



Australian Government
Department of Health and Aged Care



Hearing Services Program

Portal user guide – For clients



Introduction

This guide is intended for consumers of the Australian Government Hearing Services Program. This guide steps through how to:

- [check your eligibility for the program](#)
- [apply for the program](#)
- [find a service provider](#)
- [check your voucher status and last known provider.](#)

You will also find information on the outcomes of the eligibility checker:

- [I am eligible](#)
- [I am not eligible](#)
- [I have an existing application](#)
- [I already have a voucher.](#)

Key terms for using the Hearing Services Program website

Below you will find some key information to help you use the website and online forms.

What	Details
Service provider	This is a hearing services provider who can provide services to clients of the Australian Government Hearing Services Program (the program).
Alternate contact	This is a person you would like to include as an alternate contact. You can choose to have this contact person also receive copies of any correspondence you receive (for example a carer or family member).
Voucher	Previously, clients were sent a paper voucher to take to their preferred service provider. With the new website clients will no longer need to remember to take the voucher with them as service providers can now access an electronic voucher.
Local provider directory	This is an online searchable directory of all hearing services providers across Australia who can deliver services to clients of the program.
Online form terms	
Online help	Throughout the website there is information included to help you complete your application or use the online forms.
Mandatory fields	Mandatory fields are marked with an asterisk (*). These fields need to be completed to progress to the next screen.
Date format	Dates are split into three separate fields for day; month; year for example 15 Sept 2013.
Error messages	Error messages will appear if information in a field is missing or incorrect.

Check your eligibility, voucher status, last known provider and apply for the program

If you haven't accessed the program, you can check your eligibility online to determine if you are eligible for services through the program.

If you aren't sure if you have accessed the program before, or if you have accessed the program but aren't sure who your last provider is, you can check this online.

If you are found to be eligible, you can apply.

Follow the below steps.

Step 1

Visit the website - health.gov.au/our-work/hearing-services-program

Click the **Check your eligibility** tile.

The screenshot shows the Australian Government Department of Health and Aged Care website. The header includes the Australian Government logo, the department name, and navigation links for 'About us', 'Ministers', 'News', and 'Contact us'. A search bar is located in the top right. Below the header, there are links for 'Home', 'Topics', 'Our work', and 'Resources', along with a 'Translations' icon. The main content area has a blue background with the title 'Hearing Services Program' and a sub-header: 'The Hearing Services Program provides subsidised high-quality hearing services and devices to eligible Australians with hearing loss.' Below this, there are four white tiles with blue borders and right-pointing arrows:

- About the program**: See how the program supports eligible Australians with hearing loss.
- Check your eligibility**: Check whether you're eligible for subsidised hearing services and devices.
- Provider portal**: For providers to manage clients, claims and business details.
- Schedule of service items and fees**: The legislated schedule of fees, services, and program requirements.

Step 2

Scroll down and click on the 'check your eligibility' link.

Check your eligibility or current voucher

Use our eligibility checker to see whether:

- you're eligible for subsidised hearing services and devices
- your existing voucher is still current and who your last provider was.

[Check your eligibility](#) >

Step 3

Click the **Check now** button.

Check now

If you are new to the program please complete the details requested below to check your eligibility. If you are eligible you will be directed to a page to complete your application.

If you are already a client of the program you can check if your voucher is still current.

- If your voucher is still current you will be advised of your last known service provider and their contact details.
- If your voucher has expired you will be provided with a list of local hearing services in your area.

Read the [privacy notice for the Hearing Services Program online portal](#).

Step 4

Enter the information required to check your eligibility for the program:

- Select your **Eligibility Type** from the drop-down menu. This is the concession or service entitlement you have.

- Enter your **Eligibility Number**. This is the reference number shown on your entitlement card.
- Select your **Title** from the drop-down box.
- Enter your **Given Name and Family Name**. This must be the same name and spelling as shown on your entitlement card.
- Enter your **Middle Name**. This is not a mandatory field, so you do not have to enter a middle name.
- Enter your **Date of Birth**.
- Select your **Gender** from the drop-down menu.

