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Please feel free to re-use material in the newsletter with appropriate acknowledgement to Deafness Forum of Australia

### Deafness Forum of Australia

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Currently **one in six** Australians suffer from some form of hearing loss.

This may increase to one in four by 2050.

Access Economics 2006

## Captioned cinema boost

25 June 2008

The Federal Government today announced a plan to improve smaller independent cinemas for some of the four million people with vision and hearing impairment with special audio description (AD) equipment and captioning.

Minister for Ageing, Mrs Justine Elliot, announced the Australian Government would commit \$350,000 in a one-off project – to ***Helping Older Australians Enjoy the Movies: Accessible Cinema***.

The Independent Cinemas Association of Australia, Media Access Australia and the Department of Health and Ageing will work together to select **12 cinema locations** nationally for the plan in rural, regional and suburban areas.

It will bring the number of Australian accessible cinemas to 22.

***Helping Older Australians Enjoy the Movies: Accessible Cinema*** is part of the Federal Government's commitment to a greater focus on positive and active ageing – as part of its agenda to promote social inclusion and participation, as well as reducing social isolation.

In 2001, the Australian Human Rights and Equal Opportunity Commission agreed with Hoyts, Greater Union and Village to three sessions a week of captioned or AD films in 10 locations nationally - two per cent of Australian cinemas.

They are located in eight capital cities – plus Glendale in Newcastle and Maroochydore on the Sunshine Coast.

Mrs Elliot said: "Older Australians have told me that they want to share in the pleasure of going to the movies with their grandchildren during the school holidays but cannot enjoy the films because they are unable to hear them."

"This is about people with hearing and visual impairments enjoying blockbusters like **Get Smart** or **Kung Fu Panda** with their grand children.

"I want to help throw open even more doors in Australian cinemas to people with hearing impairment – and for some, this may be the first film, they have seen in years."

Australian Hearing confirms more than half of the population aged between 60 and 70 has a hearing loss. This increases to 70 per cent for those over the age of 70.

In addition, more than half of Australia's farmers are likely to have premature hearing loss from their work.

(continued from page 1)

**"Helping Older Australians Enjoy the Movies: Accessible Cinema"** is a first step, but there is more work to be done," Mrs Elliot said.

The United States has more than 830 accessible cinemas, representing 15 per cent locations; the United Kingdom has more than 250 accessible cinemas; New Zealand has three.

"This seed funding provides a one-off injection, but I am hopeful that cinemas all over the country will realise the commercial gains that are possible by catering for this demographic," Mrs Elliot said.

It is hoped **"Helping Older Australians Enjoy the Movies: Accessible Cinema"** will encourage the major commercial chains to further expand their AD and captioning programs.

The plan also complements a Film Finance Corporation announcement that from 1 July 2007 all Australian features funded by the FFC will be captioned. This means more people would be able to see Australian films.

## WHAT HAVE WE BEEN DOING IN THE PAST MONTH?



In the past month our Board, staff and representatives have been busy, carrying out our systemic advocacy activities. Just some of the activities the Board members, staff and other representatives have undertaken since the last newsletter include:

- Had one of our regular meetings with Australian Hearing
- Met with CTN regarding changes to the consumer telecommunications representative body
- Provided a submission to ACMA on emergency calls
- Met with ASTRA regarding captioning on pay TV
- Met with Tsunami Warning Taskforce about ways people who are Deaf or have a hearing impairment can be warned in emergencies
- Attended a workshop at Department of Broadband, Communications and the Digital Economy on the formation of a new consumer telecommunications representation body
- Attended a focus group run by the Office of Hearing Services (Department of Health and Ageing) about a new policy initiative, Clinical Pathways
- Prepared and sent a submission on the National Mental Health and Disability Employment Strategy
- Attendee ASLIA Victoria Interpreter of the Year Awards
- Participated in National Auslan Interpreter Booking Service (NABS) reference group meeting
- Started preparations for Hearing Awareness Week 24-30 August 2008 including maintaining website events register
- Mailed out thousands of posters for Hearing Awareness Week to organizations Australia-wide
- Added transcripts and powerpoint presentations and some photos from the 5<sup>th</sup> National Deafness Sector Summit to our website
- Recruited new staff to start in July
- Continued preparations for the 2008 Captioning Awards to be held 28 August 2008
- Prepared and sent a number of end-of financial year reports for funding grants
- Prepared and sent a submission to the Minister for Ageing and the Minister for Health on affordable access to hearing health for working age Australians

## DEAFNESS FORUM IS ON FACEBOOK

DFA started up on Facebook in November 2007. If you too are a Facebook addict, look us up. Anyone can join.

