

Key Messages

Message One

There is a disposal freeze on client records under the terms of reference of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Message Two

Providers must not destroy any client records, including deceased persons, until further notice.

Message Three

Penalties apply if records are disposed of in breach of this freeze order.

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

Freeze on destruction of client records

CSPN – 2019/15

Please be advised that providers must not destroy any Hearing Services Program client records as there is currently a disposal freeze. This also includes records of program clients who are deceased or who have not accessed the program for seven or more years.

The disposal freeze on all program client records falls under the terms of reference for the [Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#).

Providers must hold all records until they are informed they can be destroyed, or they are required for the Royal Commission.

As per s 24(1) of the *Archives Act 1983* (Cth) penalties apply for records disposed of in breach of this freeze order.

More information, including the [Notice of Disposal Freeze](#), is available on the [Disposal freezes and retention notices page](#) of the National Archives Authority website.

Providers will be notified by the Department of Health when the freeze has ended.

If you have questions or concerns about this notice, please contact the department directly on **1800 500 726** or at hearing@health.gov.au

13 November 2019