

'EAR 'TIS



Newsletter for Audiometry Nurses
Welcome to the issue of the ANAA Inc. newsletter
2020 Volume 33 Issue 2

Autumn 2020



Hearing is listening to
what is said. Listening is
hearing what isn't said.

Simon Sinek

quotation

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Your ears will never get you into
trouble

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President's Report May 2020

Hi everyone,

I sincerely hope that you are all well and staying safe?

It has been a very challenging few months for all of us. Huge changes to the way we live and practice in our profession. I feel that adjustments have been made to navigate a safe pathway around this new world. Personally I have challenged myself to work smarter and still deliver safe audiology services which have been considered "essential" in our community. I know that all LHD's are doing different things but practicing in accordance with the NSW Health guidelines.

My service has been able to provide a 15 minute hearing screen to keep the wheels turning and triage those that need further referral and care, therefore not impacting on the client's hearing health in the long term. Our clients are health screened by phone prior to the test and temperature taken at the door before allowed entry to community health services.

I have been able to get my waiting list down and offer appointments in a timely manner with less failure to attend. By keeping the appointment time down I have seen more clients in a day.

It has been exhausting but rewarding at the same time. We have written a brief for the Executive to outline the current situation whilst COVID 19 is around and then how we can return to normal clinics for best practice in the future. There is still a long time before "normal" will be back, but at least I feel we are doing the best we can to look after our vulnerable families.

Behind the scenes the ANAA Inc. Committee having been meeting by Zoom and taking care of the usual association business.

It has saved the association a lot of money by not paying out on airfares! I think this is a consideration for all meetings in the future.

Our Website is still being updated, thank you to Kate being across this. The audiology course is still under discussion with the Australian College of Nursing and thanks to those that sent the survey questions /answers back. Any changes to the course will come out by email to all members.

The Committee having been working on the Clinical Practice Standards and updating references.

This will be available on the website when finished.

Unfortunately the Ian Potter Foundation grant for research into Otitis Media in Aboriginal children was declined. At least we have a great network of health professionals that can be called on if funding is sourced from another area. Maybe after the Pandemic it will be prioritised again?

Unfortunately with COVID 19 we are unable to put on a conference this year. I had organised the venue and a day at Macquarie University Hearing Hub, but due to safe social distancing this will be too hard to hold. I know this is disappointing but many conferences around Australia have had to be cancelled also. We can suggest webinars and podcasts relevant to hearing health to obtain your CPD hours.

The Clinical supervisors will possibly meet to retain currency on a day organised by Kate & Susan. Those who are due will be notified as to how this will go ahead.

The Committee is also looking in to how we can hold the AGM this year. We still need to have this within a certain time after the financial year according to the Constitution.

We may look at holding a Zoom or Skype meeting in which all members can log into? We will need to vote for committee positions as normal so will send out Proxy forms etc.

All positions become vacant at the AGM and some current members won't be nominating again this year. So please think about nominating for a position."

I would like to thank Venneta for all the hard work she has done over the last couple of years as our Treasurer. She has decided to step down so this position will be vacant for anyone who would like to offer their services. There will be support from the committee and on the job training!

Venneta has been adaptable with all the changes that have been made and now the role is more streamlined. Good luck Venneta in your new life adventures and thank you for your service.

Once again thank you to all of the committee for your tireless work behind the scenes in keeping our association going forward. Everyone has something valuable to contribute.

If any member has any concerns during this time please contact any of us to discuss it.

Take care,

Tracy

Page 3 Ears

"ALBURY"



Ear Ear

Take a peek at what our clever bunny Albury Audiometry Nurse **Trish Martin** has Engineered!

In our current climate Trish has been providing some socially safe hearing education.

Click "ear"

<https://youtu.be/A6U1ffQlqul>



Trish Martin

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Visit us at www.awh.org.au



This is the page for all your local gossip and photos and communications . Please share what is happening and what your local areas are to. We're all Ears!

ANAA Inc.
Conference 2020
Will not be progressing at
this stage and is
On hold until further
notice.



Continuing Professional Development (CPD)

For information and CPD Formats for CPD

Visit AHPRA website and type in - CPD Nurses

Or copy and paste links below into your browser.

