

## DIRECTORY OF VENUES WITH HEARING ACCESSIBILITY

**Survey of 50 major Perth venues for hearing accessibility, conducted by Better Hearing Australia (WA) Inc. in March - April 2004.**

### Introduction

Better Hearing (WA) Inc is a self-help organization, providing a community support service of rehabilitation and information for Western Australia's hearing impaired people. It received funding from ACROD to audit 50 major venues around Perth, which have hearing augmentation (e.g. audio loop, infra-red system).

The survey covered the type and location of hearing augmentation in each venue, how it is marketed and the use of signs. It looked at how often people enquire and use the facilities and if it met their needs. The survey also provided an insight into staff awareness and training.

In conducting this survey, the intention was to visit each venue and check, with a 'personal listening system with loop coil', if hearing augmentation were in working order and to personally go through the questionnaire with the Manager or relevant person. This was not always possible and so some surveys were conducted over the phone and therefore the augmentation was not checked.

Four appendixes are included in this report. Appendix 1 is the directory of 50 venues with hearing augmentation which were part of this survey. Venues where the augmentation could not be checked (eg phone interview) have been indicated by one asterisk (\*), and venues where the audio loop could not be checked through the personal listening system (eg technical problem with hearing augmentation) have two asterisks (\*\*). Appendix 2 is a list compiled by the Catholic Church in 2003 of their churches with hearing augmentation in Perth and country areas. Appendix 3 is the survey form used in the current study. Appendix 4 is the outline of a Hearing Access seminar conducted during Hearing Awareness Week to assist agencies to become more aware of their obligations towards the deaf or hearing impaired and how to fulfil them.

### Respondents to Survey

Over 200 venues were contacted by phone, email, fax, or in person before finalizing the 50 venues included in this report. At least a quarter of those contacted failed to respond. Of the respondents that provided no specific hearing augmentation, many reported that they rarely (if ever) got enquiries about it. Others believed that the need for an audio loop was not necessary because their audio equipment was efficient enough and that everyone would be able to hear it.

Many of the hotels and conference centres that were contacted reported that there was no audio loop at their venue, but they could arrange to hire specific audio and visual equipment if requested. They considered it the responsibility of the event co-ordinator to organize this.

Of the 50 venues included in this survey, 36% (18) were cinemas, 30% (15) churches, 14% (7) theatres, halls or convention centres, 4% (2) courts, 8% (4) disability access organizations, and 8% (4) other.

## Survey Results

### *Type of Hearing Augmentation*

80% (40) had an audio loop; 12% (6) used an infra-red system, 8% (4) used other forms of assistance for people with a hearing impairment (e.g.. captioning, sign language interpreters, visual displays).

### *Teletypewriters ( TTY's )*

62% (31) did not have a TTY, 8% (4) had a TTY (but half did not know how to use it), 4% (2) were unsure, and 26% (13) not known.

### *Signage*

54% (27) had no signs on display to show that there was an audio loop, 34% (17) had a sign for the audio loop, infra-red system or captioning, 6% (3) had a counter card only (eg "Hard of Hearing? Please let staff know if you have a hearing problem") and 6% (3) could not be ascertained.

Many cinemas had a 'Conditions of Entry' sign at the front, which included a request to inform staff if assistance were required.

Each venue visited was given a counter card but it was the responsibility of the individual to display it.

### *Marketing*

When asked how each venue marketed its facilities for the deaf or hearing impaired, 26% (13) reported that there was no advertising in place. 46% (23) used one form of advertising, while 18% (9) used two or more methods. 10% (5) were unsure if their organisation advertised.

32% (16) advertised on the web, 26% (13) in brochures or church newsletters and 18 % (9) in the newspaper (mainly cinemas).

Organizations which primarily used an audio loop for conferences and meetings were less likely to advertise the loop externally as the people using the rooms were usually there by invitation.

### *Frequency of Enquiries*

Each venue was asked how often people enquired about hearing assistance at that venue. 56% (28) said rarely (less than 4 enquiries per year), 10% (5) said occasionally (between 5 - 12 per year), 8% (4) had around 2 per month, 6% (3) more frequently and 20% (10) were unsure.

### *Use of Hearing Augmentation at Facilities*

60% (30) of venues surveyed were unsure how many people used the hearing augmentation, particularly the audio loop. Most were aware of one or two regular visitors or had seniors groups (eg cinema-goers and church parishioners) who made use of the audio loop. It was generally assumed that there were more people using the facilities, but since

hearing impairment and deafness are not visible impairments, it often went unnoticed unless pointed out or people asked.

