



Know your hearing support options

First step – is hearing loss and/or tinnitus affecting your life?

- Do you strain to listen or have difficulty following conversations?
- Are you often asking people to repeat themselves or to speak up?
- Do you feel embarrassed when you can't hear what others are saying?
- Are you and your family getting frustrated because you can't hear them?
- Do you find yourself withdrawing from work or social activities because it's difficult to hear?
- Do you have ringing in your ears?
- Does your hearing loss and/or tinnitus worry you?

If you have answered **yes** to any of these questions it is recommended to make an appointment with a hearing provider in your local area. You can do so by visiting the Hearing Services Program (HSP) website hearing provider locator at www.hearingservices.gov.au or calling 1800 500 726.

During your appointment – know your options.

- Have you been made aware that the HSP offers fully subsidised (no cost to you) devices that work for most people and includes the device, fitting, training and maintenance?
- Has your provider presented you with devices and options from a range of manufacturers?
- If your provider recommends partially, instead of fully subsidised devices:
 - have they explained why the fully subsidised devices are not suitable for you?
 - have they explained if there are out-of-pocket expenses?
 - have you requested that your provider seeks prior approval from DVA to cover any out of pocket expenses?

Please note DVA may not reimburse you for hearing devices once you have purchased them. It is important to discuss your options with your provider before purchasing devices.

Similarly, if prior approval funding is sought from DVA, please wait until you receive a determination before proceeding with purchasing devices.

Remember - the choice is yours.

[The veteran's guide to better hearing](#) is a great resource that can provide you with further information and guidance to ensure you receive the support you need to meet your hearing needs.

Other resources, including answers to frequently asked questions, can also be found on the DVA website at www.dva.gov.au/veteran-hearing-services-framework.