**THE QUIETER
YOU BECOME,
THE MORE
YOU CAN
HEAR**

CPD Fact Sheet.

<https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/FAQ/CPD-FAQ-for-nurses-and-midwives.aspx>

Guidelines Continuing Professional Development

<https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes->

**THIS IS WHAT DEAF
OR HARD OF HEARING
PEOPLE FEEL WHEN
HEARING PEOPLE
SPEAK TO THEM.

IT IS HARD WORK .**



The voice of the intellect is a
soft one, but it does not rest
until it has gained a hearing

Sigmund Freud

PICTUREQUOTES.COM



PICTUREQUOTES

Expression Of Interest Clinical Advisors in Audiometry Nursing



If you are an experienced Audiometry Nurse, please consider becoming accredited as a Clinical Advisor in Audiometry Nursing.

Our Audiometry Nursing students require a Clinical Advisor in Audiometry that is accredited by the ANAA Inc. to spend most of their practical placement with, and deem the student competent to be able to fulfil the requirements to complete the course.

If you have had 3 years Audiometry experience, testing all age groups and keen to help our Audiometry Profession, please consider applying.

Over the years our clinical advisors have retired and our numbers are becoming quite low. Students now may have to travel far for their clinical placement.

Think ahead – Succession planning. If you are retiring in the next few years, please become a clinical advisor so you can supervise and mentor any prospective student/Audiometry Nurse.

Send your expression of Interest to
Kate.Norton@health.nsw.gov.au

The format for this year's workshop is yet to be determined.



Hear our Heart Ear Bus Project

PO Box 1923, 24 Erskine St,

Dubbo, NSW 2830. 68848751

directors@hearourheart.org

Dear valued supporters

With 3 months of 2020 already over, I am pleased to bring you this update on Ear Bus activities.

- As you may be aware, Hearing Testing Coordinator Lauren Hawkins has not been able to return to us this year in order to concentrate on her health. Lauren was been an integral part of the success of our project as well as a very much loved staff member and volunteer for us. One of her most notable qualities is her genuine caring that she showed parents on who were struggling with the many pathways that they have been sent on to find help for their child. We have had so many parents thankful for her genuine interest in their child as well as her follow-up to help them after their appointment with us. We miss Lauren and wish her all the best.
- Stepping up to fill Lauren's position is Virginia Redenbach, who many of you know already both as a volunteer and staff member. Virginia has added to role of program manager to her media position. She is ably supported by Anita Rudolph in the day to day activities.
- Our biggest news this year is that we have employed a full-time audiologist, Hope Chan, to work on the Ear Bus! Hope was born in Darwin and lived there for 5 years before moving to Taiwan with her parents. During this time, she suffered a lot of otitis media so she has a genuine interest in this condition. After high school she went on to study and become an Occupational Therapist and worked in Taiwan. Two years ago, she moved to South Australia to go to Flinders University and studied to become an Audiologist. She finished her degree in 2019 with glowing reports from her Audiology University. Welcome to Dubbo and the Ear Bus, Hope!
- Hope has settled into the Ear Bus very quickly, conducting her first Community Day at the HoH office on 8th February. She has also spent time at Australian Hearing with senior Audiologists Adam Johnson & Gemma Savage and reports that this has really helped her understand our referral processes to ensure our kids get the best possible hearing/ear care. Thank you, Australian Hearing!
- One day per term our very generous local ENT's Dr Ridha & Dr Sirigiri donate their services to a program known as the ENT Schools Day. In a joint partnership, our local ENT's, Dept of Education Itinerant Teacher Hearing Support & the Hear our Heart Ear Bus Project come together to offer a Schools Day ENT clinic once a term for the children of Dubbo and surrounding districts. The key focus of this collaboration of services is supporting children and their families through their ENT journey & beyond. Thank you so much to both doctors!
- We are very grateful to Bibiana Lappa who is our Accountant from Henderson McColl & Company. Bibiana not only looks after our finances but is also generous with her time and is always happy to help as a volunteer. She recently provided staff education with a new program she is implementing for the Ear Bus Project.
- Without any ongoing government funding, we really appreciate the financial support of the Walter & Eliza Hall Charitable Foundation and the assistance of the CEO Helen Cook.

