



GIPPSLAND

AUDIOLOGY

NEWSLETTER

Issue 28

Dec 16 - Mar 17

Hello Leongatha!

We are very excited to announce that Gippsland Audiology is now servicing Leongatha and the surrounding South Gippsland area. On November 1st Meg and Andrew purchased Lucy Stevens Audiology, which will now be operating as Gippsland Audiology.

Many of our clients might remember Lucy Stevens. Her first three years working in Leongatha and Morwell were with Gippsland Audiology. In 1995, Lucy started her own clinic in Leongatha, which has serviced South Gippsland from that time. Looking to make moves towards retirement and to spend more time with family, it came time for Lucy to look at a succession plan. Despite interest from other parties Lucy decided that Gippsland Audiology was the right fit for her clients, feeling reassured that they will continue to receive the same high standard of care. Lucy says, *"Working with Gippsland Audiology all those years ago taught me so much about how a caring private and independent audiology practice should run. This merger feels like going home."*

The Leongatha clinic is busy! With Lucy stepping away we have staffed the clinic with Janet, Neil and Khatija. In January 2017, we are looking forward to welcoming Julie Cato to our team. Julie will be based in Leongatha and occasionally in Morwell and Warragul. Originally from Melbourne, Julie completed her Master of Audiology at Flinders University in Adelaide, and moved to Perth to start her Audiology career. On a recent trip back to Melbourne Julie visited Leongatha and liked what she saw. She is looking forward to the move back to Victoria and starting her new role with Gippsland Audiology and we are thrilled to be welcoming her to the team.

Gippsland Audiology's full range of exceptional services are now available at Leongatha, including adult and child hearing assessments, hearing aid fitting, wax removal, tinnitus awareness and custom plugs. The office is also stocked with the full range of accessories (including hearing aid batteries and filters, earplugs, children's earwraps and earmuffs, and wax removal drops). We are operating from the same

familiar site, in the Primary Health dept of Gippsland Southern Health Service (Leongatha Hospital) and we are **proud** to be the only **permanent clinic** in Leongatha and the surrounding area. This enables full continuity of services to our clients and the community.

The clinic can be contacted on the same number (03 5667 5531) and will continue to be open Mon-Thur from 8.30am - 5pm.

From left to right: Jan Pye, Lucy Stevens, Andrew & Meg Miklosvary.



Staff news

Farewell Kerry

At the end of December we will be saying farewell to Kerry Buglisi as she embarks upon her retirement. Many of you would have met Kerry's smiling face at the front reception desk in Morwell. Kerry has been an integral part of the Gippsland Audiology team since June 2001, and we wish her all the best for this next exciting phase of her life.

Kerry is looking forward to travel and spending more time with family and friends, including her granddaughter, Aurelia.

Baby news

On November 14th at 11.18pm Meg & Andrew welcomed another daughter and little sister to Lucy, Winnie Alexandra. Both Winnie and Meg are doing really well and Lucy has really embraced her big sister role. Congratulations, Meg, Andrew & Lucy!



Christmas closure

Gippsland Audiology will take a well earned break between Christmas and New Year.

Warragul, Morwell & Sale will close on Friday December 23rd and reopen on Tuesday January 3rd.
Leongatha will close on Wednesday December 21st and reopen on Monday January 9th.

To ensure your hearing aids are back from repair before the Christmas break please be sure to drop them off at any clinic by Monday December 12th. All the staff at Gippsland Audiology wish you and your family a very merry Christmas and a happy and healthy 2017.

Tech update

Phonak has launched their new hearing aid platform in their receiver-in-canal (RIC) style, *Belong*. What is most revolutionary about this is that they have also launched this in a **rechargeable** option. You can expect all the same great Phonak features with the convenience of not changing any batteries. Built around a lithium-ion battery you can rely on up to 24 hours use from a 3 hour charge, or 6 hours use from a 30 minute charge!

Unitron has launched the world's smallest wireless RIC, the Moxi Now. Unitron has been able to reduce the size of the hearing aid without compromising on features. Call to make an appointment to discuss these exciting new additions with your audiologist.



Left: Unitron Moxi Now

Right: Phonak Belong-Rechargeable

Keeping your aids dry over summer

Over summer it can be harder to keep your hearing aids in good working condition. Sweat and humidity can cause hearing aids to become intermittent or stop functioning all together. A few simple tips to keep your hearing aids in their best functioning condition are:

- Use an electronic dehumidifier, recommended for all hearing aid styles.
- Keep tubes clear of moisture. Replace slim tubes regularly, every 3 months over the warmer months, and blow out standard tubes. We have puffers for sale or you can blow them out.
- Keep your ears dry. Use a tissue to "wick" the ear dry. If they become really sweaty you can use "Aqua Ear", available from pharmacies, to dry out the ear.

