



Mr John Citizen  
13 Any Street  
ANYTOWN NT 0812

SAMPLE

Dear Mr Citizen

Thank you for your application for services under the Australian Government Hearing Services Program. On the basis of the details you provided in your application, you are eligible to receive, free of charge, a range of hearing rehabilitation services appropriate to your needs.

Enclosed with this letter is an information booklet and a list of the hearing services providers closest to your home (and some additional sites if you requested more on your application). Alternatively you may choose from about 170 providers throughout Australia, all of whom can provide hearing services free of charge. **You must take your Voucher to your first appointment.** Please note that your voucher is valid for 24 months and will expire on DD/MM/YYYY.

If you have any further questions after reading this information, please ring the Office of Hearing Services on (freecall) **1800 500 726**. The Office of Hearing Services is pleased to have been able to assist you to gain access to professional hearing services.

Yours sincerely

Tony Kingdon  
National Manager  
DD/MM/YYYY



# Hearing Services Voucher

Mr John Citizen  
13 Any Street  
ANYTOWN NT 0812



Australian Government  
Department of Health and Ageing

Remember to take this voucher to your first  
hearing assessment appointment

## YOUR VOUCHER INFORMATION FOR YOUR RECORDS

**Voucher No: AAANNNNNNA-AAAAAAA RETURN**

*DVA — Annual Maintenance Fee Exempt*

*Last fitting Dates: (L) DD/MM/YYYY (R) DD/MM/YYYY*

*Maintenance Expiry Date: DD/MM/YYYY*

*Aid Adjustment Date: DD/MM/YYYY*

**Valid to — DD/MM/YYYY**

## EXPLANATION OF THE SYMBOLS ON THE LOCAL PROVIDER DIRECTORY

- ▲ *Audiologists* — are University graduates with postgraduate qualifications in audiology or equivalent training. Audiologists have broad responsibilities and expertise in all non-medical areas of hearing services, including complex hearing assessment and rehabilitation of hearing impairment.
- ◆ *Audiometrists* — have completed a certificate course in hearing aid audiometry they have a minimum of three years experience in hearing assessment, hearing aid prescription and fitting, and management of hearing loss.
- \* *Permanent Site* — is staffed between 9:30am and 4:30pm on working days, with a full range of hearing services available. An audiologist or audiometrist is present at least two days per week. Staffs are available to provide batteries and minor hearing aid repairs.
- \* *Visiting Site* — is attended at least once per month by an audiologist or audiometrist. Please telephone the site about the frequency of visits. Staff may not always be in attendance at these locations, but repairs and battery supply can be arranged between visits.
- ✦ *Remote Site* — is visited less than once per month. Please telephone the site about the frequency of visits, repairs and battery supply.

OFFICE OF HEARING SERVICES



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*Aid Adjustment Date: DD/MM/YYYY*

*Last provider: Hearing Pty Ltd*

*Last provider fax: (02) 7777 7777*

## SERVICE PROVIDER REFERENCE ONLY

*Contraindications: YES*

*Contact name: Dr Smith*

*Contact Number: (02) 5555 5555*