

Key Messages

Message One

Service providers must comply with all Commonwealth laws.

Message Two

Service providers must not engage in misleading or deceptive advertising or behaviour.

Message Three

Compliance actions may be taken for non-compliance.

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

ACCC Action Against Service Providers

(CSPN – 2018/04)

The Department of Health (department) has been working closely with the Australian Competition and Consumer Commission (ACCC) and is aware of compliance action taken against two service providers contracted with the Australian Government Hearing Services Program (program).

The department supports the ACCC's actions and is concerned about any misleading behavior by providers. Program clients are entitled to advice to support informed choices. The department is committed to ensuring that providers comply with all consumer laws and contractual requirements and is currently considering its response to this matter. Any affected program clients are encouraged to contact the relevant provider in the first instance.

The department would like to take this opportunity to remind all program service providers of their obligation under clause 39 of the [Service Provider Contract 2018-2019](#) to comply with all Commonwealth laws. This includes laws under the [Competition and Consumer Act 2010](#).

As required by Rule 8 of the [Hearing Services Rules of Conduct 2012](#), service providers must not engage in advertising that is misleading or deceptive or which brings the program into disrepute.

All providers are encouraged to actively review their marketing materials and check they are compliant with both program requirements and the *Competition and Consumer Act 2010*.

The department monitors program compliance in accordance with the [Compliance Monitoring and Support Framework](#). Providers are reminded that any non-compliance with the program requirements may result in compliance actions.

For further information please email hearing@health.gov.au

6 September 2018