



## What do I do if ...

**My hearing provider suggests that the devices from the HSP do not meet my hearing needs?**

Check with your hearing provider that they have looked at all devices available through the Hearing Services Program.

The range of devices and technology available through the HSP is extensive – there should be hearing aids to meet your hearing needs.

Also ask your hearing provider to explore ALD options appropriate for your hearing needs. ALDs are available to you through DVA.

**My hearing provider requests payment for a hearing device?**

Ask your hearing provider if they have considered all the devices and combinations available through both the HSP and DVA-funded ALDs.

HSP and DVA-funded ALDs, are provided to you at no cost.

If a cost or payment is still required, ask your hearing provider to contact DVA to discuss your circumstances.

DVA does not reimburse for hearing devices already purchased.

**I am unsure about using hearing aids and ALDs?**

Your hearing provider will provide support and training for all devices prescribed to you.



## For more information

For more information about the Hearing Services Program, please contact:

### Australian Government Hearing Services Program

**Phone:** 1800 500 726

**Email:** [hearing@health.gov.au](mailto:hearing@health.gov.au)

**Website:** [www.hearingservices.gov.au](http://www.hearingservices.gov.au)

If you would like more information about ALDs, Tinnitus treatment or other DVA services, contact:

### DVA General Enquiries

**Phone:** 1800 555 254

**Email:** [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

**Website:** [www.dva.gov.au](http://www.dva.gov.au)



## DVA health provider enquiries

Hearing providers can contact DVA if they have any queries:

**Phone:** 1800 550 457

**Email:** [Health.Approval@dva.gov.au](mailto:Health.Approval@dva.gov.au)

## Hearing or speech impairment assistance

**TTY users: 1800 555 677**  
ask for the 1800 numbers above

**Speak and Listen user: 1800 555 727**  
ask for the 1800 numbers above

**Internet relay users connect to the National Relay Service**  
for the 1800 numbers above

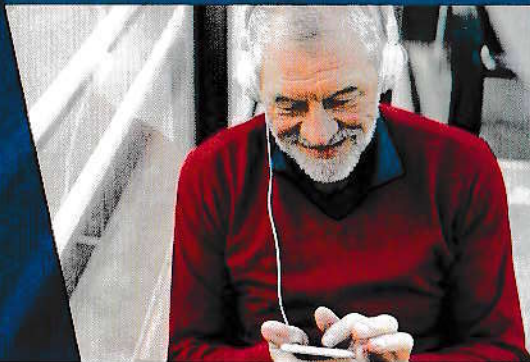


Australian Government  
Department of Veterans' Affairs



# Guide to Hearing Services

Hearing loss and tinnitus are two of the most common conditions experienced by former Australian Defence Force personnel.



## Hearing services for veterans

The Australian Government provides hearing services to veterans in two ways. The first is the Hearing Services Program (HSP), administered by the Department of Health. The second is via the Department of Veterans' Affairs (DVA).

## Hearing Services Program

The HSP offers more than 250 high-quality hearing aids. It is available to all eligible Australians, including veterans. These hearing aids meet the needs of the vast majority of DVA clients.

Devices through the HSP are free.

For more information, and to find a hearing provider in your area, go to the HSP website ([www.hearingservices.gov.au](http://www.hearingservices.gov.au)).



## DVA's hearing services

DVA supports veterans with service-related hearing loss and tinnitus by funding:

- tests to determine if your hearing loss or tinnitus is service-related
- Assistive Listening Devices (ALDs)
- replacement batteries and hearing aid maintenance
- treatment for tinnitus.



## Assistive Listening Devices (ALDs)

ALDs work in combination with hearing aids and are designed to help you hear better in specific circumstances, such as watching television or being out in social situations. ALDs must be prescribed by your hearing provider.

Using ALDs and hearing aids together has been shown to provide superior hearing when compared to using hearing aids alone.

Types of ALDs include television listening devices, microphone/FM listening systems and wireless streaming devices.

Ask your hearing provider whether you need an ALD, particularly if you're finding your hearing aid isn't very effective.

For more information, and to find a hearing provider in your area, go to the ALD page on the DVA website ([www.dva.gov.au/ALDs](http://www.dva.gov.au/ALDs)).

## REMEMBER

**You can arrange an appointment with the hearing provider of your choice.**

**Take your DVA Gold or White Card to the appointment and let your hearing provider know you have a DVA card.**



## Tinnitus treatment

DVA funds a range of services and devices for tinnitus.

Your GP can refer you to a hearing provider, such as an audiologist or an ear, nose and throat (ENT) specialist, for an assessment and possible treatment. This might involve:

- a rehabilitation plan
- devices to help with sleep
- hearing aids with tinnitus settings.

They will need to seek approval for funding from DVA before they treat you. Otherwise, you will have to pay for it.



## Exceptional circumstances

Your hearing provider may feel that your hearing needs are exceptional and cannot be met by HSP hearing aids and/or DVA-covered assistive listening devices. If so, ask them to submit a request to DVA.

Check with your hearing provider to make sure DVA has approved the request **before** they sell you any devices that are not part of either the HSP or DVA-funded ALDs.

**DVA does not reimburse you for hearing devices you've already bought without our approval.**

**For more information**, go to the hearing services page on the DVA website ([www.dva.gov.au/hearing](http://www.dva.gov.au/hearing)).

