



Aboriginal and Torres Strait Islander Peoples

Aboriginal and Torres Strait Islander Peoples can access additional and tailored hearing services under the Community Service Obligations (CSO) component of the Australian Government Hearing Services Program (the program) and are provided by Hearing Australia is funded by the Australian Government to provide CSO services to help address the more complex and specific needs of individuals from identified priority groups through the CSO.

What are CSO services?

CSO services are only available to individuals from specific priority groups who meet the required eligibility criteria. This could include where you live if this is a remote location or your participation in a particular work scheme such as the [Community Development Programme](#) (formerly known as the Remote Jobs and Communities Program (RJCP) and the Community Development Employment Projects (CDEP) program). See www.employment.gov.au for information about this programme.

Services specific for Aboriginal and Torres Strait Islander Peoples

In addition to being able to apply for services in the program if you meet eligibility criteria, Aboriginal or Torres Strait Islander persons over 50 years of age are eligible for hearing services under the CSO.

What services can I expect to receive under the CSO?

If you are eligible for CSO services you can expect to receive services similar to those offered under the hearing services voucher component of the program. This will include a comprehensive hearing assessment, access to a wide range of hearing devices, advice, monitoring and support. Additional services you may receive include more frequent appointments, more intensive communication training and support services and access to fully subsidised hearing devices of a higher level of technology.

However, due to your more complex needs, you may find that the method of service delivery, the content of the services you receive and the hearing devices available to you may be more specifically tailored to assist with your hearing loss.

If, under the CSO, you have been fitted with a hearing device you are also entitled to enter into a maintenance agreement to help maintain the life of your hearing device.

How can I access services under the CSO?

If you are eligible for CSO services you may choose to receive services from Hearing Australia or from another hearing services provider of your choice. If you choose to receive services from Hearing Australia, the costs of your services, including the cost of most devices, will be covered by the program and will be fully subsidised by the Australian Government. Other hearing service providers however, are not funded to provide CSO services and may not be able to supply the same level of service or range of devices accessible through Hearing Australia.

For more information please contact:

- Hearing Australia on 131 797 or visit www.hearing.com.au
- email hearing@health.gov.au

(Issue Date 0817)