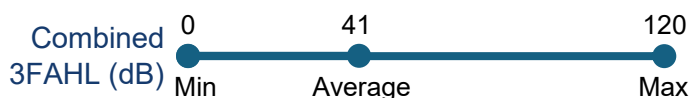
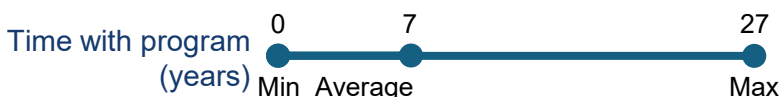
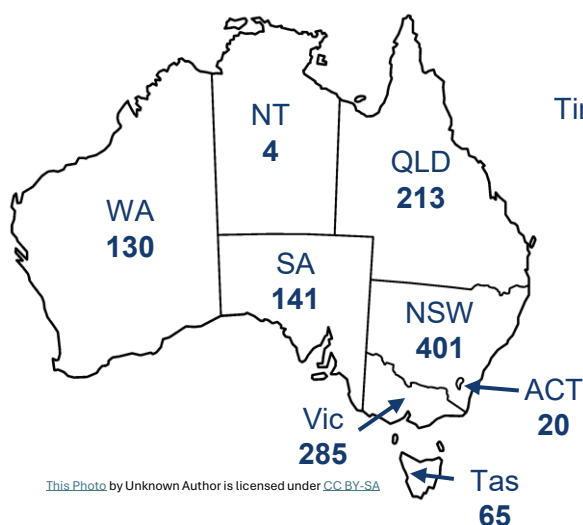


# Hearing Services Program Client Outcomes Survey Pilot 2025

This survey of Hearing Services Program clients was designed to collect information about client outcomes and will help to assess how well the program is meeting client needs. The survey was emailed or posted to a representative sample of **7,942** voucher scheme clients in the third quarter of 2025. Data from **1,259** clients are included in the analysis (**16%** response rate), with survey responses linked to respondents' program data. Interpretation of results should consider that some groups – such as individuals with higher literacy – may be more likely to respond to surveys, which can influence the representativeness of the findings.

## WHO PARTICIPATED IN THE SURVEY?

Survey participants came from all States and Territories in Australia, with the largest group from NSW. The Northern Territory had the lowest number of responses.



**Combined 3FAHL** (3 Frequency Average Hearing Loss) is a measure of participants' hearing in their 'worse' ear, with a higher score indicating that sounds need to be louder before they can hear them. Clients are required to have a 3FAHL  $\geq 23.3$ dB to be eligible for hearing devices under the program.

Invited clients from **large rural towns** were most likely to participate in the survey. Clients from **metropolitan areas**, and **remote / very remote** areas were least likely to participate.

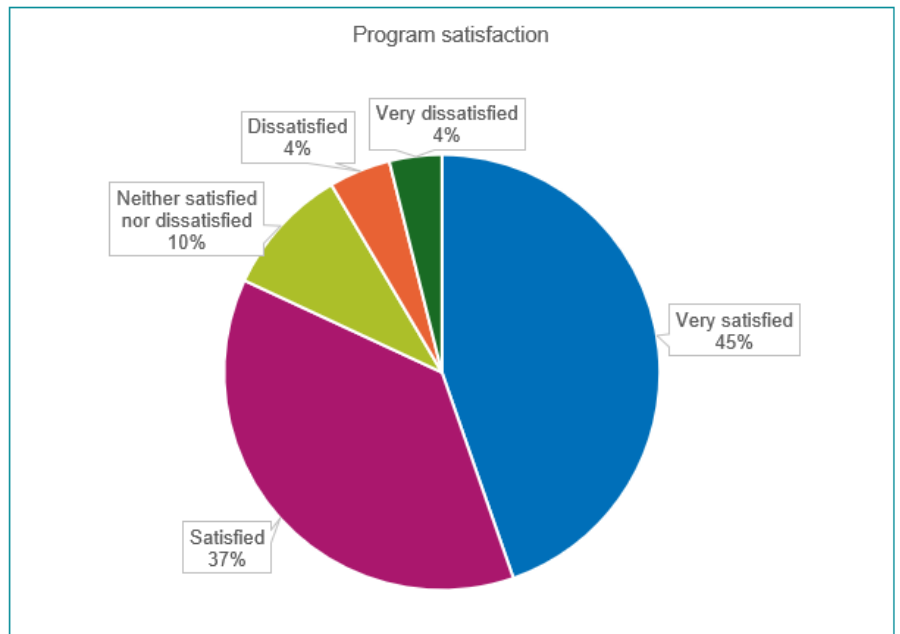
| Modified Monash Model (MMM) classification                            | Invitations sent | Responses | Response rate |
|---|------------------|-----------|---------------|
| 1: Metropolitan areas (e.g. Sydney)                                   | 3449             | 394       | 11%           |
| 2: Regional centres (e.g. Ballarat)                                   | 515              | 90        | 17%           |
| 3: Large rural towns (e.g. Busselton)                                 | 2101             | 462       | 22%           |
| 4: Medium rural towns (e.g. Port Augusta)                             | 592              | 103       | 17%           |
| 5: Small rural towns (e.g. Condamine)                                 | 1046             | 184       | 18%           |
| 6&7: Remote & very remote areas (e.g. Alice Springs, Thursday Island) | 239              | 26        | 11%           |

