

## Key Messages

### Message One

Executed contracts have been returned to providers.

### Message Two

The Provider Transition period is effective from 1 October 2019 to 31 March 2020.

### Message Three

The 2019-20 SAT will be scheduled for early 2020.

For further information visit our website at [www.hearingservices.gov.au](http://www.hearingservices.gov.au)

or email us at [hearing@health.gov.au](mailto:hearing@health.gov.au)

Phone: 1800 500 726



Australian Government  
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Hearing Services Program

## Contracted Service Provider Notice

### Commencement of Provider Transition period for new program requirements

**(CSPN – 2019/11)**

The [Hearing Services Program \(Voucher\) Instrument 2019](#) (the instrument) and the new [Service Provider Contract](#) (the contract) take effect from 1 October 2019.

Executed contracts have now been returned electronically to all continuing providers by email. If you have not received your executed contract, please contact us immediately by emailing [hearing@health.gov.au](mailto:hearing@health.gov.au), attention program management immediately.

#### Provider Transition

A Provider Transition Guide will shortly be released, listing the changes to program requirements, and noting the requirements for which a transition period is allowed. Where specified in the Transition Guide, providers will be given until 31 March 2020 to amend processes, forms and ensure all relevant staff are aware of the changes. From 1 April 2020, providers must ensure they fully comply with the new requirements. From 1 October 2019, providers must comply with all other program requirements not covered by the transition period.

Between now and December 2019, the department will also release new factsheets, forms and transition information, to support providers to implement the new arrangements.

Further information is available on the [Provider Transition webpage](#).

#### 2019-20 Self-Assessment

Due to the new instrument and contract, the self-assessment process will not be run until early 2020. The SAT will be used as a readiness check for 1 April 2020.

For further information please email [hearing@health.gov.au](mailto:hearing@health.gov.au)

30 September 2019