



CICADA CHORUS

CICADA Queensland (Cochlear Implant Club and Advisory Association)
Patrons: Dr Anthony Parker & Dr Christopher Que Hee

February 2021 Issue 12
Affiliated with CICADA Australia, Inc.

HEAR HERE TO BETTER SERVICE

Redland City Council (QLD) has partnered with Better Hearing Australia Brisbane (BHA) to develop a training program to help local government communicate more effectively with people with hearing loss and older residents.

Mayor Karen Williams said the "Hear Here" e-learning training package will improve seniors' experience when accessing Council services and venues.

"When Council undertook its Age Friendly City survey in 2018, we found that hearing loss was a significant barrier for older people to participate in our community," Cr Williams said.

"That was clearly unacceptable, so we set out to fix it by ensuring our frontline service officers were provided with the training and tools they needed to better communicate and help people experiencing hearing loss.

"We know Redlands Coast is an ageing community and Council is committed to doing all we can to ensure they can access the services and initiatives that make our city such a great place to live."

Cr Williams said the revolutionary training package had recently been successfully trialled in Council's customer service centre.

"The design and roll out of this training package has been made possible through an exciting partnership with BHA to develop a specialised training package that will now become part of our corporate training, meaning it will become part of our everyday service to the community," Cr Williams said.

"It is part of our commitment to becoming a better age-friendly city, where older

people and others with hearing loss can be confident that they can engage with Council services effectively. We do not want any resident to feel isolated.

"The training will also be made available to other local governments through the Council on the Ageing Queensland, showing once again that the Redlands Coast is leading the way in creating a more accessible community."

BHA business manager Tony Whelan said his organisation was proud to partner with the Council to deliver the Hear Here training program.

"It's a learning environment that gives participants an understanding of some of the challenges faced by people with hearing loss, practical strategies to overcome those challenges and tools and resources to assist them in their workplace," he said.

"We believe it sets a real benchmark in hearing loss awareness training.

Now, in partnership with COTA, we're encouraging other government authorities in Queensland to implement the Hear Here training module as well."

● Source: *One in Six*
27 January 2021



IN THIS ISSUE

- OUT & ABOUT
- PROFILES
- UPDATES
- HUMOUR



PRESIDENT'S PEN

Wishing all our members a Happy and healthy New Year. 2020 has been a testing year for the club with no committee meetings and scaled back meetups but out of bad comes good. There are exciting plans coming up and you will be kept informed as they happen. Christmas parties were held locally and Shirley sent gift bags to all attendees at the parties. Kevin Hobbs retired as our Branch Representative and Committee member. We thank Kevin for all his hard work over the years

and wish him an enjoyable retirement.

There have been advances with two captioning phone systems. CapTel's new handset had great reviews from those who have one but it is still to be determined what the cost is. Konnekt also had upgrades to their system with a touch phone pad on the screen so you can phone or Skype any person with a phone number or Skype connection.

Lastly I would like to thank all our Branch Representatives for their tireless work in keeping CICADA Queensland strong.

President, Stephen Willis

SUPPORT GROUP MEETUPS

All Meetings will take place from 10am until 12noon.

SUNSHINE COAST:

Sunshine Castle Cafe
292-296 David Low Way, Bli Bli
Last Tuesday of the month
Penny Phillips
SMS: 0421 328 909
E: pennyphillips1@bigpond.com

FRASER COAST:

Hervey Bay Public Library
161 Old Maryborough Road, Pialba
First Tuesday of the month
Judy Raxworthy
SMS: 0490 188 903
E: judyrax48@gmail.com

DARLING DOWNS:

CUA Community Hub
470 Ruthven Street, Toowoomba
First Tuesday of the month
Louisa Handyside
SMS: 0416 060 514
E: louisahandyside@gmail.com

NORTHSIDE:

Tuesday, 9 February
Dragonfly Cafe
Eden Gardens
1657 Gympie Rd, Carseldine
Gail Anderson
SMS 0429 704 448
E: gail046@hotmail.com

SOUTHSIDE:

Thursday, 18 March
The Flying Pepper Cafe
120 Kate Court, Rochedale
Shirley Edwards
SMS 0499 213 561
E: shirley@hotmail.com.au



OUT & ABOUT



A quirk of the club's raffle last year resulted in a guilty plea by a member, who wishes to remain anonymous, of being tardy in returning the raffle ticket butts. We trust that the sentence handed down was not harsh, and that the outcome did not cause too much of a hardship.

