



Portal user guide – Check client eligibility

Eligibility for the program is set out in legislation. The program has a tool on our website which allows clients to check their eligibility.

Access

What access do I need?

Access to <https://www.health.gov.au/our-work/hearing-services-program>

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 can check and confirm their eligibility prior to submitting an application, and prior to providing services.

Step 1

Visit the [program's website](#) and select “Check your eligibility”

Step 2

Select the client's Eligibility Type* from the drop down menu and enter:

- Eligibility Number
- Title (optional)
- Given Name
- Middle Name (optional)
- Family Name
- Date of Birth
- Gender

*mandatory fields

Eligibility Type*	Centrelink Pensioner Concession Card (PC) ▾
Eligibility number*	Centrelink, DVA, ADF, JSID number
Title	Please Select ▾
Given Name*	Please enter given name
Middle Name	Please enter middle name
Family Name*	Please enter family name
Date of Birth*	Day ▾ Month ▾ 1952 ▾
Gender*	Please Select ▾

Step 3

Read Authorisation and Privacy Advice aloud to the client.

If the client is happy to proceed, go to Step 4

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

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 or call 1800 500 726.

Check eligibility Cancel

Step 4

Click **Check Eligibility**.

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

- Eligible
- Existing draft application found
- Not eligible

The screenshot displays three stacked notification boxes. The top box is green with a white checkmark icon and contains the text: "You are eligible to receive hearing services through the program." The middle box is pink with a red 'x' icon and contains the text: "Our records show that the client has already lodged an application 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." The bottom box is also pink with a red 'x' icon and contains the text: "Our records show that you are not eligible for the program at this time. If you are unsure why you are not eligible please contact" followed by a bulleted list: "• Centrelink for all eligibility types excluding DVA and NDIS, information is on the [Centrelink Contacts page](#)", "• Department of Veterans Affairs via e-mail to generalenquiries@dva.gov.au or 1800 555 254", and "• National Disability Insurance Scheme clients should contact their planner".

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