

CSPN
2021/04

Key Messages

Message One

The Schedule of Service Items and Fees 2021-22 is now available.

Message Two

Some telehealth arrangements will continue to be available after 1 July 2021.

Message Three

Consultation has been conducted in May 2020 and March 2021 with the sector on the Schedule of Service Items and Fee

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Australian Government
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Hearing Services Program

Contracted Service Provider Notice

Schedule of Service Items and Fees 2021-22

(CSPN – 2021/04)

The Schedule of Service Items and Fees was redeveloped after the thematic review in 2019 to consolidate program standards, service requirements, conditions for claiming, evidence requirements and other documentation.

The aim of the consolidation was to:

- Ensure clarity of the program requirements for service delivery;
- Review and incorporate the Hearing Rehabilitation Outcomes (HROs) into the updated Schedule of Service Items and Fees with the intention to cease the HROs as a standalone document.

Consultation

The department invited stakeholders to provide feedback on the proposed Schedule of Service Items and Fees in May 2020. Feedback was received from service providers, device manufacturers, industry groups and practitioner professional bodies (PPB).

Following the feedback received, and the experiences from the COVID-19 pandemic on service provision, the department revised the Schedule of Service Items and Fees.

Further consultation was undertaken with the PPBs in March 2021 with feedback guiding the final drafting.

Telehealth

The department recognises the importance of enabling the continuation of some service items through [telehealth](#). The Schedule of Service Items and Fees will outline the service items that will continue to be able to be delivered through telehealth from 1 July 2021.

Date of Effect

The Schedule of Service Items and Fees 2021-22 will come into effect on 1 July 2021 on the Federal Register of Legislation (FRL).

Feedback

Contracted Services Providers will have a six month transition period from 1 July 2021 to support implementation and will be provided mechanisms to give feedback.

View and download the [Schedule of Service Items and Fees 2021-22](#) from the FRL.

9 June 2021