



## Checking a client's eligibility for the program

### What access do I need?

Internet access to visit  
[www.hearingservices.gov.au](http://www.hearingservices.gov.au)

### What else do I need?

Client eligibility type and number, first and last name, date of birth, gender and consent.

## Check eligibility

If you are unsure if the client is eligible for the program you are able to check and confirm their eligibility prior to submitting an application, and prior to providing services.

### Eligibility Details

\*mandatory fields

Eligibility Type*	<input type="text" value="Centrelink Pensioner Concession Card (PC)"/>
Eligibility number*	<input type="text" value="Centrelink, DVA, ADF, JSID number"/>
Title	<input type="text" value="Please Select"/>
Given Name*	<input type="text" value="Please enter given name"/>
Middle Name	<input type="text" value="Please enter middle name"/>
Family Name*	<input type="text" value="Please enter family name"/>
Date of Birth*	Day <input type="text" value="1947"/> Month <input type="text" value="1947"/>
Gender*	<input type="text" value="Please Select"/>

In most cases the online eligibility check only takes a few seconds to process.

#### Authorisation and Privacy Advice

Your personal information is protected by law, including the *Privacy Act 1988*, and is being collected by the Australian Government Department of Health for the purposes of determining eligibility for and administering the Hearing Services Program.

If you do not provide this information then the Department of Health will not be able to provide you with hearing services under the program.

You can get more information about the way in which the Department of Health will manage your personal information, including our [privacy policy](#).

By clicking the button below you are consenting to and authorising the Department of Health to collect, store and disclose your information, including personal information

If you need help, please email [hearing@health.gov.au](mailto:hearing@health.gov.au) or call 1800 500 726.

**Step 1** – Visit the [program's website](#) and select "**Check your eligibility**".

**Step 2** - Select the client's **Eligibility Type\***

**Step 3** - Enter the client's **Eligibility Number**

**Step 4** - Enter the client's **Given Name**

**Step 5** - Enter the client's **Middle** (optional)

**Step 6** - Enter the client's **Family Name**

**Step 7** - Enter the client's **Date of Birth**

**Step 8** - Select the client's **Gender\***

**Step 9** - Read **Authorisation and Privacy Advice aloud to the client**

If the client is happy to proceed, go to Step 10

If they are not happy to proceed, click **Cancel**. This will cancel the process and the details you have entered will not be saved

**Step 10** - Click **Check eligibility**

The client's eligibility is displayed at the top of the page. The most common include

<p><input checked="" type="checkbox"/> You are <b>eligible</b> to receive hearing services through the program.</p>
<p><input checked="" type="checkbox"/> Our records show that the client has <b>already lodged an application</b> and they are eligible for services. Please retrieve the clients draft application using their four points of identification - name, date of birth and eligibility number.</p>
<p><input checked="" type="checkbox"/> Our records show that you are <b>not eligible</b> for the program at this time. If you are unsure why you are not eligible please contact</p> <ul style="list-style-type: none"> <li>Centrelink for all eligibility types excluding DVA and NDIS, information is on the <a href="#">Centrelink Contacts page</a></li> <li>Department of Veterans Affairs via e-mail to <a href="mailto:generalenquiries@dva.gov.au">generalenquiries@dva.gov.au</a> or 1800 555 254</li> <li>National Disability Insurance Scheme clients should contact their planner</li> </ul>

**Eligible**

**Existing draft application found**

**Not eligible**

To learn how to finalise an existing draft application, please see [How to finalise a draft application](#).

\*Please select an option from the drop down menu.