

## **ABOUT THE HEARING CARE INDUSTRY ASSOCIATION, ITS MEMBERS AND THEIR WORK**

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### **SERVICES OFFERED BY MEMBERS OF HCIA**

Between them, HCIA Members care for many hundreds of thousands of Australians from more than 440 locations across the country. They lead teams of clinicians and client service officers to provide their clients with excellence in hearing care. The clinicians are industry trained and Government accredited specialists in hearing care, and they work with the latest hearing technology. The founding Members employ approximately 500 professional staff between them.

Members provide services such as diagnostic audiometry, hearing aids, custom ear moulds and earplugs, assistive listening devices, industrial audiology, and educational seminars. Through their focus on training and recruiting, they have built an experienced and dynamic group of professional Members consisting of audiologists, audiometrists, and client service teams. The founding Members also form part of international groups which deliver hearing services to clients in many countries outside Australia.

### **NATIONAL HEARING CARE**

National Hearing Care (NHC) is Australia's leading independent provider of hearing healthcare services with more than 150 permanently staffed clinics throughout metropolitan and regional Australia. NHC invests heavily in hearing care across Australia; by expanding its reach and client access (including more than 85 NHC visiting sites located in regional areas), through training and developing audiology students and graduates, and by providing free information sessions and free hearing checks to the community. NHC prides itself of providing high levels of customer satisfaction and customer care. [www.nhc.com.au](http://www.nhc.com.au)

### **HEARING LIFE**

Hearing Life was founded in Adelaide, South Australia and has provided hearing care services to Australians for over 80 years. It has become one of Australia's largest networks of hearing clinics. Hearing Life has a network of clinics across Australia and has expanded into the USA and New Zealand. Hearing Life is a network of 65+ national retail-hearing clinics in Australia with an additional approx. 150-associated visiting sites (testing hearing and prescribing hearing devices and adult rehab). Hearing Life continues to build on its past history and reputation through professional services, its range of quality hearing solutions and its commitment to helping clients make informed choices about their hearing. Hearing Life has a strong University graduate program and also provides ongoing professional development and training for all of its audiologists and audiometrists and prides itself as being an employer of choice.

[www.hearinglife.com.au](http://www.hearinglife.com.au)

### **CONNECT HEARING**

Connect Hearing is one of the fastest growing hearing care groups in Australia. Established in 2005, Connect Hearing provides quality hearing care to over 120 locations across Australia. The Connect Hearing mission is to make a positive difference in people's lives and it is driven by the goals to provide the highest quality of hearing care and the highest quality of innovative hearing solutions. Connect Hearing is a part of the world's leading hearing care group, Sonova. Providing hearing care and hearing solutions for over 60 years, Sonova is present in every continent with over 3000

locations globally. Through Sonova's best practice technology innovation cycle, Connect Hearing is able to offer clients world class solutions such as Lyric, the first and only fully invisible, extended wear hearing aid and the best in class rechargeable hearing aids providing 24 hours of hearing from one charge.

Connect Hearing is proud to support the Hear The World Foundation, a Sonova initiative, that provides funding for hearing care projects in developing countries and raises awareness for hearing loss.

### AUDIOCLINIC

AudioClinic is one of the leading providers of hearing care services in Australia. Its mission is to help people reach their full hearing potential. This is done by providing individuals who have a hearing loss with the most professional, comprehensive and convenient hearing healthcare services, including high quality, affordable hearing devices, and the counseling and assistance they need to enhance the quality of their lives through better hearing. Founded in 1975, Audioclinic has grown to 200 clinics located across Australia, and provides hearing services on behalf of the Australian Government and Office of Hearing Services. With more than 300 hearing clinicians and support staff in Australia, AudioClinic is committed to transforming hearing health services by raising community awareness of hearing health and embracing technological and service innovations.

Audioclinic is part of the William Demant Group (WDH), one of the world's leading hearing healthcare companies, and is the only company that covers all areas of hearing care. From diagnostic instruments and traditional hearing aids to cochlear implants and bone-anchored hearing solutions. It has a demonstrated commitment to ongoing funding of hearing research, and the capability to manage the development, delivery and roll out of innovative technology. WDH's majority shareholder, the Oticon Foundation, supports social and educational programmes, publications, conferences, cultural activities and campaigns for researchers (including NAL), the IDA Institute (an independent, not-for profit organisation located in Denmark and funded by a grant from Oticon Foundation), hearing care professionals and the general public. WDH owns and manages the world renowned Eriksholm Research Centre. Research is being made publically available, refer to <http://www.eriksholm.com/about-us.aspx>  
[www.audioclinic.com.au](http://www.audioclinic.com.au)

### BAY AUDIO

Launched in Australia in 2007, Bay Audio is one of Australia's leading edge providers of hearing health solutions and devices. It has 48 permanent stores located in Queensland, New South Wales, and Victoria and more than 35 visiting sites. Bay Audio's success has been built on the latest technology devices delivered in a modern retail environment and convenient locations making us part of our customer's everyday life. Through the use of state-of-the-art technology, the help of highly trained clinicians and ongoing updates on services and technology, Bay Audio offer a premium experience for customers. Services that Bay Audio offers include diagnostic hearing tests, online hearing tests, hearing protection and advice, hearing loss treatment and hearing device consultations and evaluations. Bay Audio also offers advice on private and government funding for hearing loss related issues. As an active member of local communities, Bay Audio was founded by Audiologist and is still operated by them today; hence it has a strong sense of corporate and social responsibility to make a difference at every level of people's lives.  
[www.bayaudio.com.au](http://www.bayaudio.com.au)

## NEUROSENSORY

Neurosensory's ongoing evolution is driven by its belief in enriching people's lives by improving how they interact with the world around them. We believe that our clients and the medical community deserve the highest possible standards in care. Our mission is to make a positive difference to every client's life. In an effort to help improve the quality of hearing health care in Australia, Neurosensory is a research partner of the University of Queensland, and a member of the HEARing Co-operative Research Centre (CRC). Every year Neurosensory's clinicians meet with hundreds of medical professionals around Australia to provide professional education sessions detailing the positive impacts that assessment and intervention can make for people with hearing and balance disorders.

Neurosensory is independently owned by over 60 of Australia's leading Ear, Nose and Throat (ENT) surgeons, who are committed to the highest standards of hearing health care. Neurosensory was established over 35 years ago and now operates Australia's largest network of comprehensive hearing and balance care clinics, with 22 centres across Queensland, New South Wales and Victoria. Our comprehensive hearing health care model ensures that every client receives tailored, clinically-proven care.

Neurosensory has led the way in offering new technology to improve outcomes for hearing impaired Australians. Our clinics have been at the forefront of offering new implantable hearing technology and tinnitus treatments for the last 35 years, and are currently developing new multi-disciplinary approaches to further improve outcomes for Australians with hearing and balance problems.

[www.nsu.com.au](http://www.nsu.com.au)