Department of Health's Hearing Services Website
A guide for the public

Hearing Services Website – Public User Guide

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Privacy Policy:

The Department of Health protects your privacy in accordance with the Privacy Commissioner's Guidelines for Federal and ACT Government Websites. Any personal information collected by the Department is used to administer the Hearing Services Program. These guidelines are consistently enforced across all aspects of the new Hearing Services website.

For more information about the Department's privacy policy, please go to: www.hearingservices.gov.au > About the Program > Useful information > Privacy > Privacy and your personal information.

Hearing Services Website – Public User Guide

Introduction

What Is The Website?

The Department of Health's hearing services website – **www.hearingservices.gov.au**, provides people with up to date information about hearing, hearing loss and hearing services available in Australia; and allows people to:

- Check their eligibility for the Australian Government Hearing Services Program (the program).
- Apply for the program online.
- Check the status of their application.
- Search a provider directory.

The website has been developed to comply with the WCAG 2.0 accessibility requirements - Level AA.

About The Hearing Services Program

The Department of Health (the Department) manages the program, which provides eligible people access to a range of hearing services including:

- a comprehensive hearing assessment;
- hearing rehabilitation services, including information and support;
- a wide range of quality free-to-client hearing devices; and
- an optional annual maintenance agreement so that clients can receive repairs and batteries to support their hearing device for a small fee.

About This Guide

This user guide is for the general public and contains information on how to use the website, including the online application form. If you prefer, quick reference guides are available for download from the website.

How the website and content is displayed depends on your local computer settings.

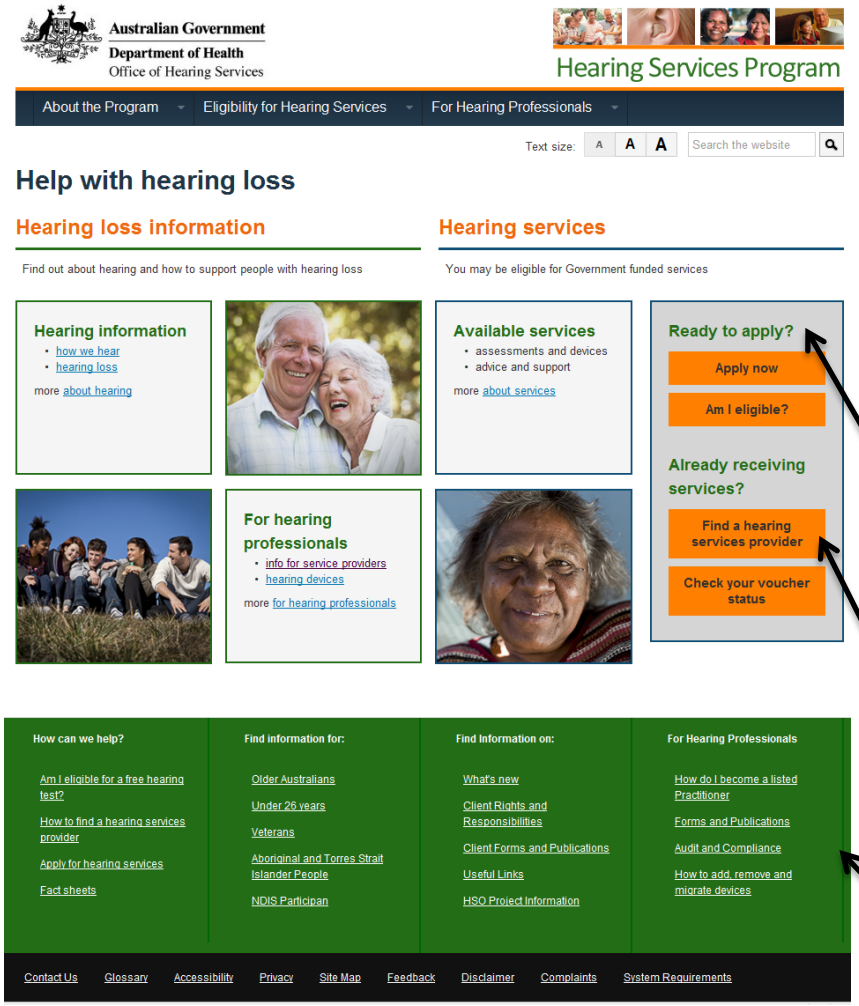
For further information email hearing@health.gov.au or call 1800 500 726.

Key terms for using the Hearing Services website

Below you will find some key information to help you use the website and online forms.

What	Details
Service provider	This is a hearing services provider who is able to provide services to clients of the Australian Government Hearing Services Program (the program).
Alternate contact	This is a person you would like to include as an alternate contact. You can choose to have this contact person also receive copies of any correspondence you receive (for example a carer or family member).
Voucher	Previously, clients were sent a paper voucher to take to their preferred service provider. With the new website clients will no longer need to remember to take the voucher with them as service providers can now access an electronic voucher.
Local provider directory	This is an online searchable directory of all hearing services providers across Australia who are able to deliver services to clients of the program.
Online form terms	
Hearing Services Program logo	Clicking the 'Hearing Services Program' logo on the top right hand corner will take you to the website homepage.
Online help	Throughout the website there is information included to help you complete your application or use the online forms.
Mandatory fields	Mandatory fields are marked with an asterisk (*****). These fields need to be completed in order to progress to the next screen.
Date format	Dates are split into three separate fields for day; month; year for example 15 Sept 2013.
Error messages	Error messages will appear if information in a field is missing or incorrect.

Department of Health's Hearing Services website



Hearing and Hearing Loss Information
You will find a range of useful information on hearing and hearing loss, hearing assessments and hearing devices. To learn about how we hear, hearing loss and how to assist people with a hearing loss click on the links in the Hearing information box.

Available Services
To find out what services are available through the program and where else you can get help to manage hearing loss click on the link in the Available services box.

About the Hearing Services Program
To learn general information about the program click on the **About the Program** link at the top of the page. To find out more about eligibility click on the **Eligibility for Hearing Services** link at the top of the page.