CICADA Queensland committee.

OUT & ABOUT

NATIONAL ASPIRE AWARD

Penny was nominated for the category of Individual best achievement in Community and Advocacy National Aspire Awards.

The Aspire Awards celebrate the achievements of people who identify with a disability and are a wonderful celebration of their achievements and their contribution as a mentor or role model.

The Awards began as an initiative of Funds of Court Victoria.

The Award's Patron is Rhonda Galbally AC along with the senior master of Funds in Court and many benefactors including the NDIS.

Penny has provided valuable advice to our health service regarding accessibility and wayfinding for the hearing impaired prior to the building of the Sunshine Coast University Hospital and is currently working

with the Nambour redevelopment Project team.

She has raised awareness of communication issues for the hearing impaired and provided suggestions to improve our service to these patients in our hospitals.

Penny has partnered with the health service to assist us to develop a resource kit for those patients with hearing impairment and her advisory work with our health service has been of great value in assisting us to improve the experience of our patients with hearing impairment.

Penny was presented with her medal of recognition on 29 September 2020 at the Sunshine Castle which was attended by Sunshine Coast CICADA members and the Executive Director of the Sunshine Coast University Hospital.



PROFILES

MEGA CLEVER BOY SCOUT QUINN INVENTS 3D-PRINTED EAR GUARDS

Over the past few months, there has been hundreds of photos of overworked healthcare workers' chafed faces covered in bruises, blotches, and redness—as though instead of getting off a shift at the hospital, they're returning home from competing in a boxing match. One photo of Italian nurse, Alessia Bonari, depicting the reality of wearing a facial protective gear over the course of long shifts, day in day out, went viral back in March.

Quinn's ingenious design is an ear guard that can be produced on a 3-D printer. The project went viral after his mom shared photos of the guards on Facebook. The adjustable guards lift the

mask straps up off the back of the ears so that the mask can fit comfortably over differently shaped faces and heads.

Quinn made his design public so that anyone with a 3-D printer can replicate it, and his mother is encouraging more people to get involved on Facebook.

The young Boy Scout's brilliant application of his own unique skill is making a bad situation just a little bit more livable for heroes on the frontlines.

Note: For a list of 3D printing designs visit: www.yeggi.com/q/ear+protection/

● *Source: Tanks Good News, Real Life Heroes. Photo: Susan LaMarca*



Q: Why can't you tell a joke in a corn maze?

A: There's way too many ears!

PROFILES

MEET NEIGHBOURS' NEWCOMER NATHAN BORG, AUSTRALIA'S FIRST ACTOR WITH A COCHLEAR IMPLANT

"Everyone is beautiful in their own unique way."

Fans of the show will already know this, but we're going to say it again: *Neighbours* is one of Australia's most ground-breaking productions.

Leaps and bounds ahead of many others, they gave us Australia's first same-sex TV wedding, introduced transgender character Mackenzie, played by trans actress Georgie Stone, and now they're welcoming Australia's first actor with a cochlear implant (CI)—Nathan Borg.

It hasn't been an easy journey to land a gig on our screens and represent hard of hearing people and in our exclusive chat with Nathan, he reveals he faced many professionals "telling me to cover my disability" and at one stage, was "kicked-out of a full-time acting course and told to choose a different career path."

Despite the abhorrent treatment, Nathan persevered and landed a role as Ramsay Street's next resident, Curtis Perkins.

Nathan is overjoyed to join the show.

How did you land your role on *Neighbours*?

I was very, very nervous, but I called *Neighbours* about myself as an actor and how I thought we should have a



character with a CI on our screens. I believed it was time for a change.

I had to do an audition with the *Neighbours*' casting director, which was a memorable experience and a month later I got the role. For a year, I worked closely with the Executive and Script Producer and Story Editor to develop the character and storyline for Curtis.

What's it like being the first Aussie actor with a CI on our screens?

