

CSPN  
2022/05

## Key Messages

### Message One

There is a new Maintenance Agreement Template available, which comes into effect on 1 July 2022.

### Message Two

The Maintenance Services Factsheet has been updated.

### Message Three

A Documenting Consent and Agreement Factsheet is now available.

For further information visit our website at [www.hearingservices.gov.au](http://www.hearingservices.gov.au) or email [hearing@health.gov.au](mailto:hearing@health.gov.au)  
Phone: 1800 500 726



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Department of Health

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Hearing Services Program

## Contracted Service Provider Notice

### Updates to Maintenance and Consent and Agreement Information

(CSPN – 2022/05)

#### Maintenance Document Updates

The Hearing Services Program (program) has made updates to two maintenance documents:

- Maintenance Agreement Template
- Maintenance Services Factsheet

The updated [Maintenance Agreement Template](#) will become effective from 1 July 2022. In order to provide time to service providers (providers) to update their systems, there will be a transition period until 31 December 2022 where providers may continue to use the current Maintenance Agreement Template.

The [Maintenance Services Factsheet](#) has been updated to provide additional clarification to providers on a number of aspects of maintenance and Maintenance Agreements. There is information on what is covered under the agreement, the timing of maintenance agreements, 777 Service Items and client signatures.

#### Consent and Agreement

The program has reviewed the acceptable methods for documenting consent and agreement for program forms, documents and agreements. A [Documenting Consent and Agreement Factsheet](#) has been created. This factsheet outlines which methods of agreement and consent can be applied to each program form from 1 July 2022.

Depending on the form or agreement used, the program accepts that if a client is required to 'sign and date' a form, the following methods may be used:

- Physical signature
- Digital
  - Digital signature
  - Digitised signature
  - Electronic signature
  - eSignature
  - Text Message
  - Email
- Verbal – via recorded conversation

The update in signature policy is consistent with the [Electronic Transactions Act 1999 \(ETA\)](#).

Please note that the temporary change to service requirements, allowing providers to obtain verbal agreement for maintenance agreements, provided written agreement is obtained within 3 months, will end on 30 June 2022. If verbal agreement is obtained before 1 July 2022, written agreement will still be required within 3 months. Further details are outlined in CSPN 202203.

Any enquiries regarding these changes can be directed to [hearing@health.gov.au](mailto:hearing@health.gov.au).

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