



## 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 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

Before you visit a hearing service provider, please read our Consumer Guidance Factsheet. The Department of Veterans' Affairs have also produced a booklet titled The Veterans' Guide to Better Hearing, available from the DVA website [here](#), to read before you visit a hearing service provider.

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.

The range of fully subsidised devices can be accessed through the program and should meet your needs in the majority of cases. If your provider believes that fully subsidised options are not suitable to meet your clinical hearing needs, they can contact DVA by emailing [Health.Approval@dva.gov.au](mailto:Health.Approval@dva.gov.au) to discuss your circumstances.

DVA also funds assistive listening devices and tinnitus treatment for eligible clients outside of the program.

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



**Australian Government**  
**Department of Health**



**Hearing Services Program**

If you would like to apply for the program 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)

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