

HMA Hearing Aid Bank Program

In November 1988, Hearing Matters Australia (formerly SHHH - Self Help for Hard of Hearing) and Macquarie Health Speech and Hearing Clinic (SHC) in Sydney established a Hearing Aid Bank to enable people on low incomes who are not eligible to receive free hearing aids via Commonwealth Government funding to be fitted with donated hearing aids.

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

Who is eligible?

- If you are NOT eligible for any other government funded hearing supports or program i.e., Hearing Services Program (HSP) or National Disability Insurance Scheme (NDIS)
- You hold a current Centrelink Health Care Card, OR
- You have an 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

If you are eligible, here are the required documents:

- Provide evidence of the above-mentioned.
- Provide a copy of your recent audiogram (within 6 months) obtained from an audiologist.
- Have a referral letter from a medical practitioner certifying you can be fitted with hearing aids.
- Be able to attend three appointments in Sydney area (at Macquarie Health Speech and Hearing Clinic), once for a hearing test and twice for the fitting of the hearing aid(s).
- Complete the '*HMA Hearing Aid Bank Application Form*'
 - **For independent applicant**, please refer to [HAB Application Form independent application](#)
 - **For application with financial assistance**, refer to [HAB Application Form financial assistance](#)

If you are eligible, here is the cost:

- HAB Application fee to HMA: **\$45** (this fee also covers one-year HMA membership fee)
- Hearing Assessment fee to SHC: **\$80** if required by audiologist at SHC
- Hearing aid(s) fitting fee to SHC: **\$320** for fitting one hearing aid; **\$420** for fitting two hearing aids

What are the procedures if I want to apply?

Step 1: Candidate submits HAB application form and the required documents via email or post to HMA office for the eligible assessment.

Use this HAB program Information Sheet and the HAB Application Form to prepare and submit your application, in scanned copy by email or in paper copy by post to our office:

Hearing Matters Australia HAB Program
Ground Floor Suite 650, The Australian Hearing Hub,
16 University Ave, Macquarie University, NSW, 2109
Email: admin@hearingmattersaustralia.org

Step 2: HMA reviews eligibility and forwards approved applications to Macquarie Health Hearing and Speech Clinic (SHC) for audiologist's review. SHC books an appropriate initial appointment for the application with a participating HAB audiologist.

For applicants who are unable to attend SHC, independent audiologists operating in the applicants' areas may be willing to provide the same services. HMA can discuss this with applicants if they are found to be eligible.

Step 3: At the initial appointment, the audiologist will assess the recipient's hearing and functional needs, and take necessary steps to select and fit appropriate hearing devices. This may involve obtaining an impression for earmolds. The audiologist will provide a suitable hearing device from the bank of donated hearing aids. The device is fitted at the second appointment.

Step 4: At the fitting appointment, the audiologist will set up the hearing aid(s) to suit the recipient's individual needs. They will explain the management and upkeep of the hearing device to the recipient to help them gain the best outcome from the fitted device.

Step 5: Follow-up appointment(s) can be arranged with the audiologist as required.

About the fees:

- **HAB Application Fee:**

There is an initial application fee of \$45 charged by HMA. This fee covers both the application for the HAB program and HMA membership.

You can pay this fee via HMA website: Join HMA Membership

(<https://www.hearingmattersaustralia.org/join>)

Alternatively, you can pay this fee via EFT to:

Hearing Matters Australia Inc. BSB: 032 089, Account Number 143839.

Please include the applicant's **Surname and Initial** in the Payment Reference field and email admin@hearingmattersaustralia.org to confirm payment.

- **Audiology Fees at SHC** - To support the HAB program, SHC has kindly reduced the total fees for services:

- **\$80:** a full hearing assessment (if required)
- **\$320:** fitting of one hearing aid (includes new ear moulds and/or tubes and domes)
- **\$420:** fitting of two hearing aids (includes new ear moulds and/or tubes and domes)

- **Hearing Aids** - All hearing aids provided through the Hearing Aid Bank program are donated, so there is no charge for the devices themselves.

- **Repairs & Replacements** - When a hearing aid is not working, it should be returned to the [Macquarie Health Speech and Hearing Clinic](#) for review and repair if possible. As the hearing aids are donated and supplied without warranty, recipients will need to cover repair costs. If repair costs exceed the replacement cost of a hearing aid, a replacement hearing aid will be offered (\$320 for fitting of one hearing aid, or \$420 for fitting of two hearing aids). The replacement fee will be waived if the hearing aids fail within 12 months of the initial fitting date.

- **Financial assistance** - HMA sources financial assistance to eligible applicants experiencing financial hardship. This support may include waiving the \$45 HAB application fee and covering the cost of hearing assessment fee and the fitting fees at SHC. If financial assistance is needed, please submit your HAB application along with supporting documentation ([HAB Application Form financial assistance](#))

Other Information You Should Know

Before Applying for HAB Program

Hearing Aid Bank program cannot fund new devices, maintenance/repairs, or a full rehabilitation program, so people who are interested in obtaining support for hearing loss **should first check** their eligibility for the **Hearing Services Program (HSP) Voucher scheme**, and or **NDIS eligibility** before applying to the HAB.

You can check your eligibility for the HSP program via the eligibility checker webpage: [Check eligibility \(hearingservices.gov.au\)](https://hearingservices.gov.au) This government funded program can provide new, often more advanced devices, a full appointment program including advice and rehabilitation, as well as a maintenance and repair program mostly free of charge.

Additionally, if you are eligible for the HSP voucher program and you have a severe hearing loss or one of a number of specified other conditions you may be eligible for the **HSP Community Services (CSO) program**. The CSO program offers higher-level hearing aids, other assistive devices such as remote microphone systems (FMs) and specialist audiologist support fully subsidised as needed.

The National Disability Insurance Scheme (NDIS) can also enable eligible people to access fully funded hearing aids, other assistive devices, audiologist services, and maintenance and repairs. An eligibility checker for NDIS is available here: [Am I eligible | NDIS \(https://www.ndis.gov.au/applying-access-ndis/am-i-eligible\)](https://www.ndis.gov.au/applying-access-ndis/am-i-eligible).



If you have any further questions, please contact us at:

Hearing Matters Australia Inc.

Office address:

Ground Floor, Suite 650, The Australian Hearing Hub
16 University Ave, Macquarie University NSW 2109

Website: www.hearingmattersaustralia.org

Call/SMS/Text: 0477 785 525

Email: admin@hearingmattersaustralia.org