

2021/01

Key Messages

Message One

There has been a further refinement of the changes to the Hearing Services Program announced on 7 October 2020.

Message Two

Changes are in the areas of maintenance payments and client reviews.

Message Three

These changes are part of the Government's renewal of the Hearing Services Program.

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

Phone: 1800 500 726

2021/01



Australian Government
Department of Health

Australian Government
Hearing Services Program

Contracted Service Provider Notice

Further Information about Changes to the Hearing Services Program

(CSPN – 2021/01)

In the October 2020 Budget, the Government announced a number of changes to the framework of the Hearing Services Program (the program) which will be effective 1 July 2021. After consultation with the sector, refinements have been made to some of the planned changes.

- Client Vouchers extended to five years.
- Program clients who are not fitted with a device will be eligible for annual reviews.
- Consumables will continue to be paid for initial fittings where a client has a maintenance agreement
- Maintenance will not be claimable in the first 12 months after refittings
- Relocated maintenance will be equal to one quarter of the standard maintenance plus the client contribution amount.

These changes are one part of the renewal of the program which includes the [Review](#) as well as the initiatives funded through the [Roadmap for Hearing Health](#).

Further Information

Further detail on these changes is available on the Provider Factsheet – [Hearing Services Program Changes Update](#) and [Frequently Asked Questions](#). If you have a question about the changes that are not answered by the Factsheets and FAQs, please send them to us via the [Program Change Questions Form](#).

2 February 2020