

Keeping your cochlear implant on the air



If you're eligible for the Australian Government Hearing Services Program, and you have a current Hearing Services Card, you can get certain replacement parts for your speech processor at no cost.

 **Call 1800 131 339**

 **Or visit hearing.com.au/CochlearImplantParts**

How does the program work?

Our Replacement Parts program aims to keep your cochlear implant speech processor 'on air', by maintaining the same number of essential components that were provided in your start-up kit. We provide replacement parts for your most recently fitted speech processor for each ear. Some can be requested via our support service, while others must be obtained from your clinic.

Available through our online or phone support service

- Coil
- Coil cables
- Disposable battery holders and covers
- Microphone protectors
- Earhooks
- LiteWear cables, cases & fixing aids
- Dry and store desiccant
- Rechargeable batteries
- Speech processor retention devices

Available by special request from your cochlear implant clinic

- Magnets
- Battery chargers
- Remote assistant
- Hybrid acoustic speakers (receivers) / maintenance parts
- Monitor earphones if needed for young children & others who are still reliant upon a parent or carer to check their processor

These items need a special request because

- There are safety implications if the wrong part is requested/supplied or the part is not attached correctly (magnets and receivers for Hybrid devices) or
- They are higher cost items that are not 'consumables', and which may need troubleshooting before replacement.

Available from your Hearing Australia Centre

- Disposable batteries
- FM/Roger adaptors
- Ear Gear if you need a retention device, or if you experience problems with moisture entering your processor, e.g. perspiration

Available for purchase

If you need these parts, please contact your cochlear implant clinic, or order directly from your cochlear implant supplier.

- Extra parts (for example an additional rechargeable battery or parts for an old processor)
- Aqua Accessories / waterproof accessories
- Additional Monitor earphones
- Sound processor and coil covers (fashion colours)
- Personal audio cables
- Mains isolation cable
- Zephyr Dry and Store Unit
- Storage bags and cases

You can help to keep your processor on air

Please ensure that you replace broken or lost parts promptly so that you can keep your processor in good working order.

In addition to your rights under the Australian Consumer Law, most parts are covered by a 1-year warranty and can usually be replaced under warranty during this time. If you have faulty parts that are under warranty please contact your cochlear implant clinic to arrange replacement of these items.

Adult clients who use a cochlear implant in one ear and a hearing aid in the other ear

As someone who uses a cochlear implant, you can access cochlear implant maintenance under the Community Service Obligations program.

You can choose to either:

- Receive cochlear implant support and maintenance AND specialist hearing aid services and support from Hearing Australia OR
- Receive cochlear implant support and maintenance from Hearing Australia, and hearing aid services and support from a different provider under the voucher program. This is called Parallel Services.

If you access Parallel Services, you will need a separate maintenance agreement with each provider.