Check your eligibility, voucher status and last known service provider

If you are new to the program please complete the details requested below to check your eligibility.

- If you are eligible you will be directed to a page to complete your application.

If you are already a customer of the program you can check if your voucher is still current.

- If your voucher is still current you will be advised of your last known service provider and their contact details.
- If your voucher has expired you will be provided with a list of local hearing services in your area.

Eligibility Details

*mandatory fields

Eligibility Type*	Centrelink Pensioner Concession Card (PK	▼
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 ▼ 1953 ▼
Gender*	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 the following:

- I consent and authorise the Department of Health and other Australian Government agencies such as Services Australia, Department of Veterans Affairs, Social Services, Employment, Defence or the National Disability Insurance Agency to collect, store and share my information, including personal information such as name/address/payment type/payment status and concession card type and status to determine eligibility for the Australian Government Hearing Service Program.
- I understand my consent will remain valid while I am a customer of the Australian Government unless I withdraw it by contacting the Department of Health.
- I understand that if I do not consent or if I withdraw my consent, I must get the required documentation from the relevant agency and provide it to the Department of Health for the purpose of determining my eligibility for the Australian Government Hearing Service Program.

If you need help, please email hearing@health.gov.au or call 1800 500 726.

Check eligibility

Cancel

Help

Eligibility number - This is the number on your eligibility card. For example Centrelink Pensioner Concession Card, DVA gold or white card (for hearing loss).

Make sure that you enter the number only, **without the CRN and dashes (-)**. Note that some eligibility numbers contain letters as well, for example Centrelink Concession Number: 123456789X, DVA Number: XXX123456

Given name - Enter your first name.

Family name - Enter your last name / surname.

Date of birth - Dates are split into three separate fields for date, month and year, for example 15 Sept 1933. Select the date using the day, month and year fields.

Step 5

Read the Authorisation and Privacy Advice.

If you do not want to proceed, click the **Cancel** button. This will cancel your application and your details will not be saved. You will not be able to receive services through the program.

Click the **Check eligibility** button.

Eligibility checker results


If you enter the information required to check your eligibility for the program, and click the **Check eligibility** button, you may be presented with one of the following messages:

- [Eligible](#) – you have been found eligible for the program
- [Not eligible](#) – you have been found not eligible for the program
- [Existing application](#) – you already have an existing application and should visit your chosen service provider to finalise your application
- [Already vouchered](#) – you already have a voucher for hearing services under the program.

I am eligible

If you are presented with this screen, you are eligible for the program. You can provide contact information to continue applying for the program or click cancel if you do not wish to apply.

Tell us how to contact you

 You are eligible to receive hearing services through the program.

* mandatory fields


What we know about you so far:

Your Details:

How do we contact you?

Address 1*	<input type="text"/>
Address 2	<input type="text"/>
Suburb*	<input type="text"/>
State*	Please Select <input type="button" value="v"/>
Postcode*	<input type="text"/>

Address checker

 We need to check your address so we can process your application quickly.

Contact Phone 1	Please Select <input type="button" value="v"/>	<input type="text"/>
Contact Phone 2	Please Select <input type="button" value="v"/>	<input type="text"/>

Help

Address - Enter your address details and select "Check Address".

If we cannot match the address, you will then see a list of addresses. Select the correct address.

If you do not see the correct address in the list you can choose to use the address as entered, or change the address.

Contact phone - Enter your phone number.

Alternate contact - If you would like to provide another contact, for example a family member, tick this box and enter the alternate contact details here.

Correspondence preferences - This is how we will send you information about hearing services.

If you select email, you will need to enter your email address.

If you select post, you will be asked if the post address is the same as your residential address (where you live). If your postal address is not the same as your residential address, uncheck the box. You will be asked to enter the postal address.

