

Hearing Australia - Online Services

My Hearing

Expert hearing care from the comfort of home

Hearing Australia, making hearing easy for over 75 years



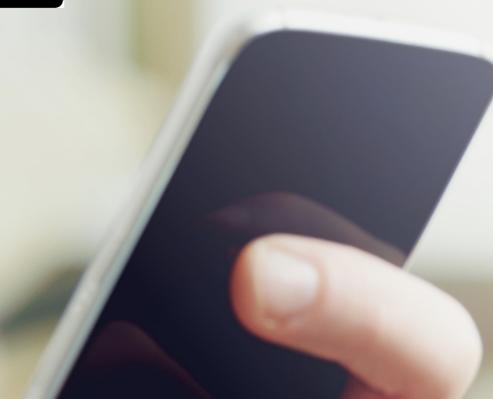
More ways to connect

Accessed through the Hearing Australia app, our online services give you two convenient ways to connect with our hearing care experts:

- Remote fine-tuning requests
- Live assistance video appointments and telehealth

After your first fit at our hearing centre and activation of online services, you'll enjoy continuous support and all the guidance you need in the most convenient and comfortable way for you.

It's all designed to help you get the most out of your Hearing Australia hearing aids.



Remote fine-tuning

Hearing Australia online services give you a quick and easy way to send requests for fine-tuning and adjustments from the Hearing Australia app – and receive and download updated settings from our remote team of hearing care experts.

You can use it if a setting that felt great at the Hearing Australia centre, isn't quite right in the real world. Or if you find it difficult to describe a hearing experience from everyday life at the centre.

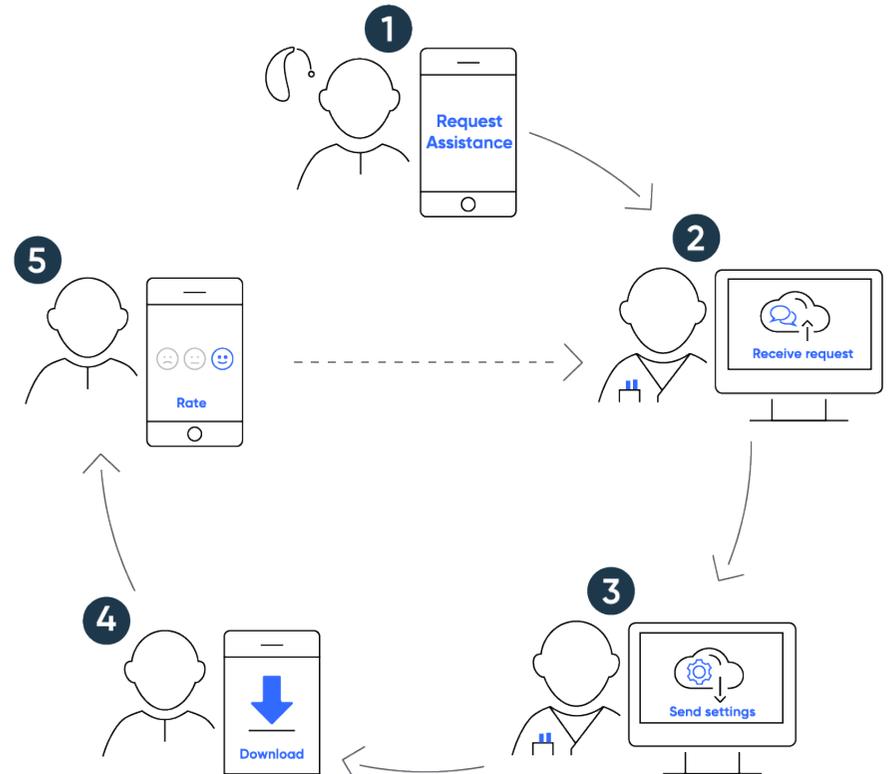
With Hearing Australia's remote fine tuning, our team gets all the information they need to adjust your hearing aid settings.