## HEARING AWARENESS WEEK



Hearing Awareness Week is fast approaching. Check the website [www.hearingawarenessweek.org.au](http://www.hearingawarenessweek.org.au) for details of events around Australia.

Thanks to our 2008 sponsors Australian Hearing and Cochlear, we bring you 4 posters for Hearing Awareness Week



Events are loaded into the calendar once a week at present. So if you submit your event using the form on the website, please allow a couple of days for it to appear on the website.

Posters are sent free of charge on request.

Also this year we have balloons available.

For your free 2008 HAW posters, please email our office [info@deafnessforum.org.au](mailto:info@deafnessforum.org.au) with details of

- how many posters you would like
- if you want all 4 four posters, or just some of them (please indicate which ones eg child, worker, tennis player, or Anzac Day parade) and how many of each
- the address you want us to send them to.

## 2008 CAPTIONING AWARDS



The 2008 Captioning Awards will be held on 28 August 2008 at Rydges World Square, Sydney.

Tickets \$110 per person or \$1000 per table of ten, or for Deafness Forum financial members, \$99 per person or \$950 per table of ten.

MC for the night is comedian Claire Hooper.

Last year we had to turn some people away so get your tickets early before they are all gone!

Nomination forms are available on our website. See <http://www.deafnessforum.org.au/index.php?q=news/2008-captioning-awards-nominations-now-open> and make sure you make a nomination for the Members Choice award. Remember nominations close 31 July 2008.

## ANNUAL GENERAL MEETING

Our AGM will be held on Friday night, 24 October 2008 in Brisbane. More information will be provided to members over the coming months.



## 5<sup>TH</sup> NATIONAL DEAFNESS SECTOR SUMMIT

A couple of photos for your enjoyment



Above: Our Board of Directors Liz Evans, Sharan Westcott, Stephen Miller, Roz Keenan, Bill Hick, Alex Jones, Sarah Livingstone, Jill Duncan, Lyn Beaumont.

Left: Sophie Li

Below Left: Li Cunxin

Below right: Bill Shorten with Alex Jones and Liz Evans



## AFFORDABLE ACCESS TO HEARING HEALTH FOR WORKING AGE AUSTRALIANS



Deafness Forum has recently sent a submission (see Appendix) to the Minister for Health, the Minister for Ageing, the Minister for Families, Community Services and Indigenous Affairs and the Parliamentary Secretary for Disability.

It is inequitable that some people cannot participate in the workforce, let alone a range of other activities, because of their hearing loss,

Deafness Forum will undertake a wider campaign shortly.

If your organization would like to endorse our submission, please contact our office.

## community news

### AFDO CHIEF EXECUTIVE OFFICER APPLICATIONS

AFDO welcomes applications from candidates with disability for a challenging opportunity that exists for a motivated and passionate person to lead the national office of Australia's peak body of disability consumer organisations.

Applications are invited for the position of Chief Executive Officer for the Australian Federation of Disability Organisations (AFDO). The position is based in the national office in Melbourne.

Essential prerequisites include: personal experience of disability, excellent communication skills, extensive experience in managing a small team and business, understanding of the current social policy environment in Australia and its impact on people with disability, and experience with effectively liaising and collaborating with a range of stakeholders.

A competitive salary package is offered.

All applications must address the selection criteria outlined in the position description and include the names and contact details for two referees. The position description can be obtained by emailing:

[office@afdo.org.au](mailto:office@afdo.org.au)

Applications must be provided electronically in a Word formatted file. Enquiries and applications should be directed to: Samantha Jenkinson Tel: 0412 887 674

Email: [chair@afdo.org.au](mailto:chair@afdo.org.au)

Applications close COB Friday, 25 July 2008

### VALE CHRISTOPHER NEWELL

The staff, Board and representatives of Deafness Forum were saddened by the passing of Canon Associate Professor Christopher Newell. See <http://www.news.com.au/mercury/story/0,22884,23930641-3462,00.html> and <http://www.news.com.au/mercury/story/0,22884,23967333-3462,00.html>

### POLICY ABOUT US, FOR US! A PRACTICAL REVOLUTION IN THE LIVES OF PEOPLE WITH DISABILITIES

Australian Federation of Disability Organisations (AFDO) Conference

9 - 10th October 2008, Melbourne

The Australian Federation of Disability Organisations is hosting its first Conference. The conference will have a practical focus concentrating on key contemporary policy issues in the lives of Australians living with disability. Speakers and concurrent sessions have the aim of developing realistic and practical recommendations on issues for a 'compilation of ideas' to be delivered to government.

