

# CICADA CHORUS

The Magazine of CICADA Queensland (Cochlear Implant Club and Advisory Association)  
Patrons: Dr Anthony Parker MBBS, FRACS & Dr Christopher Que Hee, MBBS (Hons), FRACS, FAC

November 2019 Issue 8  
Affiliated with CICADA Australia, Inc.



Over the past few months, CICADA Queensland collaborated with film students from Griffith University to showcase our cochlear implant recipients. Filming took place at various venues across Brisbane to put together a 5 minute video.

Our stars of the day, Liam, told of how his life changed having a second implant after having a first implant at 4 years old. And Geena, a newly implanted recipient, discussed her delight in discovering sounds again and the challenges of understanding speech. We all came together at Mowbray Park for a picnic and had a lot of fun, sharing jokes, tips and tricks and the benefits of being a CICADA Queensland member. Mary from Caloundra spoke about her family's disgust at the recent decision by the Federal Government at axing the CapTel handset.

CICADA Queensland wishes to thank the Griffith University Film School students (pictured above) for their excellent work filming and putting together the video. The videos have been posted to our website and Facebook page so check them out!



*The film crew*



*Time out during filming with a subway lunch*

## IN THIS ISSUE

PRESIDENTS PEN

OUT & ABOUT

UPDATES

PROFILES

NEWS



# President's Pen

Welcome CICADA committee and members to our summer Edition of CICADA Chorus. There has been much in the press about the amount of people with hearing loss. It is said that 1 in 4 suffer hearing loss at the age of 65 years. I spoke to a bloke who grooms dogs about his hearing loss and what he intends to do to remedy his problem. He told me about some of the older dogs he grooms and explained that dogs 3 main senses are hearing, sight, and smell. The first sense that the dog loses with age is its hearing then sight which is very similar to human beings as they get older. He says he can live with his hearing loss as he cannot afford the high cost of hearing aids. I explained a few things to him about what services were available to him and I am yet to find out if he did and with what results.

He is not alone. New studies show that 74% of people over the age of 71 suffer hearing loss. A survey done in the USA tracked 115,000 individuals over 65 with hearing loss for one year before dementia, depression, anxiety and falls and then for three years afterwards and found

that wearing hearing aids showed a reduction in all the above mentioned. The same study found only 12% of people with hearing loss actually wear hearing aids due to the cost.

The message is clear—the Government has to step in and make an effort to assist people with hearing loss as it is becoming a major health issue. Hearing loss is an invisible disability so it stays invisible when it comes to funding available from various departments that handle health issues.

I wish all the CICADA Members a Merry Christmas and a happy and healthy New Year.

Stephen Willis, President

*Editors Note: Winners of our 2019 Raffle are:*

- > 1st prize F. Zischke
- > 2nd prize Shane Stefferson
- > 3rd prize Dave Abernethy

*All winners have been notified.*

## CONTACTS

**Secretary:** Shirley Edwards  
CapTel: 07 3824 5003  
SMS: 0499 213 561  
E: [secretary@cicadaqld.com.au](mailto:secretary@cicadaqld.com.au)

**Gold Coast Rep:** Kevin Hobbs  
E: [obbsie@gmail.com](mailto:obbsie@gmail.com)

**Sunshine Coast Rep:** Penny Phillips  
SMS: 0421 328 909  
E: [pennyphillips1@bigpond.com](mailto:pennyphillips1@bigpond.com)

**Fraser Coast Rep:** Judy Raxworthy  
SMS: 0490 188 903  
E: [judyrax48@gmail.com](mailto:judyrax48@gmail.com)

**Darling Downs Rep:** Louisa Handyside  
SMS: 0416 060 514  
E: [louisahandyside@gmail.com](mailto:louisahandyside@gmail.com)

## MONTHLY MEETUPS

### SOUTHSIDE

Flying Pepper Cafe, 120 Kate Circuit, Rochedale  
Thursday, 12 March from 9.30-11.30am

### FRASER COAST

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

### GOLD COAST

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

### SUNSHINE COAST

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

Hearing with ...





## A Southside Scenario

13 people attended a meetup on October 12 at The Flying Pepper in Rochedale. We welcomed two new potential recipients Raj and Sandra, who were very keen to gain as much information as possible. Long-time members Carol and Merv (pictured above) discussed issues with guests, while Richard explained the benefits of the Kanso. Demonstrations were given on how to get the best out of the Live Transcribe app for both Android and Apple mobiles. Conversation centred around the upcoming Christmas party on the Sunshine Coast and the government handling of the Captel service. A great time was had by all.