I have to admit, it's quite surreal to be the first Aussie actor with a CI. It's great that we are taking steps forward to diversify the Australian film and television industry.

For the past seven years I always said that I would work hard to become the first Aussie actor with a CI. I knew it wasn't going to be easy... which it wasn't, but I was never going to give up.

I had many professionals and mentors telling me to cover my disability, to grow

PROFILES

my hair out to cover my CI and to never speak about my disability or else I would never be successful in Australia.

I was kicked out of a full-time acting course and was told to choose a different career path. I gave up on Australia and decided to try make it in America because they were a bit more inclusive at the time, but that didn't work out either, so I went back to Australia to keep fighting. It is truly a blessing to finally see my hard work being recognised.

Are you hoping to be a role model to young kids who don't often see themselves on TV?

I'd really love to be a role model for young kids who are deaf, hard of hearing or have a disability. I want to show all kids growing up in our day and age that everyone is beautiful in their own unique way. I get very excited when I meet young kids who are like me because I didn't grow up meeting many people like myself.

I feel somewhat responsible to take that step and be a role model for them, someone they can grow up watching on screen to relate to and feel represented.

Does your experience on set differ much from an actor who isn't hard of hearing?

My experience is really no different on set compared to an actor who isn't hard of hearing. I may have to ask the cast and crew to repeat themselves when the set gets loud, but honestly there's no major difference.

I am here to prove to the Australian film and television industry that no matter

what, even with a CI, I will work just as hard as anyone else, as will any other actor with a disability.

Tell us a bit about your character... Curtis Perkins has just graduated university and has arrived in Erinsborough for a fresh start. He is very excited to start his dream job at Erinsborough High. He is very passionate about helping his students achieve their goals and goes above and beyond for them.

He's a bit of jokester and knows a little bit of humour is the best way to deal with life. Curtis is here to prove he's the best man for the job... no pressure!

Curtis arrives with no intention to cause trouble which will be a nice change for the residents of Ramsay Street, but that doesn't mean he doesn't have secrets of his own!

Are you similar or different?

Curtis and I are both passionate about chasing our dreams and not letting anyone stop us. Curtis is extremely smart, he's a maths and physics wiz... I'll just stick to acting!

It's quite funny, I arrive to set each day in oversized comfy clothes and runners, whereas Curtis is always in classy clothes and suit shoes. I now have a couple of heel blisters to go along with that.

And one more thing I should definitely mention, we both obviously have a CI!

Neighbours airs on 10 Peach from January 28 onwards

● Source : www.nowtolove.com.au/celebrity/neighbours/neighbours-nathan-borg-66134
Published December 3, 2020 by Maddison Hockey

PROFILES

COCHLEAR IMPLANTS ARE LABOUR-INTENSIVE TO FINE-TUNE, BUT THIS MAN'S NEW ALGORITHM CUTS TIME AND VOLUNTEER HOURS

Cochlear implant users can usually understand voices well in quiet conditions, but find noisy environments harder.

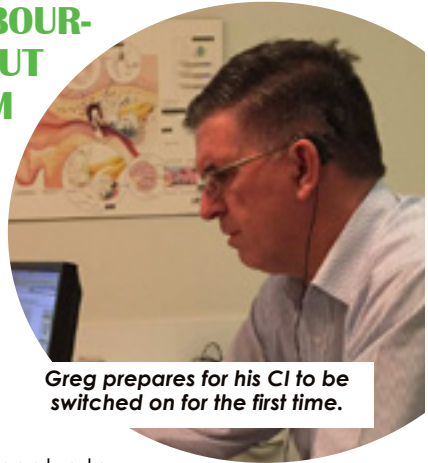
Cochlear implants (CI) are so widespread that it's easy to take for granted what a life-changing tool they are for people with hearing loss. But they're not perfect.

CIs don't always perform well in noisy areas, and they can be more effective for some people than others—but improving the design is a labour-intensive process that relies heavily on the work of volunteers who use them.

Now, a biomedical engineer at The University of Sydney, who has CIs himself, has come up with an algorithm that provides a more streamlined way of testing new ideas so it is easier to tailor them to an individual's ability to hear different noises.

