



Veterans Specific

The Australian Government Hearing Services Program (the program) provides eligible people with access to hearing services. This program is managed by the Department of Health (the Department).

You are eligible to receive hearing services through the program if you are a Department of Veterans' Affairs (DVA) client and are one of the following

- the holder of a DVA Gold Card issued for all conditions
- the holder of a DVA White Card issued for conditions that include hearing loss
- the holder of a DVA Pensioner Concession Card or
- a spouse or dependent of a person in one of the above categories

Hearing services provided through the program include

- choice of hearing services provider
- a comprehensive hearing assessment
- ongoing advice and support and
- If needed, access to a range of fully subsidised hearing devices to assist in managing hearing loss, and a contribution to maintenance and repair

If you need a device, there is a large range of fully subsidised devices for you to choose from. Your hearing services provider may recommend a partially subsidised device. It is important to note that partially subsidised devices have additional non-essential features. If you choose a partially subsidised device the hearing services provider will be paid a subsidy from the program and you will need to pay the difference. This can be very expensive. If you choose to purchase a partially subsidised device you will not be reimbursed for any costs associated with this purchase by either the program or DVA.

If you are a DVA Gold Card Holder or a DVA White Card Holder (for hearing loss) DVA will pay the cost of your device maintenance agreement if you choose a fully subsidised device.

Please note DVA does not pay the annual maintenance fee for hearing devices provided to

- the holder of a DVA Pensioner Concession Card or
- a spouse or dependent of any card type

If you would like to apply and check your eligibility, you can use our online application where you will be guided through the process. The [online application](#) is the quickest way to gain access to services under the program.

More information on eligibility is available at [Veteran Specific Information – Hearing Services](#) and [DVA Client Poster](#).

If you would prefer not to apply online you can

- visit your chosen hearing services provider who can apply online on your behalf
- complete the New Client Application Form available on the [Factsheets and Forms](#) page on our website (paper applications can take up to four weeks to process)

When applying for the first time you will need to obtain a [medical certificate](#) from your doctor. Your doctor will need to confirm that you can be fitted for a device if you need one. Take the medical certificate to your chosen hearing services provider who will complete the application process on your behalf.

To find a hearing services provider in your area you can search our online [Local Hearing Services Provider Directory](#) on our website.