

EYE HEAR

BETTER
HEARING
AUSTRALIA



(Victoria) Inc.

DECEMBER 2009

Christmas Edition

I can't believe it's December already - how fast has this year gone! I was in the shop the other day quite alarmed that Christmas decorations were already out - but then realised that in a few weeks it will be Christmas day. What a wonderful year I have had and this will be my first Christmas at Better Hearing.

I have not only attended fantastic functions like the Oaks Day Lunch and Guide Dogs Tour but have met members at other branches such as at the National Conference on the Gold Coast and attended the Sydney and Geelong branches for their Annual General Meetings. We will continue our activities with at least one members function per month next year including a fantastic trip to **Adelaide during February** - everyone welcome (for more information refer to page 5).

We would also like to thank everyone who has participated in our annual fundraising - as a charity your support is hugely appreciated and if you haven't yet returned your raffle ticket butts, money and any unsold tickets, it would be great if you could by 10th December. The raffle tickets will be drawn at our Christmas Dinner on **Thursday 17th December**. If you would like to come to our end of year dinner, just complete the enclosed flyer and return to us. We look forward to you coming and helping us celebrate a fantastic year that we have had.

On behalf of Better Hearing, I wish everyone a wonderful and safe Christmas and New Years and look forward to a sensational 2010.



Susan Fiori
Executive Officer
Susan@betterhearing.org.au



Update from the Members Forum

I feel that this year has flown at Better Hearing, or is that just a sign of me getting old? Soon after Susan Fiori joined us late in January, we decided to produce 4 extra newsletters a year to ensure that all our members receive up-to-date information on a whole range of topics and events. I hope you have enjoyed reading the newsletters, and have found them a valuable resource in managing your hearing loss during the year. While the next newsletter is not until mid January, we hope you will keep in touch with Better Hearing through our website or the latest addition - BHA Victoria's Facebook! We are also starting up a Yahoo forum - so stay tuned for more information about that.

You will have heard about our Spring social events at Better Hearing. Did you know that the visit to the Guide Dogs Centre in Fairfield led to a suggestion of a visit to the Hearing Dogs Centre - which is in Hahndorf in the Adelaide Hills?? The Members Forum agreed and a weekend visit, to include a get-together with BHA Adelaide, is being organized for 19th to 21st February 2010, so let Susan know if you are interested in going.

The Oaks Day lunch was fun, the food was good, and some of the hats were amazing! Early in December we are providing a special 'thank-you' lunch for our volunteers. This will be followed by our annual **Christmas Dinner** on Thursday, 17th, from 6pm. The cost of just \$20 includes a lovely meal and drink, as well as lots of frivolity by way of the Christmas mystery auction. Please bring a small wrapped gift for the auction, and some cash to enter the bidding - remember it's all in a good cause. We will also draw the Christmas raffle for the 3 special hamper prizes. Don't forget to book in by the 10th so that we can organize the catering - bring friends and make up a table if you like.

The Members' Forum will next meet on Friday, 26th February, 2010, and remember that the Forum is for you, our members, to have a say in what happens at BHA Victoria.

In the meantime I wish you all a merry Christmas and a happy and safe New Year. **Carole McCarthy**

In this Edition:

- Tinnitus Advice
 - Traveller's Aid
 - Bionic Ear institute Research
 - Adelaide Trip
 - Bushfire & Heatwave Preparation & Planning
 - Annual Raffle Fundraiser
- And
- Betty's Christmas holiday

We're on the web!

www.betterhearing.org.au



Better Hearing Australia is now on facebook (group):

<http://www.facebook.com/home.php?#/pages/Better-Hearing-Australia-Inc/126530779035>

From the President - Ted Drowley

This is our last newsletter for the year and it has been a busy year.

As you may know, we are the host of the **2010 National Conference** of Better Hearing Australia. The conference is scheduled for **7th to 10th October 2010** and we've booked the venue - Rydges Bell City in Preston. This facility only opened in 2008 and is very impressive as a conference and accommodation venue. So put this date in your calendar and stay tuned for more information to come.