To view the conference program and to register go to: <http://www.hotelnetwork.com.au>

# government

## GREAT RESPONSE TO THE NATIONAL MENTAL HEALTH AND DISABILITY EMPLOYMENT STRATEGY

The Government has received more than 300 submissions into a strategy to boost the number of people with a disability and/or mental illness in the workforce. The Minister for Employment Participation, Brendan O'Connor and Parliamentary Secretary for Disabilities and Children's Services, Bill Shorten, are developing the National Mental Health and Disability Employment strategy. The National Mental Health and Disability Employment Strategy is due to be released by the end of the year.

<http://mediacentre.dewr.gov.au/mediacentre/oconnor/releases/greatresponsetothernationalmentalhealthanddisabilityemploymentstrategy.htm>

## HREOC

Mr Graeme Innes AM has been appointed Disability Discrimination Commissioner and Mr Tom Calma has been appointed as Race Discrimination Commissioner. Mr Innes is the current Human Rights Commissioner and has acted as Disability Discrimination Commissioner since December 2005. See

[http://www.fahcsia.gov.au/Internet/billshorten.nsf/content/disab\\_race\\_discrim\\_02jul08.htm](http://www.fahcsia.gov.au/Internet/billshorten.nsf/content/disab_race_discrim_02jul08.htm)

# focus on technology

## NEW HEARING AID PASSES NOISY RESTAURANT TEST

See <http://www.sciencedaily.com/releases/2008/07/080710161821.htm>

## INTERNET BECOMES THE GO-TO INFORMATION SOURCE

Internet use is now deeply embedded in Australian culture, with most people seeing it as a prime source of information, an increasingly appealing source of entertainment and the place to turn for breaking news.

See: <http://business.theage.com.au/internet-becomes-the-goto-information-source-20080709-3c6n.html>

From CTN Web News No 207



## REMOTE INDIGENOUS COMMUNITIES TO RECEIVE COMMUNITY TELEPHONES

The Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy today invited applications to supply, install and maintain community telephone services in remote Indigenous communities. "The Rudd Government understands that telecommunications is a key enabler and has important implications for health, education, safety and business in Indigenous communities" Senator Conroy said.

Go to: [http://www.minister.dbcde.gov.au/media/media\\_releases/2008/055](http://www.minister.dbcde.gov.au/media/media_releases/2008/055)

From CTN Web News No 206



## REGIONAL LOCATIONS TO RECEIVE EXTENDED MOBILE PHONE COVERAGE

The Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy, today released guidelines for the \$8 million Mobile Connect program for 2008-2009. "The program will fund new infrastructure for a list of priority locations, to extend terrestrial mobile phone coverage in rural and regional Australia" Senator Conroy said.

Go to: [http://www.minister.dbcde.gov.au/media/media\\_releases/2008/054](http://www.minister.dbcde.gov.au/media/media_releases/2008/054)

From CTN Web News No 206

## upcoming events

AUGUST 2008			
24-30 August	2008 Hearing Awareness Week	National	Email: <a href="mailto:info@deafnessforum.org.au">info@deafnessforum.org.au</a> Web: <a href="http://www.hearingawarenessweek.org.au">www.hearingawarenessweek.org.au</a>
28 August	2008 Captioning Awards	Sydney	Email: <a href="mailto:info@deafnessforum.org.au">info@deafnessforum.org.au</a> Web: <a href="http://www.deafnessforum.org.au">www.deafnessforum.org.au</a>
SEPTEMBER 2008			
5-7 Sept	ASLIA National Conference	Darwin	Contact ASLIA
12-14 Sep	Better Hearing Australia National Conference	Darwin	Contact BHA National
OCTOBER 2008			
24 October	Deafness Forum AGM	Brisbane	Email: <a href="mailto:info@deafnessforum.org.au">info@deafnessforum.org.au</a> Web: <a href="http://www.hearingawarenessweek.org.au">www.hearingawarenessweek.org.au</a>
9-10 October	Australian Federation of Disability Organisations (AFDO) Policy About Us, For Us! A Practical Revolution in the Lives of People with Disabilities	Melbourne	Web: <a href="http://www.hotelnetwork.com.au">http://www.hotelnetwork.com.au</a>

## help us to help you

Please consider making a bequest to Deafness Forum to enable us to keep improving access for Australians who are Deaf, have a hearing impairment, or suffer from a chronic disorder of the ear. Please go to [www.deafnessforum.org.au](http://www.deafnessforum.org.au) to donate – use the link that looks like the picture on the right.



