

Why is Good Hearing Important?

Hearing is an important part of communication. It is particularly important that children and babies are able to hear what is being said to them before they can begin to learn to talk. Also, if a child has poor hearing their learning and education may suffer greatly leading to disadvantages later in life.

Signs of a potential hearing problem include:

- Does not respond when spoken to
- Asks "what?" all the time and doesn't seem to listen
- Watches the speakers face closely as if they are trying to lip read
- Looks around to see where the sound is coming from
- Sits very close to a loud TV
- Pulls at their ears
- Has a particularly quiet or loud voice
- Has poor performance or declining performance at school or work
- Being easily distracted
- Doesn't like to socialise
- Erratic or aggressive behaviour
- Recurring ear infections



In an emergency, please dial 000

Opening Hours:

Monday, Tuesday & Thursday

8:30am to 4:30pm

Wednesday

8:30am to 1:30pm

Friday

8:30am to 2:30pm



: www.goondir.org.au



: facebook.com/goondir

DALBY CLINIC

Gary White Building
4 Jimbour Street,
Dalby QLD 4405
Phone: (07) 4679 5900
Fax: (07) 4662 6071

ST GEORGE CLINIC

127 Victoria Street,
St George QLD 4487
Phone: (07) 4625 5040
Fax: (07) 4625 5070

OAKEY CLINIC

110 Campbell Street
Oakey QLD 4401
Phone: (07) 4691 3372
Fax: (07) 4691 3926

ADMINISTRATION

Gary White Building
4 Jimbour Street,
Dalby QLD 4405
Phone: (07) 4679 5966
Fax: (07) 4662 6189

goondir
health services



Hearing Health

Goondir acknowledges all support provided
by the Australian Government.

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Information for Clients

Hearing health screenings are carried out at our Goondir clinics and selected schools in the region. Hearing Health Screenings are available for the following age groups:

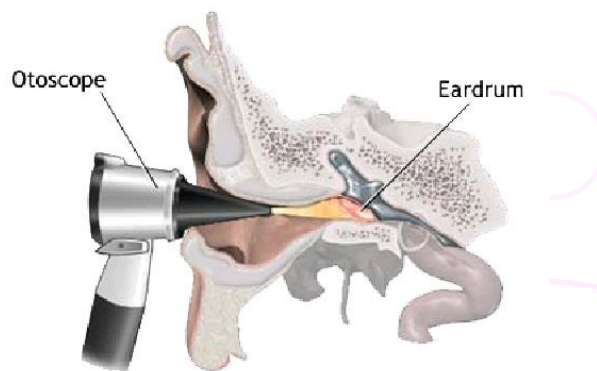
- 0-5 Years
- School Aged Children
- Adults

Follow-up treatment is available and where necessary clients may be referred on to the appropriate specialist for further treatment.

Qualified Hearing Health Workers at your clinic will perform an assessment, otoscopy, tympanometry, screen your hearing and discuss your health history with you. They will then consult with Doctors, Specialists, Audiologists, Speech Pathologists and/or other Allied Health Professionals, if needed.

Hearing Services

- Otoscopy – where the Health Worker does a visual examination of the ear with a special torch called an otoscope
- Tympanometry – is a test of the middle ear function. The machine used is called a tympanometer
- Audiometry – is the measure of how well you can actually hear
- Access to health education and promotion
- Access to a range of specialist/s through Referral



Additional Important Information

- Strictly No Smoking on Goondir property including vehicles
- Translating and Interpretive services available
- Clients have the right to a second opinion

Telephoning Your Doctor

Direct telephone contact with the Doctor may or may not be available at the time of your call. It may be necessary for a message to be taken or your call to be directed to another Clinician.

Providing Best Practice Health Care

All Goondir Clinics are AGPAL Accredited. Goondir has also attained certification against the ISO9001:2015 (Quality Management Systems) Standards. Staff have access to continual education and training and are committed to improving quality of service delivery.

Client & Stakeholder Feedback

Our aim is to provide Clients with the best possible health services. We value Client feedback and encourage use of the Suggestion Box and/or participation in Surveys.

Client Complaints

Complaints can be submitted to the Chief Executive Officer on 4679 5966 or PO Box 559, Dalby. Alternatively, you can contact the Health Ombudsman www.oho.qld.gov.au or ph 13 36 46.

Confidentiality

Consultations will be conducted discreetly with your health information accessed only by those directly involved in your care or in the monitoring of its quality meeting the Australian Privacy Principals.

Fees and Billing

Goondir is a bulk billing service for Clients who have a current Medicare card. You will be advised of potential costs of treatments or specialist services. All Clients are to bring their Medicare and Concession cards to all appointments.

Confirming your Identity

Clients are to present to reception upon arrival where your personal and contact details will be checked at each visit.

goondir
health services



ihca
supporting excellence
CERTIFICATION

AS/NZS ISO 9001:2008
QUALITY CERTIFIED
ORGANISATION



**Accredited
General Practice**