

DVA Tinnitus Pilot: What It Means for You

Information for AIM Hearing clients who are veterans under 60

Please note: this fact sheet is AIM Hearing's interpretation of DVA's published information and recent correspondence about the pilot. Always check with your advocate and DVA if you need clarification.

Read DVA's official information

DVA's page on the tinnitus treatment program

<https://www.dva.gov.au/what-we-help-with/health-support/improving-wellbeing-through-increased-access-to-treatment>

DVA's questions and answers about the pilot

<https://www.dva.gov.au/sites/default/files/2026-08/Frequently-Asked-Questions-Improved-Access-to-Treatment-for-Tinnitus-Pilot.pdf>

What the pilot is

The Department of Veterans' Affairs (DVA) is sending some veterans to Hearing Australia for tinnitus assessment and treatment while their compensation claim is being decided. DVA calls this the "Improved Access to Treatment for Tinnitus" pilot. It started in 2026.

DVA says the aim is to make sure veterans get treatment for tinnitus before their final level of impairment is assessed. DVA pays for the assessment and any treatment Hearing Australia recommends, so it costs you nothing.

Who it applies to

The pilot only applies if all of these are true:

- You are under 60.
- You have made a permanent impairment claim for tinnitus under the *Military Rehabilitation and Compensation Act 2004* (MRCA).
- DVA has accepted that your tinnitus is related to your service, but hasn't yet decided your level of permanent impairment.

If you're in the pilot, DVA will send you a referral letter asking you to book with Hearing Australia.

If you haven't received that letter, nothing changes for you. DVA says veterans who aren't in the pilot can keep using their usual provider for all hearing and tinnitus care. That includes us.

What happens at Hearing Australia

According to DVA, Hearing Australia starts with a full assessment. This includes hearing tests, sound sensitivity tests and questions about how tinnitus affects your life.

Treatment depends on what you need. DVA lists options including tinnitus education and counselling, sound therapy, hearing devices, sleep strategies and cognitive behavioural therapy (CBT). If you already see a psychologist, you can use them for CBT.

After treatment, Hearing Australia reviews your progress and sends a report on your impairment to DVA, and to Defence if you're still serving.

If you're already one of our clients

Tinnitus treatment. If you're already having tinnitus treatment with us, DVA says you can finish your scheduled treatment with your current provider. Mention this to the Hearing Australia audiologist at your first appointment.

Hearing aids. DVA's information doesn't clearly say whether veterans in the pilot can keep their usual provider for hearing aids while the pilot runs. Please check with DVA before moving your hearing aid care. If DVA confirms you can stay with us, we're happy to keep looking after them.

Your records. If you go to Hearing Australia, we can send them your hearing test results and history, so they have the full picture. We just need your written consent.

After the pilot: you can come back to us

You aren't locked in to Hearing Australia. DVA says that once Hearing Australia's course of treatment is complete, any future tinnitus care goes back through the usual pathways, with the provider of your choice.

Your Veteran Card also covers clinically necessary treatment if your tinnitus gets worse later. You're always welcome back at AIM Hearing.

Before you decide, ask DVA or an advocate

The referral is linked to your compensation claim, so please don't ignore the letter. We can't advise you on your claim, but these people can:

DVA

1800 VETERAN

1800 838 372
Weekdays 8 am to 5 pm

Veterans' advocate

Free

Ex-service organisations such as the RSL can put you in touch with a trained advocate.

Open Arms

1800 011 046

Free, confidential counselling for veterans and families, 24 hours a day.

Questions worth asking DVA:

- Do I have to take part in the pilot for my claim to go ahead?
- Can I keep my current provider for my hearing aids while I'm in the pilot?
- Can I finish the tinnitus treatment I've already started?

Whatever you decide, we'll support you

We'll answer your questions about your hearing and tinnitus, send your records to Hearing Australia if you ask us to, keep looking after any care that isn't part of the pilot, and welcome you back when the pilot treatment is finished.

AIM Hearing

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Important note: This fact sheet is AIM Hearing's interpretation of DVA's published information and recent correspondence about the pilot, as at October 2026. It is general information only, not legal advice or advice about your claim, and DVA may change the pilot. Always check with your advocate and DVA if you need clarification.