## acknowledgement

Deafness Forum acknowledges funding from the Australian Government through the Department of Families, Housing, Community Services and Indigenous Affairs, through the National Secretariat Program and the Conference Funding Program.

Deafness Forum acknowledges funding from the Australian Government through the Department of Broadband, Communications and Digital Economy, through the Telecommunications Consumer Representation Grant Program.

## disclaimer

Where Deafness Forum receives information from other organisations for this news update, Deafness Forum takes no responsibility for the accuracy of that information. Where links to websites are included in this news update, we cannot be held responsible for the privacy practices (or lack thereof) or the content of such websites.

# AFFORDABLE ACCESS TO HEARING HEALTH SERVICES FOR LOW INCOME ADULTS

## INTRODUCTION

Deafness Forum is a peak body for deafness in Australia. Established in early 1993 at the instigation of the Federal government, the Deafness Forum now represents all interests and viewpoints of the Deaf and hearing impaired communities of Australia (including those people who have a chronic disorder of the ear and those who are Deafblind).

Deafness Forum has consulted with members and stakeholders in all states of Australia to gather feedback on this topic. Our responses represent a number of comments received and our own deductions based on our continuing engagement with members and referral of complaints and questions.

There is an essential inequity in Australia in the way hearing loss is regarded and funded compared with other health conditions e.g. vision impairment. Hearing health care is not considered by the government to be a primary health care area. Aids are not treated as essential medical equipment. Rather, Deaf and hearing impaired adults are expected to budget for and purchase aids as if they were discretionary consumer items.

Aids are not a luxury good. Hearing loss can isolate and marginalise people and is associated with other health and mental health issues, and can be the cause of a shift to a lower income bracket because they are unable to achieve higher levels of education, and to hold a higher paying employment.

**Note:** Wherever this document refers to “aids”, it includes hearing aids and cochlear implant speech processors together with the batteries to run them.

## Human rights

The United Nations Convention on the Rights of Persons with Disability includes obligations specific to particular aspects of inclusion and participation, including personal mobility, including facilitating affordable transport and **affordable access to** mobility aids, **devices, assistive technologies** and forms of live assistance and intermediaries (Article 20).

## Recommendation

On behalf of the 1.75 million Australians of working age with some form of hearing impairment, Deafness Forum requests that the Australian Government provide funding to enable access to the hearing services voucher scheme for

1. any Australian who is on a low income or is a full time student.
2. any Australian with a severe hearing loss or complex needs should have access to CSO funding, if they so desire, and
3. those with mild to moderate hearing loss who on professional audiological recommendation could benefit from provision of hearing aids/rehabilitation who are able to qualify as low-income.

## ISSUE

Deaf or hearing impaired adults on low incomes<sup>1</sup> who are not eligible for the Commonwealth's Hearing Services Program<sup>2</sup> are usually unable to afford the often costly hearing health services and/or hearing aids. This is due to a combination of the relatively high costs of aids and the association fitting and rehabilitation components, the exclusion of audiological services from rebates under the Medicare

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<sup>1</sup> We do not attempt to define “low income” as the government will have a number of measures at their disposal. We would be happy to further discuss our own interpretation of low income, if and when required.

<sup>2</sup> Once you turn 21 you are no longer eligible for the government's program. If you become hearing impaired during adulthood, you are not eligible for the government's program until you turn 65 years old. Basically working age adults – those who are most able to contribute to our economy – get no government assistance to receive these vital aids which enable them to remain productive.

program (unlike a similar sensory impairment in vision impairment), and limited rebates from private health insurers (especially compared to similar aids such as eye glasses). Needless to say, people on low incomes, students and apprentices are also less likely to have private health insurance.