Step 1

Enter your address and click the **Check address** button.

If we are unable to directly match the address, it will display a list of similar addresses in a new window.

You can use the address as you entered it, select an address from the new window or change the address. Please ensure that the address is correct so that you receive your client information.

Step 2

Enter your **Contact Phone**, select the type of number from the drop-down list and then type the number into the space provided You can also add a second contact number.

Step 3

Tell us a little more about you

Are you a resident of an aged care facility? Yes

Are you of Aboriginal origin? Yes

Are you of Torres Strait Islander origin? Yes

Do you speak a language other than English at home? Yes

Do you have an alternate person that you'd like us to contact? Yes

Your preferred way for us to contact you

Send correspondence to you* via Email via Post

Your email address*

Confirm Your email address*

You can print the consumer guidance factsheet and other program information after completing the application

Would you like us to also send this information to you via your nominated correspondence preference?

I would like an information pack sent to me Yes

Tick the boxes if you

- are a resident of an **aged care facility**.
- identify as being of **Aboriginal origin**.
- identify as being of **Torres Strait Islander origin**.
- **speak a language other than English at home**. A drop-down list will appear. Select the language from the drop-down list. If more than one language is spoken at home, select the language used most.

Do you speak a language other than English at home? Yes

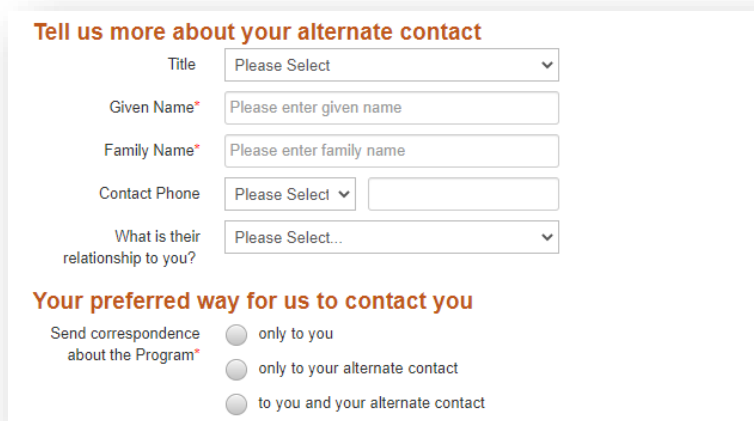
What language do you speak at home?*

- would like to **add an alternate contact person**. Additional fields for the person's name and details will appear. Please ensure you let the person know that you have

added them as an alternate contact for the program and they may receive correspondence from us (e.g. a carer or family member).

Step 4

If you have chosen to **add an alternate contact**, you will also be asked to tick a box for who should receive correspondence about the program. Tick the box to nominate how you would like **information sent**. Only one option can be selected.



The screenshot shows a form with two main sections. The first section, titled "Tell us more about your alternate contact", contains the following fields: "Title" (a dropdown menu with "Please Select" and a downward arrow), "Given Name*" (a text input field with "Please enter given name"), "Family Name*" (a text input field with "Please enter family name"), "Contact Phone" (a dropdown menu with "Please Select" and a downward arrow, followed by a text input field), and "What is their relationship to you?" (a dropdown menu with "Please Select.."). The second section, titled "Your preferred way for us to contact you", contains a question "Send correspondence about the Program*" followed by three radio button options: "only to you", "only to your alternate contact", and "to you and your alternate contact".

Step 5

Select your preferred method to receive correspondence.

If it is email, you will need to add an email address and confirm the email address.

If it is via post, you will need to tick if the post address is the same as residential. If it isn't, untick the box and enter the postal address and click the **Check address** button.

Your preferred way for us to contact you

Send correspondence to you* via Email via Post

Postal Address same as residential? Yes

Address 1*


Address 2

Suburb*

State* Please Select

Postcode*

Address checker

 We need to check your address so we can process your application quickly.

