



Australian
Hearing[®]



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Australian Hearing

- **One of the largest hearing service providers in the world**
- **Reputation for innovative and world leading practices**
- **Australian Government Agency**
- **Dedicated to helping people manage their hearing impairment so they have a better quality of life.**



What services do we offer?

- **Hearing assessment**
- **Hearing rehabilitation programs including hearing aid fitting**
- **Counselling and support**
- **Device maintenance and batteries**



What does it cost?

- **All services are free to eligible clients**
- **Clients have the choice of a fully subsidised hearing aid or to pay an additional amount (top up) for higher level technology features**
- **Small annual charge (< \$40pa) for hearing aid batteries and device repairs**
- **Interpreters will be arranged at no cost to clients**

Who do we see?

- **Children and young people aged under 21**
- **People on Centrelink and Veterans' Affairs pensions and their dependants**
- **People on vocational rehabilitation programs**
- **Australian Defence Force personnel**
- **Indigenous people aged over 50**
- **Indigenous people participating in Community Development Employment Project (CDEP) programs and former participants with CDEP between 1/12/05 and 30/6/08**

Where are we?

- **We offer services from approximately 100 permanent hearing centres and over 266 visiting locations all over Australia**
- **We also offer specialist Indigenous outreach services from over 230 locations in Indigenous communities in remote, rural and metropolitan areas**



How to access services

Adults:

- **Complete an application form for the voucher program**
- **The application form needs to be signed by a doctor if the person has not accessed the hearing services program previously**
- **The application form is posted to Department of Health and Ageing in Canberra**
- **The client will receive a package of information including a voucher to take to their preferred hearing services provider**



How to access services

Children

- **Children with a hearing loss or those at high risk of hearing loss can contact their local Australian Hearing office for an urgent appointment (131 797)**
- **Other children should have their hearing checked initially through Community or State Health hearing services. Children requiring Australian Hearing services will be referred by these agencies to Australian Hearing**



Services for Culturally and Linguistically Diverse Australians

- **Service Charter**
- **Bilingual staff**
- **Culturally sensitive**
- **Translated information brochures**
- **Use qualified professional interpreters**
- **Actively build relationships with local community groups to assist in better service delivery**

- **QUESTIONS AND DISCUSSION**