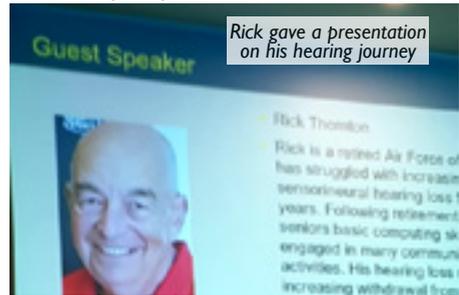
Source: Shirley Edwards

## Inaugural Sunshine Coast Cochlear Cafe

It was a very lively afternoon at the first Cochlear Family Cafe, with our own Sunny Coast CICADA Queensland member Rick telling us about his recent journey with his first CI.

Many prospective recipients attended which shows the Sunshine Coast is growing. More and more people are choosing CIs as their tool of choice once hearing aids no longer helps. Thank you to the Cochlear team for coming to see us.

Source: Penny Phillips



## Vietnam visitors

Our members are well known for their travels, and the three ladies pictured above (Judy Raxworthy and Pat Bragge from the Fraser Coast and Penny Phillips from the Sunshine Coast) lived up to that reputation with a fantastic trip to Vietnam. The trip included a birthday celebration for Sunshine Coast Rep Penny Phillips with a yummy cake (shown at right) shared by all tour members.

The many photos taken fail to do the beautiful scenery of Vietnam justice. The ladies enjoyed the local food, many unusual sights, and lots of rickshaw riding. The call box pictured above was one of the more unusual sights seen.



# Meet our new Representative!

I'm Louisa and I live in Toowoomba with my husband and two daughters aged 9 and 12. I started losing my hearing in my left ear at the age of 21 due to menieres disease. I had a hearing aid, which was a great help. But in my early 30's I was diagnosed with menieres disease in my right ear. By the age of 39, my hearing loss in my right ear had progressed to the profound level. I was shocked to hear that I was a candidate for a cochlear implant.

In July 2018 I received an Advanced Bionics cochlear implant in my right ear. I also received a new Phonak Link hearing aid for my left ear. Within a few weeks after the implant was switched on, life was already so much easier. I could follow conversations in groups when the chatter jumped from person to person. I heard conversations in the dark as I no longer needed to lip-read. I heard people and traffic approaching on my implanted side, whereas previously I would have been oblivious. I heard my family's jokes and I was now able to join in. I heard the TV and audio clearly by streaming via my ComPilot and TV Link to both my implant and my new hearing aid.

It has now been sixteen months since my cochlear implant was switched on. I am so grateful to have been blessed with an excellent surgeon and a fabulous audiologist. Every conversation and social gathering is infinitely easier thanks to this technology. For me, hearing loss made life hard work. I found it to be lonely and isolating. I had reached the point where I felt that social interactions



were no longer worth the effort. But now, with my cochlear implant, I am back to living a full, busy, noisy life. It was so helpful to me to chat to others that had received a cochlear implant, to hear their stories and hear how far they had come. Now I'd like to take the opportunity to do all I can to tell my story and hopefully help others in a similar situation. I'm looking forward to starting a long-overdue CICADA group for the Darling Downs Region!



## HEARING AIDS PURCHASE

Most dealers offer a buy-with-confidence incentive which informs that you can get your money back in a certain time period after purchase if not completely satisfied.

Read this carefully—in many cases you will get **SOME** money back as there's the small matter of a 'handling fee' that reduces the payout. A \$500 deduction seems typical.

If you have paid for the mandatory hearing assessment, presumably you can take the results to another supplier if you are not happy with the original supplier. Worth a try if it eventuates.

Source: *Your Time* magazine August 2019

# SCUH WISHLIST GRANTED

The Honda Foundation together with Cricks Honda has donated \$5,000 to Wishlist (Sunshine Coast Health Foundation). The donation allowed the purchase of 10 pocket talker devices which will be used in the Caloundra, Nambour, Gympie and the Sunshine Coast University Hospital (SCUH) emergency departments. The hearing kits will be used to empower hearing impaired patients.

Both volunteers and staff members in inpatient and outpatient areas will have access to the kits which consist of signage, a notebook, pen and simple usage instructions.

It is great that the Wishlist team were able to identify what the community needed to ensure everyone felt empowered and comfortable when receiving health care," said Stephen Collins, Chairman of The Honda Foundation.

The resources and pocket talkers benefit both staff and patients in hospitals when communicating during health assessments. The kits and pocket talkers are currently being rolled out across other health services in Queensland and proving to be successful.

