



Hearing Professional  
Conduct and  
Complaints Body

## CHECKLIST:

# Getting your hearing tested

## Get regular hearing tests throughout life

Regular tests are particularly important:

- if you have concerns about your hearing,
- in mid- to late-life, and/or
- if exposed to loud sounds at work or in personal life.

## Understand hearing screening vs hearing tests

Hearing screening is for community awareness-raising and often done online, in self-service kiosks, in shopping centres and in portable booths.

Hearing screening can be unreliable and cannot be used for diagnosis.

Further hearing tests are needed to see if treatment is needed (inc. aids).

## See a certified professional

Make sure you see an audiologist or audiometrist who is clinically certified to conduct hearing tests.

## Get a copy of your test results

You can also ask for a letter outlining your results for your GP or other health service provider.



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### Get written recommendations and quotes

If treatment for hearing loss is recommended, ask for:

- The make and model of hearing aids recommended (if any), the features and how they will meet your needs.
- The full name of the hearing professional.
- The full costs of each treatment option/aids, with all government or private health insurance co-payments and out-of-pocket costs outlined.

### Take time to consider your options

Before agreeing to treatment and signing anything, you can:

- Ask for time to go away and read the written information.
- Get a second opinion from another certified professional.
- Get quotes from elsewhere.
  - Discuss options with family and friends.

### How to check if your hearing professional is a clinically certified audiologist or audiometrist

Ask to see their clinical certification with:

- Audiology Australia AND/OR
- The Australian College of Audiology (ACAud) Inc. HAASA

Ask the HPCCB to verify their certification if you have concerns.

### Contact the Ethics Officer with questions or concerns

The Ethics Officer can also provide you with information about how to make a complaint and guide you through the process.



TEXT - 0475 245 635

CALL - 1300 048 828

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EMAIL - [ethicsofficer@hpccb.org.au](mailto:ethicsofficer@hpccb.org.au)