



# HEARING MATTERS AUSTRALIA

*Support from real life experience*

## **Hearing Aid Bank Program Information Sheet**

In November 1988, Hearing Matters Australia (formerly SHHH Self Help for Hard of Hearing) and Macquarie University in Sydney established a Hearing Aid Bank to help low-income people access hearing devices.

HMA collects donated hearing devices and sends these devices to the Macquarie University Hearing and Speech Clinic (SHC) Macquarie University, where they are tested and held in the Bank for subsequent issue to people at a minimal cost.

This program assists those who meet eligibility criteria set by HMA.

### **Who is eligible?**

- If you are NOT eligible for any other government funded supports or programs i.e. Hearing Services Program, National Disability Insurance Scheme (NDIS) – Check your eligibility at <https://www.health.gov.au/our-work/hearing-services-program/accessing/eligibility>
- You hold a current Centrelink Health Card, or
- You have a low income (below \$50k per year) or no income, or
- You are a refugee or Asylum seeker, or
- You are a non-resident in Australia whose visa prevents you from working in Australia and you cannot fund the cost of a hearing aid

### **For eligible and independent applicants, required documents include:**

- Evidence of the above-mentioned
- A copy of your recent audiogram (within 6 months) obtained from an audiologist
- A GP referral letter certifying you can be fitted with hearing aids
- HMA Hearing Aid Bank Application Form (For Independent Applicant)

### **Cost for Independent Applicants:**

- HAB application fee to HMA: \$45  
This fee also covers your one-year HMA membership fee
- Hearing Assessment fee: \$80 if required by audiologist at SHC
- Hearing aid(s) fitting fee: \$320 for one hearing aid; \$420 for two hearing aids to cover the cost at SHC such as making new earmolds and appointments

**For eligible applicants who are requiring financial support, required documents include:**

- Evidence of the above-mentioned
- A copy of your recent audiogram (within 6 months) obtained from an audiologist
- A GP referral letter certifying you can be fitted with hearing aids
- Referral letter from your referral organisation endorsing the application of HMA's HAB program and financial assistance
- HMA Hearing Aid Bank Application Form (Financial sponsorship referral)

**What are the steps to access the hearing aid bank?**

**Step 1:** Prepare and submit your HAB application with required documents to HMA via email at [admin@hearingmattersaustralia.org](mailto:admin@hearingmattersaustralia.org). The result of your application is normally available within 7 working days. For independent applicants, you can choose to pay your HAB application fee (\$45) through our website page <https://www.hearingmattersaustralia.org/join> upon the lodgement of your application to HMA or within 14 days after your application is approved.

**Step 2:** HMA forwards your documentation to the Hearing and Speech Clinic (SHC) at Macquarie University. SHC audiologist reviews the application and schedules an initial hearing assessment appointment.

**Step 3:** At the initial assessment, an audiologist will assess your hearing and functional needs, and take necessary steps to select and fit one or two appropriate hearing devices from the Bank. This may involve obtaining an impression of one or both ears for earmolds. The device is fitted at a second appointment.

**Step 4:** At the fitting appointment, the audiologist will set up the hearing aid or aids to suit your individual needs. They will explain the management and upkeep of the hearing device to you and discuss your expectations and some communication strategies that you can employ to help you gain the best outcome from your devices.

**Step 5:** A follow up appointment will be scheduled with the audiologist to discuss any hearing issues and make any necessary adjustments.

**Need more information, Contact us:** Hearing Matters Australia Inc.  
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