

Key Messages

Message One

The Schedule of Service Items will be examined as part of the current Review of the Hearing Services Program.

Message Two

All COVID-19 special arrangements for the provision of hearing services by telehealth apply until 30 June 2021.

For further information

Visit our website at www.hearingservices.gov.au

or

email us at

hearing@health.gov.au

Phone: 1800 500 726

1800 500 726



Australian Government
Department of Health

Australian Government
Hearing Services Program

Contracted Service Provider Notice

Schedule of Service Items Review and COVID-19 Special Arrangements

(CSPN – 2020/10)

As noted in CSPN 2020/09, a review of the Hearing Services Program (the program) has commenced. As part of this Review, the Schedule of Service Items will be examined to identify potential improvements.

In reviewing the Schedule of Service Items the Review will consider

- experiences from the COVID-19 pandemic on service provision
- outcomes from the previous consultation on 26 May 2020.

While the Review is underway, and due to the ongoing COVID-19 situation, the telehealth special arrangements for the provision of hearing services to program clients, as specified in the [COVID-19 Provider Factsheet](#), will remain in place until **30 June 2021**.

To ensure compliance with program requirements, including COVID-19 special arrangements, the program will monitor claiming patterns and all claims will be subject to audit activities.

Further Information

Further detail on the program Review including the Terms of Reference is available at www.health.gov.au/hearing-review. You can subscribe to further updates on this Review by emailing hearing-review@health.gov.au.

Any enquiries regarding hearing services arrangements during COVID-19 can be emailed to hearing@health.gov.au.

4 September 2020