

Key Messages

Message One

Device supply arrangements disclosure obligations have been strengthened in the new legislation and service provider contract.

Message Two

Providers will have until 31 March 2020 to ensure their processes meet the new requirements.

Message Three

Through the transition period, the department will be working with you to develop example statements.

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

Phone: 1800 500 726



Australian Government
Department of Health

Australian Government
Hearing Services Program

Contracted Service Provider Notice

Device supply arrangements disclosure

(CSPN – 2019/16)

The Hearing Services Program is committed to supporting clients to make informed choices about where they obtain services and treatment options. This includes disclosure of whether a provider has a preferred supplier arrangement or receives rewards for exclusive device supply.

Providers have been contractually obliged to disclose any preferred supplier relationships, including financial rewards, since 2015. In the new [contract](#) and [legislation](#) which took effect on 1 October 2019, device supply requirements have been strengthened to:

1. include disclosure if the provider is also an appointed supplier and sells its own devices; and
2. expand the examples of rewards to specifically reference commissions.

All providers are required to have disclosure statements in place by 31 March 2020, if applicable.

Disclosure is about transparency regarding the *existence* of an arrangement and the *type* of arrangement and does not require disclosure of the commercial or other detail of that arrangement. As such, disclosure procedures will differ between providers.

To provide assistance, the department is using the opportunity of the new legislation transition period to work with stakeholders to develop some example statements. As a first step, a Provider Factsheet with some initial examples is presented here for your feedback.

Please consider the examples page specifically. We would value your input to ensure the list can make helpful guidance to providers when developing disclosure statements.

Responses are required by close of business 6 December 2019 to hearing@health.gov.au. Please use the title 'Device supply arrangements disclosure' in the subject line.

18 November 2019