

Quick Reference Guide

About the hearing services website

What is the website

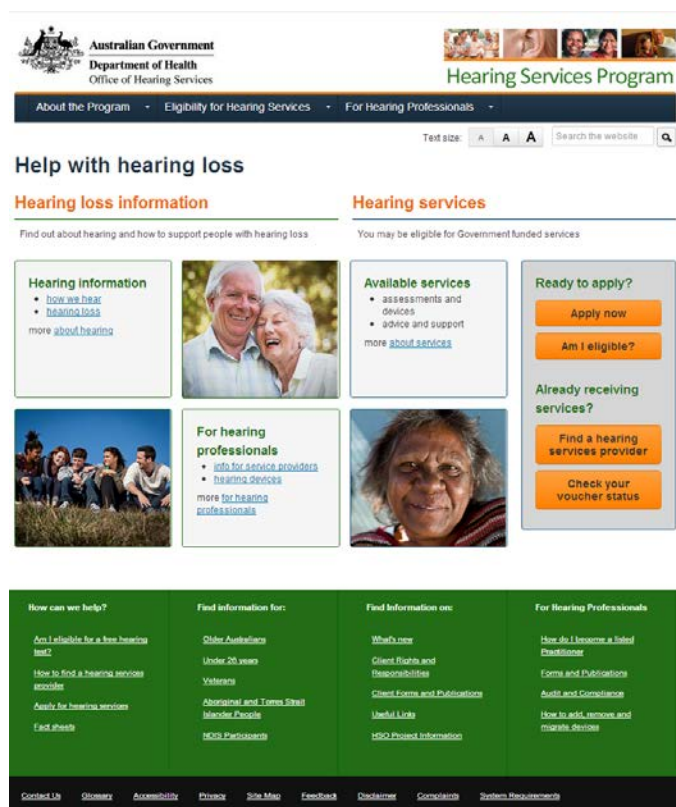
The Department of Health’s hearing services website – www.hearingservices.gov.au provides people with information about hearing, hearing loss, and hearing services available in Australia; and allows people to:

- Check eligibility for the Hearing Services Program (the program);
- Apply for the program online;
- Check the status of an application;
- Search for a hearing provider.

What is the Hearing Services Program

The Hearing Services Program provides eligible people with a range of hearing services including:

- a comprehensive hearing assessment;
- hearing rehabilitation services, including information and support;
- a wide range of free hearing devices, if needed; and
- an optional annual maintenance agreement so that clients can receive repairs and batteries to support their hearing device for a small fee.



Hearing and Hearing Loss Information

You will find a range of useful information on hearing and hearing loss, hearing assessments and hearing devices. To learn about how we hear, hearing loss and how to assist people

with a hearing loss click on the links in the [hearing information](#) box.

Available Services

To find out about services available through the program, and where else you can get help to manage hearing loss: click on the link in the [Available services](#) box

About the Hearing Services Program

For general information about the program, click the [About the Program](#) link at the top of the page. To find out more about eligibility, click on the [Eligibility for Hearing Services](#) link at the top of the page.

Hearing Services Program Application

From this page you can apply for the program, check your eligibility, find a service provider or check the status of your application/voucher. For more information about these functions see sections one to three of this guide.

Footers

At the bottom of the page you will see a large green and a thin black footer. In these areas you will find links to the key information held on the website, including what’s new, factsheets, forms, information on privacy and accessibility, a glossary of terms, etc.

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Applying for the program online

The following steps describe how to apply for the program online. Visit the website – www.hearingservices.gov.au and click on the **Apply Now** button.

Step 1: Check your eligibility.

You can check your eligibility by entering your name, date of birth, and eligibility details.. The details must match what is recorded on your eligibility card (e.g. Centrelink concession card or DVA card).

Step 2a: If not eligible. You will be provided a link to find information about other services may be able to assist you with your hearing needs.

Step 2b: If eligible, complete the rest of the application form.

You will be asked to provide your address, contact number/s, correspondence preferences, and the details of an alternate contact if you have one. You will also be asked to answer some other general questions.

Step 3: Print the medical certificate.

For new clients, a medical certificate is required. Depending on your communication preferences, you will receive a welcome pack by email or in the post. Your information pack will include your client details, client information, a listing of up to 20 nearest hearing services providers and a printed medical certificate. If you would prefer not to wait for the post version of the form you can click on the print the medical certificate link and download and print immediately.

Step 4 Have your doctor complete the medical certificate.

Take your medical certificate to your doctor, so that they can complete the form. Your doctor will need to sign the document and confirm whether you can be fitted with a hearing device if you need one.

Step 5: Take the completed medical certificate to your chosen hearing services provider.

When the medical certificate form is completed by your doctor, take the form to your chosen hearing services provider. As part of your information pack you will receive a list of hearing services providers. If you would prefer not to wait for the list you can search the online provider directory. Further information on how to find a provider is found on page 3 of this quick reference guide.

Step 6: Application completed and begin receiving services.

