



**BeyondDuty+**

## Hearing Aids & Aftercare

Hearing issues, particularly [tinnitus and hearing loss](#), are widespread among veterans. Exposure to **prolonged loud noise, including gunfire, machinery, and explosions**, often leads to auditory damage over time. These conditions can impact communication, mental health, and daily functioning.

Signs of hearing loss include difficulty hearing sounds below 20 dB, trouble distinguishing between sounds **outside the 500 Hz to 8,000 Hz range**, or difficulty understanding speech in noisy settings. If you notice any of these symptoms, it could indicate hearing loss.

At Veterans Welfare Group, we understand the unique hearing health needs of veterans. Early intervention for any medical conditions and consistent support make a significant difference in maintaining a high quality of life post-service. Whether it's through diagnosis, device fitting, or long-term care, every stage of support counts.

## Common Causes of Hearing Loss in Veterans

Cause	Description
Noise Exposure	Gunfire, explosives, engines and aircraft
Age-Related Hearing Loss	Natural decline worsened by past exposure
Untreated Medical Conditions	Infections, head injuries or medication side effects



## Accessing Hearing Aids Through Support Services

Veterans face unique challenges in accessing the right hearing aid solutions. At Veterans Welfare Group, we help connect eligible veterans with trusted services, such as the **UK Veterans Hearing Trust**, to ensure timely and high-quality hearing support. Their dedicated pathways are designed to simplify the process.

For most veterans, the process starts with a **clinical hearing test**. From there, expert **audiologists recommend appropriate solutions**, whether it's a **new device, further testing, or aftercare**. Through these pathways, veterans can expect a structured process with transparency and support at each stage.

## Steps to Access Hearing Support

Step	Description
1. Initial Contact	Veterans reach out to VWG or UK Veterans Hearing Trust
2. Clinical Hearing Assessment	Conducted by qualified audiologists
3. Eligibility Confirmation	Based on hearing needs and veteran status
4. Device Recommendation	Tailored to the individual's audiogram
5. Aftercare Coordination	Ongoing support managed in collaboration with providers.

## UK Veterans Hearing Trust Hearing Pathway

The **UK Veterans Hearing Trust Hearing Pathway** is a structured process that **provides veterans with access to professional hearing care**, from assessment to ongoing aftercare. They built this pathway to ensure every stage meets clinical standards and provides dependable, long-term support.



Veterans are guided through each step, ensuring they receive not only the right hearing aid but also the necessary after-care services that maintain hearing health over time.

## What the Pathway Includes

- **Hearing Tests** – Holistic clinical assessments by specialist audiologists
- **Fittings for Hearing Aids** – In-person fitting and custom adjustments
- **3 Years of Aftercare** – Routine check-ups, maintenance, and user support
- **5 Years of Warranty** – Manufacturer-backed coverage for repairs and issues
- **Accessories Included** – Batteries, wax guards, and other essentials
- **Quality Assurance** – Service levels monitored and approved by a clinical lead
- **Surplus Reinvestment** – Extra funds support mental health and veteran wellbeing programs

## Veteran Hearing Trust' Pre-Loved Hearing Aid Pathway

In addition to the full hearing aid pathway, the **Pre-Loved Hearing Aid Pathway** offers a more cost-effective, sustainable solution for veterans. It is introduced on a case-by-case basis, but this option remains an alternative value for money option.

Pre-loved hearing aids are carefully selected, **professionally cleaned**, and **tested to ensure they meet strict performance standards**. Once assessed for suitability, these devices can be reissued to veterans at a significantly reduced cost, helping extend reach and support more individuals across the UK.

This pathway does not compromise on care. Veterans receiving pre-loved devices still benefit from **fittings, support**, and **access to necessary accessories**. It also reflects our commitment to environmental sustainability by reducing electronic waste and promoting the reuse of functional medical devices.



## Benefits of the Pro-Loved Pathway

- **Cost-Effective:** Allows funds to support more veterans with the same resources
- **Environmentally Sustainable:** Reduces waste through responsible recycling
- **High Impact for Funders:** Demonstrates efficiency and innovation in service delivery
- **Veteran Contribution Model:** Veterans contribute at a lower rate, maintaining access

## Beyond Hearing Aids – Veterans Welfare Group Legal & Wellbeing Support

At Veterans Welfare Group, hearing support is only one part of our wider goal. Our team understands that many veterans face complex challenges, both physical health and mental health, which is why we also provide access to [mental health support](#), [legal guidance](#) and general wellbeing services.

Our approach is holistic. Whether a veteran needs help navigating service entitlements or accessing mental health care, we ensure they're never alone in the process.

## Support Services Offered Through Our Pathways

Service Area	Description
Legal Support	Guidance on claims, afcs and war pension, appeals, and representation
Mental Health Services	Referrals and access to counselling or therapy
Social Wellbeing	Support for isolation, lifestyle, and daily living needs



## Service Area

## Description

Benefit Assistance

Help with applications and understanding entitlements.

Employment

Referrals to veteran-led employers

At Veteran Welfare Group, our team understand the struggles **of tinnitus and hearing loss due to service in the armed forces**. Through our **lived experience**, we can help you get the support you need with your tinnitus or hearing loss problems, whether it be physical hearing aids or mental health and wellbeing programs. We are here to support you.

## Contact Us

For more information and support, get in touch with our advisors and veterans with lived experience today.



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