There are some instances of State-based assistance however this is inconsistent across States. The only other known avenue for access to assistance is through some hearing aid banks conducted mainly by volunteers from self-help consumer groups, university audiology clinics, and public hospitals in some States. These provide second-hand, re-fitted hearing aids but they too have their limitations as only behind-the-ear aids can be offered. By the time they are available as pre-used aids, they often have passed their use-by date. Costs may also be incurred to fit and program the device and the re-programming requires specific software for the brand and type of aid.

Deaf or hearing impaired adults unable to afford hearing health services can suffer severely disadvantaged lives. Their ability to participate in training or employment, family or social life will be limited and their impairment places them at high risk of developing emotional health and interpersonal problems arising from communication difficulties and social isolation. Provision of some assistance for hearing health and aids would be economically beneficial to the nation if it enables such people to keep, resume or find employment (and thus pay income tax), as well as being personally beneficial for them, their families, friends and employers.

### **How much do aids cost?**

Aids are highly complex technology, and as such can be expensive. An aid usually costs upwards of \$2,500. This cost is due to the high technology involved, professional services for fitting and adjustments, and the necessary profit margins required to ensure continuity of professional services. Most people require two aids for effective rehabilitation of their communication difficulties and this simply puts hearing aids beyond the means those with a low-income. The result is a socially unacceptable situation, whereby those considered 'well-off' have better access to aids in general, and more specifically to more expensive aids that provide superior assistance for hearing loss.

The exclusion of audiological services and aids from Medicare benefits and the sparse rebates provided by private health insurers reinforces this inequity. Some financial relief is available within the rebates of personal income tax for medical expenses, but the threshold for gaining the rebate is high and the rebate itself is small and limited to those paying enough tax to benefit.

It is acknowledged that the Government intervenes in the hearing health industry to reduce this inequity with the Commonwealth's Hearing Service Program. However, **low-income working age adults, and adult students are unable to access services** because they fall outside the eligibility rules of this Program. Hence the effectiveness and equity of this intervention on a total community level is questionable.

In many cases, deaf or hearing impaired young adults, who were provided with aids and hearing services from birth through to young adulthood under the Commonwealth's Hearing Services Program in fact lose their eligibility on turning 21 years of age, removing critical support just at the time when these individuals are trying to move into the workforce and establish careers or undertake tertiary studies.

### **Who currently gets access to government assistance?**

Among adults, eligibility is restricted to Pension Concession Card Holders, people receiving Sickness Allowance from Centrelink, members of the Australian Defence Force, particular clients of the Department of Veterans' Affairs and some clients of the Commonwealth Rehabilitation Service. Thus most hearing-impaired people between the ages of 21 and 65 are excluded. Apart from the serious personal setbacks they experience because of their inability to access appropriate services and rehabilitation, the loss or reduction in potential productivity of this working age population is a major concern.

As noted in Listen HEAR! the economic cost and impact of hearing loss is some \$11 billion per annum, and over 50% of this results from under- or non-employment of adults with hearing loss due to their

communication problems. Provision of assistance for hearing health and aids is one means of reducing this significant health impost.<sup>3</sup>

### **Who does NOT get access to government assistance?**

Disadvantaged Deaf or hearing impaired low income groups include:

- unemployed people on Newstart allowance (or equivalent).
- mature-aged students attempting to obtain or upgrade qualifications.
- young adults (once they turn 21 years) who have been clients of the Government's Hearing Services Program for children, and who face limited employment prospects resulting from the continuing effects of deafness.
- young adults who have been clients of the Government's Hearing Services Program for children, and who have not yet completed their tertiary studies.
- low income adults who have not been clients of the Government's Hearing Services program as children but who, as persons with acquired deafness, find themselves in need of hearing aids to participate in a hearing world.
- employed people on low incomes whose budgets are fully extended with the expenses of family, mortgage, children's education etc.
- farmers of pensionable and non-pensionable age who are not able to retire for various valid economic and personal/family reasons.
- self-funded retirees who place no burden on the pension system and may be asset rich but cash poor and unable to afford aids

The previous government, in recognition of the shortened life span of indigenous people, changed the eligibility for hearing services to 50 years of age. However with a higher incidence of hearing impairment in the indigenous population there are a large number on low income between the ages of 21-50 years unable to afford hearing services or aids.

The criteria for eligibility for the current government program lead to some curious inequities and anomalies. For example, aged couples in receipt of part pensions, owning their own homes and with reasonable assets and income are both eligible for free hearing aids via the government's program. However, people who own neither home nor financial assets and live on unemployment benefits or low wages are not eligible. An example such as this makes it impossible to argue the case that scarce Government funds are being directed to those most in need.