2010 will be a busy year. Not only do we have the conference booked, but we look forward to going to Adelaide. If you want more information (all welcome) complete the form on page 5 and return to the office (or just send an email or call).

We also have our round table discussions scheduled for next year, as well as other fantastic activities including bus tours / events and we hope to spend more time with the Geelong Branch and other regional organisations as we all support the Victorian community. On behalf of the Committee of Management and Better Hearing I wish you a joyful Christmas and look forward to the wonderful activities ahead in 2010.

Thank you for supporting Better Hearing Australia.

★ TED ★

Surely it can't do any

By Ross McKeown (Ross is the current President of the Tinnitus Association of Victoria)

I have received thousands of calls on the tinnitus advice line and counselling service over the last fourteen years, and that experience has enabled me to identify a range of types of callers.

The two most difficult types to help are those who suffered from depression and anxiety disorders before the onset of the tinnitus, and those who are determined to search for a cure or a treatment that will reduce the volume of the tinnitus.

It is this latter group that I want to address in this article.

A brief look at the internet under 'tinnitus cures and treatments' will quickly show that these people are in for a long journey that I believe will end in disappointment, great expense and a reduced ability to manage the tinnitus.

THE DOWNWARD SPIRAL

When I first developed tinnitus just on twenty years ago, there was very little information available on how to successfully manage your tinnitus. I received all sorts of well meaning advice from friends and health professionals about treatments I should consider, and so I began what turned into a devastating period in my life.

Each treatment followed the same pattern. I would get my hopes up only to have them shattered when the treatment had no effect on my tinnitus. I fell into what I call the 'downward spiral'. Each successive failure made it more difficult to cope with my tinnitus and I became more depressed and anxious.

So when people tell me they intend to explore the range of purported cures and treatments believing it can't do any harm, I tell them I believe such an approach is counter productive.

THERE IS NO CURE

At this point in time, reputable tinnitus researchers and health professionals with an interest in tinnitus agree that there is no cure for tinnitus. But unfortunately, many of them fail to tell you that it can be successfully managed.

Much ground-breaking research is being done on tinnitus, and our knowledge of the mechanisms and models of tinnitus generation is improving rapidly. We

now know that tinnitus is not an ear problem, but a brain problem.

This knowledge has enabled tinnitus researchers to better focus their research projects, and some researchers are beginning to express optimism of a future cure for tinnitus.

However, living in hope of a cure for tinnitus is not helpful. You must learn to manage it now.

MONITORING THE TINNITUS

While undergoing alternative treatments for tinnitus you tend to continually monitor the tinnitus to determine whether the treatment is working, and consequently give the tinnitus a prominence it doesn't deserve. And as we know, the more a person focuses on their tinnitus, the louder it will appear and the more distressed they will become.

The psychologist, author and tinnitus researcher Richard Hallam, describes it as the 'Tinnitus Catch 22', that is, the more attention you pay to your tinnitus and pursue ways of lessening its effect, the more you are likely to focus on it and treat it as significant.

MANAGING YOUR TINNITUS

The TAV believes there are four keys to successful tinnitus management.

1. The need to overcome any **fears and worries** about the tinnitus.
2. Changing one's **perception** of the tinnitus
3. Understanding the importance of **focus**
4. Reducing the **stress** in one's life, if necessary

Successful tinnitus management in time will lead to **habituation**, where you no longer have a negative emotional response to the tinnitus.

As you become more relaxed about, and accepting of your tinnitus, the times when you are not focussing on your tinnitus become longer and more frequent.

In time you will find that your tinnitus has little effect on your quality of life.

In our seminar booklet we have a list of management strategies that I believe are worth printing again in this article. I hope you find them useful.

DO...