Regards on behalf of all at Hear our Heart Ear Bus Project

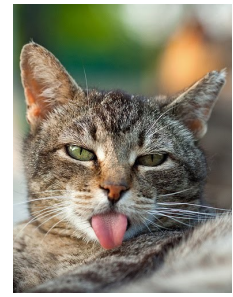
Sue Went

Volunteer Communications Co-ordinator





The biggest
communication problem
is we do not listen to
understand.
We listen to reply.



Zoom fatigue: how to make video calls less tiring

Many new phrases have entered our vocabulary as a result of the COVID-19 pandemic and lockdown. “[Zoom fatigue](#)” refers to the mental exhaustion associated with online video conferencing.

We can change [how we interact on video calls](#) with adapted [social behaviours](#) such as scheduling shorter meetings. But theories from audio and sound research tell us that a lot of what determines how fatigued you become is based on what you are listening to.

The voices transmitted through the internet in real time are unedited and therefore crude to our ears. That is why we can wile away an hour listening to a podcast interview but feel drained after a video meeting – even if we didn’t have to contribute.

The good news is each one of us can contribute to reducing Zoom fatigue. You can change some simple things to improve everyone’s video meeting experience.

Don’t tap

Unnatural, unexpected and [annoying sounds invoke a response in our brains](#) and force us to concentrate on them. In a conference call or video meeting, your voice is transformed by the microphone. High pitch frequencies will be amplified, resulting in a [squeaky, “Mickey Mouse” effect](#).

Subtle sounds such as key tapping and swallowing sounds will be captured and amplified through the system. Squeaky chairs, eating crunchy snacks and slurping coffee can sound to the listeners as if you are chewing in their ears.

If you want to limit the negative effect your voice might be having on other callers, the problem is you don’t know what it actually sounds like on their devices. Face to face we can hear ourselves in the same environment as our audience hears us and we adjust accordingly but that’s not possible online.

Step into your listener’s shoes: record a meeting on your own and listen back to understand how others hear you. Something as simple as adjusting [the position, distance, or direction of your microphone](#) could make a big difference. Switching from a laptop’s built-in microphone to a headphone microphone can mask a lot of environmental noises such as keyboard clicking or room echo.

Zoom fatigue: how to make video calls less tiring -continued.



Your new social space

While the content and topics of our video conversations may remain the same, we are constrained by the technology. Listening to group chats can be exhausting because we have lost the ways we use “back-channel” sounds to give turn-taking feedback.

This nuanced “meta-communication” involves using verbal and non-verbal sounds, such as “yeah” or “uh-huh”, that show attention, understanding, or agreement, distracts and interrupts the flow in a group conversation. Network delays can confuse things even more when the talker’s speech and the back-channel response arrives out of synch or with long delays and can completely stall the conversation flow.

Network problems can also impact speech clarity. Data loss in the audio feed can cause unnatural sounding voices and missing sounds. Our brain needs to do extra work to fill in the gaps. We use energy concentrating on unnatural voice changes that divert our concentration from understanding the message.

We must acknowledge the technical limits of video chats and adapt by cultivating new conversation etiquettes. Mute your microphones after saying hello and using text chat to interject or raise questions in group conversations. Articulate your own speech clearly (don’t mumble) and turn on closed captions to aid your comprehension. And make sure someone else in the house is not consuming all the bandwidth for Netflix while you are having a video conference.





**Australian
Hearing Hub**

New ARC Discovery Project

15 December, 2019

The Child Language Lab is thrilled to announce a new ARC funded Discovery Project led by Lab Deputy Director, Titia Benders, along with Lab Director, Katherine Demuth, and Nicole Altvater-Mackensen (Johannes-Gutenberg-Universität, Mainz, Germany): 'The perception/production link in child language'.



The project aims to uncover the connected perception and production processes that underpin the language challenges for children with hearing loss, focusing on speech patterns also found in younger normal-hearing toddlers, and using innovative technologies that can generalize to the clinical practice. The project outcomes will significantly advance theories of child language development, and promise to inform more accurate and better-targeted intervention for children with hearing loss, providing social benefit by improving their listening and speaking skills.

