

# Hearing Australia's Social Purpose Program

Bridging the hearing health gap for those most in need



## A new way forward

At Hearing Australia, our mission is to deliver world-class hearing care to as many people as we can.

Government-funded programs and schemes such as the Hearing Services Program (HSP) and the National Disability Insurance Scheme (NDIS) make life-changing support available to many. But for those who aren't eligible, cost can be a significant barrier.

That's why we created the Social Purpose Program. Funded entirely by Hearing Australia, the program reinvests profit from our commercial operations to support people who need hearing aids in their daily life but may otherwise miss out on care.

## Who we support

The Social Purpose Program focuses on people most at risk of being excluded from hearing care:

- **Children under 18 on temporary visas**
  - Hold a Temporary Resident Visa valid for more than six months
  - Diagnosed permanent or long-term hearing loss
  - Eligible if they use or require hearing aids, or have a cochlear implant and would benefit from additional hearing support
- **First Nations adults aged 26–49**
  - Living in remote communities (MM6/MM7) with hearing loss  $\geq 40$  dB in the better ear
  - or living in non-remote areas (MM1–MM5) with a valid Health Care Card
  - Must not have access to other programs or schemes (NDIS, HSP, CDP/RAES)

- **Unemployed adults with a valid Health Care Card**
  - Pilot program or schemes available in select centres in NSW (Bankstown, Mount Druitt), VIC (Sunshine, Dandenong), and QLD (Hervey Bay) with a national roll-out coming in 2026.
  - Supports people seeking employment who require hearing aids but are not covered by other programs or schemes.
- **People experiencing homelessness (coming soon)**
  - Trials underway in partnership with community organisations such as the Salvation Army's Magpie Nest Café in Melbourne.

### What's covered

- Fully funded hearing assessments and selected hearing aids
- Ongoing support and maintenance
- Interpreter services where required
- Delivered through our national network of hearing centres, outreach services, and community partnerships

### Our impact so far

Since its launch, the Social Purpose Program has:

- Supported dozens of clients across Australia who would otherwise go without care
- Delivered life-changing hearing solutions that improve communication, connection, and wellbeing
- Built strong partnerships with communities, service providers, and government to expand access

### How to access support

- Clients can contact their local Hearing Australia centre directly. Contact details can be found on our website at: [Find my hearing centre](#)
- or be referred by a health, hearing, or employment service provider. Referrals can be made directly through local Hearing Australia centres.

### Other hearing support options

If you don't meet the eligibility criteria for the Social Purpose Program, we encourage you to explore hearing aid banks in your state or territory. These programs provide reconditioned hearing aids to people who don't qualify for government funding and can't afford private care.

A list of hearing aid banks and other support options can be found on the Australian Government [Department of Health website: Find hearing support services.](#)



### Real stories

*"When I told a First Nations man in the Northern Territory that he could access hearing aids through the program, he nearly cried. He had been forced to give up work because of his hearing loss. This program will be life-changing for him."*

— Robyn Inzinger, Outreach Audiologist

*"Supporting children like Ezlin is a reminder of the power of inclusive care. Borders don't define the quality of care we provide. In the words of Fred Hollows, 'An eye is an eye,' and indeed, 'An ear is an ear.'"*

— Lauren Fraser, Paediatric Audiologist