- overcome your fear of the tinnitus
- accept your tinnitus as a normal part of your life
- stop worrying about it
- keep busy and focus on stimulating and enjoyable activities
- surround yourself with ambient and environmental sounds
- gain strength from others who successfully manage their tinnitus
- employ relaxation and stress management strategies that work for you
- learn to accept the fluctuations of your tinnitus

DON'T...

- continually monitor the level of your
- work through an endless range of 'cures'
- live in hope of a miracle cure
- talk about it constantly with family and friends
- remain angry about this 'unfair' intrusion in your life
- spend frequent periods listening
- remain anxious and depressed about your tinnitus
- feel guilty about not coping

Do not let your tinnitus manage you, you must manage it!

The Tinnitus Association of Victoria present seminars every second month. More information is available on their web site: www.tinnitusvic.asn.au



TRAVELLERSaid

ASSISTING TRAVELLERS AT THE POINT OF NEED

Travellers Aid is a not for profit organisation which provides vital services and dignified outcomes to travellers in need, especially travellers with special requirements and those in emergency situations. We are an integral part of the transport system and tourism industry, employing 30 staff and 50 volunteers. In the financial year 07-08 we assisted over 150,000 travellers including travellers with disabilities, regional, interstate and international travellers to Melbourne, and travellers in crisis and emergencies.

Since 1916, Travellers Aid continues to offer support, advice and assistance, providing unique, vital and needed services at Southern Cross Railway Station, the City Village – an initiative of the City of Melbourne at Level 3, 225 Bourke Street and a newly opened branch at Flinders Street Station.

Travellers Aid is a unique organisation, and we are the only organisation in the City of Melbourne (including the CBD) providing low cost luggage storage and travel related emergency relief information / services to residents, visitors, international students, workers and commuters. Our services enable people with disabilities who travel into and around Melbourne to gain access to personal attendant care support staff and to maximise their participation in employment, education, volunteering and participating in cultural / community events.

Travellers Aid is governed by and believes in displaying values of compassion, integrity, and fairness at all times to clients and service users, as well as amongst staff and volunteers. It has a multicultural workforce and offers volunteer

Location & Hours of Operation

Flinders Street:

Sunday- Thursday 8am- 8pm, Friday-Saturday 8am - 10pm

TAAS: same as above.

Above platforms 9 & 10 inside ticketing area

Ph: (03) 9610 2030

TTY (03)9610 2028

Southern Cross:

7am – 7pm 7 days a week

TAAS: 10am- 5pm weekdays & 11am - 4pm Saturday & Sunday

Below Bourke street bridge opposite luggage hall

Ph: (03) 9670 2072

City Village (head office)

Level 3, 225 Bourke street Melbourne

Ph: (03) 9654 2600

Overview

By Carole Wilkinson



Services

Travellers Aid @ Southern Cross Station

Offers a comfortable lounge/ rest area, amenities, tourist information, fully accessible toilet with ceiling hoist, adult change table and baby change table.

Mobility Equipment hires and Internet usage as well as recharge facilities.

Rest rooms for the tired traveller and showers, with the option to purchase simple hygiene products.

Also offer a unique Buggy service that can assist the aged and people with a mobility difficulties safely transit through the station.

Travellers Aid @ Flinders Street Station

Offers comfortable lounge/ rest area with great views and TV, mobility equipment hire. Luggage storage, internet usage, tourist information, fully accessible toilet with ceiling hoist and adult change table and baby change facilities.

Travellers Aid Access Service (disability support)

Offered at Southern Cross and Flinders Street

TAAS is a unique Melbourne based service offering friendly help and professional support workers to assist people with disabilities and older people with personal care needs, meal assistance and communication needs.

All free of charge with no booking required.

City Village @ Level 3, 225 Bourke Street

Offers a comfortable lounge area. Equipped with amenities, internet usage, tourist information service and luggage storage and Mobility Equipment hire

Emergency Relief Assistance

ER assists travellers at the point of need, who experience transport and social disadvantage, who are vulnerable, and distressed, through the provision of travel related emergency relief.





