



## How do I apply for free hearing services?

You can now apply for the Australian Government Hearing Services Program (the program) online at [www.hearingservices.gov.au](http://www.hearingservices.gov.au).

In most cases your online application will be processed immediately and once processed you will be sent a welcome pack. A step by step guide to applying online is available on the website.

If you are unable to apply online you can apply by:

- visiting a hearing services provider who can help you apply for the program;
- downloading the New Client Voucher Application form at [www.hearingservices.gov.au](http://www.hearingservices.gov.au); or
- phoning 1800 500 726 and a New Client Voucher Application form can be emailed or posted to you.

Information on how to find a hearing services provider is available on the website. Before visiting a hearing services provider you will need to obtain a medical certificate from your medical practitioner. Your medical practitioner will need to confirm that there are no medical reasons to prevent you getting a hearing device, if needed.

A medical certificate form can be downloaded from the website.

For paper applications, please ensure you complete all the required sections on the form and then post your completed form to:

Attn: Applications  
Hearing Services program  
Department of Health  
Mail Drop Point 113  
GPO Box 9848  
Canberra ACT 2601

Please note that paper applications may take up to three to four weeks to process and any missing information may cause further delays in processing your application

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