



# Australian Government Hearing Services Program 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.

### Safety and Quality

Receive services from an appropriately qualified practitioner.

### Communication

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 which hearing device is recommended to you.

### Choice

Be fitted with a fully subsidised hearing device if a hearing device is recommended. You also have the right to choose to purchase a partially subsidised device.

Regardless of which device you choose, 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. You also have the option to take up an annual maintenance agreement for a small fee.

### Privacy

Your personal information will be stored securely and confidentially.

## You are responsible for

### Respect

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

### Disclosure

Disclose relevant medical information about yourself.

### Participation

Take part in ongoing and follow up care, attend appointments and notify your service provider as soon as possible if you cannot make your appointment.

### Communication

Raise any issues or concerns you have about your hearing loss or with your hearing devices.

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**
- email [hearing@health.gov.au](mailto:hearing@health.gov.au)
- or call the National Relay Service on **1800 555 660**