



Eligibility for the Hearing Services Program

The Hearing Services Program has 2 components with different eligibility requirements. Find out who can access the program and where to get support if you're not eligible.

Check your eligibility or current voucher

Use our [eligibility checker](#) to see whether:

- you're eligible for subsidised hearing services and devices
- your existing voucher is still current and who your last provider was.

Voucher scheme eligibility

You are eligible for the voucher scheme if you are an Australian citizen or permanent resident or live on Norfolk Island, are aged 21 years or older, and are:

- a [pensioner concession card](#) holder or their spouse
- a [Department of Veterans' Affairs \(DVA\) Gold Card](#) holder or their spouse
- a [DVA White Card](#) holder (hearing specific conditions) or their spouse
- a member of the [Australian Defence Force](#)
- referred by the [Disability Employment Service](#).

A [Commonwealth Seniors Health Card](#) does not provide eligibility for the program.

An incarcerated person must have a valid voucher issued prior to incarceration to be eligible for the program. Vouchers are valid for 5 years from the date of issue. Vouchers are not issued or re-issued to people in incarceration. Access to voucher scheme services will need to be negotiated between the correctional facility and the service provider.

Voucher services are provided by a network of hearing services providers throughout Australia.

Community Service Obligations (CSO) eligibility

[Hearing Australia](#) providers services under the program's CSO.

You are eligible for CSO if you are an Australian citizen or permanent resident or live on Norfolk Island, and you are either:

- aged [under 26 years](#)
- [Aboriginal or Torres Strait Islander](#) and either:
 - aged 50 years or over
 - take part in the [Community Development Program](#) (formerly known as the Remote Jobs and Communities Program and the Community Development Employment Projects program)
 - took part in the Community Development Employment Projects Program from 30 June 2013 and received hearing services from Hearing Australia before you stopped participating
- eligible for the voucher scheme and either:
 - live in a remote area (Modified Monash Model locations 6 and 7)
 - require [specialist hearing services](#).

Incarcerated people are still eligible for CSO services. However, access to CSO services will need be negotiated between the correctional facility and Hearing Australia.

Eligibility for both

If you are eligible for both the voucher scheme and CSO, you can choose to receive services under either component.

If you are eligible for specialist services, but choose to stay with your current provider, you won't receive extra CSO services.

Talk to your hearing provider or [contact us](#) for more information.

Other hearing support options

If you're not eligible for either the voucher scheme or the CSO, there are [other ways to access hearing services](#).

Finding support

See a [list of organisations](#) that provide information and support.

Read more about [what to do](#) if you disagree with a decision finding you ineligible.