10% (5) reported frequent use by hearing impaired people. These were all from cinemas that by their nature tended to attract a larger audience, and seniors groups. 26% (13) reported occasional use, while 4% (2) were building or renovating their venue at the time and so the loop was unavailable.

#### *Are the needs met?*

Asked if the needs of the hearing impaired individuals were met, 68% (34) said "yes" and 10% (5) said "no" (due to technical problems at the time). 22% (11) were unsure, as they didn't receive feedback unless something went wrong with the equipment.

The respondents seemed to equate having an operational hearing augmentation system with the clients needs being met.

#### *Best way to contact venue*

We asked what is the best way for someone who is deaf or hearing impaired to contact the venues to make enquiries or bookings. 88% (44) responded to this question, with 52% (26) offering more than one suggestion. The suggestions were: phone (21), in person (20), via email (18), National Relay Service (5), by letter (2) or fax (1). Two respondents were unsure.

#### *Awareness of National Relay Service*

Of the 40 that responded to the question "Are you aware of the National Relay Service?" only 18 said "yes". (It should be noted that less than half of these knew the service by name. Once explained, the others had heard of such a service, but not by name). 19 had not heard of the service at all, and 3 were unsure.

#### *Information Given to Other Organizations for the Disabled*

Of the 43 that responded to this question, 25 were unsure if information had been given to any other organization. 7 knew that information about the hearing assistance they provided was given to other organizations, while 11 said no information was supplied.

#### *Staff Awareness*

44% (22) said that all the staff was aware of the assistance provided for the deaf or hearing impaired. 4% (2) said most were aware, 16% (8) some were aware, 6% (3) few were aware. 16% (8) were unsure, and 14% (7) not known.

#### *Specific Staff Training*

50% of the venues surveyed offered no specific staff training on the hearing augmentation provided at the venue or on communication with people who are deaf or hearing impaired. 24% (12) gave staff training on both augmentation and communication, 6% (3) had training on the augmentation only, and 4% (2) had training on communication only. 16% did not know if training was provided.

Many relied on the common sense of staff when communicating with someone who is deaf or hearing impaired.

## Observations

Only one of the cinemas with an audio loop had a sign on the front door stating a loop was installed. It is advisable to ask staff when purchasing tickets, where is the best place to sit to access the loop. The loop is usually accessible in the middle towards the back.

Three of the four cinema complexes with infra-red systems had a counter sign advertising them. These counter signs had a black back ground with white print and deafness symbol and not always centrally located. Three cinemas offered use of infra-red headphones for free, while one charged a \$10 deposit. Innaloo cinemas offered both headphones and personal audio loops.

Most cinema groups (e.g. Hoyts, Greater Union and Grand cinemas) advertised hearing assistance in the newspaper, although not the type of assistance.

The majority of the cinema complexes did not regularly check their audio loops. Most made the assumption that the loops were working, and that if they weren't, they would soon be told by their patrons.

The foyer of the Joondalup cinema complex contained many noisy distractions. These included loud arcade games and music playing through the P.A. system. This noise can make it difficult for the hearing impaired to communicate.

Most churches surveyed had no sign to show that an audio loop was installed. A few advertised the loop in their weekly church bulletin, while a couple said they did not advertise the fact that they had a loop because they did not know if it were working. Some churches tended to rely on their hearing impaired parishioners to tell them if the loop were not working because they did not have the necessary equipment to check it.

The Catholic Church conducted an audit of all their churches in Perth and country areas in 2003, which included access for people with disabilities (e.g. audio loops and wheelchairs). The information is found in the Archdiocesan Directory 2003-2004 - see also Appendix 2.

A frequent comment from venues was the lack of positive feedback from people who were deaf or hearing impaired and used their facilities

## Conclusion and recommendations

Little understanding of the needs of the hearing impaired is a concern. Many venues without specialized hearing assistance believe that their sound system is adequate for all to hear because they rarely (if at all) have requests for additional hearing assistance. Unless there is feedback or requests from the hearing impaired it is doubtful that things will change.

Other concerns that have come out from this survey are a lack of staff training on how to assist the deaf or hearing impaired people and on hearing augmentation as well as a lack in signage. This can lead to a venue having an operational audio loop yet no one knowing that it is available or how to use it - a good facility does not necessarily mean good access. High staff turnover can exacerbate the situation.

