

CSPN
202107

Key Messages

Message One

Completion of the SAT is a requirement under the Contract.

Message Two

Completed SATs are due by 30 November 2021

For further information visit our website at www.hearingservices.gov.au or email hearing@health.gov.au

Phone: 1800 500 726



Australian Government
Department of Health

Australian Government
Hearing Services Program

Contracted Service Provider Notice

2021 Contracted Service Provider Transition Readiness Self-Assessment Tool

(CSPN – 202107)

The Self-Assessment Tool (SAT) is a key component of the Hearing Services Program's (the program) risk-based approach to compliance monitoring. The SAT gives Contracted Service Providers (providers) an opportunity to review their systems and processes to support compliance with the program requirements.

On 1 November 2021, all providers were sent an email advising them the [2021 Self Assessment Tool \(SAT\)](#) was available for completion. A link was also provided on the [program website](#).

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

Please note that the provider SAT must be completed by midnight on 30 November 2021 (AEDT).

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.

We welcome your feedback. Providers are able to give feedback on the SAT process in the 'Other Comments' field at the end of the SAT.

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

15 November 2021