

Tips for getting the most out of meetings if you have a hearing impairment

- Read papers and agendas before attending the meeting.
- Arrive early and sit near the meeting facilitator.
- Avoid sitting near doorways, projectors and noisy equipment. Be prepared to change your seat if it proves unsuitable.
- Let everyone know that you have a hearing loss.
- Have a buddy to keep you up with what is going on at the meeting.
- Get the minutes of the meeting as soon as possible so you know what decisions and actions have been decided on.
- Make use of any assistive listening devices available.



Better Hearing Australia
Canberra Group
PO Box 546 Jamison ACT 2614
Sue Daw
Ph: 02 6251 4713
Email: sdaw@bigpond.com

Website
<http://canberra.betterhearingaustralia.org.au>



ACT Deafness Resource Centre
Grant Cameron Community Centre
Level 2a Mulley St Holder ACT 2611
Ph: 02 6287 4393
TTY: 02 6287 4394
Fax: 02 6287 4395
Email: auslan@iimetro.com.au
Website: actdrc.org.au

hear

e

a

r

**hearing
impairment
in the
workplace**

Hearing impairment in the workplace

Work station

Open plan offices create many difficulties for people with a hearing impairment. The continuous background noise of phones, equipment and office chatter make hearing problems more difficult to cope with.

If possible:

Desks should be located away from the photocopier, air conditioning vents or noisy work stations. A quiet corner or near a wall helps to cut down on background noise.

An optimal seating position is with the chair's back to the window so the light shines on the face of the person facing the desk.

The desk should be facing out so that people approaching can be seen.

If the desk has to face a wall, a mirror on the wall above the desk will alert to people approaching.

Phone, fax, email and captioning

It is important for a hearing impaired person to have a volume control phone which has a caller ID and a flashing light when it rings. The phone message should request that callers speak clearly and state their name and number slowly.

Communication by email or fax where possible is preferable to using the phone.

Captions (subtitles) should be provided on any online or DVD training.

Meetings

The ideal meeting room would have soundproof walls, a round table and good lighting. A hearing loop installed or an FM amplification system, and a microphone to be used by each speaker. Important meetings should have facilities for real time captioning. Small meetings in a quiet area are most successful for people with a hearing impairment.

Suggestions to presenters

- Distribute a written agenda beforehand.
- Present the information visually if possible.
- Use captions if videos or DVDs are used as part of a presentation.
- Don't walk around the room when speaking.
- Use the microphone at all times.
- Don't talk to the screen during a power point presentation.
- Repeat all questions from the audience before answering.