



## Am I eligible to receive subsidised hearing services?

Eligibility to the program is set out in [legislation](#). This information is general advice only, you should [check your eligibility](#) prior to making an appointment for services.

### Voucher component of the program

You are eligible for the voucher component of the program if you are an Australian citizen or permanent resident 21 years or older and you are

- a Pensioner [Concession Card](#) holder
- a Department of [Veterans' Affairs Gold Card](#) holder
- a Department of [Veterans' Affairs White Card](#) holder issued for specific conditions that include hearing loss
- receiving Sickness Allowance from Centrelink
- a dependent of a person in one of the above categories
- a member of the [Australian Defence Force](#)<sup>1</sup>
- referred by the [Disability Employment Services](#) (Disability Management Services) Program or
- a [National Disability Insurance Scheme \(NDIS\)](#) participant with hearing needs, referred by a planner from the National Disability Insurance Agency

Please note that a **Seniors Health Card does not** provide eligibility for the program.

If you are a **young adult aged 21 to 25 (inclusive)** you can choose to receive services through either the Voucher Program (if you meet one of the eligibility criteria listed above) or through the CSO Program (details below).

Voucher services are provided by a network of hearing services providers throughout Australia.

### Community Service Obligations (CSO) component of the program

You are eligible to receive hearing services through the CSO component (specialist hearing services) of the program if you are an Australian citizen or permanent resident and you are

- a person from one of the above eligibility groups who has complex hearing or communications needs or lives in a remote area
- an Aboriginal person and/or Torres Strait Islander person who
  - is over 50 years of age or
  - is a participant in the Community Development Programme (formerly known as the Remote Jobs and Communities Program (RJCP) and the Community Development Employment Projects (CDEP) program).
  - or a person who was a CDEP program participant on or after 30 June 2013; has since ceased participating in the program and was receiving hearing services from Australian Hearing prior to ceasing participation
- a person [under 26 years](#) of age who
  - is an Australian citizen or
  - is a permanent resident or
  - is a young NDIS participant

Australian Hearing is the sole provider of CSO services. You can contact Australian Hearing on 131 797 or visit their website at [www.hearingservices.com.au](http://www.hearingservices.com.au).



## Eligibility checker

This information is general advice only. If you think you may be eligible for the voucher component of the program, you can [check your eligibility](#).

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

If after using the eligibility checker you are [not eligible, but require assistance](#) you may be able to have a hearing aid fitted at a reduced cost through a hearing aid bank.

## I'm not eligible - how can I ask for a reconsideration?

Information has been prepared on how to [request a reconsideration](#) of a decision, and the circumstances under which a reconsideration can be made. A request for a reconsideration must be lodged within 28 days of the original decision.

For all enquiries please e-mail [hearing@health.gov.au](mailto:hearing@health.gov.au)

Telephone enquiries please call 1800 500 726

National Relay Service (NRS) 1800 555 660

<sup>[1]</sup>For the purpose of eligibility to the program, a member of the Australian Defence Force is considered to be

- a current member of the Permanent Navy, the Regular Army or the Permanent Air Force or
- a current member of the Reserves who is rendering continuous full-time service.