



## How to apply for the program

The steps below will help guide you through the process of apply for the program.

### Online

#### Step 1: Check your eligibility

To check your eligibility for hearing services, fill in the details on the check your eligibility button on the website.

This can be completed at any hearing services provider or on any computer with internet access.



#### Step 2: Tell us how to contact you

If you are eligible and you would like to proceed, you will be asked to provide contact information, and the preferred way to be contacted.

This finalises the online step.



#### Step 3: Get a medical certificate

Once your application has been processed, you will need to get a medical certificate form signed by your medical practitioner.

We will send you a prefilled form by email or post.



#### Step 4: See a hearing services provider

Once you have a signed medical certificate, you can see a hearing services provider.

### Paper

#### Step 1: Consider your eligibility

You may be eligible if you hold one of the following:

- Pensioner concession card
- Receiving Centrelink Sickness Allowance
- DVA Gold Card (all conditions)
- DVA White Card (issued for conditions that include hearing loss)
- A dependent of a person in one of the above.
- A member of the Australian Defence Force
- Part of the Australian Government funded Disability Employment Services (DES) – Disability Management Service.

OR

You may be eligible to receive services through the Community Service Obligations (CSO).



#### Step 2: How to apply

A paper application form can be downloaded from the Hearing Services Program website or obtained from your hearing services provider, or medical practitioner.



#### Step 3: Complete the application form

Complete all areas of the paper application, and have your medical practitioner sign the form.

Paper applications once complete can be mailed to  
Mail Drop Point 113  
Hearing Services Program  
Department of Health  
GPO Box 9848  
Canberra ACT 2601

Any unfilled sections may cause a delay in the processing of the application.

**Paper applications can take 4 weeks to process.**



#### Step 4: See a hearing services provider

Arrange for an appointment with your chosen hearing services provider.