

Key Messages

Message One

Stakeholder feedback is being sought on the proposed Schedule of Service Items by 19 June 2020.

Message Two

Further information is available on the program website.

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

Schedule of Service Items Consultation

(CSPN – 2020/04)

As noted in CSPN 2019/10, following a thematic review of the Hearing Services Program legislation, five existing instruments were repealed and replaced with the [Hearing Services Program \(Voucher\) Instrument 2019](#) (the instrument). As a result of the new instrument, the department developed and consulted on a revised version of the Service Provider Contract. The new contract has been executed by the department and all existing service providers, and now is in effect.

Additionally, the instrument legislates the creation of a Schedule of Service Items and Fees, which includes program standards and schedules.

The Schedule of Service Items Redevelopment

The current Schedule is being redeveloped to

- consolidate program standards, service items, and claiming and evidence requirements in one reference document
- ensure clarity of the program requirements for service delivery
- review and incorporate the Hearing Rehabilitation Outcomes (HROs) into the updated Schedule of Service Items, with the intention to cease the HROs, as standalone document, from 1 July 2020.

This will make it easier for providers to access relevant information in one place.

Invitation for Feedback

The proposed [Schedule of Service Items](#) is now available for feedback from Stakeholders. The closing date for your feedback is **COB 19 June 2020**.

You can now provide your feedback on the proposed Schedule of Service Items by completing the [consultation survey](#).

Further Information

The consultation information, including the draft consultation document and how to submit feedback, is available on the [program website](#). Any enquiries regarding the consultation can be emailed to hearing@health.gov.au, attention Program Management.

26 May 2020