Ready to Apply? – Apply Now
From this page you can apply for the program, check your eligibility, find a service provider or check the status of your application/voucher. For more information about these functions see sections one to three of this guide.

Find a hearing services provider
You can search our online local provider directory (LPD) to find a service provider who is able to provide services under the program.

Footers
At the bottom of the page you will see a large green and a thin black footer. In these areas you will find links to the key information held on the website, including what's new, factsheets, forms, information on privacy and accessibility, a glossary of terms etc.

What can you do through the website?

Apply for the Hearing Services Program

You can check your eligibility and apply for the Hearing Services Program.

This is a quick and easy way to check if you are eligible for the program and if eligible, to apply for the program.

See **section one** of this guide to assist you to complete an online application.

1

Find a service provider

You can search for service providers that are able to provide services through the Hearing Services Program.

You can do this by using the Local Provider Directory (LPD). A search will provide a list of the 20 nearest providers to the location you enter. You can also search for a specific provider.

See **section two** of this guide to assist you find a hearing services provider.

2

Check your application or voucher status

You can check the status of your application or find out if you need a new voucher.

If you have recently applied you can check the status of your application.

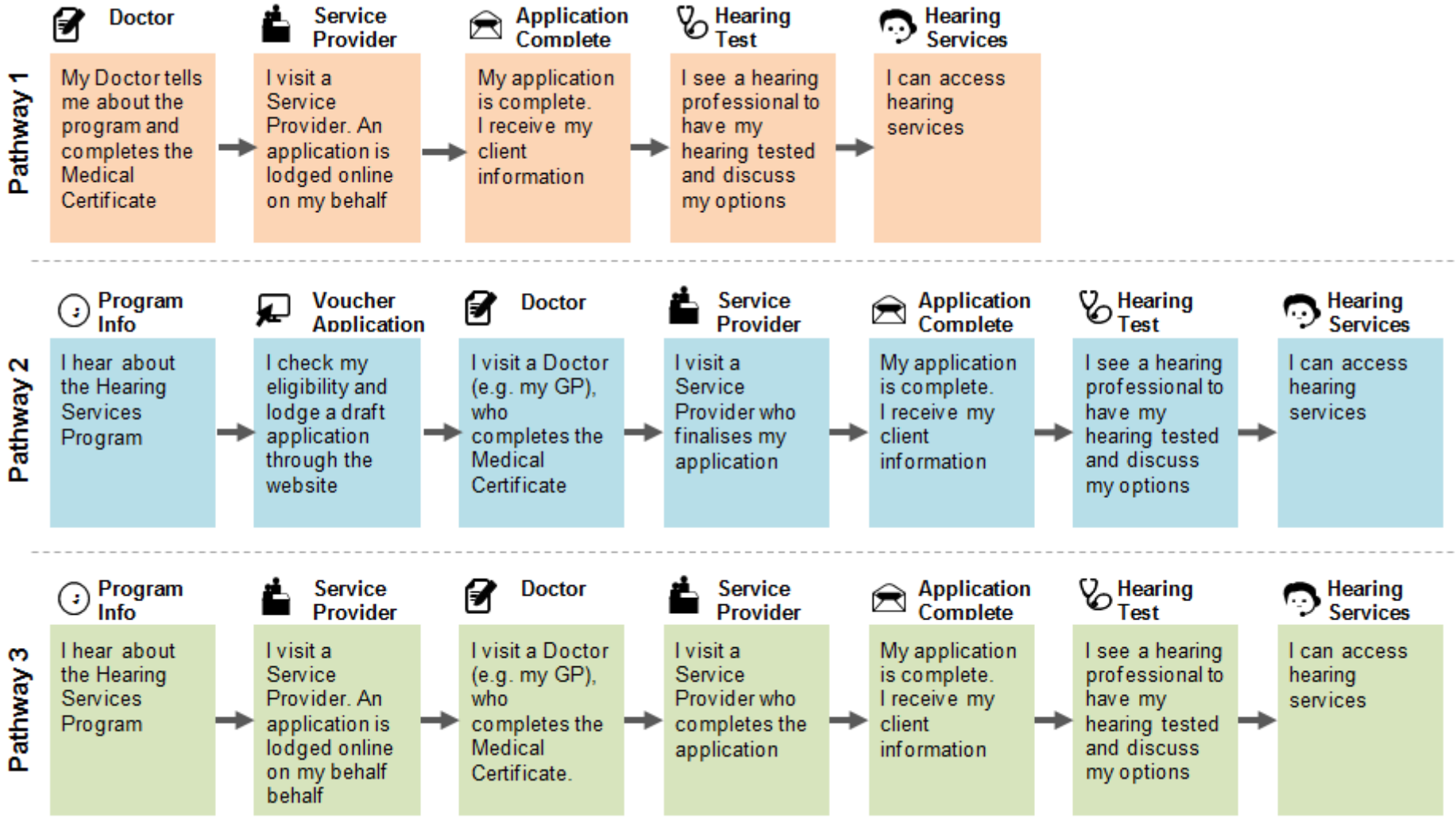
If you already have a voucher or have received services in the past, you can find out if it is time to get a new one.

See **section three** of this guide to assist you check your application or voucher status.

3

How to get services through the Hearing Services Program

This provides an overview of different ways you can apply for the program.



