

## Key Messages

### Message One

The hearing Services Review Panel has provided its Draft Report to Government

### Message Two

The Panel welcomes your feedback

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



## Contracted Service Provider Notice

### Hearing Services Program Review – Draft Report published

(CSPN – 2021/03)

Draft Review Report released for consultation.

#### **The Expert Panel invites feedback from stakeholders on the Draft Review Report**

An independent [Expert Panel](#) was commissioned by the Australian Government to review the [Hearing Services Program](#) and recommend opportunities to improve all aspects of the Program's scope and operation. The Expert Panel, comprising Professor Michael Woods and Dr Zena Burgess, has developed their draft Report to Hearing Services Program Review which is now open for public consultation on the Department's [Consultation Hub](#). The consultation period will close at **noon AEST on 24 June 2021**.

You are invited to give feedback on the Draft Review Report, including the proposed recommendations, which can be done via two ways:

1. Short written submission; and/or
2. Virtual meeting with Expert Panel.

The Expert Panel will draw on the stakeholder feedback received through this consultation process when finalising the Report, which is anticipated to be provided to Minister Coulton by the end of July 2021.

#### **Written Submissions:**

Stakeholders can provide feedback via a short written submission (limited to 3 pages) on the Draft Report through the [Consultation Hub](#). Submissions may be uploaded in a PDF or Word version or directly into a text box within the form.

The submission should outline your overall opinion of the Draft Report and its recommendations. Please highlight any recommendations that you are concerned with and the reasons why. If you propose any alternative or additional recommendations please substantiate them with evidence or with alternative analysis of the existing evidence.

Feedback must be submitted via the [Consultation Hub](#) by **noon AEST on 24 June 2021**. Due to tight timeframes, late submissions and emailed submissions will not be accepted.

#### **Virtual information sessions with the Expert Panel:**

In addition to written submissions, the Expert Panel invites interested parties to attend a virtual information session about the Draft Report. This will provide an opportunity for the Expert Panel to present an overview of the Draft Report and recommendations and for stakeholders to ask questions.

Four virtual information sessions are scheduled across **Friday 4** and **Friday 18 June** and will be hosted using the WebEx platform. Sessions will be limited to 20 participants each. Registrations will be limited to two per organisation in total across the four sessions.

You can register your interest to participate in one of these virtual information session by following the appropriate link below:

Session no.	Date	Time	Registration link
1	Friday 4 June	10 am – 12 pm	<a href="https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-1-registration-155890545819">https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-1-registration-155890545819</a>
2	Friday 4 June	1 pm – 3 pm	<a href="https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-2-registration-155899259883">https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-2-registration-155899259883</a>
3	Friday 18 June	12 pm – 2 pm	<a href="https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-3-registration-155899340123">https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-3-registration-155899340123</a>
4	Friday 18 June	2:30 pm – 4:30 pm	<a href="https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-4-registration-155899472519">https://www.eventbrite.com.au/e/review-of-the-hearing-services-program-draft-report-consultation-4-registration-155899472519</a>

Registrations for each session will close the week before the event. Once registrations have closed the Review Taskforce will send you an invite to confirm your attendance (including details on how to join the virtual information session).

**Interim Advice Summary:**

As you are aware, on 6 October 2020, the Australian Government announced changes to the Hearing Services Program Voucher Stream in the Federal Budget. The changes related to the Voucher period, the 12 month warranty period maintenance payment and the timing of the maintenance payments. The Minister requested that the Expert Panel provide Interim Advice to the Government on the impact of the implementation of these changes to the Hearing Services Program. On 4 December 2020, the Expert Panel released their [Hearing Services Review Interim Advice to Government – Implementation of Hearing Services Program Changes](#) seeking any feedback from stakeholders by 18 January 2021.

Following consideration of the stakeholder responses, the Expert Panel provided their [Final Interim Advice](#) to the Minister on 25 February 2021.

The Expert Panel would like to extend its gratitude to stakeholders and the broader community for their constructive and insightful contributions to the Review to date, and looks forward to your feedback on the Draft Report.

If you have any questions about the above information, please email [hearing-review@health.gov.au](mailto:hearing-review@health.gov.au)

21 May 2021