Once your online services have been activated, you can initiate a request for fine-tuning through the simple questionnaire in your Hearing Australia app.



- 1 To request through the app go to **'Request Assistance'** in the menu, then submit your questionnaire with an optional message.
- 2 Our remote team of hearing care experts receives your request, along with an automatic record of your hearing aid settings.
- 3 The team then sends precise fine-tuning adjustments and/or messages straight to your app.
- 4 You place your hearing aids close to your smartphone, tap install – and enjoy the improvements.
- 5 Send a rating of your new settings to our team.

How it works



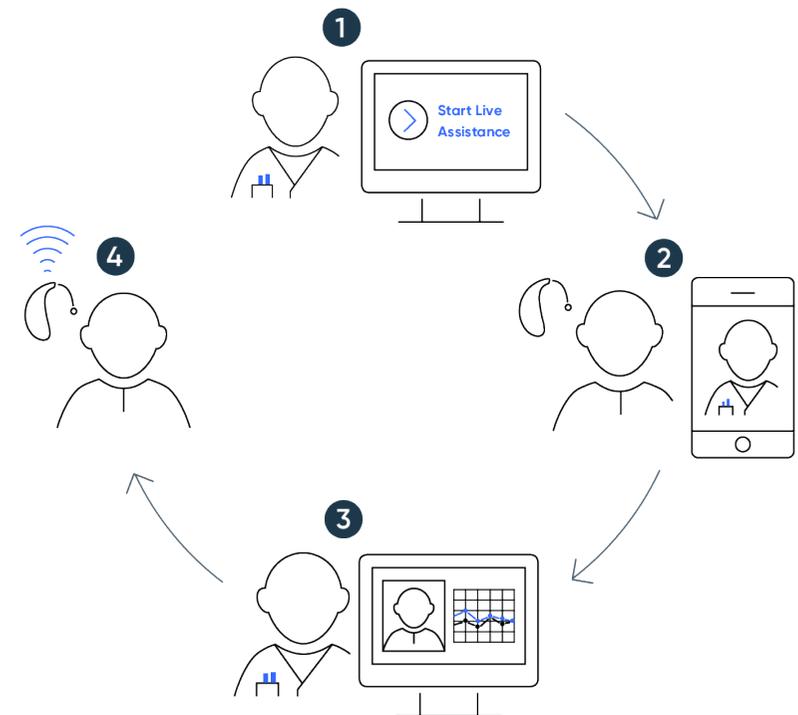
Live assistance

Now you can also meet with one of Hearing Australia's hearing care experts via face-to-face video or telehealth appointments. Our online services let you swap hearing centre visits with convenient, real-time video or telehealth appointments.

That means you can enjoy personalised, flexible care from the comfort of your own home. It's as easy as answering a video call on your phone.



- 1 Request assistance from our hearing care service team through the app. We'll get back to you within 2 working days. At the appointment time, your hearing care expert will call you.
- 2 Answer the video call through the Hearing Australia app.
- 3 The hearing care expert will then connect to your hearing aids and provide you with live adjustments, if needed.
- 4 You can evaluate the new settings with your hearing care professional during the appointment as well as afterwards through the Rate My Sound feature in the Hearing Australia app.



Thank you for choosing Hearing Australia

Hearing Australia has been providing expert hearing care to Australians for over 75 years, helping thousands of children, adults, Aboriginal and Torres Strait Islanders peoples, pensioners and veterans stay connected with their families and communities each and every week.

Now, more than ever, good hearing is important to keep you in touch with your loved ones and stay connected to the world around you. With more than 500 audiologists, we offer services through telehealth, online, in home and in centre across over 180 locations Australia-wide. Our goal is to keep you connected to the people and life you love.

No matter your age, no matter your hearing need, we make hearing easier for everyone.

Find out more about the Hearing Australia app at hearing.com.au 

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