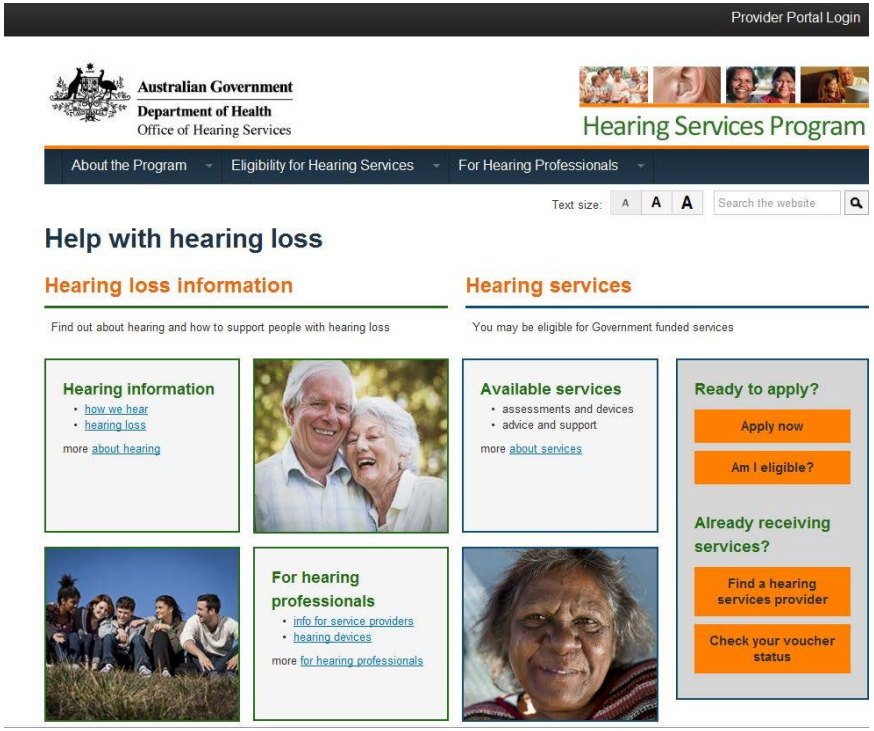
*Please note this high level overview does not represent every individual's experience of obtaining services through the program. Paper application forms are still available but can take up to four weeks to finalise.

1 Apply – for new clients

When you apply online there are a number of potential outcomes, including:

- **Draft application –** you have been found eligible and need take a completed medical certificate to your chosen service provider to complete the process.
- **Pending application –** your eligibility is not able to be confirmed and will require manual follow up from the Department of Health (the Department).
- **Existing application –** you already have an existing application and should visit your chosen service provider to discuss your hearing needs.

1.1	1.2	1.3	1.4	1.5
Website Homepage	**Information**	**Check your eligibility**	**Tell us how to contact you**	**Application result**



Step 1

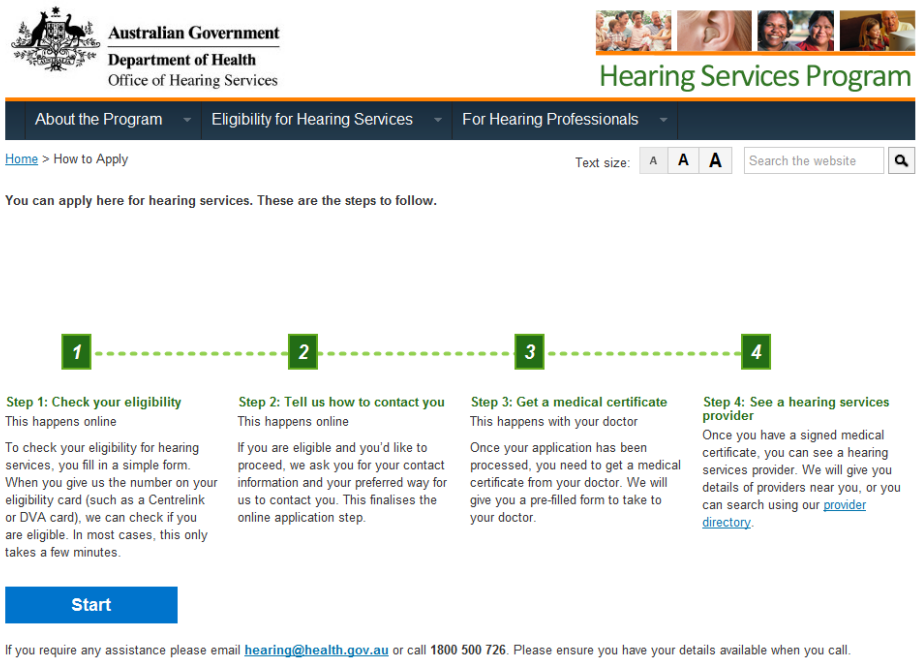
Visit the website - **www.hearingservices.gov.au**

Step 2

Click the **Apply now** button on the right hand side of the screen.

1.2 Information

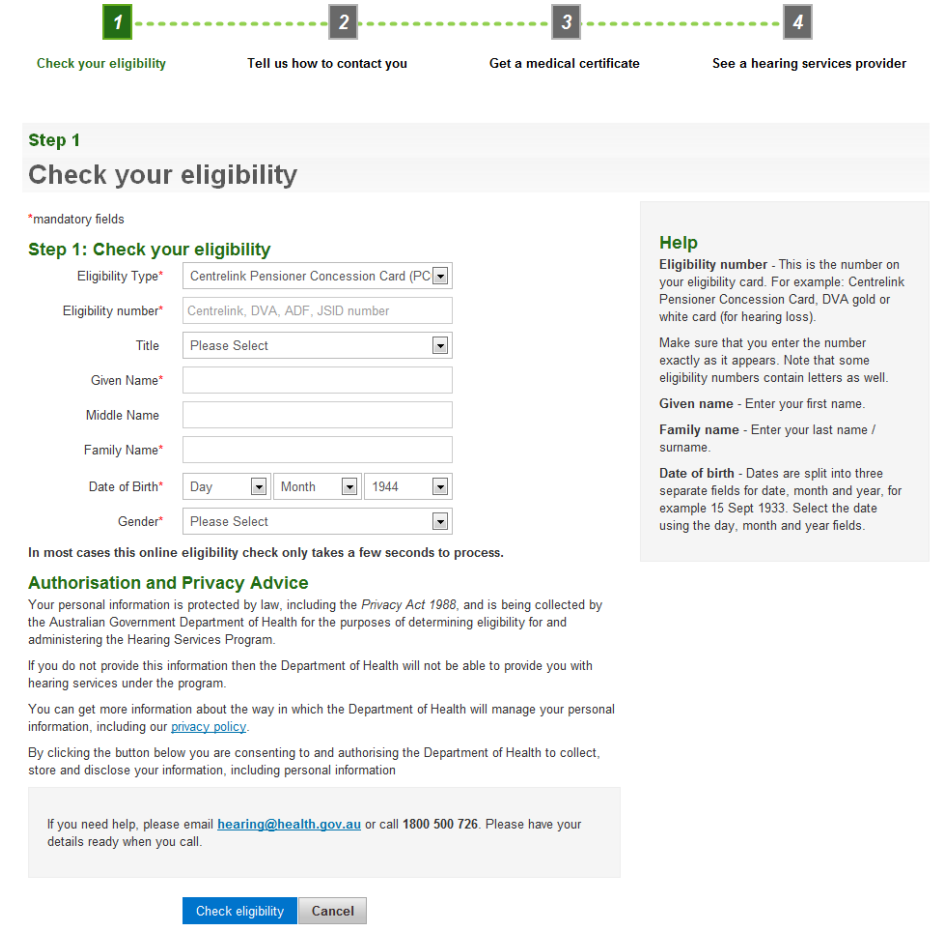
This page gives you information about the application process, including which steps can be done online and which need to be done in person with a service provider and/or a medical practitioner (doctor).



