



What are assistive listening devices?

Assistive listening devices (ALDs) can be used with or without hearing aids to assist people with a hearing impairment with communication. There are many different types of assistive listening devices, some of which are listed below:

- **Mini personal amplifiers** can often be purchased from electronic stores and can assist with communication. Users wear the headphones and speech is amplified when people speak into the microphone on the handheld box. These simple devices are particularly helpful for patients in hospital who are too sick to manage hearing aids. Dementia patients also benefit with these simple devices as they are easy to use. Mini personal amplifiers usually use 1 x AAA battery.
- **Personal amplifiers** work to improve the signal to noise ratio so that the speech is not overwhelmed by background noise. These include personal microphones and FM systems.
- **Telephone devices** include telecoils in hearing aids, volume and tone control for a speaker's voice on the phone, speaker phones, vibrating or flashing light ringers to make the phone ring more noticeable, and extension ringers.
- **Alarm systems** including doorbells, smoke alarms, alarm clocks, pagers and baby monitors using different pitch signals or flashing lights/vibratory signals to alert the hearing impaired person.
- **TV devices** include captioning technology or headphone systems for TV. There are systems which can work with the telecoil on your hearing aid, or ones that use infra-red technology for those without hearing aids.
- **TTY** Teletypewriters allow text conversations over the telephone voice network. There are facilities for TTY to TTY calls and a relay service for TTY to voice calls.



Where to get ALDs

The contact details below provide information for places to obtain ALDs.

Disability Enquiry Hotline

Telstra have a range of products to make phone use easier; contact the Disability Enquiry Hotline (Monday to Friday, 8am to 5pm)

Phone: 1800 068 424 (Voice)

TTY: 1800 808 981

Fax: 1800 814 777

Website: www.telstra.com.au/abouttelstra/commitments/disability-services/index.htm#

Hearservice

Offer free appointments to try a large range of useful devices for the hearing impaired and have a range of professional support services for people with hearing loss and tinnitus.

Phone: 1300 302 031 for your nearest centre.

Website: www.hearservice.com.au

Word of Mouth Technology

Specialise in providing a wide range of devices for the hearing impaired.

Address: 6 Sturt Street South, Croydon VIC 3136

Phone: (03) 9723 0660

Website: www.wom.com.au

Job Access

A government program to assist people wanting to gain access to assistive listening devices and other services required in their workplace.

Phone: 1800 464 800

Website: www.jobaccess.gov.au

Better Hearing Australia Vic. Inc.

A self-help organisation for people with hearing loss.

Address: 5 High Street, Prahran, 3181

Phone: 1300 242 842

Website: www.betterhearing.org.au

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