Solutions must be found. The Australian community's awareness of this issue must be stirred and the inequities currently attached to hearing health care, removed to enable social inclusion for this group of disadvantaged Australians.

### **How many people are affected?**

The under 21 and over 65 years are already catered for through the current program.

Given that aids need to be replaced around every five years, this means that a maximum of around 1.7 million Australians could receive assistance in any given year. Of those, 20 per cent will pursue aids in any given year (given the five year predicted lifespan of aids). Accordingly, around 124,281 individuals may be eligible in any year for assistance. This can be reduced further through application of a "low income" test. In addition, there will be a number of people who will choose not to have an aid. Roughly 12 percent of Australians, as per the Australia Fair report, constitute the 'working poor'. Thus, it would be expected that roughly **15,000** individuals from the working age group bracket would be likely to utilise the system per annum if implemented

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<sup>3</sup> Listen HEAR! The Economic Impact and Cost of Hearing Loss in Australia, Access Economics, 2006.

## RECOMMENDATION

The Commonwealth's Hearing Services Program should be modified.

Funding should be provided to enable access to the hearing services voucher scheme for

1. any Australian who is on a low income or is a full time student.
2. any Australian with a severe hearing loss or complex needs should have access to CSO funding, and only after these categories have been dealt with
3. those with mild to moderate hearing loss who on professional audiological recommendation could benefit from provision of hearing aids/rehabilitation who are able to qualify as low-income.

## HOW TO PAY FOR THIS INITIATIVE

1. A restructure of the voucher system may make savings that can be used to benefit hearing impaired people with low incomes. The Office of Hearing Services in DoHA could establish a minimum hearing loss threshold or a pre-assessment handicap scale which clients would have to be assessed at before they enter the Voucher scheme. This would save significant funds previously used in the purchase of hearing aids and audiological services not properly utilised by those people who currently receive aids. This roughly equates to the 30% of people who currently are not motivated to use their aids (Dillon 2008).

2. An alternative (less preferred) option is means testing and co-payments to enable extending the scheme to more people. The way the current voucher scheme is structured, payment is based around providing a hearing aid as there is no profit margin for a practitioner unless a hearing aid is fitted. This usually results in up to 30% of people being fitted with hearing aids who are not really motivated to use them (Dillon 2008).

3. Using a threshold fitting level may mean that the previous Government's somewhat ill-advised and unnecessary Clinical Pathways initiative could be scrapped (in line with recent announcements from the Minister for Health) and the money set aside in the 2007 Budget for Clinical Pathways could go towards funding this initiative. This is what consumers want, not additional visits to their GP.

Savings achieved would offset costs; e.g. productivity gains as a result of enabling assisted persons to retain or gain employment and pay more tax and/or receive fewer benefits.

## ENDORSED BY

Deafness Forum of Australia makes this submission on behalf of its many member organisations which represent the millions of Australians with hearing loss, as well as other organisations in the field. These include (but are not limited to):

Audiology Australia	Deafness Foundation (Victoria)
Aussie deaf kids	HEARing CRC
Australian Centre for Agricultural Health and Safety	Hearing Aid Audiometrists Society Australia
Australian Federation of Disability Organisations (AFDO)	Let Us Hear
Better Hearing Australia (Brisbane)	National Council on Intellectual Disability (NCID)
Better Hearing Australia (National)	Physical Disability Council of Australia Ltd (PDCA)
Better Hearing Australia (Sydney)	Printacall
Better Hearing Australia (Vic)	Royal Institute for Deaf and Blind Children
Broken Hill and District Hearing Resource Centre	SHHH Australia
CanDo4Kids	Speech Pathology Australia
Cochlear Implant Club and Advisory Association Qld	VicDeaf
Deaf Australia	Wimmera Hearing Society
Deaf CanDo	

## REFERENCES

Access Economics (2006): 'Listen Hear. The Economic Impact and Cost of Hearing Loss in Australia'. Report commissioned by the Victorian Deaf Society and CRC for Cochlear Implant and Hearing Aid Innovation.

Dillon, H (2008): 'Outcomes for Wearers of Hearing Aids and Improving Hearing Aid Technology'. 2008 Denis Byrne Memorial Lecture XVIII National Conference, Audiological Society of Australia, Canberra.