

## Key Messages

### Message One

The Self Assessment Tool will not be implemented in 2020.

### Message Two

A Compliance Update is now available on the program website.

### Message Three

Providers are required to review the Compliance Update and confirm via return email that systems are in place to ensure compliance.

For further information

Visit our website at  
[www.hearingservices.gov.au](http://www.hearingservices.gov.au)

or email us at

[hearing@health.gov.au](mailto:hearing@health.gov.au)

Phone: 1800 500 726



Australian Government  
Department of Health

Australian Government  
Hearing Services Program

## Contracted Service Provider Notice

### 2020 SAT & Compliance Lessons Learnt

(CSPN – 2020/11)

Compliance with the legislative and contractual requirements of the program is governed by the program's [Compliance Monitoring and Support Framework](#).

#### Self Assessment Tool

As part of the contractual requirements providers are required to complete the Self Assessment Tool (SAT) as directed.

Acknowledging the challenging circumstances for the hearing sector at this time and that providers completed the Provider Readiness Survey in early 2020, there will be no 2020 SAT.

Providers are reminded that they must still comply with the program requirements, noting the agreed special arrangements outlined in the [Coronavirus \(COVID-19\) Provider Factsheet](#).

#### Compliance Update

To support providers to maintain and strengthen compliance, the program has released a [Compliance Update](#), outlining available support, key lessons learnt from our ongoing compliance support and monitoring activities.

**Action Required:** As there will be no SAT in 2020, each provider is required to email [hearing@health.gov.au](mailto:hearing@health.gov.au), attention Compliance Team, by **12 October 2020**.

Your email should confirm that

1. you have reviewed the Compliance Update; and
2. your business has appropriate systems and processes in place to support program compliance.

#### Compliance Support

The program offers a range of [compliance support](#).

For further information visit the program website [www.hearingservices.gov.au](http://www.hearingservices.gov.au) or email [hearing@health.gov.au](mailto:hearing@health.gov.au).

25 September 2020