[Check address](#)

You can print the consumer guidance factsheet and other program information after completing the application

Step 6

Select if you would like information to be sent about the program to your nominated method of correspondence.

Click the **Confirm Details** button to continue.

Click the **Cancel** button if you do not want to proceed. This will close your application and you will lose any entered information.

You can print the consumer guidance factsheet and other program information after completing the application

Would you like us to also send this information to you via your nominated correspondence preference?

I would like an information pack sent to me Yes

[Confirm Details](#) [Cancel](#)

Application results

Once you have completed the eligibility check and entered your contact details, there are two results.

Application saved (draft application)

Your eligibility has been confirmed, your contact details have been registered.

You will be sent an information pack, and a printout of the 20 closest service providers to the address listed in your application.

You can also use the [online provider directory](#) to find a service provider near you contact your chosen provider so that they can finalise the application process.

Application being processed (pending application)

Your eligibility has not been confirmed; however, your contact details have been saved. This may be due to:

- our systems are undergoing maintenance
- there are special circumstances meaning your eligibility cannot be checked at this time.

The Department will finalise the eligibility check and will let you know the outcome of your application through your preferred communication channels (email or post). We may need to confirm some of your contact details and if we are unable to do so, you may need to contact the organisation responsible for your eligibility, such as Services Australia.

Once completed contact your chosen provider

I am not eligible

If you see this screen, it means that you have been found not eligible for hearing services through the program.

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

- 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
- National Disability Insurance Scheme clients should contact their planner

Whilst you are not eligible for the Hearing Services Program at this time, other services are available - [I'm not eligible - where else can I get help?](#)

If you need help, please email hearing@health.gov.au or call 1800 500 726.

[Finish](#)

If you believe that you are eligible, you may wish to re-enter your information and re-check your eligibility. You can do this by clicking the **Home** link at the top left of the screen and clicking the **Apply now** button.

You may wish to contact the organisation responsible for your eligibility to determine why you are not eligible.

You can visit our [eligibility page](#) to learn about other hearing support options.

If your circumstances change you may become eligible and are welcome to re-apply for the program.

For more information check the eligibility information on the website. If you need assistance, please email hearing@health.gov.au or call **1800 500 726**.

When you are ready click the **Finish** button.

I have an existing application

If this screen appears, you have an existing application for hearing services.

1 Check your eligibility 2 Tell us how to contact you 3 See a hearing services provider 4 Read the consumer guidance factsheet

See a hearing services provider

✔ Our records show that you have already lodged an application and you are eligible for hearing services.

Next steps

See a hearing services provider
Make an appointment with a hearing service provider. You can find a hearing service provider near you by using our [provider directory](#).

If you would like more information about the services that may be available to you, please see the [client information booklet](#) and [consumer guidance factsheet](#).

Local hearing services provider directory

To find a local provider, enter a city, town, suburb or post code, and click the Find button. You can also add the name of a preferred provider, if you have one.

Location*

Provider name (optional)

Find 🔍

Contact a service provider to discuss your application.

If you do not already have a service provider, you can search the [online local provider directory](#). The directory will be available to you on this screen. You can search by location, and if you know the name of your preferred service provider you can include this in the search criteria.

When you have finished click the **Finish** button.

I already have a voucher

If this screen appears, it means that you have already accessed services through the program.

Australian Government
Department of Health and Aged Care

Search the website

Hearing Services Program

For Everyone For Professionals About the Program

Text size: A A A

How can the program help me? Client Information NDIS About Hearing More...

Home > How to Apply > Check eligibility > Apply > Confirm details > Arrange your hearing services

Our records show that you are already vouchered to receive hearing services.

To access hearing services please visit your preferred hearing services provider, they will be able to look you up in the system. You can find a hearing service provider by using our [provider directory](#).

