



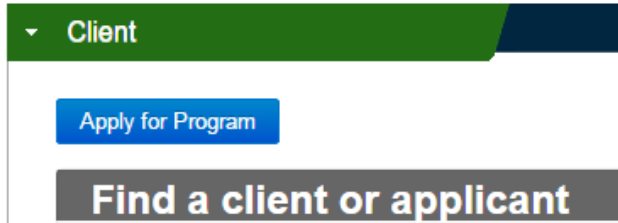
Making a client complex in the portal

What access do I need?

SP Site

What else do I need?

Notes on file to indicate how the client has complex hearing needs



Client details screen

Login to the portal. From the landing page, open the **Client** tab. Find your client under **Find a client or applicant**. For more details follow the guide to searching for clients.

Edit client details

On the Client Details screen, click Edit. On the right hand side, click the check box next to Complex Client. The check box will be ticked and 'Private' (or 'Australian Hearing' if you work for Australian Hearing) will appear in a drop down box.

Enter the date they were identified as a complex client, and the reason they are eligible for specialist services.

Then click **Save**.

What is the definition of a complex client?

You can check this in the [Hearing Rehabilitation Outcomes](#) glossary.

Information about specialist services will be sent to the client by their preferred contact method. Please ensure you allow the client time to receive this information and make an informed decision as per the *Hearing Services Rules of Conduct 2012 Rule 14*.

Complex parallel clients

If your client has a cochlear implant and a hearing aid, they may choose to receive their maintenance services for their cochlear from Australian Hearing but keep the services for their hearing device with a different provider. If this is the case, you will need to email hearing@health.gov.au with "complex parallel" in the subject line to have their status updated.

Australian Hearing complex clients

Clients who are updated to complex by Australian Hearing will be shown as Specialist Services – Australian Hearing rather than Private.

My client is no longer complex. How do I remove this status?

You will need to email hearing@health.gov.au with "Removal of complex status" in the subject line and advise why the client no longer meets the criteria for complex services.