asking for his opinion! She was fishing for a compliment.⁽¹⁾ I bet that caused some pain in the household!

We need to actively listen to people. That is actually a mark of respect to the speaker and a polite thing to do. You may also learn a lot. You may miss a key point if you don't do this. It can cause pain. Perhaps yours! How should we try to do it?

FACE the speaker and make eye contact. That is a personal connection and may make them feel valued and free to speak. "Listen" to non verbal cues. How

are they standing/sitting? How are they using their hands? Can they keep eye contact? What facial features are evident (smiling/crying/angry/calm). Watch your own body language and remain relaxed, open and focussed.

Don't interrupt! You need the whole story, not half of it. Interrupting also signals that you are not listening! Don't start planning your response. Anything you say will be based on incomplete information. You are listening to respond NOT to understand which can be really problematic. Don't judge or jump to conclusions. Let them get it all out so you can assess the issue before replying.

Show that you are listening. Use smiles, nods or other gestures to encourage them to continue.

When they stop speaking. Don't jump right in. Wait a bit. People don't like silence and may say something further. That can be very enlightening.

If you are not clear on the message, paraphrase it back. "I heard that you... Have I got that right?" Let them confirm or restate their view.

Now is the time to take a few seconds to frame your response. Don't impose your opinions or solutions. You don't know their journey. Above all, don't take the rosy positive view. If he just told you he was bankrupt don't say "Well at least you don't have to

pay taxes ha ha ha". (Not funny or helpful.)

Explore the subject, ask for clarification if you need to. Stay focussed on the subject.

Do not accept any interruptions from others. That could reinforce to the speaker that they are not important. Refusing interruption shows them that this is THEIR time. This is more respect and value being shown.

Hopefully you have now got their message and responded to it in a thoughtful, non judgemental way. You have shown respect, attention and may have got that in return!

In my past life listening was critical. There is no rush, let them speak and get it all out. Review what you have heard and ask for any clarification you need. Use silence to elicit more if possible. Watch some good selection interviews or even police interviews and you will see this in practice.

You can't listen if you are talking! You can't rush communication. If things are that pressing for you, make a firm time for that person and STICK TO IT! Others should wait.

Remember to listen to understand first. We all have an inbuilt bias. Don't let yours interfere with your listening.

Acknowledgements: How to listen- Better-tips from a deaf guy. Stephen O'Keefe.

MAGNET AWARENESS

A cochlear implant uses a small magnet as part of its system to hold an external processor in place over the internal implant under the skin. Here are some potential issues that can occur with the magnet used in a cochlear implant:

1. Pain: Your cochlear implant magnet should feel securely attached but not tight or painful. Soreness, swelling or redness around the magnet site may indicate that the strength of the magnet is too high. If left unattended, this may lead to serious issues such as infection or skin breakdown.

2. Magnet displacement: The magnet can shift or move under the skin, which may affect the alignment and functioning of the external processor.

3. Magnetic attraction: Since the magnet is magnetic, it can attract

certain metallic objects, which might cause discomfort or injury if these objects come too close to the implant.

4. Skin irritation: Some individuals may experience skin irritation or allergic reactions to the materials used in the magnet or the implant casing.

5. Impact on MRI: Depending on your brand of cochlear implant, you may need to take extra precautions to protect your cochlear implant from the strong magnetic fields present during a magnetic resonance imaging (MRI) procedure. Note that modern cochlear implants are designed to be MRI-compatible, however the specific technology varies between cochlear implant brands.

6. Implant movement: In rare cases, the magnet's positioning or the implant itself may shift or move due to physical trauma or external forces, which could require medical attention to reposition or correct.

7. Loss of adhesion: The external

processor relies on the magnet for adherence to the internal implant. If there are issues with the magnet's strength or the surrounding tissues, the external processor may not stay securely in place.

8. Long-term stability: Over time, there may be concerns about the long-term stability of the magnet and its ability to maintain adequate magnetic strength for the external processor.

It's important to note that while these issues can occur, cochlear implants generally have a good safety record and manufacturers continually improve their designs to mitigate potential problems. If you, or someone you know, experiences any pain or issues with a cochlear implant, particularly at the site of the magnet, please contact your audiologist or cochlear implant clinic. The magnet may be too strong and a lower strength could be required. Visit your GP if you experience any signs of infection around the magnet site, if you feel unwell or have any concerns.

