

Hearing Aid Bank Program

Administered by Hearing Matters Australia & MQ Health Speech and Hearing Clinic



MQ Health
MACQUARIE UNIVERSITY
HEALTH SCIENCES CENTRE



HEARING MATTERS AUSTRALIA
Support from real life experience

In November 1988, Hearing Matters Australia and Macquarie University 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.

HMA collects donated hearing devices and sends these to the Macquarie University Hearing and Speech Clinic, where they are tested and held in the Bank for subsequent issue to people who meet the application criteria.

Who is eligible for the HMA Hearing Aid Bank?

To be eligible for the HAB scheme, candidate must meet the following criteria:

- Not be eligible for any other government funded hearing supports or program i.e. Hearing Services Program (HSP) or National Disability Insurance Scheme (NDIS)
- Hold a current Centrelink Health Care Card or be a low-income earner with income below \$40K or NSW refugees or no income
- Provide a copy of the recent audiogram within 6 months obtained from an audiologist
- Have a referral letter from a medical practitioner
- Complete the Hearing Aid Bank Application Form
- Be able to attend up to 3 appointments in the Sydney area, for hearing testing, fitting of hearing aid(s) and follow up review.

What are the procedures if I want to apply?

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

Step 2: HMA reviews eligibility and forwards approved applications to Macquarie University Hearing and Speech Clinic (SHC). SHC books an appropriate initial appointment for the application with a participating HAB audiologist. For applicants who are unable to attend Macquarie University's clinic, independent audiologists operating in the applicants' areas may be willing to provide the same service. 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 appointments can be arranged with the audiologist as required.

What are the fees?

- There is an initial application fee of \$45, which covers both the application for the HAB scheme, and HMA membership.
Application fee of \$45 can be made online via HMA website (www.hearingmattersaustralia.org), follow the steps to join HMA membership, or via EFT to Hearing Matters Australia Inc. BSB: 032 089, Account Number 143839. Please enter the applicant's Surname and Initial in the Payment Reference field.
- The Hearing aid fitting and one follow up appointment (including the device/s, ear moulds and/or tubes and domes) at SHC costs **\$320** for one hearing aid and **\$420** for two hearing aids.
- Subsequent review appointments can be arranged with the audiologist by standard hourly rate.
- **Repairs & Replacements** - When a hearing aid is not working it should be returned to the Macquarie University Speech and Hearing Clinic for review and repair if possible. As these hearing aids are supplied without warranty, recipients will need to pay for repairs. When the cost of the repair exceeds replacement cost of the hearing aid, a replacement hearing aid will be offered (\$320 for one, or \$420 for two). This fee will be waived if the hearing aids fail less than 12 months from the initial fitting date.
- **Financial assistance** - HMA sources and offers financial assistance for eligible applicants experiencing financial hardship. This assistance includes waiving the HAB application fee and covering the cost of hearing assessment fee, if required, and the fitting fees at SHC. If you require financial assistance, please contact our office for more information.

Other information you should know before applying for HAB

Hearing Aid Bank program cannot fund new devices, maintenance/repairs, or a full habilitation 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 habilitation, 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:

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