To avoid unnecessary repairs (and time away from your hearing aids) we are reducing the price of electronic dehumidifiers to \$55 during December and January. That's a 50% saving available (or until stocks last). Available at all our clinics.

Driving and Listening

Listening to the radio, music or audiobooks while driving can be an enjoyable experience, but often a difficult one for those with a hearing loss.

The following are some tips which may make the drive a little more enjoyable, and fill the hours while behind the wheel:

Bluetooth: If your car has Bluetooth connectivity, streaming music and phone calls through the sound system can help boost the signal (music/voice) over the noise of the car. A Bluetooth streamer can also be of benefit (for those with the appropriate hearing aids) as it streams the signal directly, and wirelessly, to your hearing aids. Check with your audiologist to see if a streamer is available for your hearing aids.

Choose wisely: If audiobooks are of interest, listen to a free audio sample first. Sometimes genres of books which are good for reading are not necessarily the best for listening. Audio books with one reader are typically easier to follow. Try Googling 'best recorded books' for a variety of audiobooks, but remember to sample before you buy. Similar tips also apply to podcasts and the radio: a clear speaker, with no distracting sound effects/music and limited interruptions from other speakers, are best.

Talking on the phone: Although hands-free can be useful, talking on the phone while driving can take a lot of concentration, particularly when one has a hearing loss. As a result, this may take your attention away from the road. So keep those conversations short! A good-working voice recognition system is also useful to avoid fumbling around looking for a phone number.

Hopefully some of these tips can be put to use on your next drive!



Today a man knocked on the door asking for a small donation for the local swimming pool, so I gave him a glass of water.

Behind every great man is a woman rolling her eyes.

My wife and I were happy for 20 years; then we met!

No matter how much you push the envelope, it'll still be stationary.

We've done it again!

If you've been fitted with hearing aids you would have received an EARtrak survey from us (6 months after the fitting). This independent survey process holds us accountable for the outcomes of all our hearing aid fittings at Gippsland Audiology.

The clinic as a whole, and each individual audiologist, receives a breakdown of the outcomes of their hearing aid fittings. The clinic is also awarded a star rating, out of 5. We are proud and excited to have maintained our **5 star rating** yet again. Despite this above average performance for hearing aid outcomes at Gippsland Audiology we are always looking at communication areas we can improve for you, our clients, and looking at how we and the technology can best achieve this.



Tracey Matthies (EARtrak CEO) presenting Andrew & Meg with their new 5 star rating certificate

Would you like us to talk to your group?

Would your interest group like more information on hearing loss and related issues, such as tinnitus, hearing conservation and hearing rehabilitation, including hearing aids? Gippsland Audiology has recently talked to various service groups such as Rotary, PROBUS & wood-working groups. The talks have been well received by all groups and praised for being informative and easily understood.

If you would like one of our audiologists to talk to your group please contact us to discuss. We would be delighted to do so.

 **The Team** **Audiologists** **Clerical**

Susan Clutterbuck
 Neil Clutterbuck
 Janet Kingman
 Khatija Halabi
 Meg Miklosvary
 Nicole McDonald
 Tamara Owen
 Bianca Jones

Heidi Devlin
 Kerry Buglisi
 Bev Milner
 Karin King
 Alex Patterson
 Jade Thompson
 Andrew Miklosvary

 Warragul	41 Albert St Warragul, Vic 3820	 (03) 5622 2737  warragul@gippslandaudiology.com.au
 Leongatha	66 Koonwarra Rd Leongatha, Vic 3953	 (03) 5667 5531  leongatha@gippslandaudiology.com.au
 Morwell	110 Commercial Rd Morwell, Vic 3840	 (03) 5134 8366  wehearyou@gippslandaudiology.com.au
 Sale	110 Macarthur St Sale, Vic 3850	 (03) 5144 2600  sale@gippslandaudiology.com.au
 Richmond	Suite G2, 173 Lennox St Richmond, Vic 3121	 1300 094 701  www.richmondaudiology.com.au



Like Gippsland Audiology and keep up-to-date between newsletters



www.gippslandaudiology.com.au



To receive this newsletter by email, sign up online at www.gippslandaudiology.com.au/newsletter