



FAQ's - Hearing Practitioners

This page lists the most frequently asked questions received from hearing practitioners about their qualifications.

I have overseas audiology qualifications; can I provide services to program clients?

No. Only Qualified Practitioners (QPs) with an allocated QP number can deliver Hearing Services Program (program) services. A QP is either an Audiologist or Audiometrist who is in an approved membership category with one of the program's listed [Practitioner Professional Bodies](#) (PPBs). Please contact your PPB to find out how you can obtain an approved membership.

I have changed employers; do I need to update my record in the portal?

Your new employer is required to create a link in the Hearing Services Program portal (portal) so that your QP number can be used. You do not need a new QP number each time you change employers. Some practitioners may work for more than one contracted service provider at a time.

How does the Department know which contracted service provider I work for?

Your employer is required to update its practitioner listings in the portal when any Qualified Practitioner starts or finishes employment with them.

How do I update my new qualifications?

If your qualification or membership changes, you will need to provide evidence (i.e., your new practitioner professional body membership certificate) to your employer so they can arrange to update your QP record in the portal.

All requests from contracted service providers for updates to QP records must be emailed to hearing@health.gov.au.

Please allow up to five business days for the update to appear in the portal.

How do I update personal details?

If you have legally changed your name, you will need to provide your employer with relevant proof of identity documentation (e.g., a driver's licence, a change of name certificate or marriage certificate), plus evidence of your practitioner professional body membership in your new name, so can arrange to update your QP record in the portal.

All requests from contracted service providers for updates to QP records must be emailed to hearing@health.gov.au. Please allow up to five business days for the update to appear in the portal.

Can I reinstate my QP number if I have not provided services in several years?

Your employer will need to see evidence of current membership in an approved category with a PPB to be able to request re-activation of a practitioner. Whether your previous QP number is re-instated, or you are allocated a new QP number, will depend on the amount of time lapsed.

All requests from contracted service providers for changes to existing QP records must be emailed to hearing@health.gov.au.

What is my QP number used for?

Your QP number is used by your employer to claim for hearing services provided by you under the program. If you are supervising a Provisional Practitioner, your QP number will be used to claim for services they have provided under your supervision.

Your QP number is not site specific and will stay with you if you change employers. It is only active when you are working for an employer who has a service provider contract with the program, and cannot be used for any other purpose e.g., it is not a Medicare Provider number so cannot be used when claiming Medicare Items.

What are my supervision requirements?

As a Provisional Practitioner your supervision requirements are set by your PPB. Please discuss these requirements with your PPB.