It is advisable to contact venues before attending to check (and reserve, if appropriate) whether they provide hearing augmentation and if it is in working order. This not only increases the chance that hearing needs will be catered for but also reinforces the importance of well maintained hearing augmentation.

People who are hearing impaired (and organizations that focus on hearing impairment) need to speak out to make their requirements well known (56% of venues received less than 4 enquiries a year). It is also important to provide complimentary feedback to venues providing effective hearing augmentation. Awareness, both of staff and of the broader community, needs to be improved. A few enquiries here and there are less likely to make a difference whereas a continual flood of requests and positive feedback just might.

Organizations, hearing service providers and members of the community are requested to advise Better Hearing Australia (WA) Inc. of venues that have hearing augmentation, and supply details, preferably in the format used in this directory, so that the data base can be expanded and updated. This directory will be posted on Better Hearing Australia (WA) Inc.'s website [www.betterhearingwa.iinet.net.au](http://www.betterhearingwa.iinet.net.au) and updated on receipt of new information. Other relevant organisations will also be encouraged to provide links to this website or display the information on their own. The initial directory will also be published in hard copy and made available through Better Hearing Australia (WA).

In summary, there is a need for:

- More venues having hearing augmentation.
- Venues having augmentation in good working order, including regular checks.
- More assistance at critical points of contact e.g. reception areas and booking offices that are behind glass.
- Routinely requesting assistance at venues including fully operational hearing augmentation (even if none is currently available).
- Improving and increasing signage at venues.
- Displaying this directory of hearing augmentation.
- Providing feedback to Better Hearing (WA) on venues offering hearing augmentation.
- More training on hearing augmentation equipment and the best way to help the deaf or hearing impaired - see seminar outline in Appendix 4.
- Positive feedback to venues, acknowledging their efforts to improve hearing access.
- Promoting appropriate affirmative action. It is important that the deaf or hearing impaired are properly informed of their rights under the Disability Discrimination Act and other relevant legislation. Resort to the legislation should be secondary to good communication and goodwill but may be necessary in practice. More information is available through the following agencies:

**Human Rights and Equal Opportunity Commission**

133 Castlereagh Street  
SYDNEY NSW 2000  
Phone: (02) 9284 9600  
Complaints info line: 1300 656 419  
General Enquiries and Publications: 1300 369 711  
TTY: 1800 620 241  
[www.hreoc.gov.au](http://www.hreoc.gov.au)

**Disability Services Commission**

146 - 160 Colin Street  
WEST PERTH WA 6005  
Phone: (08) 9426 9200  
Freecall: 1800 998 214  
TTY: (08) 9426 9315  
[www.dsc.wa.gov.au](http://www.dsc.wa.gov.au)

**Sussex Street Law Service Incorporated**

29 Sussex Street  
EAST VICTORIA PARK WA 6101  
Phone: (08) 9470 2676  
TTY: (08) 9470 2831

**Better Hearing Australia (WA) Inc.**

29 West Parade  
PERTH WA 6000  
Phone (08) 9328 7938  
TTY (08) 9328 7938

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### **Disclaimer**

All information contained in this booklet was current at the time of printing. While every effort has been taken to ensure the accuracy of the information, Better Hearing Australia (WA) Inc., the author and editor expressly disclaim liability to any person for the consequences of anything done or omitted to be done by any such person in reliance whether whole or partial upon any part of the booklet.

The views expressed in this booklet do not necessarily represent the views of Better Hearing Australia.