Greg Watkins, a former electrical engineer, first noticed his hearing going about 15 years ago. He got hearing aids, but his hearing continued to decline until he was profoundly deaf. "If I stood next to a jet engine, the world was a silent place," Dr Watkins says.

His hearing loss inspired him to go back to university and study biomedical engineering, and he ended up doing a PhD on CIs. His studies gave him the



Greg prepares for his CI to be switched on for the first time.

impetus to put theory into practice, and get the implants himself.

While hearing aids amplify sounds, CIs work by directly stimulating the nerve in the inner ear with electrical impulses in a way that mimics the stimulation we get from sounds.

Dr Watkins had day surgery to have the implant put in, then four weeks later was back at the audiologist for "switch-on day".

"Eventually they turn on the microphones and you hear the world around you," he says. "But it's not the world you used to know. Sounds are quite different and you need to learn to hear again. But to hear it all was amazing."

CIs are powerful technology, but how well those electrical impulses translate into sounds varies a lot between individuals, says Amanda Fullerton, a Sydney-based audiologist who's doing her PhD on how the brain changes after cochlear implantation.

PROFILES

"We often say, we hear with our ears and we listen with our brain," Ms Fullerton says. "The signal still has to leave the ear to get to the brain and the brain has to integrate that signal and interpret it. There could be various sources of variability between people from the level of the ear right up to the brain. In a quiet situation many cochlear implant users can hear quite well, but it's when there are multiple people talking or there's background noise, that there can be a problem."

A BETTER WAY OF MAKING BETTER COCHLEAR IMPLANTS

Researchers are coming up with new ideas for improving the implants all the time, but testing them is time consuming and labour intensive.

Volunteers with cochlear implants have to spend hours in quiet rooms listening to recorded sentences and repeating them back. Then researchers score these results and use them to draw conclusions about what is and isn't working. Dr Watkins has been one of these volunteers.

"That approach works, but it takes time. It's really tiring. I've done it myself. And as a recipient, it is really hard work," he says. Dr Watkins's engineer mind clicked into gear. Surely, he thought, there had to be a way to make this process better?

He and his collaborators at the University of Sydney and Cochlear have come

up with an algorithm to help predict the results of these tests for different people. Their software tool can be used by researchers to narrow down which approaches are worth pursuing, potentially reducing the number of hours human volunteers are needed for.

"If we were able to predict how well someone would hear with a particular sound processing approach, then we'd be able to look at how well new ideas might work for that person," Dr Watkins says. "If we take the test results for a CI recipient in one [noise] condition, we're able to predict how well they will be able to understand speech in a range of other conditions."

While Dr Watkins's tool is designed for researchers, it will lead to a broader range of options when it comes to configuring a CI for a recipient, says Ms Fullerton.

"We know that different people have different abilities to hear in noise, and that isn't always predictable, so if there was an algorithm that could be adjusted to an individual's ability to hearing noise, then that could presumably assist them in hearing better in a range of environments," she says.

Dr Watkins's research was published in the Journal of Ear and Hearing last month.

● Source: Posted 5 November 2020 on ABC Health & Wellbeing By Tegan Taylor

DID YOU KNOW?

There are currently over 27 books of stories about the cochlear implant? Visit <https://cicadaqld.com.au/supporting-you/books-to-read/> for a listing of some of the titles.

Radio station 4KQ regularly advertises the benefits of a cochlear implant? Interesting!

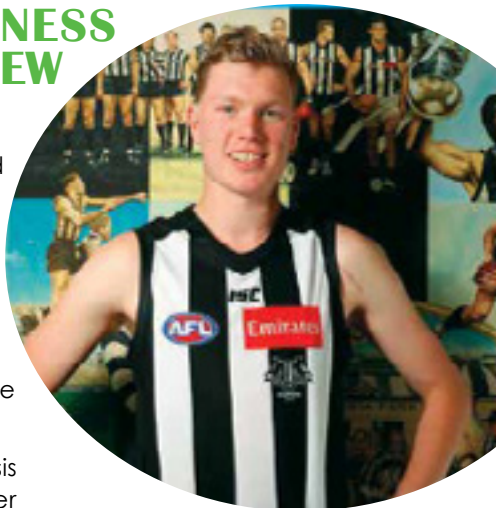
PROFILES

PROFOUND DEAFNESS WON'T HOLD BACK NEW PIE SAM MCLARTY

As the newest player for the Collingwood Football Club, Sam McLarty will be an inspiration to many, but he didn't set out to be a role model. He has lived a pretty normal life with the help of his cochlear implant (CI). With an athletic build and standing 193cm tall, Sam is versatile enough to play in the ruck or forward.