## PROGRAM SATISFACTION

Survey respondents reported **high levels of satisfaction** with the support received through the program. **82%** were *very satisfied* or *satisfied*.

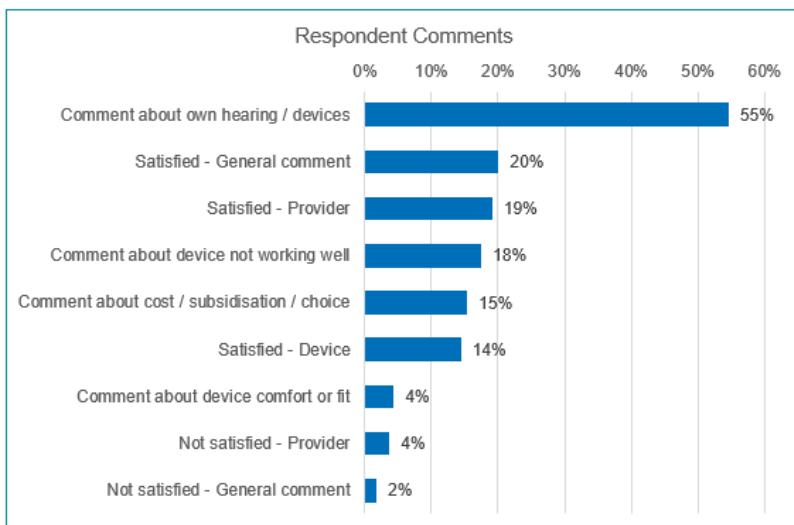
High levels of satisfaction with the program were reported by respondents:

- in all States and Territories
- in different regional areas
- receiving services from small, medium and large providers.



## RESPONDENT COMMENTS

Survey participants were asked if they would like to provide any other information about their hearing or devices, or their experience with the Hearing Services Program. **49%** of respondents provided a comment. Half of the comments included general reflections on the respondent's own hearing or device use. Respondents were more likely to provide positive than negative comments.



"The hearing devices have changed my life. I can hear sounds I haven't heard for years."

"Would like to try other hearing aids as I wasn't given any information, just told what would be best for me."

"Now my life has changed, and I feel included in all aspects of family life."

"It is a very sales-oriented sector with not much interest in releasing detail."

"The audiology provider I see is excellent at explaining everything and making me feel normal and respected."

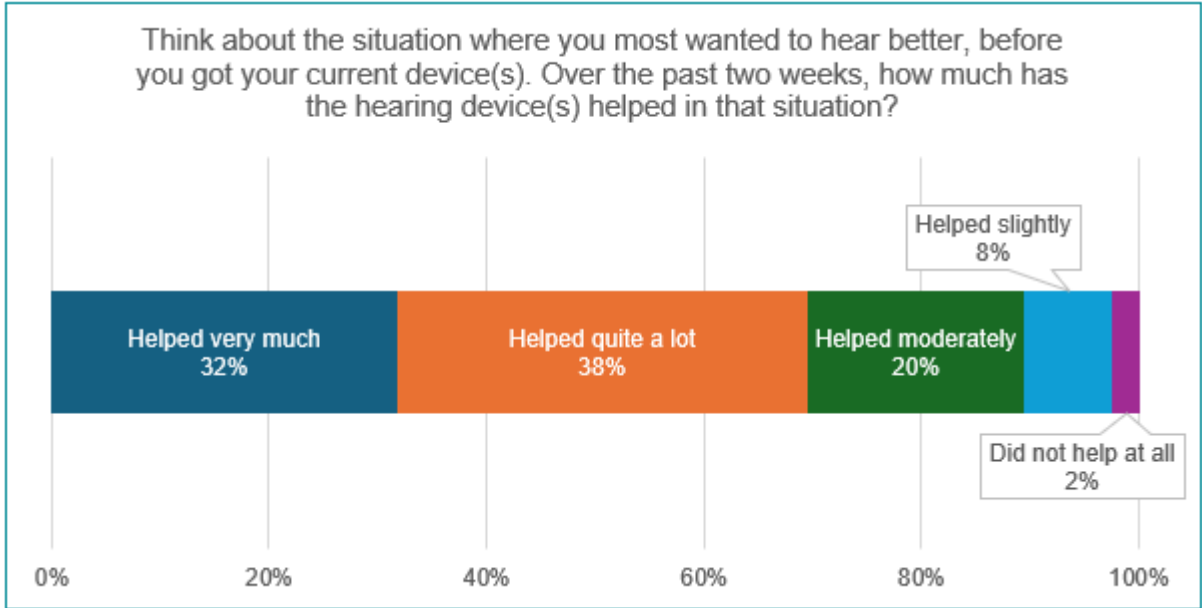
"I'm very grateful for the government program, as I would not be able to afford hearing aids otherwise and not being able to hear is frustrating and isolating."

