

CSPN
2021/08

Key Messages

Message One

The Schedule of Service Items and Fees outlines the requirements related to services.

Message Two

The remaining COVID-19 special arrangements cease permanently from 1 January 2022.

Message Three

Non-compliant claims for services will be required to be reimbursed to the Commonwealth.

For further information visit our website at www.hearingservices.gov.au or email hearing@health.gov.au

Phone: 1800 500 726



Australian Government
Department of Health

Australian Government
Hearing Services Program

Contracted Service Provider Notice

Reminder for 1 January 2022

(CSPN – 2021/08)

The Hearing Services Program (the program) has undergone several changes over the last two years, including introducing temporary special arrangements in response to the COVID-19 pandemic and publishing a new [Schedule of Service Items and Fees 2021-22](#) (Services Schedule) effective from 1 July 2021.

Most COVID-19 special arrangements ceased on 1 July 2021. The remainder of these arrangements will cease on 31 December 2021.

From 1 January 2022, providers are required to comply with all program requirements, including the Services Schedule and any other directions provided by the program.

Key Reminders

- All forms, client consents, quotes and the Maintenance Agreements must be signed and dated by the client or their Power of Attorney.
- Statutory Declarations signed by the client are required for lost devices.
- Ambient Noise Level testing and equipment calibration must be completed for all sites where it has expired (except where extensions of time have been approved by the program).
- [Telehealth services](#) can continue for initial fittings and refittings (including follow-ups), client reviews, replacements, spare aids and rehabilitation services where technology allows, and clinicians determine that the service outcomes are not compromised.
- [Revalidation Requests](#) must be approved before the requested service can be provided and claimed.
- Site status must be updated in the Hearing Services Online portal.
- From 1 October 2019, all services, including maintenance, must be provided within the start and end dates of the voucher that was current at the date of service.

The 2021 [Provider Self-Assessment \(SAT\)](#) is currently open until 30 November 2021. The SAT seeks feedback on your preparedness to revert to the program's standard arrangements, including ambient noise and equipment calibration readiness. Further information is available on the [SAT](#) webpage.

Please email hearing@health.gov.au if you have any queries regarding these matters.

26 November 2021