



Hear and Say
Opening worlds

Service Commitment

Since 1992 we have been working together with families, so children with all types of hearing loss can have the potential to:

- HEAR the world around them**
- LISTEN to their parents, families and friends**
- SPEAK like their hearing friends**
- ATTEND mainstream school**
- PARTICIPATE in their local community**
- BELIEVE they can do anything they want**

Our team of professionals are experts in the Auditory Verbal Therapy approach and provide face-to-face and telepractice services founded on evidence based practice including:

- Audiology services including diagnostic hearing assessments and support for implantable devices
- Listening and Spoken Language intervention
- Speech Pathology
- Occupational Therapy
- Family-centred early intervention services
- Parent education, support and advocacy
- Social skills programs, building resilience from birth to adult
- Support and advocacy in the education and work setting from child-care to university and beyond
- Supply of hearing equipment and products to support individuals

Our Commitment to you

We want to provide you with the highest quality service we can. We will listen to you and work with you to make sure you get the assistance you and your child needs that is right for you and helps you and your child achieve your goals.

We will:

- Make it easy for you to contact us and arrange an interpreter if you need this
- Help you use our services
- Inform you of your rights and responsibilities
- Be polite and respect your views, opinions and personal circumstances
- Protect your personal information
- Provide you with support on other assistance that may be available and assist you to access NDIS
- Involve you in all decisions about you and your child's services
- Inform you about how to make a complaint.

You can help us by:

- Giving us complete and accurate information
- Treating our staff with respect and courtesy
- Doing the things you have agreed to do, like attending appointments
- Giving us honest feedback about our services.



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Evaluation, Feedback and Complaints

We welcome your feedback on our services, it helps us understand your experience and better meet your needs. We also know that you may want to provide specific feedback or make a specific complaint about our service. You can provide feedback to your therapist or reception staff at your local Hear and Say centre.

Making a complaint

We want to resolve complaints openly, honestly and quickly. If you would like to make a complaint, please speak with your therapist or clinician in the first instance. Your therapist or clinician will explain what you need to do, how your complaint will be managed and when to expect a response. You can also use the Evaluation, Complaints and Feedback Form located on the Hear and Say website under Contacts to lodge your complaint. You may also print or request a hard copy of this form which can then be lodged at any Hear and Say reception.

Contact Us

p: 07 3850 2111

e: mail@hearandsay.com.au

w: hearandsay.com.au

m: PO Box 930, Toowong, QLD, 4066