# HEARING DEVICES

Of the 1,259 respondents, 891 use hearing devices – this section reflects their responses

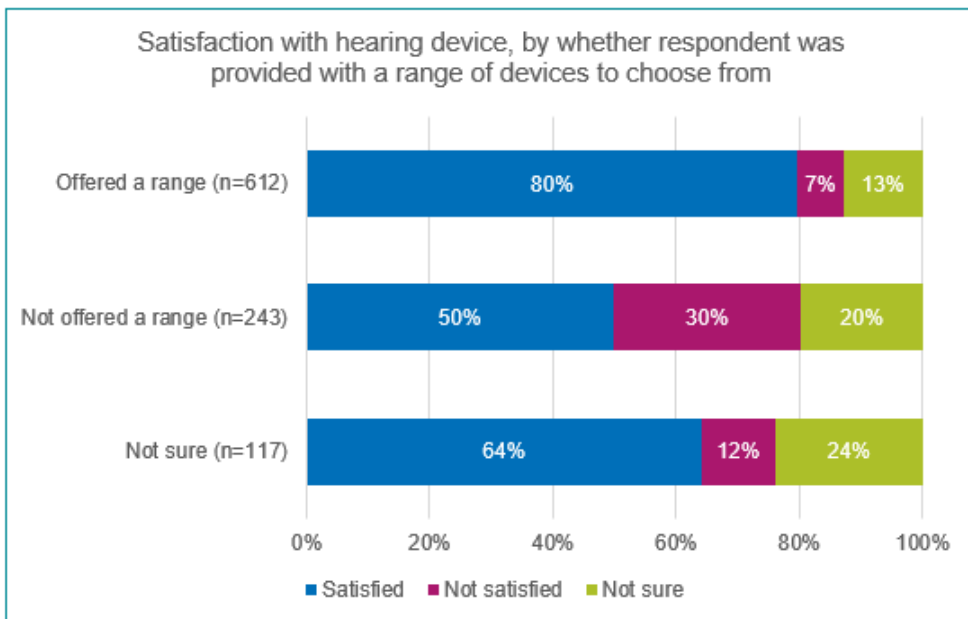
## How do respondents use their devices?

More than half of the respondents used their hearing devices for more than 8 hours a day. Two thirds of respondents said their device had helped in the situation they most wanted to hear better.



