

## Key Messages

### Message One

An updated Schedule of Service Items takes effect on 1 November 2020.

### Message Two

An FAQ factsheet for providers will be available on the program website and the HSO Portal from 2 October 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  
Department of Health

Australian Government  
Hearing Services Program

## Contracted Service Provider Notice

### Conditions for Claiming - Updated

**(CSPN – 2020/12)**

The Schedule of Service Items (Services Schedule) will be updated to include a new condition for fitting items. All fitting items will have the following additional condition added:

“The fitting range of the device should accommodate for the expected deterioration in hearing thresholds over the lifespan of the device.”

This update aims to support providers in improving the suitability of devices fitted for Hearing Services Program (program) clients by ensuring the devices account for the client’s long-term hearing needs.

The update will not be retrospective but will be a service requirement for all hearing aid fittings under the program from 1 November 2020 onwards.

#### Support Information

Attached is the new [Frequent Asked Questions factsheet](#) for your information.

From 2 October 2020, the updated Services Schedule will be available on the program website and from the publications accordion on the Hearing Services Online Portal landing page.

If you have any queries regarding the update, please email [hearing@health.gov.au](mailto:hearing@health.gov.au)

2 October 2020