



## I've applied - what happens next?

What happens after you apply online or via the post. This information is for new clients only.

After you have completed your online application or submitted a paper application form and found eligible for the Australian Government Hearing Services Program (the program), you will receive a welcome pack to the program.

What happens next will depend on how you submitted your application, your preferred communication method, if you have already obtained a medical certificate and whether there are any issues with your application.

### Online Applications

Completing your application online is the fastest way to obtain services through the program. Once you have completed the application, in most cases you will be advised immediately if you are eligible for the program and you will be provided with information on the next steps.

During the online application process you are asked whether you would like to receive the welcome pack by email or in the post. If you chose to receive your pack by email, this will be sent to the email you included in your application. Welcome packs will take about one to two weeks to receive if requested by post.

### Paper Applications

Applications which are mailed to the program will take about three to four weeks to process. You can still choose to receive your welcome pack by email or by post. If you chose to receive your welcome pack by email, this will be sent by the program once we have processed your application and you have been found eligible.

If you are [not eligible](#) for the program, you will receive a letter with information on other support available.

### Welcome Pack

Your welcome pack will include

- a letter welcoming you to the program
- an [information booklet](#) about the program with details on what to expect at your appointment, services available to you and types of devices and
- a list of [hearing services providers](#) in your area who are able to provide services under the program.

Once you have received your welcome pack, please read the information provided and contact your preferred hearing services provider to arrange an appointment. If you have not already done so, please visit your medical practitioner to obtain a medical certificate before you visit your hearing services provider. If you provided details for an alternate contact, such as a family member or carer, they will also receive a copy of the welcome pack.

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