Australian Government
Department of Health and Aged Care

Hearing Services Program

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Client Rights and Responsibilities

You have the right to

Respect

Be treated with respect, dignity and consideration by all staff involved in your hearing care.

Access

Choose or change your hearing service provider.

Request a copy of your health information.

Safety and Quality

Receive services from an appropriately qualified practitioner.

Communication

Be involved in decisions with your provider about your care.

Be informed about hearing services and all costs in a clear and open way.

Be informed of any preferred supplier arrangements which may influence which hearing device is recommended to you.

Receive a written quote for hearing devices fitted, with device details, costs and information on maintenance and repairs and the return period.

Informed choice

Receive certain services via telehealth if you prefer.

Understand the device options available to you and be fitted with a fully or partially subsidised hearing device, if a hearing device is recommended.

Be given the option to take up an annual maintenance agreement for your hearing device for a small fee.

Privacy

Have your personal information stored securely and confidentially.

You are responsible for

Respect

Treating your service provider, staff and other clients with respect and courtesy.

Disclosure

Disclosing relevant medical information about yourself, including general and hearing health.

Participation

Taking part in your ongoing and follow up care, attending appointments and notifying your service provider as soon as possible if you cannot make your appointment.

Using and adjusting to your devices and any communication training provided to you.

Giving feedback

Raising any issues or concerns with your provider about services, your hearing loss or with your hearing devices.

Commenting on your care and having your concerns addressed.

To find out more information about the program, or if you are not satisfied with services provided contact the Hearing Services Program on:

- **1800 500 726**
- email hearing@health.gov.au
- or call the National Relay Service on **1800 555 660 or visit https://www.accesshub.gov.au/**

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Supported by the Deafness Forum Australia