Step 1
Read the information about the steps to apply.

Step 2
Click the **Start** button when you are ready.

1.3 Check your eligibility



Items marked with an asterix* are mandatory.

Step 1 - Select your **Eligibility Type** from the drop down menu. This is the concession or service entitlement you have.

Step 2 - Enter your **Eligibility Number.** This is the reference number shown on your entitlement card.

Step 3 - Select your **Title** from the drop down box.

Step 4 - Enter your **Given Name.** This must be the same name and spelling as shown on your entitlement card.

Step 5 - Enter your **Middle Name**. This is not a mandatory field so you do not have to enter a middle name.

Step 6 - Enter your **Family Name.** This must be the same name and spelling as shown on your entitlement card.

Step 7 - Enter your **Date of Birth.**

Step 8 - Select your **Gender** from the drop down menu.

Step 9 - Read the **Authorisation and Privacy Advice**. If you are happy to proceed, go to Step 10.

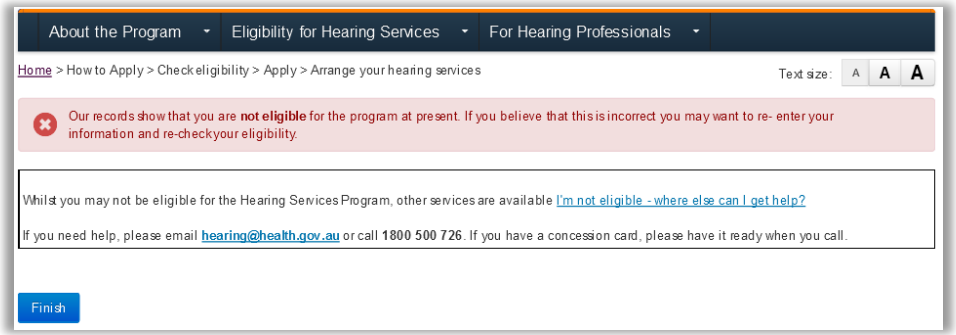
If you do not want to proceed, click the **Cancel** button. This will cancel your application and your details will not be saved. You will not be able to receive services through the program if you do not agree to the authorisation and privacy advice statement.

Step 10 - Click the **Check eligibility** button. On the next screen, you will see one of the following messages:

- Not eligible message (go to page 11).
- Existing application message (go to page 12).
- Already vouchered message (go to page 13).
- Application screen “Tell us how to contact you” (go to page 14).

1.3.1 Check your eligibility - not eligible

If you see this screen, it means that you have been found **not eligible** for hearing services through the program.



Read the information provided.

What Next?
If you believe that you are eligible, you may wish to re-enter your information and re-check your eligibility. You can do this by clicking the **Home** link at the top left of the screen and clicking the **Apply now** button.

You can also click on the '**I'm not eligible – where else can I get help?**' link provided.

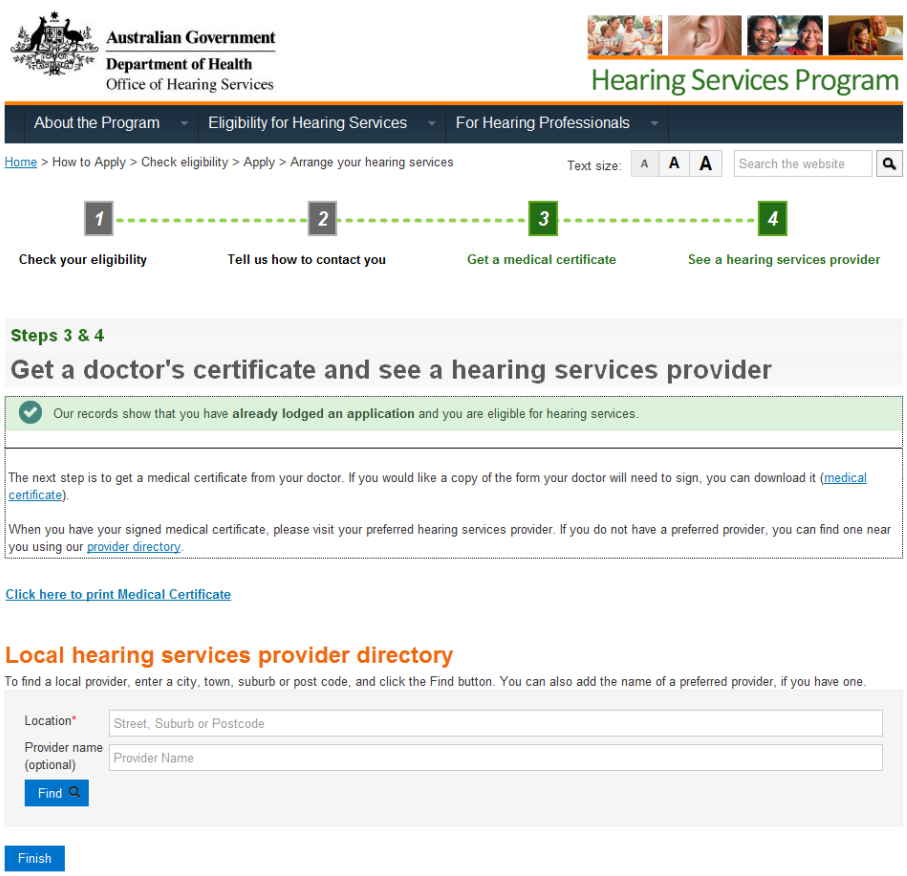
If your circumstances change you may become eligible and are welcome to re-apply for the program.

