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Recent changes

If you are already receiving hearing services through the NDIS or Hearing Services Program, you should [view our 4 June update](#) on recent changes to hearing services. The following material also reflects these changes.

[Transcript for 'NDIS and hearing services - Auslan'](#)

For participants

The [Hearing Services Program \(HSP\)](#) and NDIS fund public hearing services in Australia.

The HSP funds hearing services for Australian citizens and permanent residents, including children and young people under 26, who satisfy its [eligibility criteria](#) .

The NDIS funds hearing supports for NDIS participants aged 26 and over who are not eligible for the HSP. The NDIS also funds additional reasonable and necessary hearing supports for participants if they are not available through the HSP. This includes people under 26.

You can access the NDIS and HSP at the same time but you can’t get the same supports from both programs at the same time.

If you are an NDIS participant accessing services and support from the HSP, there will be no immediate changes to your current arrangements.

Your hearing services and supports will be discussed at your next plan reassessment.

Your age and circumstance	Funding body (from 1 July 2020)	Next steps
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Younger than 7	<p>The HSP funds hearing services for children with a confirmed hearing loss including the testing and fitting of hearing devices, and will support them to connect with the NDIS. Hearing Australia is the sole HSP provider for this age group.</p> <p>A streamlined NDIS pathway has been implemented so children who are newly diagnosed with a hearing loss can access timely early intervention supports.</p> <p>The NDIS will fund additional supports. This could include early childhood intervention or other assistive technology that is not funded under the HSP.</p>	<p>Begin by visiting our Help for children younger than 7 page.</p>
7 to 25	<p>The HSP funds hearing services for eligible people.</p> <p>The NDIS funds reasonable and necessary supports that are not available through the HSP.</p>	<p>HSP: Visit the HSP website to check your eligibility and apply.</p> <p>NDIS: Learn more about accessing the NDIS.</p> <p>If you are already an NDIS participant and you have any questions, please speak to your LAC or planner.</p>
26 and over, and eligible for the HSP	<p>The HSP funds hearing services for eligible people.</p> <p>The NDIS funds reasonable and necessary supports that are not available through the HSP.</p>	<p>HSP: Visit the HSP website to check your eligibility and apply.</p> <p>NDIS: Learn more about accessing the NDIS.</p> <p>If you are already an NDIS participant and you have any questions, please speak to your LAC or planner</p>

26 and over, and not eligible for the HSP	The NDIS will fund reasonable and necessary hearing supports for NDIS participants.	<p>View the eligibility requirements below and visit Applying to access the NDIS to begin your application.</p> <p>If you are already an NDIS participant and you have any questions, please speak to your LAC or planner.</p> <p>Some NDIS participants who would not qualify for the HSP may have something called a HSP voucher.</p> <p>If you are an NDIS participant with a voucher, you can continue to use it for hearing supports until it expires or you decide to cancel it at your next plan reassessment. Once the voucher is no longer valid, you can include reasonable and necessary hearing supports in your NDIS plan instead.</p>
65 and over, and an existing NDIS participant	<p>The HSP funds hearing services for eligible people.</p> <p>If a participant chooses to remain with the NDIS, we will fund reasonable and necessary hearing supports that are not available through the HSP.</p>	<p>HSP: Visit the HSP website to check your eligibility and apply.</p> <p>The NDIS does not consider applications from new applicants aged 65 and over.</p>
65 and over, and not an existing NDIS participant	The HSP funds hearing services for eligible people.	<p>HSP: Visit the HSP website to check your eligibility and apply.</p> <p>The NDIS does not consider applications from new applicants aged 65 and over.</p>

NDIS Pathway Hearing Stream

The Hearing Stream prioritises applications to help children newly diagnosed with a permanent hearing loss receive supports earlier.

More information is available at [Help for children younger than 7](#).

Accessing the NDIS

If you are [applying to access the NDIS](#), you will need to meet the disability or early intervention requirements outlined in the [NDIS Act](#).

The [NDIS Operational Guidelines](#) outline conditions which are likely to meet these requirements. This document also has [information on what the NDIA may take into account](#) when considering funding reasonable and necessary hearing supports.

What kind of hearing supports can the NDIS fund?

If you are not eligible for the HSP

A range of hearing supports and services may be included in an NDIS plan depending on what is right for each participant, and what services and support can help them reach their goals.

This may include hearing services and devices, as well as other assistive technology, capacity building supports, maintenance and repairs, and assessments (other than diagnostic assessments).

Your LAC, early childhood partner or planner can help you consider what supports might be reasonable and necessary for you.

If you are eligible for the HSP

The NDIS can fund additional disability related services and supports if they are not available via the HSP.

For example, an NDIS plan may include a co-payment towards annual maintenance and administration fees for replacement of lost or damaged beyond repair devices, assistive listening devices such as flashing and vibrating smoke alarm, or Auslan interpreting supports.

Your LAC, early childhood partner or planner can help you consider what extra supports might be reasonable and necessary for you.

For providers

We answer some of the most common questions raised by providers and allied health professionals about hearing supports:

- [Hearing support FAQ for providers \(DOCX 79KB\)](#)
- [Hearing support FAQ for providers \(PDF 475KB\)](#)

Read about how to access NDIS and HSP services, registration categories, services and device costs, how to complete [assessment templates](#) to achieve best results, and lots more.

Provider opportunities

Hearing services in Australia continue to be funded by the HSP and the NDIS. Many HSP clients and NDIS participants are able to choose from a range of providers.

NDIS provider opportunities

The NDIS funds hearing supports for eligible people aged 26 years and over who are not eligible for the HSP. These participants can choose a provider and pay them from the funds included in their NDIS plans.

The NDIS also funds additional hearing supports for eligible participants, including people under 26 years old, if the support is not available through the HSP.

Learn about [becoming an NDIS provider](#).

HSP provider opportunities

The HSP supports clients under the age of 26. It also supports clients aged 26 and over who meet other criteria. Visit the [HSP website](#) to learn how to register as an HSP provider.

Registration

View the standard requirements for NDIS registration on the [NDIS Commission website](#) .

Further requirements:

- audiologists must be:
 - an Audiology Australia Accredited Audiologist; or
 - an Australian College of Audiology Full Member Audiologist.
- audiometrists must be:
 - a Hearing Aid Audiometrist Society of Australia Full Member; or

- an Australian College of Audiology Full Member Audiometrist.

Hearing services providers may wish to register in one or more of the following categories:

- Hearing Services
- Specialised Hearing Services
- Hearing Equipment (which also includes hearing aids).

[The Pricing arrangements](#) page has the latest guidance on what can be charged for these services.

Diagnostic hearing assessments

The NDIS is not able to reimburse providers for carrying out diagnostic hearing assessments to support a participant to apply for the NDIS.

In some circumstances, diagnostic audiology assessments may receive a Medicare rebate or be funded through the HSP.

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