



Support for older persons with hearing loss/deafness

The list of resources provides carers, supporters and helpers in the Queensland Aged Care Industry assistance when working with people with a hearing loss, or who use Auslan* as their primary mode of communication.

AIDS
Assistive Listening Device Products for Purchase
Acquired Deafblindness https://www.deafblindinformation.org.au/living-with-deafblindness/assistive-technology-and-equipment/ Acquired Deafblindness from Deafblind Information by Senses Australia, provides a list of equipment suppliers nationally.
ALDS https://www.aldsaustralia.com.au/ (Assistive Listening Device Systems) ALDS is an on-line supplier of products for the Deaf or Hard of Hearing. Our focus is in Amplified Listening Products, Alerting Systems, and Special Needs Communication Systems.
Australian Hearing https://www.hearing.com.au/Hearing-products/Safety-alerting Australian Hearing is the nation's leading hearing specialist and largest provider of government-funded hearing services.
CapTel https://www.captel.com/ CapTel is a provider of telephones for deaf people. The CapTel phone can automatically caption the caller, while hearing their voice.
Phone and accessories
Telstra https://www.telstra.com.au/aboutus/community-environment/community-programs/disability/disability-equipment-program Telstra provides Telstra customers with a range of phones and accessories for people with a disability or impairment who are unable to use a standard telephone. Click on the link to find out how.
Specialised Smoke Alarm
Deaf Connect https://deafconnect.org.au/community-resources/smoke-alarm-subsidy-scheme A Smoke Alarm Subsidy Scheme, administered by Deaf Connect is available for Deaf or Hard of Hearing people. Click on the link to download an application form.

Auslan Courses
Learning to Sign
Deaf Connect Access Training and Education - https://deafconnect.org.au/education Deaf Connect also offers accredited and non-accredited 'courses through the Registered Training Organisation (RTO), Access Training and Education (RTO Provider Number 41192). Access Training and Education provides nationally recognised qualifications in Auslan from Certificate II through to the Diploma (Auslan & Interpreting).
Auslan Signbank https://auslan.org.au/ A 'dictionary' style resource site which can be used to identify individual signs via the computer or phone.
Tafe https://www.edukasyon.ph/schools/tafe-queensland-tafegld/courses/certificate-ii-in-auslan A non-accredited short course for beginners in Certificate II in Auslan.



Communication

Interpreting Services

Auslan Connections <http://auslanconnections.com.au/>

Auslan Connections specialises in the field of Auslan Interpreting and endeavours to meet the language requirements of each of our clients. Auslan Connections is a joint venture of Deaf Connect and Expression Australia. A registered provider under the NDIS and a contracted provider of Auslan interpreting to the Queensland Government.

NABS <https://www.nabs.org.au/contact-us.html>

(National Auslan Interpreter Booking Service)

Provides Auslan interpreters Australia-wide for any purpose – medical and non-medical appointments. If you are not eligible for NDIS (National Disability Insurance Scheme), interpreting at private health care appointments are free.

If you have an NDIS package and have interpreting in your plan, you can book an Auslan interpreter for any appointment or meeting. Your plan pays for the interpreter.

Facilitating Communication

National Relay Service <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service>

The NRS is a government initiative under Accesshub that allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive calls.

More information and fact sheets on how to make a call through NRS is [here](#)

Health & Wellbeing

*Auslan Videos

[What is Elder abuse?](#)

[Enduring Power of Attorney and Elder abuse](#)

[Signing documents](#)

[Bladder and bowel control](#)

[Healthy bladder and bowel habit](#)

[Exercise to keep a healthy bladder and bowel](#)

[How to sit on the toilet properly](#)

[An Introduction into Dementia](#)

[About Dementia](#)

[Communication in a Dementia Way](#)

[Practical suggestions for assisting people with Dementia](#)

[Informed Consent in health care](#)

[Hospital Welcome for Metro South Health patients](#)

Instructional Resources

Hearing Assistance in Aged Care <https://www.youtube.com/watch?v=O15xOkOkFVQ>

An Instructional video designed to fit within a 30 min in-service session for continuing professional development purposes can be done in conjunction with a [multiple choice questionnaire](#) hosted by

Deafness Forum Australia

[Good Practice Guide for hearing Assistance](#) provides extra reference material and suggestions for starting an effective hearing assistance program.

Happy Hearing App



For on-the-job reference to hearing assistance skills and information including that which is in the above instructional video. Available on Google Play for android phones and tablets; and in the App Store for iPhones and iPads.

Hearing Matters Australia <https://www.hearingmattersaustralia.org/>

Hearing Matters Australia (HMA), formerly Self Help for Hard of Hearing Australia Inc., is a voluntary, non-profit educational organisation, dedicated to helping Australians with a hearing loss whose primary method of communication is through speech.