For more information check the eligibility information on the website. If you need assistance please email **hearing@health.gov.au** or call **1800 500 726.**

When you are ready click the **Finish** button.

1.3.2 Check your eligibility – existing application

If this screen appears, you have a successful application for hearing services. You will need to get a medical certificate or statement from your doctor stating whether you can be fitted with a hearing device, if you need one. Once you have this certificate/statement you can then contact a service provider who will finalise the application process.



Step 1 Obtain a medical certificate/statement
For new clients: before you are able to receive services through the program you will need to obtain a medical certificate or statement from your doctor.

If you do not already have one you will need to visit your doctor and ask them to complete the medical certificate form. You will receive a printed medical certificate with your client information or you can click on the **Click here to print Medical Certificate** link provided and print a copy to take it with you to a doctor.

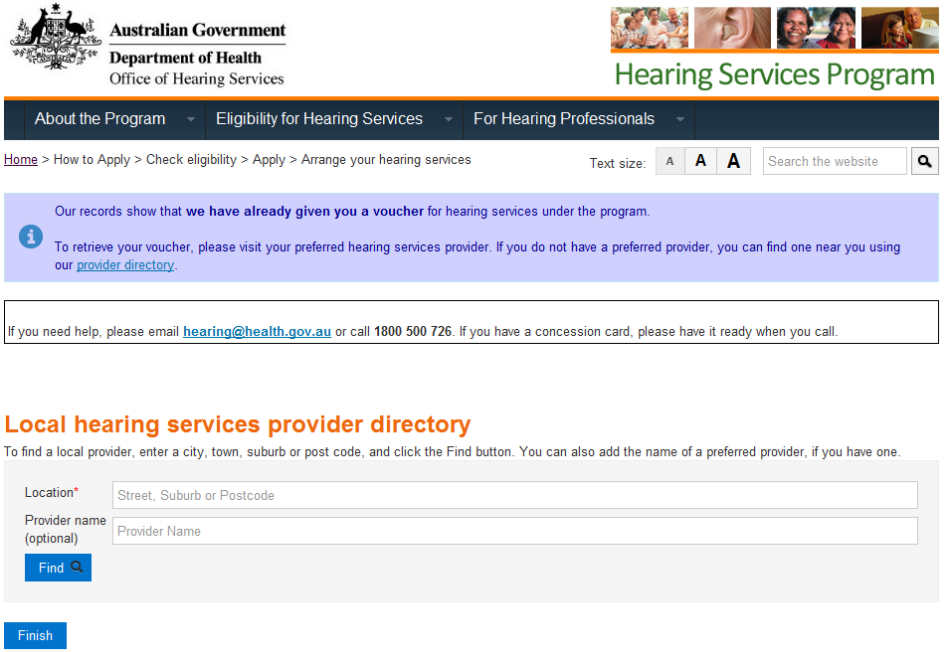
Step 2 Contact a Service provider
Contact a service provider to discuss your application.

If you do not already have a service provider you can search the online local provider directory. The directory will be available to you on this screen. You can search by location, and if you know the name of your preferred service provider you can include this in the search criteria. To learn more about finding a service provider go to section two of this guide.

Step 3
When you have finished click the **Finish** button.

1.3.3 Check your eligibility – already vouchered

If this screen appears, it means that you have already accessed services through the program. To continue to receive services visit your chosen service provider.



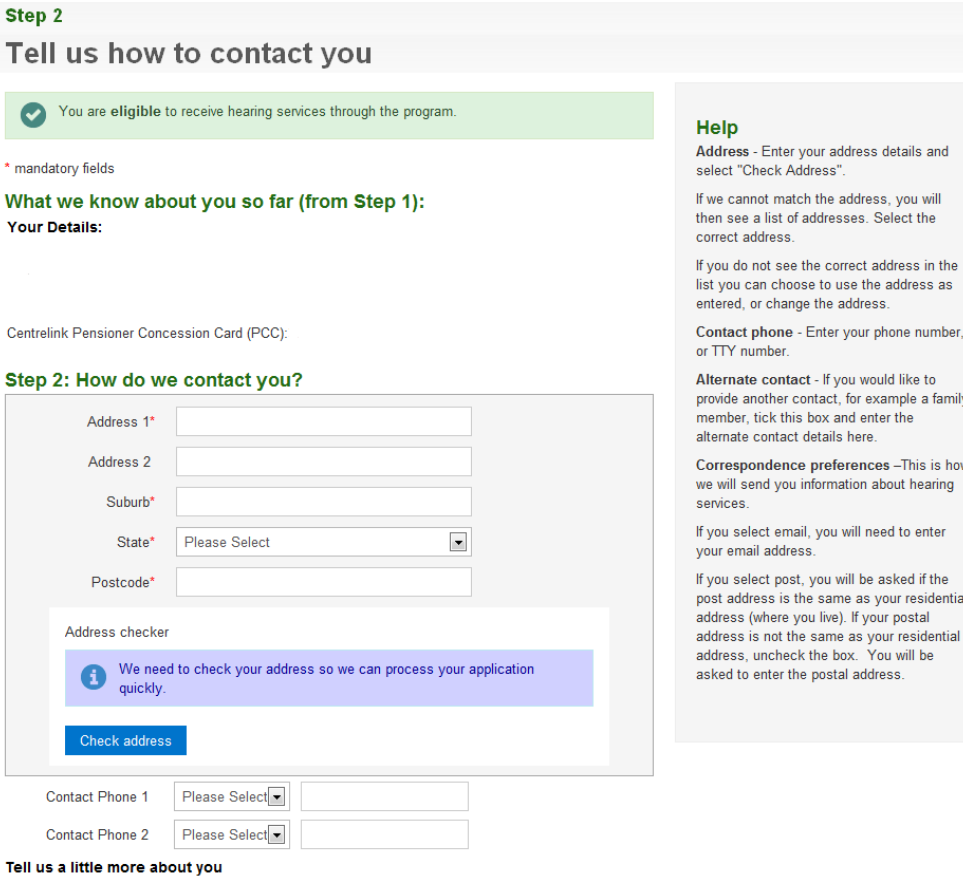
Step 1 Contact a service provider
If you do not have a service provider you can search the online local provider directory. The directory will be available to you on this screen.