Your last known service provider is:

Local hearing services provider directory

To find a local provider, enter a city, town, suburb or post code, and click the Find button. You can also add the name of a preferred provider, if you have one.

Location*

Provider name (optional)

Find

Contact a service provider to receive services.

If you already have a service provider, it will display on the screen. If you do not have a service provider, you can search the [online local provider directory](#) on the screen.

You can search by location, and if you know the name of your preferred service provider you can include this in the search criteria. To learn more about finding a service provider go to section two of this guide.

When you are ready click the **Finish** button.

Find a service provider

You can search our [online local provider directory](#) to find a service provider who is able to provide services under the program.

A search will give you a list of providers nearest to your search location. The search will generally display between 3 and 20 results but is limited to searching in a 1000km radius. The list is also available in a printable format, with print options on screen.

You can also include the name of a specific service provider in your search criteria.

Step 1

Visit the website - health.gov.au/our-work/hearing-services-program

Click the **Check your eligibility** tile.

The screenshot shows the Australian Government Department of Health and Aged Care website. The header includes the Australian Government logo, the department name, and navigation links for 'About us', 'Ministers', 'News', and 'Contact us'. A search bar is located in the top right. Below the header, there are links for 'Home', 'Topics', 'Our work', and 'Resources', along with a 'Translations' icon. The main content area has a blue background with the title 'Hearing Services Program' and a sub-header: 'The Hearing Services Program provides subsidised high-quality hearing services and devices to eligible Australians with hearing loss.' Below this, there are four white tiles with blue borders, each containing a title, a brief description, and a right-pointing arrow:

- About the program**: See how the program supports eligible Australians with hearing loss.
- Check your eligibility**: Check whether you're eligible for subsidised hearing services and devices.
- Provider portal**: For providers to manage clients, claims and business details.
- Schedule of service items and fees**: The legislated schedule of fees, services, and program requirements.

Step 2

Click on the **find a provider** link on the right side of the screen

Eligibility for the Hearing Services Program


The Hearing Services Program has 2 components with different eligibility requirements. Find out who can access the program and where to get support if you're not eligible.

On this page

- [Check your eligibility or current voucher](#)
- [Voucher scheme eligibility](#)
- [Community Service Obligations \(CSO\) eligibility](#)
- [Eligibility for both](#)
- [National Disability Insurance Scheme \(NDIS\) participants](#)
- [Veterans](#)
- [Norfolk Island residents](#)
- [Other hearing support options](#)
- [Related information](#)
- [Contact](#)

Hearing Services Program

About the program

Accessing the program 

Eligibility

How to apply

Find a provider

Have an assessment

Step 3

Click on the [find your nearest provider](#) link.

Find a Hearing Services Program provider

The Hearing Services Program has more than 300 providers in nearly 3,000 locations across Australia. Not all hearing providers are registered with the program. Our directory can help you find your nearest program provider.

On this page

- [Find a provider](#)
- [Provider services](#)
- [Changing your provider](#)

Find a provider

More than 300 providers across 3,000 locations in Australia support Hearing Services Program clients.


Use our directory to [find your nearest provider](#). You can search by town, suburb, postcode or provider name.

The search results will display up to 20 providers in your local area, depending on the distance from your search location.

If a clinic location shows as a visiting site, it means it will provide services at specific times only.

Hearing Services Program

About the program

Accessing the program 

Eligibility

How to apply

Find a provider

Have an assessment

Voucher scheme services

Step 4

Click on the **find a provider** button.