Sam's parents received the diagnosis when he was nine-months-old after noticing their son wasn't responding to loud noises. He was one of the youngest children in Victoria to receive a CI at fourteen-months-old. Sam grew up an avid Geelong supporter idolising the Cats' Harry Taylor and excelled at sport from a young age. A helmet protects the small processor behind Sam's ear while playing footy, and his track record as a fierce competitor meant Collingwood officials had no concerns about his ability to play at the most elite level. Sam's mother Cynthia is a long-time supporter of the Bionics Institute and has volunteered her time as an Ambassador.

After Sam's diagnosis at nine-months-old, Cynthia and her husband Deane spent a huge amount of time and energy researching CIs. At the time they worried



and wondered if they were making the right decision. "Sam caught up with other kids and was speaking normally by the age of four with the help of his CI," said Cynthia. "We tell other parents that we don't regret it – it was the best thing for Sam. We are so grateful to the Bionics Institute for enabling Sam to talk and live a full, normal life."

Eighteen-year-old Sam McLarty is blazing a bionic trail as the first person with a cochlear implant to play AFL football. In fact, Sam was Collingwood's top draft pick for 2017.

● *Source: Hearing Matters Autumn Edition 2017. Reprinted with permission from Sam McLarty, and his mother, Cynthia*

FREE REHABILITATION GUIDES



Cochlear Ltd has produced a number of rehabilitation guides with useful information and activities to help you make the most of hearing with your CI. Visit <https://bit.ly/2LdzC7y> to download and peruse their guides.

UPDATES

CURE CLOSER FOR TINNITUS

Researchers at Victoria' Bionics Institute have discovered non-invasive brain imaging technique that can determine the severity of cases with high accuracy, giving sufferers hope a solution can be found.

● Source: *The Courier- Mail 18 November 2020*

IN CASE YOU DIDN'T KNOW...

For people who are hard of hearing, it can be hard when having a CT scan or XRay when it is difficult to hear 'Breathe in and hold your breath' then 'Breath out'. The new machines now have a light on the top, when alight it is the signal to 'Breathe in and hold your breath' then when the light goes off, it is the signal to 'breath out'. Upon request, it is also possible to increase the volume of the wording so that you can hear it better.

● Source: *Queensland XRay 26 November 2020*

DO YOU HAVE A COCHLEAR IMPLANT AND TINNITUS?

Tinnitus, also known as 'ringing in the ears', involves the perception of sounds when there is no related acoustic source. Bionics Institute is currently seeking cochlear implant recipients over 18 with tinnitus to be involved in a study that is developing a way to objectively 'measure' tinnitus using a light-based, non-invasive brain imaging technique.

Once it is known how to measure tinnitus objectively, it will be possible to move forward into seeing which treatments actually work.

To see if you are eligible for the study or to find out more, please contact Dr Mehrnaz Shoushtarian or call (03) 9667 7523.

● Source: *Bionic Connections newsletter Spring 2020*

What people did before hearing aids

UPDATES



IS IT TRUE THAT LIVING WITH HEARING LOSS MAKES YOU TIRED?

YES! Concentrating on what people are saying takes a LOT of energy as it is necessary to see the mouth and lips to understand what they are saying. This varies depending on the environmental noise where you listen. It is found that attention span lessens when tired. Taking 'hearing breaks' at social situations is *normal and acceptable* and results in being able to return to social situations in time and reconnect. It is not realised by the hearing community that hearing fatigue is a barrier to effective communication.

● Source: *Hearing Matters* November 2020



IF YOU ARE TRAVELLING WITH BATTERIES...

From 1 January 2021, no loose or spare batteries is allowed in passenger checked luggage. This includes batteries in their original retail packaging. There will be a limit of 20 loose or spare batteries of any type allowed in carry-on luggage, unless an airline has approved the carriage of more batteries. This is due to changes to the International Air Transport Association (IATA) Dangerous Goods Regulations.

