

Key Messages

Message One

This SAT is to assess provider readiness for the end of the provider transition period on 31 March 2020.

Message Two

Completed SATs are due by the 15 March 2020.

Message Three

Completion of the SAT is a requirement under the contract.

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

Australian Government
Hearing Services Program

Contracted Service Provider Notice

Provider Transition Readiness Self-Assessment Tool

(CSPN – 202002)

Following the implementation of the [Hearing Services Program \(Voucher\) Instrument 2019](#) and the [Service Provider Contract](#) (the contract) on 1 October 2019, Contracted Service Providers (providers) were informed of a six month transition period during which they would be able to develop new processes and procedures to ensure compliance with the new program requirements.

On 14 February 2020, all providers were sent an email advising them the [Transition Readiness SAT](#) was available on the Citizen Space website. A link is also available on [the program website](#).

This Self-Assessment Tool (SAT) gives providers an opportunity to review their systems and processes in readiness for the end of the provider transition period on 31 March 2020.

Completion of the SAT is a requirement under clause 16.8 of the contract.

Please note that the SAT must be completed by midnight on 15 March 2020 (AEST) to allow us to review responses prior to the end of the transition period.

Once completed you should receive an email from Citizen Space confirming receipt of your SAT. This email should contain a link to a copy of your responses. Please download and keep this copy for your records.

If you do not receive a confirmation email, please check your 'Junk' or 'Spam' folder. Otherwise, please contact us to confirm that your SAT has been received.

Please note that providers who do not complete a SAT by the due date will be audited.

If you have any questions regarding the SAT, please email hearing@health.gov.au.

17 February 2020