With nearly every new Honda vehicle sold, \$15 is donated to The Honda Foundation from the



“Wishlist is thrilled to have these Hearing Assistance Kits and resources for the SCUH & Health Service thanks to Honda Foundation

Lisa Row says, “Providing hearing impaired patients with access to a pen, paper and easy-to-use pocket talkers will have a huge impact on the hospital experience for many. The kits will be used in Emergency Departments in all Sunshine Coast hospitals to improve communication between health staff and patients with a hearing impairment.”

These hearing resources will be a permanent addition to health care departments at the Sunshine Coast University Hospital. These kits and pocket talkers are in high demand by consumers and patients with a hearing impairment. The resources will improve safety, increase empowerment and allow staff to communicate with patients in any circumstance.

“I am really pleased The Honda Foundation is able to provide funding for these devices.

Honda dealership and Honda Australia. The Honda Foundation is proud to be able to help so many charities and communities in need as it believes in the power of helping others. ●



# AB Launch of new technology

AB Launch and presentation went off well on Friday 1 November and was held at Pacific Hotel Brisbane.

The event was well represented by local audiologists and clinicians from varying fields for the hearing impaired, comprising care for babies, toddlers, children and adults.

Several AB Mentors from the BEA (Bionic Ear Association) who trialled the new Connect Software and device were also present.

After the presentation and feedback regarding the trial, there was a question and answer time about the experience and hearing journey.



Naida CI Connect



It was found that the new Connect technology is amazing. Speaker Joyclyn Turner said that she is more confident speaking on the phone and that hearing TV is enhanced by using the bluetooth capability of Naida Q90 TV Connect device streaming the TV or Foxtel direct to her cochlear implant (CI) processor.

The new Naida Q90 Connect, comprises of new intelligent Software 3.2 which allows effortless bluetooth connection for the phone and TV, or any device with bluetooth capability.



Answering the phone has just become easier, and with a simple button press on the bluetooth at the base of the CI processor you can receive and make calls effortlessly, even if your phone is not located near your person.

Joyclyn said that she is honoured to have been part of this journey and thanks Advanced Bionics and Phonak for their partnership in creating this technology so the hearing impaired can have a greater part in society and the world of sound.

Source: Joyclyn Turner



## THE FESTIVE SEASON...

With Christmas fast coming up and barbecues firing up, why not save all the empties and take them to Container for Change depots to raise funds for CICADA? You can also ask some businesses to save their empties for you as well, as we know some people are doing. The magic number for handing in the empties to the depots is C10055414.

## NEW SERVICE!

POLICE officers now have the option of sending text messages from the Queensland Police Service email account.

The message recipient will be able to reply directly to the officer by sending an SMS message back, for example providing requested details or making an appointment to meet.

If people are concerned about the authenticity of the message, they should contact Policelink on 131 444.

Source: <http://bit.ly/2O1Br67>





A reminder that all CICADA Queensland members get 10% discount off all products from Word of Mouth. To check out what products are in stock, visit <https://wom.com.au/hearing>. You can also email [info@wom.com.au](mailto:info@wom.com.au) for more information.



Hear and Say recently launched a new service to better meet the needs of adults already in a program whilst also providing hearing assessments, hearing aids and implants to the wider community. Hear and Say is supporting an independent model where their audiologists can offer hearing aids from any provider, ensuring a customised, non-biased recommendation that best suits hearing loss and lifestyle. For more information visit [www.hearandsay.com.au/for-adults/](http://www.hearandsay.com.au/for-adults/)

## PHONE CALLS JUST GOT EASIER!

Many of you have checked out the Live Transcribe app and finding its accuracy and speed very helpful. Did you know that you can use this app for mobile phone calls? Here's what to do:

1. Put mobile phone on mobile data
2. Open Live transcribe app
3. Put call on loud speaker
4. Answer the call
5. The caller's words and your responses will come up on Live Transcribe for you to read

The app will also state where there is crowd noises, knocking, laughter and coughing in the background. It may take trial and error to use the app but it works! This app is available for free on all Android phones.

*Information kindly shared by Elizabeth Evans*



The CHOICE website has a useful online guide to buying a hearing aid. The research is thorough, simply presented and easy to read. This online resource serves as an excellent point of information on quality products for better hearing. You will need to subscribe to CHOICE to fully access all the information about products on their website. Visit [choice.com.au](http://choice.com.au) to subscribe and be informed.



