



Maintenance Agreement

Provider name

Provider contact number

Provider address

Client full name

Voucher number

Maintaining your hearing device/s and buying batteries can be costly. Maintenance agreements are an easy and cost-effective way to take care of your hearing device. If you choose to enter into a maintenance agreement, for 12 months your provider will:

- supply you with a reasonable quantity of batteries and other consumables
- service, clean and repair your hearing device/s.

Maintenance agreements are optional – If you choose a maintenance agreement, the program pays the provider a subsidy and you may be required to pay an annual fee. Maintenance agreements do not cover device accessories such as rechargers and remotes. Maintenance agreements are not automatically renewed, and your provider must obtain your agreement to renew your agreement after 12 months.

For **Fully Subsidised Devices** the maximum amount payable by you for the annual fee is set by the program and may increase each year (unless you receive a new fitting within the same year). Maintenance agreements for fully subsidised devices also cover all repairs for your device.

For **Partially Subsidised Devices** the annual fee may be more than the program set amount for fully subsidised devices. You should have been informed of this amount in your device quote. This fee may increase each year. Maintenance agreements for partially subsidised devices may not cover all repair costs, however any additional costs must be included in your device quote. If you change provider, your new provider may set new conditions and costs for maintenance of your devices.

Veteran Gold card or Veteran White card (specific for hearing loss) holders with fully subsidised devices are exempt from paying the annual fee (this is paid by the Department of Veterans' Affairs (DVA)). DVA clients with partially subsidised devices must pay any difference between the government maintenance subsidy and the fee quoted for their device/s. DVA clients must still agree to enter into a maintenance agreement by completing this form.

Further information about maintenance agreements is available at health.gov.au/hear

Your fee for this agreement is \$

If you have any questions about the maintenance agreement, including when it will begin, please contact your provider. This completed form will be held on your client file. You can ask for a copy for your records.

Certification by client

I have chosen to enter into a 12-month maintenance agreement.

I understand that the information provided on this form is required for the delivery of maintenance services under the Hearing Services Program.

I agree to pay the fee listed above.

You should not sign a Maintenance Agreement form that is blank or incomplete.

Client name (please print)

Signature

Date (DD/MM/YYYY)