You can search by location, and if you know the name of your preferred service provider you can include this in the search criteria. To learn more about finding a service provider go to section two of this guide.

Step 2
When you are ready click the **Finish** button.

1.4 Eligible - Tell us how to contact you

If you are presented with this screen you are eligible for the program. You will now need to provide contact information to continue the application process.



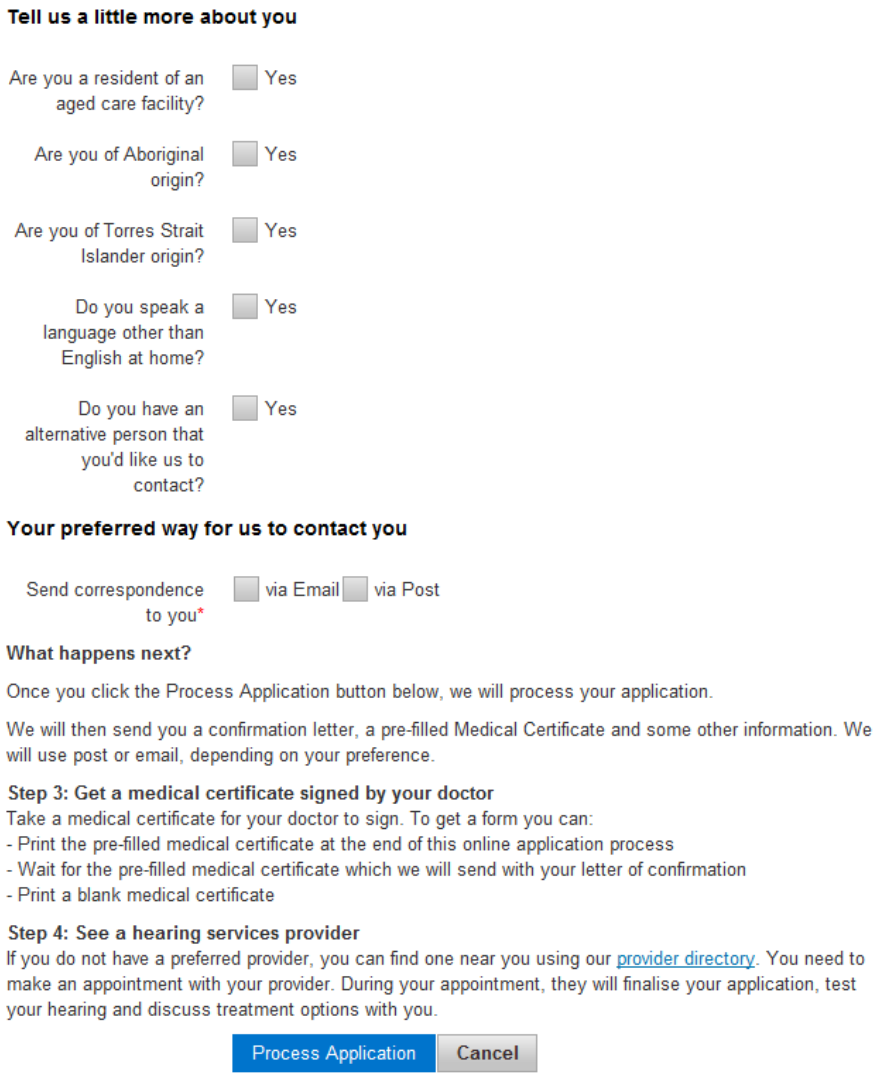
Step 1
Enter your address and click the **Check address** button
If we are unable to directly match the address, it will display a list of similar addresses in a new window.

You can use the address as you entered it, select an address from the new window or change the address.

Please ensure that the address is correct so that you receive your client information.

Step 2
Enter your **Contact Phone**, select the type of number from the drop down list and then type the number into the space provided
You can also add a second contact number.

Tell us how to contact you continued



Step 3 – Tell us a little more about you
Tick the box if you are

- a resident of an **aged care facility.**
- identify as being of **Aboriginal origin.**
- identify as being of **Torres Strait Islander origin.**

Step 4
Tick this box if you **speak a language other than English at home.** A drop down list will appear. Select the language from the drop down list. If more than one language is spoken at home, select the most language used.

Step 5
Tick this box if you would like to **add an alternate contact person.** Additional fields for the person's name and details will appear. Please ensure you let the person know that you have added them as an alternate contact for the program and they may receive correspondence from us (e.g. a carer or family member).

Step 6
If you have chosen to **add an alternate contact**, you will also be asked to tick a box for who should receive correspondence about the program. Tick the box to nominate how you would like **information sent.** Only one option can be selected.

Step 7
If your postal address is the same as your physical address leave the **Postal address same as residential?** box ticked. To add a different postal address, deselect the box and enter the postal address and click the **Check address** **button.**

Step 8

Click the **Process Application** button to continue. Click the **Cancel** button if you do not want to proceed. This will close your application and you will lose any entered information.

1.5 Application results

Once you have completed with part of the application process there are two usual results.

1. **Application saved.**
2. **Application being processed**.

