

Better Hearing Australia (VIC)

Frequently Asked Questions

Hearing Aid Donations

Better Hearing Australia (VIC) accepts donations of used hearing aids. The hearing aids are assessed, cleaned then packaged for fitting to someone in our community who cannot afford to pay for new hearing aids.

Below are some common questions which people ask before they donate hearing aids:

1. Where do you normally get your recycled hearing aids from?

Hearing aids are donated from many areas. We receive donations from families who have recently lost a loved one who may have not had hearing aids for very long. We receive donations from people with a hearing loss who have taken a different direction with their hearing loss management ie. Cochlear implant or In The Ear Canal hearing aids. We also receive hearing aid donations from many organisations such as Probus and Rotary around Victoria who have a collection drive and forward them on to us for refurbishment.

2. These hearing aids belonged to a much-loved family member. What happens to them once I donate them?

All donated hearing aids received by Better Hearing Australia (VIC) are sincerely and very gratefully received. Once received we assess them as viable for re-programming ie. Do they work? We then clean them and they are ready to be re-programmed for their next owner.

3. Who uses recycled hearing aids?

We see many members of our community who are on low or no income and therefore do not have the financial means to purchase new hearing aids which can be very expensive.

4. How do I know if these hearing aids are viable for recycling?

Techology has moved very quickly in recent years in relation to hearing aids. We keep and use hearing aids which are typically current generation (less than 5 years old). Hearing aids older than 5 years are difficult to service as parts are hard to come by.

5. Can I donate In the Ear Canal hearing aids?

In the Ear Canal hearing aids are made from an impression taken of an individual's ear – they are custom made and therefore cannot be re-programmed for another person.

If you would like to know more about the Victorian Hearing Aid Bank, phone Anne Young on (03) 9510 1577 or email victoria@betterhearing.org.au