Kits and Signage

Hospital Communication kit <https://metrosouth.health.qld.gov.au/princess-alexandra-hospital/about-us/hospital-communication-kit>

Princess Alexandra Hospital provides a hospital communication kit free of charge for patients who are Deaf or Hard of Hearing. Print the communication kit before going to the hospital or collect it during admission from the Interpreter Services office.

Be Heard Communication kit <https://metrosouth.health.qld.gov.au/redland-hospital/about-us/hospital-communication-kit>

Redland Hospital provides a hospital communication kit free of charge for patients who are Deaf or Hard of Hearing. Print the communication kit before going to the hospital or collect it from the specific ward or department listed on the website.

Bilby Publishing <https://bilby.net/>

A special Needs Resource Shop

The Auslan Shop <https://deafaustralia.org.au/auslan-shop/>

Deaf Community Resources

Poster series https://www.deafnessforum.org.au/wp-content/uploads/documents/training_resources/hearing_awareness_posters.pdf

Designed to encourage the use of appropriate communication techniques as part of a plan to improve hearing support in aged care and hospitals.

Lifestyle Programs

Deaf Craft & Art Group

Held in Moorooka, Brisbane – the Deaf Craft and Art group is an Auslan using group who welcome new members. Inquiries: Kathie Best 0431 938 211 (SMS only)

Deaf Seniors Group: Brisbane

Held in Moorooka, Brisbane – the Deaf Seniors Group meet to play card games, meet community members and share information in Auslan. Inquiries: Kevin Hayden 0402 789 040 (SMS only)

Organisations that support people with a hearing loss

Deafness and Mental Health Service <https://www.health.qld.gov.au/clinical-practice/referrals/statewide-specialist-services/deafness-and-mental-health>

A consultation and liaison mental health service supporting Deaf and hard of hearing adults throughout Queensland.

Deaf Connect <https://deafconnect.org.au/>

Deaf Connect is a leading not-for-profit organisation providing support to deaf and hard of hearing Australians across all age groups.

The services vision is for individuals and the community to be empowered, connected and achieving. Deaf Connect delivers programs and supports to enable the deaf community to live full and independent lives.

Deafness Forum <https://www.deafnessforum.org.au/>



A peak national body representing the interests of Australians who are concerned with the quality of their hearing and the effects it has on their lives and the people around them.

Better Hearing Australia <https://bhabrisbane.org.au/>

A National consumer-based organisation with branches in most states providing support for people with hearing loss. BHA promotes best practice in hearing loss management through advocacy, support and education.

Cicada Australia Inc <https://cicada.org.au/>

A registered charity and volunteer organisation providing support to people with cochlear implants. Cicada holds regular social gatherings and helps people understand what it is like to live your daily life with a cochlear implant.

Older Persons Mental Health <https://metronorth.health.qld.gov.au/rbwh/healthcare-services/older-persons-mental-health>

A specialised multidisciplinary community mental health assessment and treatment service supporting the different and varying needs of older people with mental illness.

Published Resources

Guidelines https://www.health.qld.gov.au/_data/assets/pdf_file/0032/1098842/dmhs-guidelines.pdf

For Working with People who are Deaf or Hard of Hearing. The resource is specifically tailored to (mental health) clinicians and the mental health context. It Includes Quick facts and Checklists for professionals to support communication.

Booklets <https://www.health.qld.gov.au/clinical-practice/referrals/statewide-specialist-services/deafness-and-mental-health>

A range of Deaf friendly educational booklets on Medication Safety, Domestic Violence, Alcohol, etc. are available to professionals (with an Auslan/English interpreter) when working with a Deaf person.

Article

Hearing loss and dementia https://www.dementia.org.au/sites/default/files/helpsheets/Helpsheet-OtherInformation04-HearingLoss_english.pdf

***Denotes resources that are Deaf specific, using Auslan (Australian Sign Language) and may include closed captioning (CC) or subtitling.**

Note

Captioning on the television must always be switched on to provide better access to information for people with a hearing loss.

The word 'Deaf' with a capital D, signifies people who are 'culturally Deaf' and communicate in Auslan (Australian Sign Language), and may identify as belonging to the Deaf community. English literacy often remains a barrier for Deaf people because their sentence structure, grammar and vocabulary is very different from English, and Auslan has no written form. Therefore, using Auslan interpreters and video clips in Auslan help facilitate communication.

The words 'Hard of Hearing', signifies people with a greater capacity to hear and/or may communicate through sign language, spoken language, or both and often have better English literacy.