**Alison Koedyk, Project Officer**



# APPENDIX 1

## CINEMAS

Group	Name	Address	Augmentation	Accessibility
<b>Grand Cinemas</b>	Currambine	Cnr Marmion & Shenton Ave, Currambine Ph 9304 1022	Infra Red System Cinemas 1 – 5	10 Headsets available
	Joondalup	Lakeside Shopping Centre, Joondalup Ph 9300 1322	Audio Loop Cinemas 1, 2 & 4	Best to sit centre of cinemas
	Warwick	639 Beach Rd, Warwick Ph 9448 3188	Infra Red System	30 Headsets available
	Whitfords	Whitfords City Shopping Centre, Whitfords Ave Ph 9402 5055	Audio Loop All 6 Cinemas	Best to sit centre of cinemas
<b>Greater Union</b>	Innaloo	Leigh St, Innaloo Ph 9446 8222	Infra Red In all cinemas	8 Headphones + 8 Personal audio loops
	Morley	Galleria Shopping Centre, Morley Ph 9275 9255	Audio Loop	Sit in back centre rows
<b>Hoyts</b>	Cinema City	Cnr Hay & Barrack St, Perth Ph 9325 2377	Audio Loop Cinemas 1, 2 & 4 Captioned Films	Best to sit in back 6 rows. Wed, Fri & Sundays
	Cinecentre	139 Murray St, Perth Ph 9325 2844	Captioned Films	Wed, Friday & Sundays
	La Premeire Carousel	1382 Albany Hwy, Cannington Ph 9351 2500	Audio Loop All 14 Cinemas	Best to sit in middle third of cinemas
	Millennium	Collie Street, Fremantle Ph 9430 6988	Audio Loop	Only in Cinema 2
	Queensgate*	William Street, Fremantle Ph 9430 6988	Audio Loop All 6 Cinemas	Whole of each cinema
	Southlands	Burrendah Bvde, Willetton Ph 9332 0300	Audio Loop Cinemas 1 – 7	Whole of cinemas
	<b>Other</b>	Astor	659 Beaufort St, Mt Lawley Ph 9370 1777	Audio Loop
	Luna on SX**	13 Essex St, Fremantle Ph 9430 5999	Audio Loop All 4 Cinemas	Best to sit in centre
	Belmont Reading	Cnr Knutsford Ave & Fulham St, Belmont Ph 6272 9900	Infra Red System All 10 Cinemas	8 headsets (\$10 deposit)
	Mandurah Reading*	Ormsby Tce. 7 Service Pl, Mandurah Ph 9535 2800	Infra Red All 6 Cinemas	7 headsets
	Midland Regent**	3 The Crescent, Midland Ph 9274 2409	Audio Loop All 3 Cinemas	Whole of cinemas
	Cinema Paradiso**	164 James St, Northbridge Ph 9227 1771	Audio Loop In 2 Cinemas	In Toto & Amore Cinemas

\* Not Checked

\*\* Experiencing Technical Problems at time of survey

When attending cinemas with an Infra Red System, please ask for a headset when purchasing movie tickets.

## CHURCHES

Religion	Name	Address	Augmentation	Accessibility
Anglican	St Georges Cathedral**	38 St Georges Tce, Perth Ph 9325 5766	Audio Loop	Front 8 rows
	St Albans	Cnr Beaufort Street & St Albans Ave, Highgate Ph 9328 8071	Audio Loop	Most of church
	St David's	54 Simpson Street, Ardross Ph 9364 7850	Audio Loop	Front left 6 pews
	St Mary's*	9 Ridge Street, South Perth Ph 9367 1243	Audio Loop	On left side
	St John's	Kings Square, Adelaide Tce, Fremantle Ph 9335 2213	Audio Loop	On left side
Baptist	Armadale Congregational	150 Forrest Rd, Armadale Ph 9497 1444	Audio Loop	Best in centre pews
	Bentley Baptist	59 Chapman Rd, Bentley Ph 9458 1628	Audio Loop	Most of church
Catholic	All Saints**	Cnr Orkney & Liwara, Greenwood Ph 9447 6225	Audio Loop	Unsure
	Our Lady's Assumption	354 Grand Promenade, Dianella Ph 9276 1008	Audio Loop	On left side
	Our Lady Most Blessed*	175 Corfield St, Gosnells Ph 9398 2331	Audio Loop	Small area, advertised in church bulletin
	Our Lady of Grace**	3 Kitchener St., North Beach Ph 9448 4888	Audio Loop	Being updated, Completion due Sept 04
	The Infant Jesus	47 Wellington Rd, Morley Ph 9276 8500	Audio Loop	Most of Church
	St Columba's*	25 Forrest St, South Perth Ph 9367 3950	Audio Loop	On left side
	St Dennis' **	60 Osbourne St, Joondanna Ph 9424 2812	Audio Loop	Unsure
	St Thomas the Apostle**	2 College Rd, Claremont Ph 9384 0598	Audio Loop	Front 5 rows

\* Not Checked

\*\* Experiencing Technical Problems at time of survey

It is advisable to contact venues prior to attending, to check the working order of the hearing augmentation. This not only ensures that your needs are catered for, but also reiterates to management the importance of a well maintained hearing augmentation.

