



GLEN EIRA
CITY COUNCIL

MEDIA RELEASE

Monday 21 August 2017

Assistive listening devices available at Town Hall

Glen Eira City Council has installed a hearing loop at its Customer Service Counter at Town Hall.

The hearing loop allows any person with a hearing aid equipped with a telecoil, to hear staff clearly and reduce background noise.

Staff can speak in their normal voice, and the system installed at the counter picks up their voice and sends it to the person's hearing aid.

Council has also purchased a portable assistive listening system for use in the Auditorium, Theatrette and Council Chambers.

Sometimes other background noise can be distracting, making it hard to hear what a speaker is saying. The assistive listening device consists of a small FM receiver that receives a wireless audio signal from the audio equipment in the room, such as a microphone, so you can then clearly hear the speaker through headphones or a hearing aid.

If you are attending a lecture, Council meeting or are watching a movie, you can request a receiver from Council staff to assist you to listen, enjoy and participate in the event without being distracted by background noise. They are simple to use and do not require any special programming.

For further information, contact Council's metroaccess officer on 9524 3333 or email metroaccess@gleneira.vic.gov.au

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