

Flinders Health2GO Hearing Aid Bank Client Information Sheet

Background:

The Flinders University Health2GO Student Led Hearing Aid Bank has been set-up to provide low-income individuals with access to low-cost hearing aids. The clinic is student led with students responsible for planning each session and leading all appointments under the supervision of a clinical educator.

Eligibility:

To be eligible to receive services from the Flinders University Health2GO Hearing Aid Bank applicant must:

- **Hold a Health Care Card** (excluding Seniors Health Care Card) **and / or be a low-income earner** (low-income as defined by the ATO for the current financial year)

- **Be aged 26 and over** (those under 26 are eligible for services from Hearing Australia)

- **Not be eligible for hearing services from the Hearing Services Program (HSP)**
 - o Those eligible for HSP are holders of:
 - Centrelink Pensioner Concession Card (PCC)
 - Centrelink Sickness Allowance
 - DVA Pensioner Concession Card
 - DVA Gold Health Repatriation Card
 - DVA White Health Repatriation Card (for Hearing Loss)
 - Member of the Australian Defence Force

o Eligibility for HSP can be checked online at:

https://hearingservices.gov.au/wps/portal/hso/site/doineedanewvoucher!/ut/p/z1/04_Sj9CPykssy0xPLMnMz0vMAfIjo8zivQNNzQw9DYy8LcL83QwcHf1CfbzcTlwMTM31w_EqMDDVjyJGvwEO4GhAnH48CqLwGx-uH4XXCpAPCJIrkBsaGmGQ6QgA8jIraA!/dz/d5/L2dBISEvZ0FBIS9nQSEh/

• **Not eligible for hearing services or hearing aids through National Disability Insurance Scheme (NDIS).** For more information regarding NDIS hearing supports see:

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/hearingsupports>

Costs / Additional Information:

- Where a single hearing aid is provided to you, the charge will be \$300. This fee includes the cost of the assessment, fitting of the device, an earmold (if required) and one box of batteries. Replacement earmolds incur additional fees.
- If the audiologist prescribes a second hearing aid, this can be arranged for an additional fee of \$100 (i.e. \$400 for a pair).
- After the initial assessment, device fitting and follow up appointments, further consultations, repairs, batteries, and other consumables (such as domes and tubing / receivers) may be charged for at rates set by the clinic.
- Hearing aids that are damaged beyond repair may require re-assessment by the Flinders University Health2GO Hearing Aid Bank team, in which case a further fee may apply for replacement, subject to hearing aid availability.
- Replacement / upgrades to hearing aids provided by the Flinders University Health2GO Hearing Aid Bank are NOT guaranteed and will be subject to re-assessment of eligibility and hearing aid availability.
- As this is a student led clinic all clients must be aware that all appointments will be conducted by Flinders University Audiology Masters of Audiology students under the supervision and guidance of a supervising audiologist.

Hearing devices purchased through the Hearing Aid Bank are not eligible to be claimed through Private Health Insurance.

Next Steps:

- To confirm your eligibility and complete an application, please contact the Health2GO team via phone 08 7221 8700, or email health2go@flinders.edu.au
- If your application is approved, you will need to provide relevant documentation, including:

- o (1) a copy of your Centrelink Health Care Card
(Seniors Health Cards are **not** eligible)

OR

- o (2) Proof of income

If you are unable to provide this documentation, please contact the Health2GO team to discuss your individual circumstances.

Please note: if documentation at the time of your initial assessment is INCORRECT, you will still receive the assessment but will NOT be fitted with hearing aids until eligibility is confirmed.

Any Questions?

Phone: (08) 7221 8700

Fax: (08) 7221 8729

Email: health2go@flinders.edu.au