1. Application saved (Draft Application)

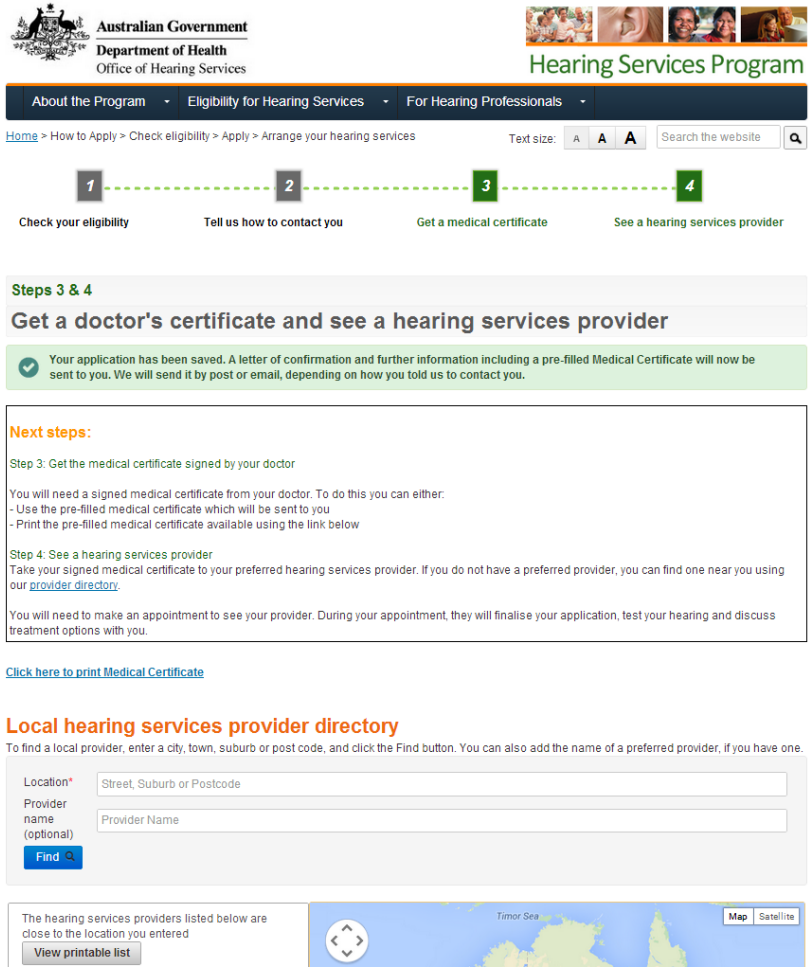
a) Your eligibility has been confirmed, your contact details have been registered and a medical certificate now needs to be completed.
b) The next step is to have your doctor complete the medical certificate to confirm that you can be fitted with a hearing device, if you need one.
c) Once completed contact your chosen provider and take the signed medical certificate to them, so that they can finalise the application process.

2. Application being processed (Pending Application)

a) You eligibility has not been confirmed; however your contact details have been saved.
b) An automatic email will be sent to the Department notifying that there is a pending application.
c) The Department will finalise the eligibility check and will let you know the outcome of your application through your preferred communication channels (email or post).
d) If you are eligible, and you do not already have one, the next step is for you to have your doctor complete the medical certificate to confirm that you are able to have a hearing device, if you need one.
e) Once completed contact your chosen provider and take the signed medical certificate to them, so that they can finalise the application process.

1.5.1 Application result – Application saved (draft)

Details of your application have been saved. If you see this screen then your application has been successfully saved, but your application is not complete. The next step is for you to print the **medical certificate form**, so that you can have it signed by your doctor. Once signed, take the form to your chosen service provider who will be able to complete your application. You can also search for a service provider.



Step 1

Although the application is not complete, you will be sent an information pack, including the medical certificate form and a print out from the local provider directory. You can wait for your welcome pack or you can print the form out and take it to a doctor.

Click on the **Click here to print Medical Certificate** link to download a form that you can take to your doctor to complete.

Step 2

To find a service provider nearest to you or your preferred location, **enter a location** in the space provided.

As you type your location, matches will appear in a drop down list for you to select.

You can also search for a specific service provider by entering the **Provider Name.**

Step 3

Click on the **Find** button to find a service provider near you.

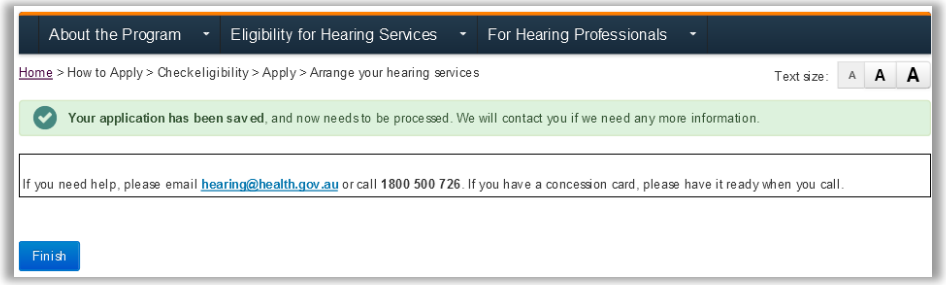
For more information about finding a service providers please refer to section two of this guide.

1.5.2 Application result – being processed (pending)

If you see this screen then your application has been saved successfully and needs to be followed up by the Department. This can occur for a variety of reasons including:

- When our systems are undergoing maintenance.
- There are special circumstances meaning your eligibility cannot be checked at this time.

The Department will be automatically notified when this occurs. The Department will need to check your eligibility for you. The Department will contact you to advise you of the next steps.



Step 1

Read the information about your pending application.

Step 2

Click the **Finish** button.

If you need more help, please email **hearing@health.gov.au** or call **1800 500 726.**

2 Find a service provider

You can search our online local provider directory (LPD) to find a service provider who is able to provide services under the program.

A search will give you a list of providers nearest to your search location. The search will generally display between 3 and 20 results, but is limited to searching in a 1000km radius. The list is also available in a printable format, with print options on screen.

You can also include the name of a specific service provider in your search criteria.

