

WELCOME TO THE APRIL 2017

EDITION OF INDEPENDENT HEARING NEWS.



Australian
Competition &
Consumer
Commission

As members of Independent Audiologists Australia, we welcomed the recent ACCC report into the hearing aid industry in Australia.

The ACCC focused its attention on business practices associated with the selling of hearing aids including sales targets and commission. It was also critical of the practice whereby hearing aid manufacturers sell particular devices through their own hearing aid clinics.

This report again brought into focus concerns expressed by many of our clients and indeed our own concerns about the industry we work in. We would like to emphasise that the Independent Hearing Centre does not have sales targets or pay commission to any staff. The advice you receive from our Audiologists and other staff will always be based on your specific clinical hearing needs. We adhere to the professional and ethical standards stipulated by both of our professional bodies: Audiology Australia and Independent Audiologists Australia.



There is an excellent concise document developed by the ACCC that provides a guideline to members of the public who are considering purchasing hearing devices. It is available from the ACCC website or you can pick one up at either of our clinics.

***** FAREWELL DEB *****

It is with sadness that after 6 years we farewell Deb from IHC Double Bay. Many of you will know Deb and recognise her familiar voice over the phone. Bruce, Sarah and Vanessa



appreciate all that she has given to IHC. In particular the empathy she has shown our clients, her honesty and the thoughtful way in which she has carried out her work. We wish you luck in your new position Deb. We'll miss you.



Independent Hearing Centre welcomes Maria Harasymczuk from Red Gate Psychology to the team. Maria has over 17 years' experience treating hearing and balance conditions.

Having a hearing or balance problem can be distressing and have a significant negative effect on many areas of a person's life: sleep, family relations, social life, work etc. Some of these conditions include: tinnitus, hyperacusis, misophonia, phonophobia, acoustic shock syndrome, Meniere's disease and dizziness. Stress, anxiety and depression often co-occur with these conditions. To hear that there is "nothing that can be done" can be devastating. Maria who is a Clinical Psychologist has extensive experience working with people who have these hearing and balance conditions. Interventions utilised by Maria include: Tinnitus Retraining Therapy (TRT), Cognitive Behavioural Therapy (CBT), Hypnosis and Mindfulness. Maria assists sufferers to understand what is happening to them, develop skills to manage their symptoms and improve their quality of life. [To find out more or to make an appointment call IHC on 1300 182 289.](#)

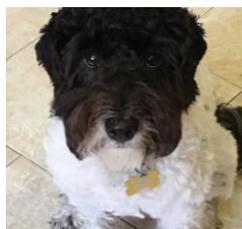
ARE YOUR HEARING AIDS INSURED?



Most hearing aid purchases include 12 months "loss and damage" insurance. Following this it is up to the individual to insure their aids. As hearing aids come at a significant financial cost and accidents happen, we encourage all our clients to consider insurance. Most clients worry about losing their hearing aids but we would like to remind everyone that damage can be disastrous too. As shown below, IHC audiologist BK (full name not disclosed to avoid embarrassment) experienced this first hand a month ago. The top culprits for catastrophic hearing aid damage include animals, washing machines, swimming pools and being crushed under human feet.



PLUS



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Major insurance companies will insure hearing aids under a Personal Effects Policy.

To contact us call 1300 182 289.

Alternatively phone Double Bay on 9327 3908 or Balmain on 9555 6230

www.independenthearing.com.au

World's smallest, most flexible and award-winning?

Our last newsletter focused on the introduction of rechargeable hearing aids. Convenient and reliable these have proved to be very popular. This month we are excited to add to that with the introduction of the award winning, rechargeable and extremely cosmetically appealing Moxi Fit R from Unitron. IHC Audiologists have been trained to fit these unique instruments. A **FREE** trial is available to a limited number of clients.

Moxi Fit R is the smallest rechargeable hearing instrument in the world!

- Fully charged in just 6-7 hours (while you sleep!)
- Offers more than 24 hours of use when fully charged
- Can also be used with regular disposable batteries
- Uses the unique Tempus platform for clear speech in noise.
- Optional uControl2.0 smartphone app and wireless accessories
- Available in 6 colours



Moxi Fit R is available now. Phone 1300 182 289 to arrange a **free trial** plus **20% discount** on all Unitron instruments purchased before 31.07.17. Save between \$330 and \$1050 on each hearing aid depending on model.

unitron™ Hearing matters

LOCATIONS:

4/5 Knox Street
(Entrance in Goldman Lane,
b/w Knox St and Knox Lane)
DOUBLE BAY NSW 2028

Loyalty Square
Ground Floor, 2 Beattie St
BALMAIN NSW 2041

Ph.: 1300 182 289

- Now open on Saturdays at Double Bay. 10am to 2pm
- Open 10am - 5pm Mon-Fri
- Free hearing services to Pensioners and Veterans Affairs card holders.
- No commissions paid to staff. Fully equipped to supply and fit all brands of hearing aids.
- Hearing aid repairs and a wide range of accessories available for all brands.
- Cochlear implant support, programming, accessories and parts.

Phonak Virto™ B-Titanium

Titanium is used in everything from premium medical products to high-performance sporting goods. With Virto B –Titanium, Swiss company Phonak has combined the benefits of titanium with the latest 3D printing technology.



What makes it so special?

1. The super thin titanium shell frees up more space for the technology that powers the hearing aid.
2. Because the shell is half as thin as traditional aids the overall size is significantly reduced.
3. The properties of titanium make the aid incredibly light and strong.
4. Because of its unique titanium structure this aid has achieved an IP68 rating and is therefore resistant to both water and dust.

IHC Audiologists describe this hearing aid as a breakthrough in technology. A winning combination of strength, durability, sound quality and discreetness.



Hearing Services Program

Clients with an eligible pension card or DVA card can receive free hearing services at IHC. This includes regular check-ups and fine tuning of hearing aids. We give clients a choice of free hearing aids from several different leading brands. Many other providers cannot do this as they are owned by suppliers of particular brands. Coming to IHC means you not only have a choice of hearing aid style but of hearing aid brand. A choice that helps us satisfy your individual needs.