[Find a provider](#)

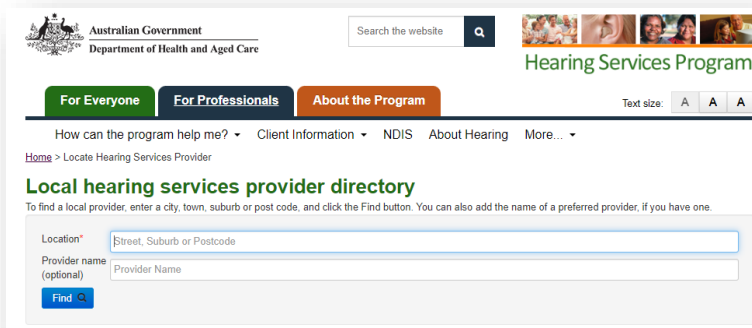
To find a local provider, search by a city, town, suburb or post code. You can also search for the name of a preferred provider, if you have one.

Read the [privacy notice for the Hearing Services Program online portal](#).

Step 5

To find a service provider nearest to you or your preferred location, enter a **Location** (street, suburb or postcode). You can also search for a specific service provider by entering the **Provider Name**. This is optional.

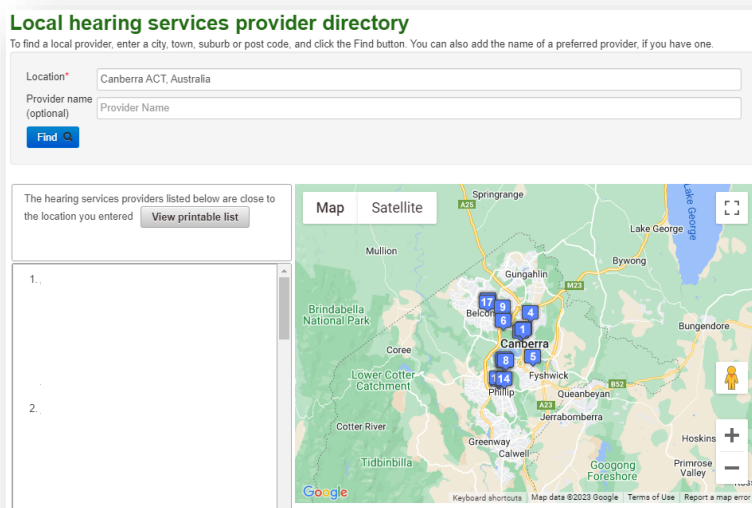
As you type your location or service provider name, options that match what you are typing will appear in a drop-down list. Select the correct option from the drop-down list.



The screenshot shows the Australian Government Department of Health and Aged Care website. The page title is 'Hearing Services Program'. There are navigation tabs for 'For Everyone', 'For Professionals', and 'About the Program'. Below the navigation, there is a search bar and a 'Find' button. The main heading is 'Local hearing services provider directory'. Below this, there is a form with two input fields: 'Location*' (with placeholder text 'Street, Suburb or Postcode') and 'Provider name (optional)' (with placeholder text 'Provider Name'). A 'Find' button is located below the form.

Step 6

Click the **Find** button and your search results will appear.



The screenshot shows the search results page for the 'Local hearing services provider directory'. The search criteria are 'Canberra ACT, Australia' for the location and 'Provider Name' for the provider name. The results are displayed in a list on the left and a map on the right. The list shows two results, numbered 1 and 2. The map shows the Canberra area with several blue location markers. The map includes labels for various locations such as Mullion, Gungahlin, Belconn, Canberra, Fyshwick, Phillip, Jerrabomberra, Googong, Foreshore, Primrose Valley, and Hoskins. The map also shows major roads like the A25 and M23.

A list of service providers matching your search criteria will be listed. You can use the scroll bar on the right side of the list to view up to 20 service providers closest to the location you entered. A map of the location you entered is also displayed showing the exact location of

the service providers. You can zoom in and out on the map using the plus (+) and minus (-) signs to the left of the map.

Step 7

Click on any service provider name to view more details about that service provider. The details for the service provider you clicked will appear in the box under the map.

To match the service provider in the list to their location on the map, use the number displayed in front of their name.

You can print or save the list of providers if you need.

Click the [View printable list](#) button.

[Health.gov.au/health](https://www.health.gov.au/health)

