



Maintenance Agreements

What is a maintenance agreement?

Maintaining your hearing device and buying batteries privately can be costly. Maintenance agreements are an optional agreement between you and your service provider where, for an annual fee, your service provider will supply you with batteries, and service and repair your hearing device for 12 months. If you enter into this agreement, the program will pay your service provider an additional amount towards the cost of maintaining your device.

How do I enter into a maintenance agreement?

In the first instance you should speak with your service provider. If you decide to enter into a maintenance agreement, your service provider will ask you to sign a Maintenance Agreement form. This form outlines what is covered under the agreement and the contribution amount you are required to pay to your service provider.

If you choose not to enter into a maintenance agreement at the time of your device fitting, you can still do so at a later date, however you will be liable for any service or repair costs when you are not covered by a maintenance agreement. Your hearing devices must be in good working order at the time of entering into a maintenance agreement.

How much does a maintenance agreement cost?

You should speak with your service provider to discuss the cost associated with your maintenance agreement. If you have been fitted with a fully subsidised device, you may be asked to make a standard contribution towards your maintenance, which is indexed annually.

The amount of the annual fee for partially subsidised devices can be higher than the maximum fee set for fully subsidised devices. There may also be additional charges for expenses such as repair costs. You must be made aware of these costs prior to the fitting, in the device quote and the maintenance agreement.

Do I have to pay the maintenance fee if I am a veteran?

If you hold a DVA Gold or White (hearing specific) card and have chosen a fully subsidised device, you are exempt from paying the annual maintenance agreement fee, as DVA will pay this for you.

You should be aware that this exemption **does not** apply to partially subsidised devices. If you have chosen a partially subsidised device, you will be expected to -pay any additional cost above the government contribution to your annual maintenance agreement, and DVA will not reimburse this amount. You can discuss these costs with your service provider.

Do I have to pay the maintenance fee if I am a National Disability Insurance Scheme (NDIS) participant?

The annual maintenance fee for your hearing devices will be included as part of your NDIS plan, where your planner has assessed this as being [reasonable and necessary](#).

What if I lose eligibility for the Hearing Services Program?

If your maintenance agreement is still in force when your voucher has expired and you are no longer eligible for the program, you will be able to access maintenance services with the provider until the maintenance agreement expires.

If your voucher has expired and you are no longer eligible for the program, and your current maintenance agreement has expired, you will no longer be able to access maintenance services through the program.

If I change my service provider, do I need to enter into a new maintenance agreement?

If you transfer to a new service provider and have a current maintenance agreement in place, your existing agreement will continue with your new provider. When your existing agreement expires you can choose to enter into a new agreement with

your new service provider. At this time, you may be asked to pay a new maintenance agreement co-payment. If you are using partially subsidised devices, your new service provider may negotiate new terms for your new agreement when the previous agreement expires.

I am unable to visit my service provider, what can I do?

If you already have an agreement in place, you may be able to post your hearing device to your service provider for repairs or maintenance. You may also ask your service provider to post batteries to you on a regular basis or on request.

These options should be discussed directly with your service provider, as providers will have different policies around this issue. Alternatively, a friend or relative may be able to access batteries and maintenance on your behalf.

What is covered under a maintenance agreement?

Your device is covered under warranty and consumer law. Maintenance agreements provide additional support for your device, including:

- Appropriate battery supply
- Adjustments and re-programming if required (including phone or accessories connectivity issues)
- Repairs to the device as well as to any other attachments necessary for the operation of the device
- Necessary components for the functioning of the device (e.g. Ear-moulds, thin tube and dome replacement)
- Hearing Aid cleaning

Please see your device quote or provider for more information about the warranty on your devices.