Your chosen service provider requires your medical certificate to finalise the application process. Once finalised, you will be able to start receiving hearing services, including a hearing assessment.

Additional help is available on the website. More detailed information is available in the public user guide, which can be downloaded from the website.

If you prefer, you can visit your chosen hearing services provider as they can apply for the program on your behalf, or you can complete the paper application form which is available for download from the website. Please note: paper applications can take up to four weeks to process.

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Check your voucher/application status

You can check the status of your application, find out if you have a current voucher, or need to obtain a new voucher by visiting the website:

www.hearingservices.gov.au

To check your application or voucher status, follow the steps below. A list of possible results is provided.

Check your voucher status

Once you apply and are found eligible for the Hearing Services program (the program), you will receive a voucher (in a letter or e-mail) which will allow you to access hearing services through the program. Your hearing services provider can also view your voucher details online.

If you are new to the program, you can check your eligibility and apply for the program by completing the [online application form](#).

If you are already a customer of the program, you can check the status of your voucher by completing the form below.

Please select this box if you do not have an eligibility number Yes No

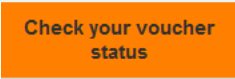
Eligibility Number*

Given Name*

Family Name*

Date of Birth*

Help
Eligibility number - This is the number on your eligibility card (i.e. examples Concession Card, DVA, ADP). Make sure that you enter the number exactly as it appears. Note that some eligibility numbers contain letters as well.
 If you do not have an eligibility number, select the Yes box.
Given name - Enter your first name.
Family name - Enter your last name or surname.
DOB - Dates are split into three separate fields for date, month and year, for example 1 July 1925. Select the date using the day, month and year fields.
 If you need any help, please e-mail the office at hearing@health.gov.au or call 1800 500 726.

Number	Actions
Step 1	Go to www.hearingservices.gov.au
Step 2	Click the Check your voucher status button 
Step 3	Fill out the required details <ul style="list-style-type: none"> • Tick the box if you do not know your Eligibility Number, otherwise enter your Eligibility Number • Enter your Given Name • Enter your Family Name • Enter your Date of Birth Click on the Check Details button

Message Name	Result Description
Expired Voucher	You have an existing, expired voucher. You may be eligible for a return voucher. Please visit a hearing services provider to discuss.
Currently Vouchered	You have an existing voucher that is currently valid. Please visit a hearing services provider to discuss.
Not in the Program	The system could not find a match for the details you entered. You may be eligible to apply for a voucher and can apply for the program.
Application lodged	You have already lodged an application and are eligible. Your application can be processed once you have taken a completed Medical Certificate to a hearing services provider.
Application being processed	The Department of Health needs to confirm your eligibility for your existing application and will notify you when it has been processed. This may take up to two weeks.
Under 21	As you are under the age of 21, you are not eligible for a voucher. You may be eligible to receive services through other programs, visit www.hearingservices.gov.au
No Longer Eligible	Our records show that you are not eligible for the program at present. If your circumstances change you may become eligible again. In this case you are welcome to apply for another hearing services voucher.
Unable to determine who you are	Please ensure all details are the same as they appear on your Concession Card. If still unable to check your voucher, please contact hearing@health.gov.au or call 1800 500 726 .

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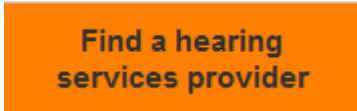
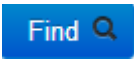
Find a hearing services provider

Service providers can help you to apply for a voucher and to access hearing services. You can look for hearing services providers that are contracted to provide services under the program, using the Local Provider Directory. You can search the local provider directory by clicking the ‘Find a hearing services provider’ button on the homepage, or clicking on the link in the green footer on area page of the website. You will also receive a listing of up to 20 hearing services providers nearest to the address you nominate when you first apply for the program or obtain a return voucher.

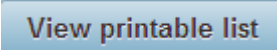
You can search by postcode or provider name and the directory will give you a list of the nearest providers. The directory will attempt to find between 3 and 20 results, but is limited to searching in a 1000km radius.

Local hearing services provider directory

To find a local provider, enter a city, town, suburb or post code, and click the Find button. You can also add the name of a preferred provider, if you have one.

Step number	Actions
Step 1	Go to www.hearingservices.gov.au
Step 2	Click on the Find a hearing services provider button 
Step 3	Enter the street, suburb or post code to start the search. You may also enter the provider’s name, if you know it
Step 4	Click on the Find button 

You can now...

Step number	Actions
See the details	This will show you a list of the 20 of the closest local service providers. You can click on any provider name or the corresponding number in the map to get more details about that provider.
Print the list	You can also print this list. Click View printable list to view and print a list of the 20 closest local providers. 

For further help using the website:

- **Search the website** using the search bar at the top right hand side of any page of the website.
- Review the **website user guide** for the public (available at www.hearingservices.gov.au)
- **Email:** hearing@health.gov.au
- **Call:** 1800 500 726