Do you have difficulty hearing on the telephone?

A new technology is being trialled in Australia for the first time – **captioned telephony (CapTel)**. Captioned telephones have been successfully used in the USA for over six years. Users are reporting that they now feel confident using the phone again and that it has helped them in their professional and personal lives.

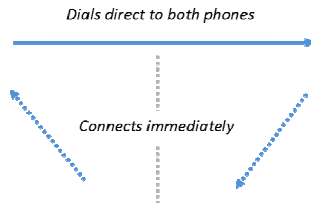
Right now more than 3 million Australians have difficulty using the phone effectively. To meet this need, Australian Communication Exchange (ACE) will launch a web based captioned telephony service this year and participation in the trial is free. With this service, you can make a phone call using your normal phone but you can also use a computer (with internet access) to read live captions on your computer screen. The captions show you every word that the other person is saying.

CapTel is ideal for the many Australians who have acquired hearing loss through age or industrial deafness, those with cochlear implants and for young Australians who have never used a TTY. ACE is looking for participants in the first web captioned telephony trial. Here is some more information on the service:

How does it work?



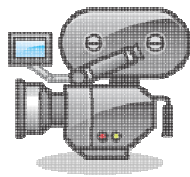
Web CapTel User:
The Web CapTel User can use any phone and a computer with an internet connection. They log on to the internet and type the number they want to call.



Hearing person:
The hearing person takes the call and communicates as they normally would. The call is simultaneously connected to the ACE Captioning Service.



ACE Captioning Service:
The ACE Relay Officer transcribes everything the hearing person says into captions for the Web CapTel User.



Captioned Movie Afternoons

Everyone Welcome - Last Friday of each month
1pm Start at BHA Prahran **Next Scheduled: 29 Jan**



Eye & Ear Hospital
caring in every sense



The Bionic Ear Institute

The Bionic Ear Institute in Melbourne is looking for hearing aid users over 18 years of age to participate in research into hearing aids and music appreciation. No musical knowledge or experience is necessary.

The cochlear implant is a neural implant that provides auditory sensation to those who are profoundly deaf. The cochlear implant has been remarkably successful in restoring the perception of speech, however music perception and appreciation are still problematic for most implant users. For instance, with current devices, implant users have difficulty distinguishing between notes of different pitches, or notes played by different instruments. Similar problems exist for hearing aid users.

The Music and Pitch project aims to understand how hearing aids and cochlear implants affect the perception of music, so that we can propose new training methods and devices to help the deaf and hearing-impaired enjoy music. This experiment involves listening to some sounds and making a simple response depending on what you hear. The experiment is conducted at the Bionic Ear Institute in East Melbourne. It is run in two sessions, each about 90 minutes long. These sessions can be run in a single day, in which case we book one session in the morning, and the other session after a lunch break. You can also choose to come on two separate days.



Are you a Hearing Aid User?

The Bionic Ear Institute will reimburse you \$20 for your travel expenses each time you visit. If you choose to book both sessions on the same day, we will also provide you with \$20 to reimburse you for lunch costs (total \$40).

Testing Procedures

The testing sessions are quite simple. You will be seated in a comfortable chair in front of a computer screen, a speaker, and a response box. Sounds will be played through the speaker and images will sometimes be displayed on the screen. Depending on the experiment, you will be asked to respond to the sound and images in various different ways. More detailed instructions will be given on the day. A staff member will control the experiment from an adjacent room. The testing session is broken into several blocks of no more than 5 minutes each. You will be able to rest as long as you like between blocks, and can stop the experiment at any time.

How to participate

If you're interested in taking part, please reply to hinnestbrown@bionicear.org or call (03) 9667 7529, and we'll arrange an appointment.



Ageing Well Expo 2009

Two of our Hearing Advisors Carol Wilkinson and Sharon Plunkett participated in the Ageing Well Expo as part of the Victorian Seniors Festival.



