



## I'm not eligible - where can I get help?

Not everyone is eligible for the Australian Government Hearing Services Program (the program). If you are not eligible for the program, you may be able to have a hearing aid fitted at a reduced cost through a hearing aid bank.

### How do hearing aid banks work?

Hearing aid banks are run by volunteers in most States and Territories. Hearing aid banks recondition donated hearing aids and distribute the hearing aids according to their eligibility criteria.

### Where do the hearing aids come from?

When a hearing aid user no longer requires their hearing aid, they or their next of kin, can choose to donate the hearing aid to a hearing aid bank. These hearing aids are reconditioned to be reused.

### Am I eligible?

When you visit a hearing aid bank you will be tested against their eligibility criteria. Eligibility for a hearing aid is generally for people who

- do not qualify for the program and
- cannot afford a hearing aid.

### Where is my nearest hearing aid bank?

#### National

#### Hearing Care Industry Association (HCIA) Hearing Aid Bank

The aim of [HCIA's hearing aid bank](#) is to assist those on low incomes, as defined by the Federal Government, who are either excluded from the paid workforce or at risk of leaving the paid workforce due to hearing loss.

Successful applicants to the hearing aid bank receive a voucher, which will be redeemable for a hearing aid (as defined by the program). The voucher will enable the individual to choose where they wish to have their aid fitted/supplied.

#### Australian Capital Territory

If you are looking for a hearing aid bank in the Australian Capital Territory we recommend you find a hearing service provider in your local area and asked if they provide a hearing aid bank service.

#### New South Wales

[Self Help for Hard of Hearing](#) runs a hearing aid bank at Macquarie University for people with a Health Care Card or who are a low-income earner.

#### Northern Territory

Please contact [DeafNT](#) or a hearing service provider in your local area to find out about hearing aid bank services in the Northern Territory.

## Queensland

[Princess Alexandra Hospital](#) in Brisbane runs a free hearing aid bank for people with a Health Care Card or those who can show they cannot afford an aid. You will need a referral from a Queensland Health or Northern New South Wales Hospital. The bank provides one hearing aid per person.

[Better Hearing Australia's \(BHA\)](#) Hearing Access Program provides refurbished hearing devices to people with hearing loss who are not eligible can receive assistance with the cost of hearing aids.

## South Australia

The [Audiology Department at Royal Adelaide Hospital](#) (RAH) runs a hearing aid bank. People who have a Low Income Health Care Card are eligible for a hearing aid. The bank collects digital behind-the-ear hearing aids, checks their functionality and passes them on to a private audiology practice that fits the aids to eligible people at minimal cost. Please contact the Audiology Department at RAH for more information or an appointment.

## Tasmania

Please contact a hearing service provider in your local area for advice about hearing aid bank services in Tasmania.

## Victoria

[Better Hearing Australia – Victoria](#) has been fitting hearing aids for over 30 years. The hearing aid bank does not have official eligibility criteria, but will assess each application based on income and other circumstances, a suitable hearing aid being available and ineligibility to obtain government assistance.

We also recommend you contact a hearing service provider in your local area and asked if they provide a hearing aid bank service.

## Western Australia

The [Lions Hearing Aid Bank](#) provides hearing devices for people that are not eligible for the program.

## National Disability Insurance Scheme (NDIS)

You may also be eligible to receive assistance with your hearing through the NDIS. The NDIS has been established to support people with disability in Australia. For more information on eligibility for the NDIS please visit their webpage on [Accessing the NDIS](#) or call 1800 800 110.

## Telephone support

If your hearing loss affects your ability to use a standard telephone handset you may be eligible for the [Telstra Disability Equipment Program](#). To apply for the program, you will need to complete a Disability Equipment Program Application Form and your audiologist or audiometrist will need to sign your application to confirm you require assistance with hearing on the phone. For more information and to request the application form you can contact the Disability Enquiry Hotline on

Phone 1800 068 424

TTY 133 677

Email [disability@online.telstra.com.au](mailto:disability@online.telstra.com.au).

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