## ENTERTAINMENT VENUES

Group	Name	Address	Augmentation	Accessibility
<b>Theatres/Halls</b>	Bunbury Entertainment Centre*	Cnr Symonds & Blair St. Bunbury Ph 9792 3111	FM Radio Transmitter	Headphones or Personal loop
	Mandurah Performing Arts Centre*	Ormsby Terrace, Mandurah Ph 9550 3900	Audio Loop in Boardwalk Theatre	Loop in downstairs section
	His Majesty's Theatre*	825 Hay St. Perth Ph 9265 0900	Audio Loop	Stalls - Row G back. Dress & Upper Circle - Row B back.
	Perth Concert Hall*	5 St Georges Tce, Perth Ph 9484 1133 (BOCS)	Audio Loop	Rows N - X, seats 6 - 35
	Playhouse Theatre*	3 Pier St, Perth Ph 9323 3400	Infra-red System	8 Headsets
<b>Convention Centres</b>	Burswood Convention Centre*	Great Eastern Hwy, Burswood Ph 9362 7777	Portable Audio Loop	Need advance notice for loop requirement
	Perth Convention Centre*	Mounts Bay Road, Perth	Audio Loops Proposed for Auditorium and meeting rooms	Due to open in August 2004

\* Not Checked

\*\* Experiencing Technical Problems at time of survey

If you require seats within the audio loop, please inform BOCS when booking tickets.

## BUSINESS SECTOR

Organization	Name	Address	Augmentation	Accessibility
<b>Courts</b>	Federal Court of Australia	1 Victoria Ave, Perth Ph 9268 7100	Audio Loop on Level 6, at counter. Interpreter service	With plenty of notice, other arrangements can be made.
	Family Court of WA**	150 Terrace Rd, Perth Ph 9224 8222	Audio Loop in Court 3.5 Interpreter service	With plenty of notice, other arrangements can be made.
<b>Disability Access</b>	ACROD	1/59 Walters Drive, Osborne Park Ph. 9422 5544	Audio Loop in Conference Room	15 seating, 30 standing
	Better Hearing Australia (WA) Inc.	29 West Parade, Perth Ph 9328 7938	Audio Loop in meeting room.	30 seating. Portable loops for hire
	Disability Services Commission*	146 Colin Street, West Perth Ph 9426 9200	Portable Audio Loop	Used at all DSC functions
	Independent Living Centre	The Niche, Hospital Ave, Nedlands Ph 9381 0600	Audio Loop	Conference Room seats 100.
<b>Other</b>	Sir Charles Gairdner Hospital	Hospital Ave, Nedlands Ph 9346 3333	Interpreter service, Teletext TV hire, Portable TTY's.	Inform nurse on initial contact with hospital re: needs
	City of Bayswater*	61 Broun Ave, Morley Ph 9272 0622	Audio Loops in; 2 committee rooms, Reception Centre, and Chambers	Committee Rooms seats 14, Reception Centre seats 130
	Perth Transport Authority	Mt Lawley Train Station (and others)	Visual/audio displays of train arrival times	Upgrading stations with visual info booths
	RAAFA Estate Meadow Springs - Club*	41 Portrush Parade, Meadow Springs Ph 9582 5000	Audio Loop in Club building	Seats 300.

\* Not Checked

\*\* Experiencing Technical Problems at time of survey

## **APPENDIX 2**

The following is an additional list of Catholic Churches with audio loops. The information is taken from the Archdiocesan Directory 2003 - 2004, and was not part of the questionnaire.

