

ASSISTIVE TECHNOLOGY FUNDING GUIDE



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Government funding for hearing aids is well understood, but there is less awareness of the options available for assistive technology. This guide outlines eight ways to fund two of the most useful appliances for people who are hard-of-hearing.

1. Captioning phones

Classed as 'communications aids', these phones enable captioned phone calls, extra volume, and optional video calls to read lips, faces and gestures.

2. Headphones/headsets

Classed as 'assistive listening devices' (ALDs), headphones and headsets enable improved listening to TV, music, phones, tablets and computers. Frequency compensation and noise cancellation are also available.

The table opposite provides details of eight programs that offer funding for captioning phones and headphones/headsets to eligible people.

Konnekt-Telstra Program: Apply to Konnekt. The small program fee is sometimes paid by HCP, CHSP or NDIS.

My Aged Care: Due to HCP limits, clients with no other disability are often wait-listed or directed to CHSP. CHSP application is fast (15–20 mins). If the client cannot find a local approved aged-care provider with available funding for goods, equipment and assistive technology (GEAT), then geat2GO is the fallback option. geat2GO allows people to order goods, equipment and assistive technology through the national GEAT provider under the CHSP. ●

FUNDING PROGRAM	KEY CRITERIA*	CAPTIONING PHONE	HEADPHONES, HEADSETS
Konnekt-Telstra Captioning Videophone Program	care-home resident, or Telstra or Belong customer; needs captions or lipreading for calls	rent monthly: \$5, or \$10 if internet required; includes calls and support	not available
National Disability Insurance Scheme (NDIS)	aged under 65, assessed for need; GST-free supply	purchase (incl. annual support), rent or trial	covered as low-cost assistive technology, or consumables
My Aged Care Home Care Package (HCP)	aged over 65, not in a care home, ACAT-assessed	purchase (incl. annual support), rent or trial	
My Aged Care Commonwealth Home Support Programme (CHSP) via a local approved provider	aged over 65, not in a care home; simple 15-min assessment; no HCP or insufficient budget	up to \$1000/year towards purchase, rent or trial	yes, with Home Care Provider approval, if required to meet an assessed need
My Aged Care Commonwealth Home Support Programme (CHSP) via geat2GO	as above; no local provider with available goods, equipment and assistive technology (GEAT) funding	up to \$1000/year towards purchase	
Department of Veteran Affairs (DVA) Rehabilitation Appliance Program (RAP)	veterans, widows, dependants; Gold card, or White card with accepted condition relating to clinical need for the equipment	covered as equipment outside RAP Schedule; health-provider letter must support clinical need, trial with documented outcomes is recommended	RAP item AA04 TV Listening Device.
JobAccess Employment Assistance Fund (EAF)	work 8+ hours/week; EAF also funds workplace assessments and modifications	yes, where required for workplace or home office	
Hearing Services Program (HSP)	voucher scheme or CSO	not available	fully subsidised if categorised as an assistive listening device (ALD)

*Refer to the relevant program for details of eligibility conditions.