Hearing Services Program Information

Information on eligibility, applying for the program and how to find a hearing services provider.

Hearing loss affects one in six Australians and can have a significant impact on independence, participation in community life and the ability to communicate with others. The Australian Government Hearing Services Program (the program) aims to reduce the impact of hearing loss by providing eligible people with access to hearing services. The program is managed by the Australian Government Hearing Services Program (the program) within the Department of Health. Services include

- a choice of hearing services provider (provider)
- a hearing assessment, advice and support and
- if needed, the fitting of an appropriate hearing device and a contribution to maintenance and repair of hearing devices

Eligibility

Eligibility to the program is set out in legislation. Please note that the following lists are a guide only and are subject to change. If you are unsure of your eligibility complete the online eligibility check (refer to Applying online).

There are two eligibility pathways

1. You are eligible for the program if you are an Australian citizen or permanent resident 21 years or older and you are

- a Pensioner Concession Card Holder (Centrelink or Department of Veterans’ Affairs)
- a Department of Veterans’ Affairs Gold Card holder
- a Department of Veterans’ Affairs White Card holder (with hearing loss conditions)
- receiving Sickness Allowance from Centrelink
- a dependent of a person in one of the above categories
- a member of the Australian Defence Force
- referred by the Disability Employment Services (Disability Management Services) Program or
- a National Disability Insurance Scheme (NDIS) participant with hearing needs, referred by a planner from the National Disability Insurance Agency

Please note that a Seniors Health Card does not provide eligibility for the program.

www.hearingservices.gov.au 1800 500 726 hearing@health.gov.au

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2. You may be eligible to receive specialist hearing services if you are

- a person from the above eligibility groups who
- has complex hearing or communications needs or
- lives in a remote area
- any Aboriginal person and/or Torres Strait Islander person who
- is over 50 years of age or
- is a participant in the Community Development Programme (formerly known as the Remote Jobs and Communities Program (RJCP) and the Community Development Employment Projects (CDEP) program).
- or a person who was a CDEP program participant on or after 30 June 2013 has since ceased participating in the program and was receiving hearing services from Australian Hearing prior to ceasing participation
- any person under 21 years of age who
- is an Australian citizen or
- is a permanent resident or
- is a young NDIS participant

Services to people with specialist hearing needs are provided by Australian Hearing. You can contact Australian Hearing directly on 131 797 or visit their website at www.hearing.com.au.

Applying for the program

You can check your eligibility and apply for the program online, by visiting a provider or completing a paper-based application form which you can obtain by contacting the program on the details below. Please note it may take up to 4 weeks for a paper application to be processed while applying online or through a provider will be quicker. If you are new to the program you will need a medical certificate form.

Applying online

Go to www.hearingservices.gov.au Select Apply Now

Enter your details and complete the eligibility check.

If found eligible, complete the rest of the form. You will be given the option to print the details you have provided or to make any changes.

You can choose to print a medical certificate form, or wait for one to be mailed to you. Ask your doctor to complete the medical certificate form.

You will also be able to search the local hearing services provider directory, to find a hearing services provider.

Make an appointment with a provider, and take your medical certificate form with you so they can finalise your application.

After applying online you will be told the status of your application. If you are eligible, you will receive a welcome pack with a letter of confirmation, a list of hearing services providers and a
medical certificate form. If you already chose to print this form, you can ignore this second copy.

**Apply for the program through a hearing services provider**

Visit [www.hearingservices.gov.au](http://www.hearingservices.gov.au) to search for a hearing services provider through the online [local provider directory](http://www.hearingservices.gov.au). You may also call the Hearing Service Program for help to find a hearing services provider.

Contact the hearing services provider to check if they are able to apply for the program online on your behalf and print the [medical certificate form](http://www.hearingservices.gov.au) for you. If they can, take the medical certificate form to your doctor to complete.

Once completed take the medical certificate form to your chosen provider.

During your visit, your provider will confirm your eligibility. If you are eligible and have given them the completed medical certificate form, they will finish the application for you.

You will be sent a letter to confirm that your application has been finalised.

**Finding a hearing services provider**

As part of your welcome pack, you will receive a list of up to 20 providers in your area. You can choose one of these businesses or you can visit the online [local provider directory](http://www.hearingservices.gov.au) on our website and search for a provider at a location of your choice. If you already have a provider and would like to stay with them, ask them if they are contracted to provide services under the program.

**Where can I get more information?**

For more information on the program, eligibility, and how to apply, please visit [Am I Eligible?](http://www.hearingservices.gov.au) page. You can view and download a range of [factsheets](http://www.hearingservices.gov.au).