All Hallows .....	167 Central Ave, Mt Lawley
Good Shepherd .....	215 Morley Drive, Kiara
Holy Family .....	Cnr Canning Hwy & Thelma St, Como
Holy Rosary .....	Cnr Thomas & Elizabeth Sts, Nedlands
Holy Spirit .....	Cnr Keaney & Bent St, City Beach
Immaculate Heart of Mary .....	Cnr Scarborough Beach & Deanmore Rds, Scarborough
Mater Christi .....	340 Yangebup Rd, Yangebup
Our Lady of Good Counsel .....	Cnr Miles & Edmondson Cres., Karrinyup
Our Lady of Lourdes .....	265 Flinders St, Nollamara
Our Lady of the Most Blessed Sacrament	175 Corfield St, Gosnells
Regina Coeli .....	Cnr Bateman & Adamson Rds, Brentwood
Sacred Heart .....	Cnr Ovens Rd & Discovery Dve, Thornlie
Saints John and Paul .....	Cnr Pinetree Gully Rd & Wainwright Close, Willetton
St Francis Xavier .....	Windsor St, East Perth
St Gerard Majella .....	Cnr Ravenswood Dve & Majella Rd, Westminster
St Jerome's .....	Cnr Rockingham Rd & Troode St, Munster
St Josephs .....	133 Treasure Rd, Queens Park
St Josephs .....	1 Salvado Rd, Subiaco
St Luke's .....	Cnr Parkside Ramble & Duffy Tce, Woodvale
St Marys .....	Cnr Franklin & Shakespeare St, Leederville
St Peter the Apostle .....	91 Wood St, Inglewood
St Pius X .....	Cnr Ley & Paterson St, Manning
St Thomas More .....	Cnr Dean & Marsengo Rd, Bateman





**APPENDIX 3**

**Better Hearing Australia (WA) Inc.**

**SURVEY RE HEARING AUGMENTATION AT VENUES IN PERTH**

**General Information**

Date \_\_\_\_\_

Venue \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Phone \_\_\_\_\_ TTY \_\_\_\_\_ Fax \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_ Website \_\_\_\_\_

Contact details of person completing this form \_\_\_\_\_

**Hearing Augmentation**

Do you offer specialised assistance to deaf or hearing impaired (**D/HI**) people?

No Reason? \_\_\_\_\_

Not at present, but plan to do so. When? \_\_\_\_\_

Yes

What type of hearing augmentation does the venue have (e.g. audio loop, infra-red system, captioning)? \_\_\_\_\_

Which areas have hearing augmentation? \_\_\_\_\_

For each of these areas how many D/HI can access it at one time? \_\_\_\_\_

If there is an audio loop, is it      Fixed?      Portable?      Hired?

Is there a sign showing the location of the audio loop?      Yes      No      n/a

Where is the sign displayed? \_\_\_\_\_

Other services offered for the D/HI? \_\_\_\_\_

**(Please turn over page)**

**Marketing**

How do you market your facilities for the D/HI? \_\_\_\_\_

How often do people enquire about the facilities you provide for the D/HI? \_\_\_\_\_

How often do people use the facilities you provide for the D/HI? \_\_\_\_\_

Did they find it met their needs? \_\_\_\_\_

What is the best way for the D/HI to make enquiries or bookings?

Are you aware of the National Relay Service?            Yes            No

Do you have information relating to your services for the D/HI on a website? (Please give details) \_\_\_\_\_

Has information on the hearing assistance you provide been supplied to any 'disabled' organizations            Yes    Which ones?            No

Is all your staff aware of the assistance you provide for the D/HI? \_\_\_\_\_

Does your organization provide specific staff training on

1) hearing augmentation            Yes            No

2) communication with the D/HI?            Yes            No            (Please give details)

**General Comments** \_\_\_\_\_

For further information or assistance please contact:

**Better Hearing Australia (WA) Inc.**

**29 West Parade, PERTH WA 6000**

**Email: bhawa@inet.net.au**

## **APPENDIX 4**

## ***BETTER HEARING AUSTRALIA (WA) INC***

### ***Hearing Access Seminar***

Date: Thursday 26 August 2004

Time: 9:30am – 12:30pm

Venue: Better Hearing Australia (WA Branch)  
29 West Parade, Perth 6000

Contact: Karen Adams or Peter Howes at Better Hearing Australia (WA) Inc on  
9328 7938. **Please advise any special communication needs eg  
Auslan interpreters.**

### ***Programme:***

- 9:30am Welcome
- 9:35am The challenge of hearing access  
(Group exercise)
- 10:05am The Disability Discrimination Act and implications for public venues  
(Ms Alicia Maher - Sussex Street Community Law Service)
- 10:20am Improving hearing access – the building code and other resources  
(Ms Pip Daly Smith – Disability Services Commission)
- 10:35am Hearing augmentation survey results  
(Ms Alison Koedyk - Better Hearing WA)
- 10:50am Morning tea
- 11:10am Hearing augmentation – getting it right  
(Mr Malcolm Whinfield – Listening Solutions)
- 11:40am How can organisations improve hearing access and reap the benefits?  
(Group exercise)
- 12:20pm Review  
(Mr Rodney Phillips – His Majesty’s Theatre)
- 12:30pm End