



Hearing services for clients who have lost eligibility.

Changes in Eligibility

Children become ineligible for Australian Hearing's program when they turn 21. Other clients may lose eligibility due to a change in personal circumstances. Your audiologist will discuss your own situation with you.

When you become ineligible for Australian Hearing's program the services you can receive from us change. It is important to understand these changes so that you can plan for your future hearing needs.

Minor maintenance services possible for 5 years

We will continue to provide minor maintenance services for 5 years after you lose eligibility. The table below summarises the services you can receive.

SERVICE	
Earmoulds	YES
Minor hearing aid and cochlear implant speech processor repairs**	YES
Replacement hearing aids	NO
Replacement cochlear implant speech processor	NO
Major hearing aid or speech processor repairs	NO
Hearing tests	NO
Batteries	NO

***please note that minor repairs do not include replacement of electrical components of the hearing aid/speech processor or cochlear implant coils, cables and magnets.*

You may be eligible for our services for other reasons

It is possible that you may now meet other eligibility criteria that entitle you to services through the Australian Government Hearing Services Program. Ask our friendly staff for more information or visit our website:

www.hearing.com.au

Plan for the future

You will need audiological care throughout your life. It is in your best interests to start looking for a hearing services provider who can help you manage your hearing and hearing aid needs in the long term. Some of the factors we recommend you consider are:

- **Has the practitioner completed recognised training in hearing care?**
Audiologists have undertaken a Post Graduate degree in Clinical Audiology at university. Most **Audiometrists** have completed a Certificate IV TAFE course in hearing assessment and hearing aid dispensing.
- **Are they a member of a recognised professional society?**
Audiology Australia and the Australian College of Audiology (ACAud) are two professional associations that require its members to demonstrate certain competencies, to **keep up to date with professional issues**, and to be bound by a professional **code of ethics**.
- **Does the practitioner have experience with your type of hearing loss or hearing aid?**
This is particularly important if you have a severe or profound hearing loss or use a

less common device such as a Bone Anchored Hearing Aid or Cochlear Implant.

- **Do you feel comfortable** discussing your needs and concerns with the practitioner?

Hearing aids don't last forever

Hearing aids and cochlear implant speech processors are expensive.

- If you are about to lose eligibility for the government's hearing services program, plan ahead for the new hearing devices you may eventually purchase.
- Investigate whether private health insurance is an option for you as most offer some rebate on hearing aids.
- **And seriously consider insuring these precious items against loss or damage.**

If you have any questions about what happens after you lose eligibility, ask your Australian Hearing audiologist who will be happy to help.



AUSTRALIAN HEARING provides the best hearing care, the latest in hearing aid technology and leads the world in hearing research.

If you would like more information, ring 131 797 to be connected to your nearest AUSTRALIAN HEARING Centre, or visit our website on www.hearing.com.au