You can hear more about Titia's research in this video: <https://youtu.be/yZFvPZRyOZE>

Hearing loss
is less about
hearing
and more about
understanding.

MY BATTLE CALL
BY VALLI GIDEONS



CoNNMO Member meeting- Friday 8th May 2020

Zoom Webinar

I attended a Zoom meeting which was hosted by Annie Butler from the Australian Nursing & Midwifery Federation.

The **Commonwealth Chief Nursing & Midwifery Officer- Alison McMillan** updated us on her recent responsibilities with the COVID-19 outbreak. She discussed media releases and stats on confirmed cases and current death rate.

The Health System redesign which incorporates the Public & Private Health facilities is able to prepare staff for further outbreak.

There has been an increase in PPE stock and COVID testing as well as COVID clinics available for testing.

Upskilling of current workforce.

- 4.1 Million dollars allocated to training for ICU Nurses

- 2.5 Million to the Australian College of Nursing for refresher programs for about 3000 nurses not practicing.

- 100 places for Pacific Island countries to support ICU beds.

- 3 Million dollars to the "Black Dog" mental health program for health workers.

- There has been a temporary relaxation on overseas nurses working visas allowing them to work more than 20 hours per week.

COVID SAFE APP- it was advised that everyone should download this for contact tracing.

Information from this APP will be deleted in 6 months and identity is not released. Information is kept in a secure data base than has to be accessed with a PIN number.

Petrina Halloran- Australian Nursing & Midwifery Board of Australia.

Check the website for COVID advice.

Update by NMBA on Recency of Practice for Registered Nurses, guidelines & Nurse Practitioner Standards.

Fiona Stoker- Australian Nursing & Midwifery Accreditation Council update.

Discussed issues with student placements with COVID-19 and the workforce implications.

Review being done of Midwifery Standards. To go for the consultation process now.

Angela Ryan- Australian Digital Health Agency

Discussed new pharmacy prescription SMS system for an electronic prescription to take over paper scripts .

“National Digital Health workforce & Education Roadmap” which will enable & inform nurses in their practice & professional development planning.

Prof Marion Eckert & Dr Rosemary Bryant AO- Australasian Nursing & Midwifery Clinical Trials Network.

Dr Rosemary Bryant AO Research Centre was opened in 2016 in South Australia.

CRN- the clinical research network facilitates research at particular Universities in a coordinated approach.

Nursing & Midwifery led research, running large scale studies providing an opportunity to build their profession.

There are also leadership opportunities. The goal is to build an Australian CRN to assist with ideas, collaboration & reduce research waste.

Prof Andrew Cashin- Southern Cross University.

Discussed NDIS funded information, linkages and capacity building National Project.

The project will raise awareness for Nurses to work in the disability framework as a specialty area.

Currently outcomes for clients are not great.

Current model for disability is a medical model, they are looking at behaviour support and nurses to work in this specialty.

End result will be CPD for advanced learning for nurses in this area.

See CoNNMO website for official report.

www.connmo.org.au



We are taking a number of measures in response to the Coronavirus (COVID-19) pandemic. As such, we are only offering the Audiology Master Series seminar on 30 March, titled, [Hearing and vision impairment and mental well-being in older age](#) remotely, live (through web-based conference) or digital access (recorded presentations).

This Masterclass series will take place through a Zoom webinar from 12-1pm EST on the posted date. Ten days after each live event, a recording of the webinar will also be made available for you to watch via the Short Courses website. You will be notified via email for both the live event and when the recording is available to watch.

Topic 4: [Family Adjustment to Diagnosis of Infant Hearing Loss](#)

Date: 29 October, 2020

Presenter: Valerie Green

With most forms of childhood disability or developmental delay, parents may have intuited themselves that something is not quite right, and the diagnosis may come as a relief and confirmation that they know their baby well. However, the diagnosis of hearing loss following newborn hearing screening is nearly always a surprise to the family, with many parents experiencing feelings of distress and confusion.