A reminder that Hearing Australia customers and others can order parts on line via [www.hearing.com.au/Hearing-products/Care-and-Maintenance/Cochlear-Implant-Speech-Processor-Replacement-Part?viewmode=0](http://www.hearing.com.au/Hearing-products/Care-and-Maintenance/Cochlear-Implant-Speech-Processor-Replacement-Part?viewmode=0)

Don't forget to have your Hearing Services Card handy as your customer number will need to be entered.



## WANT TO LISTEN TO THE RADIO?

Simply turn on the Live Transcribe app on your mobile phone, place mobile near the radio, and 'listen' to the news with bonus captions!

A brilliant way of learning to listen!

# Opening Worlds



Hear and Say has been teaching children with hearing loss to hear, listen and speak for over 26 years. The babies who first came through, like Gina Preston, are now adults and continue to receive support from the centre. Hear and Say is now using its expertise and experience in auditory rehabilitation to provide support to all adults.

Hearing difficulties can occur at any age and may affect a person's ability to communicate and learn. Our hearing changes over time and can often go unnoticed. With professionally accredited Audiologists and Listening and Spoken Language specialists Hear and Say ensures the best outcomes for all; from Early Intervention to hearing assessments and management for any age, ensuring everyone has the opportunity to reach their full potential.

Gina is an example of someone who is doing just that. At just 23 years old, she is working at an international engineering project management firm. She recently bought her first home, is planning her next overseas holiday and loves listening to music, watching movies and playing sport. But Gina isn't your typical 23 year old girl because she was born profoundly deaf.

Gina's hearing loss was diagnosed when she was 13 months old. A family friend dropped a saucepan on the kitchen tiles and Gina didn't react, she reflects on what happened next "It was a bit of a shock for my parents as I had been tested previously and passed all three of these tests. However, once they had all the information they set about ensuring that I would have a hearing listening and speaking future." At two years old, Gina

received a cochlear implant in her right ear and a hearing aid in her left (the hearing aid would later be replaced with a second cochlear implant).

Once Gina had the technology, her parents did a global search to find someone who could help them achieve the goals of Gina learning to hear, listen and speak. That's when they found Dr Dimity Dornan AO and the organisation she founded, Hear and Say.

"We were living in the UK so my Dad rang Dimity from London just before we migrated to Australia. She told him that Hear and Say could help me learn to listen, hear and speak and that I would be able to live a normal hearing life, attend mainstream school and be anything I wanted to be. This was a huge relief for my parents and so when we moved to Brisbane, I started auditory-verbal therapy and it changed all of our lives in the most positive way."

"I'm really grateful and passionate about what Hear and Say do as they have made such a profound difference to my life. My world has been opened up and I know I can achieve anything I put my mind to.

Hear and Say have made a huge difference to my life and to my family's life. They've taught me to listen, hear and speak and be able to communicate, interact and socialise with the world around me. They also taught my family how to support me while I was learning to listen, hear and speak and this has been invaluable to all of us."

*Continued on next page* ➤➤

Gina's favourite part of her Hear and Say journey was the LEAP playgroup, not just because of the friends she made but because of the support it provided for her family. She said "My sister who doesn't have hearing loss, got to be part of it because Hear and Say encourage the whole family to learn the skills needed to support me."

While those early years were vital to her success, she says it's continued on from there, "As I grew older I attended Hear and Say programs that helped me with my communication skills, team building, resilience and many other social skills that have helped me get to where I am today."

Gina believes that intervention, technology and auditory-verbal therapy which included speech lessons, playgroups and social skill sessions that she received at Hear and Say has meant she can live the life she imagines; "Being able to listen and speak

to anyone be it my sister, my high school English teacher or a colleague means my world is completely open.

Technology has improved so much that I can now listen to music and talk on my mobile phone through a wireless Bluetooth connection.

I don't feel my hearing impairment holds me back at

all, sure there are challenges but everyone has those. I don't think I'm any different to anyone else, I want to embrace life like the next person and live it to my full potential."

To find out more about the programs and services Hear and Say provide, phone 07 3850 2111 or email [mail@hearandsay.com.au](mailto:mail@hearandsay.com.au) ●



## CAPTEL UPDATE



After many months of campaigning, the CapTel Crew of 5 dedicated members had a small victory with the entire crossbench of the Federal Senate censoring the Government for not consulting with CapTel handset users before making a decision. It is hoped that a parliamentary enquiry will result from this censure. An online petition has gained 5000 signatures. We are informed that talks are taking place between the American owners and the Government to continue the service. If you have a CapTel handset, and would like to see the service continue, please support us on our Facebook page Save CapTel.

## COCHLEAR UPDATES

A NEW APP from Cochlear is 'Bring back the Beat' which helps train the brain to relearn hearing music and instruments with practice. Download the app from Apple Store for apple smartphones or Google play for android smartphones.

