



Australian Government Hearing Services Program Client Rights and Responsibilities

Rights

Respect

You have the right to be treated with respect, dignity and consideration by all staff involved in your individual hearing care.

Access

You have the right to choose or change your hearing service provider.

Safety and Quality

You have the right to receive services from an appropriately qualified practitioner.

Communication

You have the right to be informed about services, treatment options, and all costs, including any ongoing costs, in a clear and open way. You must be informed of any preferred supplier arrangements which may influence the hearing device recommendation being made to you.

Choice

If a hearing device is recommended, you have the right to be fitted with a fully subsidised hearing device to assist your hearing loss. You also have the option to take up an annual maintenance agreement for a small fee.

If you choose to purchase a device with additional features, your service provider must supply you with a written quote that includes device details, all costs, and information on maintenance and repair costs for that device.

Privacy

You have the right to privacy and confidentiality of your personal information.

Responsibilities

Respect

You are responsible for treating your service provider, staff, and other clients with respect and courtesy.

Disclosure

You are responsible for disclosing relevant medical information about yourself.

Communication

You are responsible for raising any issues or concerns you may have about your treatment with your service provider and working with them to reach a resolution.

Participation

You are responsible for

- actively participating in ongoing and follow up care
- attending appointments
- if appointments cannot be kept, notifying your service provider as soon as possible.

Complaints Resolution

You have the right to comment on your care and have your concerns addressed. If you are not satisfied with your hearing device or the service you receive under the program, please work with your service provider to resolve any issues.

If you remain unsatisfied with services provided, contact the Hearing Services Program on **1800 500 726** or **(NRS) 1800 555 660** or email hearing@health.gov.au