2.1 Website Homepage

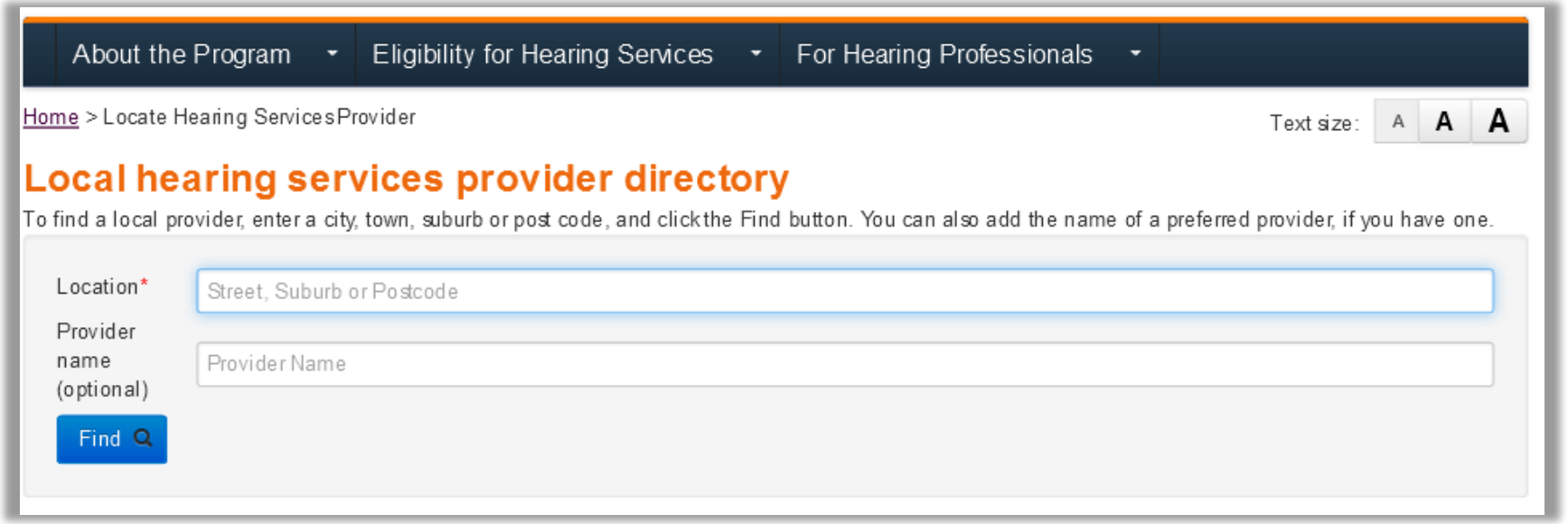
2.2 Search page

Visit ***www.hearingservices.gov.au***

2.3 Search results

Click the **Find a service provider** button on the right hand side of the homepage.

2.2 Search page



Step 1
To find a service provider nearest to you or your preferred location, enter a **Location** (street, suburb or postcode).

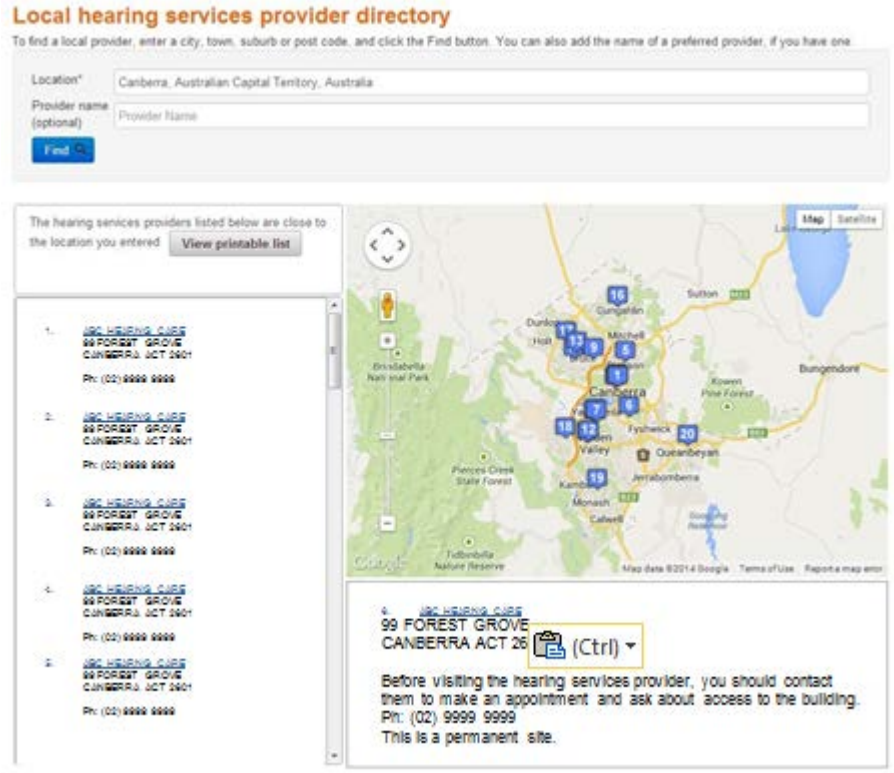
You can also search for a specific service provider by entering the **Provider Name**. This is optional.

As you type your location or service provider name, options that match what you are typing will appear in a drop down list. Select the correct option from the drop down list.

Step 2
Click the **Find** button and your search results will appear.

2.3 Search Results

A list of service providers matcing your search criteria will be listed. You can use the scroll bar on the right side of the list to view up to 20 service providers closest to the location you entered. A map of the location you entered is also displayed showing the exact location of the service providers. You can zoom in and out on the map using the plus (+) and minus (-) signs to the left of the map.



Step 1

Click on any **service provider name** to view more details about that service provider. The details for the service provider you clicked will appear in the box under the map.

To match the service provider in the list to their location on the map, use the number displayed in front of their name.

Print the list

Step 1

Click the **View printable list** button.

Step 2

A printable (pdf) document titled **Local service providers** will be displayed. The document will list up to 20 service providers based on your search criteria.

You can also save the list to your local computer as a pdf document.