Right: Sharon screening Rhonda Burchmore

Donations Please for our Hearing Aid Bank

The BHA **Community Assistance Scheme** enables some people with hearing loss who are on lower incomes to be fitted with a reconditioned hearing aid. Usually one aid is provided due to a shortage of aids and demand for the Scheme. Getting a hearing aid through this scheme depends on eligibility in terms of circumstances and a suitable hearing aid being available in the **Hearing Aid Bank**.

If you have a spare 'behind the ear' hearing aid that is no longer used, we would very much appreciate it being donated to our Hearing Aid Bank - Please send all spare Hearing Aids to BHA Vic—5 High St, Prahran, 3181.



We're Going to Adelaide 19 to 21 February 2010

You are invited for a fun weekend in Adelaide from 19th to 21st February.

A full agenda is planned for the weekend of 19th to 21st February 2010 including a tour of the Hearing Dogs (19th at 2pm), winery tour and meeting the Better Hearing Adelaide branch. A great time to visit as it's also the Adelaide Festival. If you're interested and would like more information (including agenda, accommodation suggestions etc), please complete the form below and return to BHA, 5 High Street Prahran OR simply send us an email (bhavic@betterhearing.org.au).

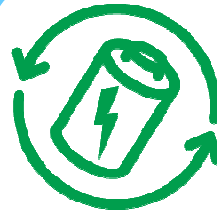
Better Hearing Adelaide Trip - Expressions of Interest / More Information

I would like more information about the Better Hearing Adelaide Trip. Please send me more information.

Name (s): _____

Address: _____

Phone: _____ Email: _____



Recycle your old Hearing Aid Batteries

The Better Hearing office in Prahran will collect used batteries for recycling.

This initiative is just the start of BHA becoming a "Green" organisation.

If you have any old batteries that you would like to dispose of;

DON'T THROW THEM AWAY

Keep them in a box and next time you come into our office, at 5 High Street Prahran,

Bring them with you

But please note: We cannot recycle the rechargeable batteries.

Field Placement Students

We would like to thank Swetha, Dipendra, Sudeepa and Arial from Cambridge International College for helping us in the office undertaking Quality Framework accreditation work. These four students finished their field placement as part of their Community Services Diploma course mid November.

We would like to welcome two new students from Cambridge—Poornima Bandara and bulantree Pinubon who will be undertaking their field placement, also as part of their Community Services course, and will be at Better Hearing until mid January. Welcome.



Summer holidays, Christmas, New year! Betty Hearing Aid was very excited about all the events and parties that her

owner Bob had been invited to. Betty had been helping Bob with his hearing problems for almost a year and she wanted their first Christmas together to be perfect. Betty was also hoping that Bob's handsome young nephew, Robert, would spend some time with them.

The weather had been warming up and Betty noticed that she and Bob were getting much hotter than previously. At one point Betty's ear mould tubing blocked with some condensation and she found it hard to get messages through to Bob. She was worried that she might be adversely affected by perspiration if the summer was hot and long. Fortunately Bob had noticed the problem as well. Next time his nephew Robert called, Bob mentioned that he was concerned about the hot weather.

"I don't want anything to happen to Betty" said Bob "I've come to rely on the old girl a lot".

Betty was very proud, but a little miffed at being called "old". Robert did some research. "You will need to take extra care during the hot weather" he told Bob. "Here are some tips I found on the internet".

Moisture problems can cause the hearing aid to malfunction. Perspiration and high humidity are sources of troublesome moisture.

- *Be sure your skin and hair are dry before putting your aids on. (Once*
- *perspiration gets into the aid, it evaporates, and leaves salt deposits on the*
- *circuitry.)*
- *Drying containers are available for hearing aids when they are not in use. The special crystals help to take moisture away from the aid.*
- *Don't leave your hearing aid in a hot car in the middle of summer.*
- *Take the battery out at night, and leave the battery drawer open to allow the air to circulate.*

It was getting close to the festive season and Betty was looking forward to meeting Bob's old work mates. They had invited him to the work Christmas party. Bob was dubious about attending.