Early intervention, including fitting of hearing aids, parent education and therapy support has been shown to lead to significantly better speech and language development for these children. For this reason, health professionals have an important role in assisting parents to adjust to the diagnosis, so they are able to move on to make decisions and plans for their child in a timely manner. This presentation will examine why this adjustment is so important, and consider three different types of normal responses by parents. Some particular types of hearing loss, which present their own issues with regard to adjustment, will be discussed, along with the factors which may influence parents along their journey to acceptance.

Topic 5: [Predicting the probability of a successful audiological evaluation in children with developmental delay](#)

Date: 9 November, 2020

Presenter: Sujita Kanthan

Audiological assessment in children with developmental delay is a challenging endeavour. A Paediatric Audiologist may be one of the first professionals that parents meet in their diagnostic journey, when a child is suspected of having a developmental delay/ ASD. Experienced Paediatric Audiologists can not only help to establish the status of the child's hearing but also direct the parents to appropriate professionals who can further play a role in the diagnostic process.

This presentation will discuss the findings of a cohort study conducted at JPAC. A census was conducted of children who required Visual Reinforcement Orientation Audiometry (VROA) and Visually Reinforced Operant Conditioning Audiometry (VROCA), to analyse any referral trend and to establish the percentage of children with possible developmental delay. A checklist was used by the audiologists during the case history collection, to identify any early indicators of developmental delay/ASD. Information was also collected about any modifications made to the test procedure, to adapt to an individual child's needs or behaviours. The presentation will outline some strategies that may help other audiologists to test a child with developmental delay and additional needs.

Register now! <https://bit.ly/2SqCH68>

Australian Hearing Hub members staff not seeking accreditation can attend the live seminars through Zoom meeting free of charge

To learn more about the Australian Hearing Hub , please sign up to [AHH quarterly newsletter](#)

To view up and coming AHH member events, please go to <http://hearinghub.edu.au/events/>

Louise Dodd

Project Coordinator

Australian Hearing Hub

Please note my normal working hours are Monday, Tuesday and Thursday

Room 1.604, Level 1

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I acknowledge the traditional custodians of the Macquarie University Land, the Wattamattagal clan of the Darug nation, whose cultures and customs have nurtured, and continue to nurture, this land since the Dreamtime. I pay my respects to Elders past, present and emerging.



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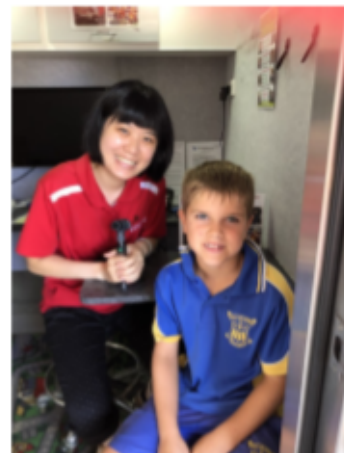


Supporters Newsletter

Hope arrives for Hear our Heart !

2020 started strongly for Hear our Heart Ear Bus Project as we finally secured our **first ever full time Audiologist**; WELCOME Hope Chan.

Co-Directors of Hear our Heart Ear Bus Project, Rachel Mills & Donna Rees worked tirelessly to finally secure a permanent Audiologist commenting "It's been a four-year search to find an Audiologist prepared to move from a capital city to Dubbo. We are so excited for our community"



Hope was born in Australia, returning to Taiwan with her family when she was 5 years old. Working as an Occupational Therapist in Taiwan, she returned to Australia 2 years ago to complete her Masters degree in Audiology at Flinders University.

Hope's father, who resides in Taiwan, was a big influence in her applying for work in a rural area as he had told Hope how much he had enjoyed working in rural areas when they lived in Australia many years ago. Hope arrived in Dubbo at the end of January 2020 to sweltering heat and the extreme savages of a hard biting drought. However, she has settled in very well & says she is enjoying her time here. Hope has spent the first part of Term 1, learning about our protocols, testing manuals and referral pathways processes as well as getting to know some of the schools & childcare centres along the Bus testing route.

Hearing Australia helping to support Hope.