The guidelines now state:

- ▶ Batteries that power any device, whether mobile, laptop, medical device—can go in checked-in baggage, but only if they are in the device, with the device turned off.
- ▶ Spare dry-cells and nickel-metal hydride batteries will now be prohibited from checked-in baggage, the same as all other types of spare batteries, e.g. lithium. This means no spare batteries of any type, is allowed in checked-in baggage.

NB: this information applies to Air New Zealand flights. Check with your airline prior to flying, but it is highly likely this is an international agreement.

● Source: *Stuff Co NZ* 23/12/2020

EMERGENCY CONTACTS IF A BUTTON BATTERY IS SWALLOWED...

If it is suspected a child has swallowed a battery, time is of essence. Call the Poisons Information Centre immediately on 13 11 26 for 24/7 for fast, expert advice. If the child is having trouble breathing, call 000.

UPDATES

BARRIERS IN SHOPS AND SERVICE CENTRES SOME TECH TIPS

Acrylic barriers to protect customer service staff and customers are becoming more common and they present an additional communication barrier. The objective is to stop air movement, but perhaps a thinner membrane is just as good and allows better sound transmission. Perhaps holes strategically placed in the screen would help but would this thwart the reason for having the barriers?

Unfortunately, there is no recourse to the National Construction Code or Building Code of Australia because rules for communications accessibility apply only to a new building or major renovation. One advantage the acrylic barrier has over a facemask is that facial expressions can be seen as an aid to communication.

● Source: *Hearing Matters November 2020*

Is your Android phone running low on battery? Go to the settings menu, then find and select the "low power mode" for your device. This will disable non-essential tasks, giving you up to four more hours of battery life.

You can delete text one word at a time by holding down Control+Backspace (or Command+Delete on a Mac), rather than repeatedly hitting the backspace key.



106 EMERGENCY NUMBER

106 is the Australian national textphone/TTY emergency number run by the operator for the National Relay Service (NRS). 106 can only be used by people with a TTY/textphone or a computer with terminal software (TTY imitation software) and a modem. 106 are given priority over other calls handled by the NRS and is a toll-free number.

Callers are asked to type PPP for police, FFF for fire or AAA for ambulance. The relay officer will call the emergency service and relay the call. An able caller can also just say police, fire or ambulance to the relay officer.

● Source: *Wikipedia 29 October 2020*

NEURO 2 SWIM KIT NOW AVAILABLE IN AUSTRALIA AND NEW ZEALAND

Oticon is pleased to announce that the new Neuro 2 Swim kit is now available in Australia and New Zealand. This new tailor-made, robust and reliable accessory will enable Neuro 2 customers to have fun in the water while feeling included and connected to their surroundings. For more information visit: www.oticonmedical.com/au/cochlear-implants/solutions/accessories/swimkit



● Source: *Oticon Medical Partner Newsletter November 2020*

UPDATES

A HOSPITAL REPORT

A member was recently in hospital after a sudden health scare, which was thankfully resolved successfully. She reports that she didn't have a hospital pack, but was amazed at how Mater Public Adult hospital made every effort to make her stay stress-free. She says besides the food 'room service' which is a first in Australia for a public hospital, everyone was incredible. This was a real bonus as she could not wear her sound processor, so not able to hear anything. She says she rarely had to ask people to communicate in other ways because staff had already thought of it. She did not have to remind them when she saw the staff a day later for example. Additionally, the hospital had a computer screen which doubled as a TV that she could access at anytime, mainly to order from an endless choice

of food or to kill zombies via a computer game channel! The computer/TV monitor was invaluable when intricate medical information needed to be communicated as the monitor had an inbuilt keyboard. Our member thought she was in a 5 star hotel while in there.

