



Program Statistics Data Glossary

The purpose of this dictionary is to provide definitions for terms specific to the Program Statistics area of the website. For a full glossary of terms relevant to the entire website, [Website Glossary](#)

Business site is the facilities where a hearing services provider undertakes their services. All sites must meet the requirements of the Hearing Services Program and can be a permanent site or visiting site

- **Site ID** each business site used by a hearing service provider is allocated a unique site identification number (site ID)

Claim is a claim for payment lodged by a service provider for services provided under the program. For further information on portal and e-claims see [Claiming](#).

Clinical review is a review of client needs where the Client is experiencing less than optimal benefit or satisfaction with their device and it is more than 12 months from the date of fitting and more than 12 months from the last Client Review claim (or Aid Adjustment claim if prior to 1 July 2013). For further information [Client Review - Claim item 930/940](#)

Cohorts a group of persons sharing a particular statistical or demographic characteristic

Contracted service provider is a hearing services provider who has been accredited and contracted with the Hearing Services Program to provide services to clients of the program.

Device are hearing devices that are listed in the Schedule of Approved Devices for the program. Also known as an approved device

- **Behind the ear (BTE)** is a type of device where the main body of the device, including the electronics and battery sits in a case behind the ear
- **In the ear** is a hearing device that sits inside the ear
- **In the canal** is a hearing device that sits inside the ear canal
- **Completely in the canal** are small and fit deeply into the ear canal
- **Other** these include body aids, bone conductor aids, spectacle aids, remote controlled aids, contralateral routing of signal (CROS) aids or an alternative listening device (ALD).

For further information [Hearing Devices available through the program](#)

Device fitting

- **Monaural fitting** a monaural fitting is when a hearing device is fitted in one ear only.
- **Binaural fitting** a binaural fitting is when a hearing device is fitted in both ears.

Hearing Assessment an assessment is the test undertaken by a hearing practitioner to determine if a client has a hearing loss and the type of loss. For further information [First Assessment](#)

Hearing Services Practitioner a hearing practitioner is a person who has been engaged by a Hearing Services Provider to provide hearing services to clients of the Hearing

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Services Program. A hearing practitioner may be an audiologist or audiometrist. For further information [Hearing Practitioners](#)

- **Qualified Audiologist** is a person who is a University graduate with postgraduate qualifications in Audiology or equivalent training. For the purposes of the program a Qualified Audiologist is also required to be a member of a relevant Practitioner Professional Body with clinical certification.
- **Qualified Audiometrist** is a person who has completed either a 'Certificate IV in Audiometric Assessment' or a 'Diploma of Hearing Device Prescription and Evaluation'. For the purposes of the program a Qualified Audiometrist is also required to be a member of a relevant Practitioner Professional Body with clinical certification.
- **Provisional Audiologist** is a person who is a University graduate with postgraduate qualifications in Audiology or equivalent training. For the purposes of the program a Provisional Audiologist is also required to be a member of a relevant Practitioner Professional Body. Provisional audiologists must be supervised by a Qualified Practitioner when providing hearing services to eligible clients until they achieve clinical certification.
- **Provisional Audiometrist** is a person who has completed either a 'Certificate IV in Audiometric Assessment' or a 'Diploma of Hearing Device Prescription and Evaluation'. For the purposes of the program a Provisional Audiometrist is also required to be a member of a relevant Practitioner Professional Body. Provisional Audiometrists must be supervised by a Qualified Practitioner when providing hearing services to eligible clients until they achieve clinical certification.

Minimum Hearing Loss Threshold (MHLT) for fitting a hearing device to a client under the Hearing Services Program is a 3 Frequency Average Hearing Loss of more than 23dB. For further information on the [MHLT](#)

Pivot Table is a data processing tool used to query, organize and summarize data or information between spreadsheets, tables or databases. Dragging and dropping fields into a pivot table facilitates rotational, or pivotal, structural changes.

Voucher Program when referencing the voucher component of the Hearing Services Program. For further information [Hearing Services Program](#)

Voucher an authority issued to eligible clients of the Hearing Services Program enabling them to have their hearing tested and devices reviewed. Vouchers are current for a period of three years. A voucher is issued under Section 10 of the Hearing Services Administration Act 1997.

- **New voucher** is issued to clients who have been found eligible for the Hearing Services Program (the program) and have not previously received services under the program.
- **Return voucher** issued to a client who has previously received services under the Hearing Services Progress.
- **Voucher issued** a voucher that has been issued to a client that a service provider has not made a serviceable claim against. eg. The service provider has not claimed a hearing assessment for this client on this current Voucher.
- **Voucher serviced** a voucher that has been issued to a client and service provider has made a serviceable claim against this current Voucher.

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