

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance & Administration Portfolio

Department of Human Services

Additional Estimates February 2005

Question: HS52

Outcome 1, Output 1.1 - Effective delivery of Australian Government services to eligible customers

Topic: Hearing aids offered by Australian Hearing Services

Hansard Page/Written Question on Notice: Written

SENATOR McLUCAS asked on 15 February 2005:

“Hearing impaired people are not invariably but almost invariably older and are less likely to make a direct complaint and would more likely go through an advocacy group. We have had some concerns expressed. I wonder whether for the record you could provide us with a copy of the offer that you would make, so we can see how patients are advised about...with the advice that the clinician is going to get the top up.”

Answer:

A copy of the information provided to clients who are purchasing a hearing aid is attached. The last paragraph of the letter indicates that “consistent with industry practice, Australian Hearing clinicians can elect to receive a one-off payment on the sale of each high-technology device.” It also states this payment is dependent upon the client’s satisfaction with the device and other quality assurance measures being met. The information sheet also advises the client that Australian Hearing monitors the quality and appropriateness of all high technology device choices to ensure the best hearing solution is offered to every client on every occasion.