



Applying for a New Client Voucher

What access do I need?	Access to the Hearing Services Online Portal
What else do I need?	A completed New Client Application Form signed by the client

Applying for a new client

Please note - a voucher must be issued prior to any services being provided to the client.

Step 1

Log into the HSO portal and select **Apply for program** button.

Step 2

Click the **Check your eligibility** button and enter the client eligibility number, first name, last name, date of birth and sex before clicking the **Check eligibility** button (At this point you will be told if the client is eligible for the program).

Step 3

Enter the client's postal address, contact number, tick the relevant boxes to the questions asked if applicable.

Step 4

Tick the appropriate box for correspondence, ensuring you obtain the clients email address (if applicable). Ensure you tick 'Yes' next to send information pack to client.

Step 5

Before you submit the application please review the details provided. If you need to amend anything, please click the **Back** button and amend the details.

Step 6

Click the certification box

Click **Confirm Details**

Step 7

Review the client's information. If all the details are correct click the **Process Application** button. If you need to amend anything, click the **Back** button on the page below, amend the details.

Step 8

Ensure the [client is linked to your site](#)

How do we contact the applicant?

Address 1*

Address 2

Suburb*

State*

Postcode*

Tell us a little more about the applicant

Is applicant a resident of an aged care facility? Yes

Is applicant of Aboriginal origin? Yes

Is applicant of Torres Strait Islander origin? Yes

Does applicant speak a language other than English at home? Yes

Does the applicant have an alternate contact? Yes

What are the applicant's contact preference?

Send correspondence to the applicant* via Email via Post

Email Address*

Confirm Email Address*

Send information pack to client Yes

A message will appear at the top of the page advising you of one of the following

- **The Application has been successful. A voucher will be generated**
- **Pending Application Saved**
- **The system is unable to process it at this time. When the system becomes available we will process the application on your behalf.**