"I still find it quite difficult to manage very noisy, crowded places" he told Robert. "The old girl's great, but she has her limitations".

Betty knew Bob was talking about her and was now getting quite perturbed about his references to her age. She decided she wouldn't put up with being referred to as old and resolved to let Bob know about this, should he repeat the comment.

In the mean time Robert had been rifling through the information Bob had received from the Hearing Advisor at Better Hearing Australia.

"Here we are" he said, "Information about communicating. There is more to it than just using your hearing aid. You need to use your eyes as well, and there are lots of other strategies for communicating more successfully. Let's go through them and see if we can get you back on the social scene".

"Yipee" thought Betty, who loved to be out and about listening to people talk.

Christmas day arrived. Bob was invited to Robert's house along with a number of other family members. Robert had cooked the most sumptuous Christmas lunch.

"Hey Uncle, I forgot to ask how you went at the work Christmas party" said Robert.

"Not bad at all" said Bob. "Using a combination of listening with my hearing aid and the other strategies that you helped me with, it was a good night".

Everyone was surprised to hear that Bob had a hearing aid.

"Can we have a look?" asked one of the relatives.

Bob carefully took Betty from his ear and held her up for all to see. Betty loved to be the centre of attention.

"Don't know what I'd do without the old girl" said Bob.

Betty let out a piercing loud whistle, that almost made Bob fall off his chair!

"I think she said *Merry Christmas*" said Robert.

BHA VIC ART GALLERY

Our first exhibition at the BHA Vic Art Gallery - Earth Art was absolutely sensational. Thank you so much to the wonderful artist Jo Parkinson.

If you, or anyone you know loves to draw, paint or create (even for just enjoyment), we would love to display your work. Do you / they have artwork but no place for people to appreciate it. Well - we've got the space at our Prahran office / Art Gallery space.

We'd love to hear from you
- give us a call to discuss.

We now have on-line secure payment!



ourcommunity.com.au

Building Stronger Communities through Stronger Community Organisations

If you are interested in paying your subscription or donating via secure credit card, we now have an account via Our Community:

http://www.ourcommunity.com.au/giving/appeal_details.form?appealid=1792





Bushfire and Heatwave Preparation and Planning

BUSHFIRE

The aftermath of last summer's bushfires resulted in a Royal Commission. As a result of the findings, new **Fire Danger Ratings** will be used by the weather bureau. It is important that everyone understands this new system.

Who is at risk?

Bushfires occur where suburbs meet the bush, in urban areas where houses have grassland or bush around them and in rural and remote areas. You don't have to live in the bush to be at risk of bushfire. Suburban homes can also be destroyed.

Take a look around your home and neighbourhood to determine what sort of plants and foliage surround you. This will determine if you're likely to be affected by bushfire. Consider:

- Do you live near a National or State park?
- Are there paddocks in your area?
- Are you surrounded by grassland?
- Do you live in or close to forest?
- Do you live adjacent to a large park or reserve?
- Do you live in coastal areas with lots of scrub?

If you answered yes to any of these questions then you and your family could be at risk of bushfire this summer and you need a Bushfire Survival Plan.

If you have a hearing loss, make sure you are able to get up to date information about fire danger. Can you hear and understand announcements on the radio? Do you have access to the CFA Web site? Do you know where else you can get information for your area? If you are worried that you will miss announcements, arrange for a family member, friend or neighbour to alert you.

Announcements regarding the Fire Danger Rating will be issued by Bureau of Meteorology and are available on their web site. The recommendations for action are in the chart below.