Ponto™ Bone Anchored Hearing System

The path to better hearing

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- Use the online tools and resources tailored to support you to make an informed decision



This medical device must be administered/applied/implanted by a healthcare professional. Performance of the hearing device is dependent on individual circumstances and may not be appropriate for all conditions. Always read the label and follow the instructions. This product is not available for purchase by the general public.



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AUT171/2024.06

WHY PERSONALISED SOUND IS GAINING GROUND

Hearing aids and cochlear implants are generally designed to improve your ability to listen to the human voice – they're not necessarily designed to improve the entertainment experience of listening to music, watching movies or speaking on the phone. This is where Assistive Listening Devices (ALDs) can offer people additional solutions to support their hearing in specific situations.

As an Australian Government approved ALD, Audeara's A-02 TV Bundle is designed to be an entertainment device suitable for people of all hearing abilities - including people who have cochlear implants or use hearing aids. The headphones can be tailored to your unique hearing profile, and connect to the TV streamer so you can watch TV with personalised sound.

Audeara's technology allows you to have direct audio input from your TV, bypassing the need for the sound to travel through the air, and then into your hearing aids or cochlear implant. This is a greatly improved hearing path which can result in clearer sound quality and ultimately improves the entertainment experience.

Not only are personalised headphones the perfect solution to make watching TV more enjoyable, these products have the power to bring back the joy of your chosen entertainment. Whether that's watching your favourite movie, FaceTiming family, or listening to music.

Purposefully designed to improve your listening experience when connected to any Bluetooth device, Audeara headphones use a health-check algorithm to tailor sound to your unique hearing profile. They can easily be personalised at home by yourself, or with the help of an audiologist.

Learn more about Audeara at audeara.com.

A common complaint audiologists hear is that

people have trouble with regional accents on the TV. There's a lot of science to explain why that is the case, but the answer is to get the most suitable sound input to your ears. If you want to make watching TV more enjoyable, personalised headphones can provide the perfect solution and are growing rapidly in popularity. These products have the power to bring back the joy of your chosen entertainment. Whether that's watching a favourite TV show, FaceTiming family, or listening to music.

You might not want to use hearing aids if the only time you feel you don't hear well is when you're watching TV. In fact, a common complaint audiologists hear is that people have trouble with regional accents on the TV. There's a lot of science to explain why that is the case, but the answer is to get the most suitable sound input to your ears.

If you want to make hearing easier and more enjoyable, personalised headphones like Audeara's A-02s can provide the perfect solution and are growing rapidly in popularity. These products have the power to bring back the joy of your chosen entertainment. Whether that's watching a favourite TV show, FaceTiming family, or listening to music.

Purposefully designed to improve your listening experience when connected to any Bluetooth device, Audeara headphones use a health-check algorithm to personalise sound to your unique hearing profile. They can easily be personalised at home by yourself, or with the help of an audiologist.

Learn more about Audeara at audeara.com.



Rediscover your favourite show

With sound tailored to your hearing.

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10% OFF
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Use code **CICADA** at checkout



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AUDEARA
Feel connected.

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See our website for other states.

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WHO WE ARE

CICADA Queensland is a completely independent, not-for-profit organisation staffed by volunteers.

We support people from all walks of life who have been affected by hearing loss, including current and prospective cochlear implant recipients and hearing aid users. Whether you identify as Deaf or Hard of Hearing, use Auslan or spoken language as your primary method of communication, or simply need some support for yourself, family or friends, CICADA Queensland is here to help you navigate this journey!

VISION STATEMENT

To ensure all Queenslanders, of all ages affected by hearing loss or considering or using Cochlear implants, and their families are supported and informed.

MISSION STATEMENT

To provide education, rehabilitation support and opportunities for social engagement in a community to all people with hearing loss or those considering or using cochlear implants, including their friends and family.



Would you like to host a CICADA Qld group in your local area?

Can you spare a few hours a month to hold a regular MeetUp? We are looking for friendly, outgoing people with a passion for supporting people with hearing loss, cochlear implant users and prospective cochlear implant recipients.

Good with technology? We need volunteers to assist with social media, graphic design, digital content and technical assistance. Are you a business with a venue or room suitable for our MeetUps? If any of the above apply, please contact us.



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ABN 70 273 643 930

OUR PARTNERS

