



Australian Defence Force

This factsheet provides information on the Australian Government Hearing Services Program (the program) for members of the Australian Defence Force.

The program provides eligible people with access to hearing services through two components

1. The Community Service Obligation (CSO) component which is provided exclusively by Hearing Australia around Australia. CSO services are mostly provided without any out of pocket costs.
2. The Voucher component is provided by service providers around Australia, including Hearing Australia. Voucher services may involve out of pocket costs, including for maintenance or where a [partially subsidised hearing device](#) is chosen by the client.

Eligibility

Eligibility is provided for in legislation. For the purpose of eligibility to the program, a member of the Australian Defence Force (ADF) is considered to be

- a current member of the Permanent Navy, the Regular Army or the Permanent Air Force, or
- a current member of the Reserves who is rendering continuous full-time service.

ADF Members under 21 years of age who are Australian citizens or Australian permanent residents are eligible for services under the CSO component of the program.

ADF Members Aged 21 to 25 (inclusive) and either Australian citizens or Australian permanent residents can choose to receive services under either the CSO or the Voucher components of the program.

ADF Members aged 26 and over who are Australian citizens or Australian permanent residents are eligible for services under the Voucher component of the program. Clients who are identified as being a complex client with specialised hearing needs (profound hearing loss or a hearing loss and severe communication impairment) can receive services under either the CSO or Voucher component of the program.

No longer a serving member of the Australian Defence Force?

If you are no longer a serving member of the Australian Defence Force and require help with hearing loss, you may meet one of the other eligibility categories. For further details visit [Am I eligible to receive free hearing services?](#)

This information is general advice only. For further information or to apply for the program please visit the website or contact us.

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