HOSPITAL PACK REVIEW

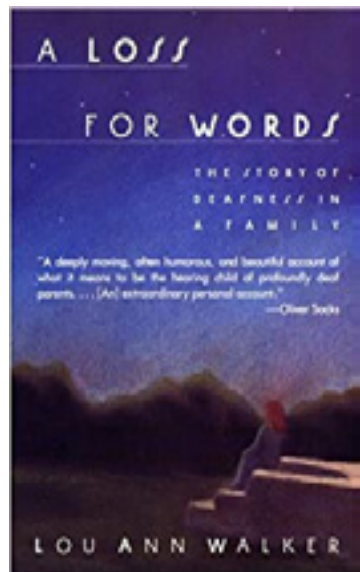
A member took his hospital kit to hospital and found that his kit had a 50% acceptance rate by hospital staff. He thought that the idea is great but made a few suggestions, particularly with the Deaf headboard sign. He found this no good as the walls behind his bed were either plaster or whiteboard with nothing magnetic. He suggested that a Command picture hook or blue tac be included in the kit. Members with a hospital kit may like to add a blue tac or hook to the pack just in case.

HOT OFF THE PRESS...

A new book is out that provides a rare insight into the impact of deafness on families. Titled "A Loss for Words" by Lou Ann Walker, it is a beautifully written memoir about growing up between two worlds. The author was one of three hearing daughters of parents who had been deafened as babies by illnesses and as the eldest, she served as her parents' 'interpreter' when dealing with outsiders.

Lou Ann creates the pain and joy of growing up in a world that is a silent but loving home and the confusing world outside of those walls of which she was very much a part.

It is skilfully written, fast paced and hard to put down. Browse your local library catalogue for a copy, or search online to purchase the book, priced at about \$27.50



Listening in Noise



Hear and Say
Opening worlds

While the jam-packed social calendar of a new year is usually great fun, noisy events can be a source of real frustration and fatigue for someone living with hearing loss.

Check out these tips to give yourself the best chance of hearing well, whatever the situation or setting.

Make use of assistive devices

Using assistive listening technology such as a remote microphone or FM system can go a long way in supporting you to hear and communicate in noisy places. Speak to your local audiologist if you don't already use additional technology, or want a refresher on how to best use what you've got.

- Hearing technology can only pick up speech within a few metres of you, so keep an eye on where you're standing. Stand close to the people you're speaking with or listening to, facing who you want to hear.
- Turn your back on as much background noise as possible – try standing at the edge of a crowd or within a room, rather than in the middle.
- Keep a list of your favourite cafes where you know you can hear well, and suggest these venues when organising a catch-up.

A two-way street

Consider these friendly reminders for others, to help avoid frustration on both sides of a conversation:

- Ask people to ensure they have your attention by calling your name or tapping you on the shoulder before starting a conversation.
- Face each other while you're speaking.
- Speak clearly and not too quickly – there's no need to shout.
- If something is repeatedly missed, ask them to try rephrasing the sentence.

Connect with us

P 07 3850 2111

E mail@hearandsay.com.au
hearandsay.com.au



Ashgrove, Nambour, Varsity Lakes, Toowoomba and Townsville. **Telepractice is available for speech and language services Australia-wide and internationally.**



Join Us!

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 to the end of June will be \$10 for singles or \$15 for a family.

Our Membership Form is available on our [Forms webpage](#).

BATTERY SERVICE AND MERCHANDISE

CICADA Queensland no longer provides a cochlear implant battery service. However, the supplier OzBatteries Australia is willing to continue the service to CICADA Queensland members. More information will be provided when finalised.

Customised name badges, polo shirts, caps and Medical Alert! USB wristbands are still for sale. All merchandise has our logo. If ordering by post, postage cost is extra.

Prices and our account bank details are shown on our order forms, which are available on our [Forms webpage](#).

A second reprint of our information booklet on cochlear implants is still available for a donation. For a copy, please email secretary@cacadaqld.com.au

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@cacadaqld.com.au

DISCLAIMER

© This publication is protected by copyright.

Do not reprint or reproduce any part of this magazine without express permission of CICADA Queensland.

Views expressed in this magazine are not necessarily those of CICADA Queensland or the Editor, nor do they take responsibility for content, errors or omissions.

Readers' views or comments are to be addressed to the Secretary.

DID YOU KNOW? If you provide a receipt of your CICADA Queensland membership fees, **NDIS will refund the amount?** Be sure to include your NDIS reference number on the receipt.

Hearing with ...



CICADA
Queensland