Thanks to the wonderful Manager Deb Amos for organising Hope to spend quality hours with her senior Audiologist's Adam Johnson & Gemma Savage. Hope reports this has really helped to her understand our referral processes to Hearing Australia. She gained some valuable knowledge on their specialised testing for our littlest clients and watched some hearing aid fittings. Hope is pictured with Adam.



A project of Dubbo District Deaf Club; helping children to hear and achieve.

24 Erskine St, Dubbo.
68848751

directors@hearourheart.org

facebook | join our group +

We would like to thank some of our regular supporters. These LOCAL businesses have helped us in many ways & we would like to thank them for their ongoing support.

During this COVID-19 unprecedented time, many of our local business have had a significant downturn in business. Now's the time the say thank you for all the donations our LOCAL businesses make towards our LOCAL charities and shop locally. Let's ensure our great city and its businesses survive & thrive long after this COVID-19 has all ended.

Please if you can, support those businesses that support us.



Sainsbury 1/13 Bourke St Dubbo. 6884 6444
AUTOMOTIVE DUBBO

Long-time supporter **Terry Green** at Sainsbury Automotive Dubbo who donated the Ear Bus. He also pledged that he would support us with the registration costs of the Bus as well as its ongoing servicing needs.

Without Terry Green's amazing support of our LOCAL service we would not be operational.

Pictured is Paul, Owen & Jake from the Service Department who go above and beyond to ensure our Bus never lets us down.

Opposite Lock Autobarn 36-42 Erskine St Dubbo. 68844211.

Due to the drought we have had quite a few near misses in our Ear Bus with kangaroo's & even emu's on the road looking for food!

Thanks to the generosity of **Neil Sturrock**, owner of Opposite Lock and Autobarn Dubbo, for his kind donation towards the cost of our new bulbar & driving lights. It is a real relief to have the professional team at Opposite Lock in Dubbo fit the Bus with our new gear.



Midstate Freight

5-7 Johnson St Dubbo. 1300 643 782.

Recently with the Covid 19 work from home order, we have used this down time to get our hearing testing and medical equipment sent away for maintenance & calibration.

We would like to thank **Midstate Freight** for their generosity of free freight to send our equipment away to our technician. This generosity saves our project hundreds of dollars every year on freight charges.



Cartridge World 101—103 Talbragar St Dubbo. 6884 8844.

Hear our Heart Ear Bus like to thank Andrew Houghton of Cartridge World Dubbo for his ongoing support.

Since 2015 Andrew has been supplying our printer cartridges and other printing needs for us at a discounted rate. Recently, with the Covid 19 work from home ruling, he very quickly set us up with a new printer/scanner and spare ink which can be easily used in our Ear Bus when hearing testing in schools resumes.

Term 1 hearing testing got off to a great start..... before Covid 19! hit!

Term 1 was filled with much excitement for the Directors, Committee, & staff as we were keen to see what Project could achieve now that we had finally secured a full time Audiologist.

Testing began slowly but concisely while we introduced the program, our policies, procedures and partners to our Audiologist Hope. She began with some Community Days at our Office to familiarise herself before we hit the road in the Bus!

We completed testing at the Dubbo Aboriginal Medical Service, Playmates Cottage & Orana Heights in Dubbo before heading out of town to Wellington Public, St Mary's Wellington and Narromine Christian School. As we do every term in week 8, we completed testing at every school and child-care in Gilgandra & Gulargambone.

Sadly, it was during Week 9 of Term 1, it all came to a grinding halt as we were forced to cease testing due to the Coronavirus risk. As yet normal hearing testing and healthy ears lessons have not yet recommenced however we are working with local partners to create a Covid 19 safe testing procedure to be able to safely provide Community Day Clinics as soon as we can.

Pictured below with our Hearing Testing Manager Virginia are Gulargambone Preschool students & Director Amii Marchant; excited to see the Bus come to their town for



Ear Specialist Clinics



This term we attended two School Clinics. This program enables some of our most vulnerable families access to supported bulk billed ENT services and is run in partnership between our Local ENT's, Dept. of Education Hearing Support & Hear our Heart. It was great to have Wellington Public Principal Darryl Thompson attend Dr Ri-dha's clinic (pictured above) with his students.



Aye Aye

ANAA Inc. Committee 2019/2020

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