

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2010-2011, 23 February 2011

Question: E11-160

OUTCOME 7: Hearing Services

Topic: HEARING SERVICES AUSTRALIA

Written Question on Notice

Senator Fierravanti-Wells asked:

- a) Hearing Services Australia saw a significant increase in clients from 541,883 in 2008-09 to 568,293 in 2009-10. By what amount did funding and staff numbers increase to cope with this demand?
- b) Is there a similar pattern of demand occurring this year?
- c) If so, what resources will be made available to meet the demand?

Answer:

- a) In 2008-09, funding for client voucher services through the Australian Government Hearing Services Program (HSP) was \$263.56 million in administered expenses and \$9.416 million for departmental expenses, including 76 average staffing level (ASL). In 2009-10, funding was \$296.59 million in administered expenses and \$9.792 million for departmental expenses, including 68 ASL.
- b) Yes. The projected estimate for clients receiving services in 2010-11 is 596,706.
- c) The Department is committed to meeting client service delivery benchmarks. The 2010-11 Portfolio Budget Statements identify \$7.8 million available for this purpose.