## Were clients offered a range of devices to choose from?

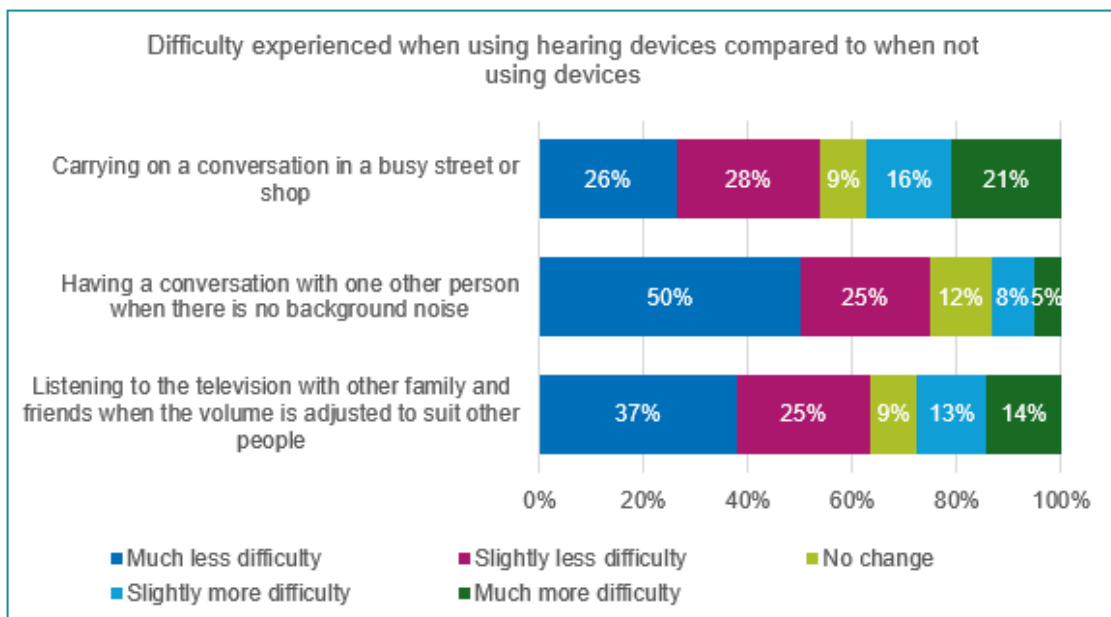
Respondents who were offered a range of devices were significantly more likely to be satisfied with their hearing device.



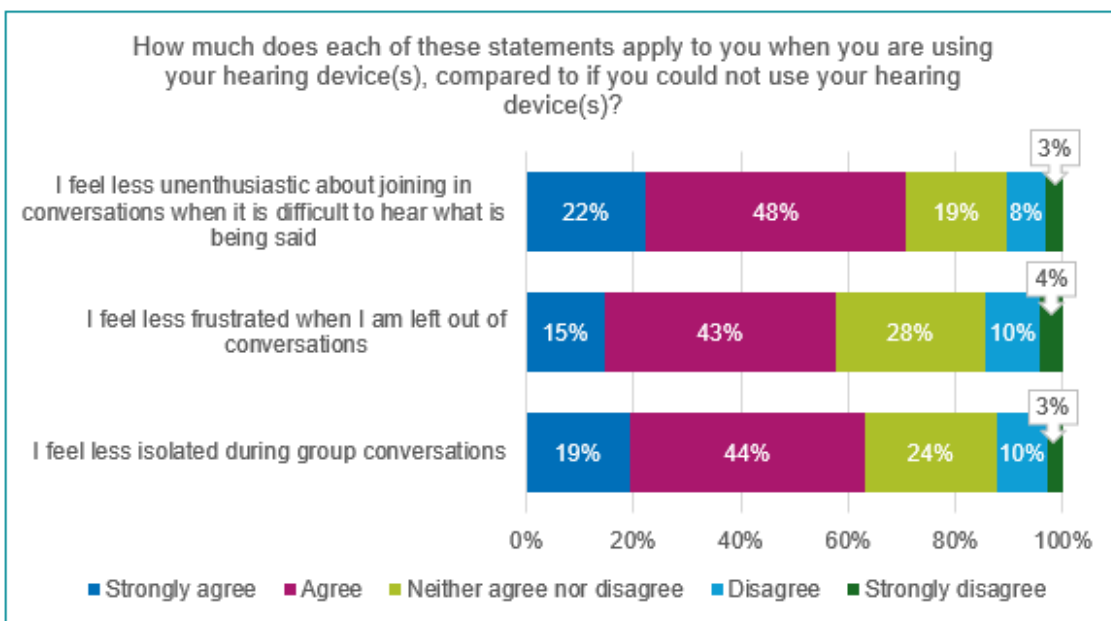
## CLIENT OUTCOMES

To measure the changes that ideally arise as a result of receiving hearing services and devices, the National Acoustic Laboratories (NAL) compiled these questions from validated measures. Responses to these questions provide us with a baseline measure of a representative sample of program clients – if we repeat the survey in the future, we will be able to measure changes on these measures.

**Communication** ability: The ability for a person to engage in interpersonal communication. Respondents reported the largest improvement in having a conversation with one other person when there is no background noise.



Reduction in **participation** restrictions: The negative effects of hearing loss on people's ability to participate in society. Most respondents reported a reduction in feelings of unenthusiasm, frustration and isolation, in relation to participating in conversations.



## CLIENT OUTCOMES

**Wellbeing:** Judging life positively and feeling good. Just under half of the respondents reported increases in feelings of wellbeing, and a similar proportion did not experience any change in these feelings.

