



Making Conversations Easier

Good communication is shared. If you have hearing loss, it can help to explain what makes conversations easier. If you are a family member, friend or support person, small changes in the way you communicate can reduce frustration and help the person feel included.

Reference: CHC-HI-CF-PR-002

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If you have hearing loss

- Let people know what helps you hear or understand more clearly.
- Ask people to face you before speaking so you can use facial expressions and visual cues.
- Ask for rephrasing if repeating the same words is not helping.
- Confirm important information before moving on, especially dates, times, instructions and appointment details.
- Use written notes, text messages or captions where helpful.

If you are supporting someone

- Speak clearly and naturally. Shouting can distort speech and make it harder to understand.
- Reduce background noise before starting an important conversation.
- Speak one person at a time and avoid talking over others.
- Avoid calling out from another room. Move closer before speaking.
- Avoid saying “never mind”. Rephrase the message or write down the key point.

Helpful home habits

- Turn down the television or radio during meals and family discussions.
- Use good lighting so faces are easier to see.
- Keep important conversations calm and allow extra time.
- Agree as a family on one or two simple habits that everyone will use.

Why this helps

- Supportive communication helps protect confidence, relationships and everyday participation.
- It also makes hearing aid use and hearing care easier to manage because it reduces avoidable listening stress.

Online resource: <https://chcare.com.au/help-and-info/clients-and-families/living-well>

General information only. This resource does not replace individual clinical advice. Please contact Country Hearing Care if you need support with your hearing care.