



## FAQ's - Hearing Practitioners

The Department of Health (the Department) has compiled responses to the most frequently asked questions received about hearing practitioners and the Australian Government Hearing Services Program (the program).

### **I am still completing my studies and working part time with a contracted service provider. Do I need to be listed in the portal?**

No, the program does not collect information about students or provisional practitioners. If you are involved in delivering services to program clients, it is the contracted service provider's responsibility to ensure you are being supervised in accordance with the respective Practitioner Professional Body (PPB) supervision requirements.

### **I have overseas audiology qualifications, can I provide services to program clients?**

Your employer must only allow Qualified Practitioners (QPs) with an allocated QP number, (including individuals who are eligible for and have applied for a QP), to provide hearing services or supervise hearing services, to program clients. A QP is either an Audiologist or Audiometrist who is in an approved membership category with one of the program's listed Practitioner Professional Body (PPBs). Please contact the relevant PPB to find out how you can obtain an approved membership.

### **I have changed employers, do I need to update my record in the portal?**

Your new employer is required to create a link to your QP record in the portal so that your QP number can be used. Some practitioners may work for more than one contracted service provider at a time. You should use the same QP number for every contracted service provider you work with. You do not need a new QP number each time you change employers.

### **How does the Department know which contracted service provider I work for?**

Your employer is required to update its practitioner listings in the portal when any qualified practitioner starts or finishes employment with them. If your employer has not linked you in the portal this may prevent them from claiming for services you provide.

### **I have a new qualification, how do I update my QP record?**

If your qualification changes (e.g. from an Audiometrist to an Audiologist), you will need to provide your employer with evidence of your new Practitioner Professional Body membership category so they can arrange to update your QP record in the portal. Your employer is required to provide this evidence to the program in order to update your QP records.

All requests from contracted service providers for updates to QP records must be emailed to [hearing@health.gov.au](mailto:hearing@health.gov.au). Please allow up to six weeks for the update to appear in the portal.

## **I have changed my name, how do I update my QP records?**

If you have legally changed your name, you will need to provide your employer with relevant proof of identity documentation (e.g. a driver's licence, a Change of Name certificate or Marriage certificate), plus evidence of your Practitioner Professional Body membership in your new name, so they can arrange to update your QP record in the portal. Your employer is required to provide this evidence to the program in order to update your QP records.

All requests for changes to practitioner names and/or qualifications associated with an existing QP records must be emailed to [hearing@health.gov.au](mailto:hearing@health.gov.au). Please allow up to six weeks for the update to appear in the portal.

## **I have not provided hearing services to program clients for a number of years, and my employer is unable to find my QP record in the portal, how do I have my QP number re-activated?**

If your QP number has not been used for some time it is made inactive. You must not have a new QP number created. You will need to provide evidence of current membership in an approved category with a Practitioner Professional Body to your employer, so they can arrange to re-activate your QP record in the portal.

All requests to re-activate QP numbers must be emailed to [hearing@health.gov.au](mailto:hearing@health.gov.au). Please allow up to six weeks for the update to appear in the portal.

## **What is my QP number used for?**

Your QP number is used by your employer to claim for hearing services provided by you, to program clients. If you are supervising a student or provisional practitioner, your number will be used to claim for services they have provided under your supervision.

Your QP number is not site specific, and will stay with you if you change employers. It is only required when you are working for an employer who has a service provider contract with the program, and is not required for any other purpose. For example, it is not a Medicare Provider number so cannot be used when claiming Medicare Items.

Section 40 of the *Hearing Services Program (Voucher) Instrument 2019* also allows the Department to share practitioner information with relevant PPB and contracted service providers for the purposes of compliance investigation and monitoring.

## **What are my supervision requirements?**

As a provisional Audiologist or Provisional Audiometrist, your supervision requirements are set by your Practitioner Professional Body (PPB). Please ensure you fully understand them and discuss the requirements with your PPB and your supervising practitioner/provider.

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