A new software update for CI sound processors means that there will be no need for a Phone Clip as the new software will automatically stream to the phone. Ask your audiologist for more information when you next visit.

## BATTERY WARNING!

Watch the expiry date for disposable batteries, as if left too long the batteries could corrode and start a fire. Even small voltage AA and AAA alkaline batteries can start a fire under the right conditions. When a battery is left too long inside an item, the acid starts burning and can cause a fire. Always remove the battery from the processor or item. NEVER leave batteries inside an item.

# First indigenous child to have cochlear implant in NT

Two-year-old Cherraya Houldsworth is the first Indigenous toddler to receive a cochlear implant in the Northern Territory after being born deaf.

Darwin mother Rosalie Houldsworth remembers the moment her two-year-old daughter Cherraya could hear for the first time after receiving a cochlear implant.

Cherraya was the first Indigenous toddler in the Northern Territory to receive the implant three months ago, after she was discovered to be deaf with hearing aids of no use.

“She was excited when she could first hear sound, she laughed and ran under the table and hid from us,” Ms Houldsworth said. “Cherraya responded to sound immediately and I cried from happiness. She loves playing with other kids, she is saying a few words, responding to her name, vocalising heaps more, before she was really quiet.”

Cherraya was running around and happily screaming on Wednesday at the Royal Institute for Deaf and Blind Children’s new Darwin site where she will receive therapy and is expected to develop age-appropriate speech and attend a mainstream school.

One-in-six Australians are deaf, hard of hearing or have a chronic ear disorder, with this number expected to rise to one-in-four by 2050. The RIBC’s chief executive Chris Rehn said locating the organisation in a smaller town such as Darwin could only be done by convincing the federal and Territory governments to help with funding.

Before cochlear implant surgery was available in Darwin from 2014, people with deafness

had to fly interstate to get the devices which stimulate the auditory nerve.

“We then worked with Northern Territory health and various health ministers to get permission to start offering surgery, initially we paid for the cochlear implants, which is about a \$25,000 piece of hardware in order to see those surgeries happen in Darwin,” Mr Rehn told reporters.



Darwin mother Rosalie Houldsworth (centre) with her two-year-old daughter Cherraya.

There have now been 21 surgeries at Darwin hospital with annual funding currently for seven implants that help uninsured public patients, he said.

The Territory has a high rate of hearing loss, with Otitis media or “glue ear” caused by infections particularly prevalent in Indigenous communities including children. ●

Source: Facebook post dated 5 September 2019 and republished with permission from Northern Territory News

## NDIS REMINDER...

If you are an NDIS participant, you can claim a refund on the cost of purchasing batteries from CICADA Queensland.

There are two choices when making payment: either pay the invoice yourself which we will receipt showing PAID. You can then give invoice to your planner for reimbursement. Alternatively, give the invoice directly to your planner and NDIS makes the payment. Once the invoice is paid, the batteries will be sent to you. If you need further information please contact us.



Our new office assistant!

## BATTERY SERVICE AND MERCHANDISE

CICADA Queensland provides a cochlear implant battery service. Remember if you are a NDIS Participant, NDIA will pay for your batteries if you give them our ABN and invoice numbers.

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

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

- A box of iCellTech 675 batteries cost \$38.
- Cap is available in different colours and cost \$14.50 each.
- Polo shirt available in different colours and sizes of small, medium and large. Cost \$28 each.
- MEDICAL ALERT! USB wristband (snap-on) plus postage cost \$13 each. If purchased at one of our meetings, the cost is \$10.
- Name badges (magnetic) is \$16.85 each including postage.
- A second reprint of our information booklet on cochlear implants is still available. Donations gratefully accepted to cover printing and postage costs. For a copy, please contact Shirley Edwards on [secretary@cicadaqld.com.au](mailto:secretary@cicadaqld.com.au)

**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.

## Join us as a Friend of CICADA Queensland!

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

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

### VISION STATEMENT

To hear, listen and be heard.

### MISSION STATEMENT

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

### BEQUESTS

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

Our ABN is 29 911 299 608.

If you wish to make a bequest to CICADA Queensland, contact [secretary@cicadaqld.com.au](mailto:secretary@cicadaqld.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 any responsibility for contents, errors or omissions. Readers' views or comments are to be addressed to the Secretary.

Printed for CICADA Queensland by



# A Human Connection

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

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

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

Contact us for more information:  
[sales@bradleyreporting.com](mailto:sales@bradleyreporting.com)

