



## Under 26 years

### Who is eligible?

Australian children, young adults and young participants in the National Disability Insurance Scheme with a confirmed hearing loss are eligible for a range of hearing services through the Australian Government Hearing Services Program (the program) up until their 26<sup>th</sup> birthday.

Access to hearing services and support for young adults will enable them to continue to study, train and/or establish their careers.

### Where can I receive services?

You are eligible for the Community Service Obligations (CSO) component of the program. The CSO is delivered by Hearing Australia which is funded by the Australian Government to deliver CSO services. Hearing Australia is the sole provider of CSO services.

If you choose to receive your hearing services from a hearing services provider other than Hearing Australia, you are responsible for all costs.

However, if you are a young adult aged between 21 to 25 years (inclusive) you may choose to receive your services through either the CSO Program or the Voucher Program, if you meet one of the [eligibility criteria for the Voucher Program](#).

As a Voucher Program participant, you may choose your own hearing services provider from those contracted to the program.

### What services can I receive?

You can expect to receive high quality hearing services that are tailored to you.

You will receive hearing assessments, hearing aids and devices specific to your hearing needs if required and education, advice and support services. The costs are covered by the program.

For a small annual fee you can receive maintenance and repairs on your hearing aids and a supply of batteries for 12 months.

If you have a cochlear implant, you can receive speech processor upgrades and replacements, and minor maintenance to existing speech processors. This is only available through the CSO.

### What happens when I lose eligibility for CSO?

It is suggested you discuss your eligibility in the period leading up to your 26<sup>th</sup> birthday with Hearing Australia or the Australian Government Hearing Services Program (the program). This will allow time to make necessary arrangements to continue your hearing care needs.

From your 26<sup>th</sup> birthday you lose eligibility for hearing services under the CSO unless other CSO eligibility criteria apply.

You may be eligible for the Voucher Program as long as you meet one of the Voucher Program's eligibility criteria.

If you are no longer eligible for the program, you will be responsible for all costs of hearing aids, device replacements and other hearing services. You can attend a hearing services provider of your choice as a private client. More information is on the [Hearing Services Program website](#).

## **I am no longer eligible for the program. What can I do?**

Hearing aid banks exist in each state and territory and provide reconditioned hearing devices to many people. They generally provide services for clients who have lost eligibility for the program or who may have financial difficulty in meeting the cost of a privately provided hearing device.

Private health insurance may offer some rebate for privately purchased hearing devices. Each insurer will have different requirements and it is important to check what may be covered under your policy.

It is also suggested that you seek advice regarding insurance for any privately purchased hearing devices.

For more information please visit:

- [Hearing aid bank information](#)
- [Local hearing services provider directory](#)