FIRE DANGER RATING	Recommended Action
CODE RED (CATASTROPHIC)	If you live in a bushfire prone area the safest option is to leave the night before, or early in the morning.
EXTREME	The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your home is well prepared, well constructed and you can actively defend it.
SEVERE	The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your home is well prepared and you can actively defend it.
VERY HIGH	If you live in a bushfire prone area and your Bushfire Survival Plan is to leave, the safest option is to leave at the beginning of a day.
HIGH	Check your Bushfire Survival Plan
LOW – MODERATE	Check your Bushfire Survival Plan

For generic information about fires call the Bushfire information line: 1800 240667

HEATWAVE

When there are consecutive days of high temperatures with minimal overnight relief, it is important to remain as cool as possible. There are an estimated 300 deaths a year due to heatwave conditions (Many more than from extreme conditions such as bushfires)

During a Heatwave:

- Stay out of the sun
- Wear a hat and sunscreen if you have to go outside
- Avoid physical exertion
- Wear light loose clothing
- Drink plenty of fluids (Not alcohol)
- Eat salads and fruit
- Shower or wash to stay cool
- Close and shade windows
- Switch off non-essential electrical items
- Only cool the rooms you sleep in and use
- Keep doors shut
- Look out for others who may be vulnerable
- Check on the elderly and sick
- Do not leave babies or children or the elderly in cars

**If someone is badly affected get in touch with Nurse on call 1300 60 60 24
In an emergency always call 000 (Triple zero)**

Courtesy of the CFA Web site: www.cfa.vic.gov.au



THE DIARY

DECEMBER

- 4: Finance Sub Committee Meeting
 10: Hearing Awareness Meeting
 15: Better Hearing Committee of Management meeting
 17: Better Hearing Christmas Function (refer to flyer)

**BETTER HEARING IS CLOSED FROM
 19 DECEMBER 2009 TO 3 JANUARY 2010**

JANUARY

- 26: Members Forum - 11 am (all welcome)
 26: 2010 National Conference Working Group

FEBRUARY

- 19 to 21st: Adelaide Visit (refer to page 5)

Our Dear Jasper

In loving memory of Jasper - Ange Gunning's hearing dog who passed away a few weeks ago. We feel your grief Ange and our heartfelt condolences go to Ange and her family.

**Quick Typist Needed**

If you, or anyone you know is a quick typist (70wpm+) and can spare 2 1/2 hours once a month on a Tuesday night (5 to 7.30pm) to help out at Better Hearing Committee of Management meetings, we would love to here from you.

Please phone the office or email us via the details below.

Gardening Appeal

To support our community, we have a new gardener Frank who is from a disability services organisation.

He will be coming in fortnightly to put some love into our garden.

If you have any gardening tools (including lawn mower, rakes etc) that you no longer use, or have gardening knowledge that you can come and guide Frank, we would be most appreciative.

Please phone the office or email us via the details below.

**Annual Raffle Ticket Fundraiser**

As a not-for-profit charity that supports the entire Victorian community, we need to fundraise in order to support all our programs, especially our Community Assistance Scheme (refer to page 5).

To do this, we run an annual raffle ticket fundraiser.

Raffle tickets have been distributed and so please return any unsold raffle tickets, money and raffle ticket butts by:

10 December 2009

We will draw our great prizes at our Christmas Dinner on 17th November - all welcome to this event (refer to enclosed flyer).

Thank you for your support.

Teaching Strategies to Help Hearing Impaired Students

Swinburne University has guidelines to assist teaches with students who are hearing impaired.

Refer to <http://www.swinburne.edu.au/stuserv/disability/hearing.html>



Be part of our next newsletter: Seen or heard something of interest? Have an idea or article you would like to submit - then we want to hear from you. You, our members, are our strength. The next newsletter is Mid January 2009. Please send your contribution or idea to Susan (susan@betterhearing.org.au) or phone / post (to Prahran office - details below) by 10 Jan.

**BETTER
 HEARING
 AUSTRALIA**



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 Email: bhavic@betterhearing.org.au

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