

# NOISE INDUCED HEARING LOSS AND HEARING SERVICES

Information for workers



Returnto  
**WorkSA**



Government of  
South Australia



## **What is Noise Induced Hearing Loss?**

It typically refers to a hearing loss caused by spending an extended period in a noisy environment, which can include a workplace, or involvement in noisy social activities (shooting, music, motorsport, etc). It usually affects both ears and is permanent.

## **What causes hearing loss?**

Hearing loss may be related to your genetics, ageing, noise exposure or acquired medical conditions affecting the ear. There are many other causes of temporary or permanent hearing loss such as infections and diseases of the ear.

## **How do I know I have a hearing loss?**

You may notice communication is difficult, frustrating, and beginning to impact on your life. Some of the symptoms of hearing loss include:

- feeling like people are mumbling or speaking in soft voices;
- needing to turn the volume up on the TV or radio;
- needing to ask people to repeat themselves;
- difficulty hearing on the phone or missing the phone when it rings;
- finding having conversations more tiring or fatiguing, particularly in noisy environments.

## **What do I do if I think I have hearing loss related to my employment?**

Like any injury, symptoms should be discussed with your medical practitioner who may be able to assist with investigations, help determine the cause, and develop an appropriate treatment plan. This may include seeing an Audiologist or Audiometrist to evaluate your hearing loss and provide information about the nature and extent of any hearing loss.

If you work in a noisy workplace, you may also talk to your employer who can help you lodge a claim for noise induced hearing loss. Claim lodgement is straightforward. You don't need to obtain legal representation to lodge a workers compensation claim for noise induced hearing loss.

If your employer is self-insured, you should discuss lodging a claim directly with them.

You can access free legal information and guidance from the Legal Services Commission by phoning 1300 366 424.

If you are not sure what to do or just want further information, you can call ReturnToWorkSA on 13 18 55 or visit [www.rtwsa.com](http://www.rtwsa.com)



## **What does an Audiologist or Audiometrist do?**

Audiologists and Audiometrists specialise in the diagnosis, management and treatment of hearing, balance, or ear problems. They can determine the severity and type of hearing loss and develop a plan for treatment and work in collaboration with an Ear, Nose and Throat Specialist; a specialist medical doctor who treats disorders of the ears, nose, or throat. You can find an Audiologist near you by scanning the QR code.





## **What if I am not currently employed and want to lodge a claim?**

You can call ReturnToWorkSA on 13 18 55 for assistance.

Claim lodgement is straightforward. You don't need to obtain legal representation to lodge a workers compensation claim for noise induced hearing loss.

You can access free legal information and guidance from the Legal Services Commission by phoning 1300 366 424.

## **What happens after I lodge a workers compensation claim?**

One of ReturnToWorkSA's claims agents, Gallagher Bassett or EML, will contact you and guide you through the process of gathering relevant medical and employment related information to decide about any entitlement to compensation you may have. It may be necessary for you to attend an independent medical examination.

## **What compensation can I expect if I have an accepted noise induced hearing loss claim?**

The Return to Work scheme may pay for reasonable costs of a range of hearing services like audiograms, hearing aid fittings and assessments, and devices such as hearing aids and batteries.

In addition to meeting the cost of necessary medical expenses reasonably incurred, you may be entitled to a payment of lump sum compensation, which the claims agent will arrange and manage on your behalf, helping you select an accredited permanent impairment assessor of your choice.

## **Is there a time limit for making a hearing loss claim?**

Generally, claims must be lodged within 6 months of when entitlement to lodge a claim occurs; however, not meeting this time limit does not mean a claim cannot be lodged and a decision made about your entitlements.

## **Who delivers my hearing services?**

It is your choice who provides your hearing assessments, treatment services and hearing devices. Generally, you would see an Audiologist or Audiometrist who often work in collaboration with an Ear, Nose and Throat Specialist.

## **Where do I go if my hearing loss is not related to work?**

Many factors, other than exposure to loud noise at work, cause hearing loss. The federal government, through the Department of Health and Aged Care, provides subsidised hearing services and devices to eligible Australians with hearing loss. For more information about this program call 1800 500 726 or scan the QR code.

Please note, the Return to Work scheme will not pay for products or services that have been funded by an existing government Scheme.



### **Visit us**

400 King William Street  
Adelaide SA 5000

### **Opening hours**

8:30am – 5:00pm Monday to Friday

### **Contact us**

Phone 13 18 55  
Email [info@rtwsa.com](mailto:info@rtwsa.com)

### **Mail us**

GPO Box 2668  
Adelaide SA 5001 Australia DX660

If you are deaf or have a hearing or speech impairment, you can call ReturnToWorkSA on **13 18 55** through the National Relay Service (NRS) [www.relayservice.gov.au](http://www.relayservice.gov.au).

For languages other than English, call the Interpreting and Translating Centre on **1800 280 203** and ask for an interpreter to call ReturnToWorkSA on **13 18 55**.

For braille, audio or e-text of the information in this publication call **13 18 55**.

The information in this publication is compiled by ReturnToWorkSA. It is general information only. The data and facts referred to are correct at the time of publishing and provided as general information only. It is not intended that any opinion as to the meaning of legislation referred to is to be relied upon by readers. You should seek independent or legal advice as to any specific issues that are relevant to you, your workplace or organisation.

© ReturnToWorkSA July 2024



Government of  
South Australia

Returnto  
**WorkSA**