

Key Messages

Message One

New forms and templates, including examples have been released.

Message Two

The Department will allow claims where the date of submission is more than 12 months after the date of service.

Message Three

Feedback on new forms and templates is being sought.

For further information visit our website at www.hearingservices.gov.au or email us at hearing@health.gov.au

Phone 1800 500 726



Australian Government
Department of Health

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Hearing Services Program

Contracted Service Provider Notice Program Forms and Templates

(CSPN – 2019/17)

As a result of the new legislation and contract, and in response to feedback received during the Provider Support Survey, new forms and templates have been released.

New Forms and Templates

Since 1 October 2019, the program has released five new forms and templates

- Claim Form/Tax Invoice Form
- Maintenance Agreement Template
- Device Quote Template
- Private Services and Devices Acknowledgement Template

Further forms and templates may also be released during the transition period.

As part of the transition period, providers will have until 31 March 2020 to adopt the new forms and templates. The templates can be adapted as long as the information on the template is retained.

Please note the Department will allow claims where the date of submission is more than 12 months after the date of service.

Further Information

Further information about forms, including completed examples and links to associated factsheets, is available on the [Forms and Publications](#) page and on the [Provider Transition](#) page.

[Frequently Asked Questions](#) have been published on the program website to support the implementation of the new forms and templates. Completed examples of the templates have also been provided as guidance.

Feedback

During the transition period, we will be seeking feedback on the forms and templates. Please provide feedback on the forms/templates via our [Online Survey](#).

You can submit comments, suggestions or feedback on one or several forms/templates at any time. You can complete the survey anonymously or provide your details if you would like us to contact you to discuss your comments. The survey will close on 14 February 2020. Depending on feedback there may be further changes to the forms in early to mid-2020.

12 December 2019