Aboriginal and Torres Strait Islander WHO HOW guide
Who and how to refer into specialist ear and hearing services

To be used for:
1. Adults and children who continue to have ongoing/chronic (>3 months) middle ear pathology despite primary health management as per the otitis media guidelines/ear and hearing flowchart/PCCM /chronic conditions manual.
2. Adults and children where a permanent hearing loss (hearing screening results/diagnostic audiology show normal middle ear function in addition to a hearing loss) is of concern.

* Please also consider additional referrals in the presence of speech / language and development delays.

* If your continued concerns for a patient are not ear and hearing health related, but require ENT assessment, please refer to the nearest tertiary ENT service.
### Aboriginal and Torres Strait Islander WHO HOW Guide

#### Primary Health

**Primary Health** should be the first point of call if there are ear or hearing concerns.

**Roles and responsibilities**
- Education and prevention of otitis media.
- Initial identification through routine and opportunistic ear and hearing checks and school screening programs.
- Medical management and review prior to referral to tertiary or specialised services (ear and hearing health flowchart).
- Onward referral into appropriate specialist services.

#### Tertiary ENT service

(for your Hospital and Health Service)

**Primary referral destination** for Aboriginal and Torres Strait Islander whose ear and hearing health issues are outside the scope of Deadly Ears.

**Roles and responsibilities**
- Triage referrals of adults requiring ENT specialist review.
- Triage of referrals of children outside of Deadly Ears scope of practice.
- Advise and direct on clinical pathways between hospitals/healthcare settings.

#### Deadly Ears

Deadly Ears provides a nurse-led ear and hearing health specialist outreach service for Aboriginal and Torres Strait Islander children.

**Roles and responsibilities**
- Triage, accept and decline referrals into the Deadly Ears outreach service.
- Provision of ear and hearing health specialist outreach clinics and surgery (to partner communities).
- Provision of advice and pathways for treatment and management of children.
- Liaise with GPs and healthcare teams around ear and hearing health management.
- Promotion of the use of best practice guidelines for management of ear and hearing health.
- Provision of telehealth services.

#### Australian Hearing

Australian Hearing is a rehabilitation service, supporting children and their families, and eligible adults with diagnosed hearing loss.

**Roles and responsibilities**
- The provision of hearing aids and other devices to children and eligible adults when appropriate.
- Ongoing rehabilitation and support.
- Repairs, batteries and maintenance of hearing aids and devices.

Medical referrals are not required and no application forms. Call 131 797 to arrange referral or talk with your visiting Australian Hearing audiologist.

For further information, see who, when and how to refer to Australian Hearing: Information for Health Services in Aboriginal and Torres Strait Islander communities.

#### How to refer

**Follow the Queensland Health clinical prioritisation criteria**


**Visit the Deadly Ears website**
