**DRAFT REPORT ON THE HEARING SERVICES PROGRAM REVIEW –**

**ADDENDUM TO DRAFT RELEASED ON 21 MAY 2021**

Since the release of the draft Report of the Hearing Services Review on 21 May2021 for public consultation there have been some minor amendments required in the draft report. The updated draft report has been uploaded in the [Consultation Hub](https://consultations.health.gov.au/hearing-and-program-support-division/hsp-review-draft-report/consultation/subpage.2020-10-23.4921611828/) and this document for simplicity clearly identifies the changes (in red text).

The changes do not reflect comments that have been raised in current consultations. Changes to the draft report based on consultations with and submissions from stakeholders will be considered and appropriately reflected in the final report.

**First paragraph on page 93 should read as follows**

The Expert Panel’s analysis of device brand choice by providers shows that of the **ten** largest hearing service providers (who provide hearing services to 80% of clients in the Voucher stream), only **three** delivered high volume device supply arrangements across a number of hearing aid device manufacturers. Seven of the **ten** supplied over 90 percent of devices to their clients from only one manufacturer. This evidence supports concerns that consumer choice is being constrained.

**Final paragraph on page 96 should read as follows**

Both options would enable Hearing Services Program clients to be able to access information on the price and features of hearing aid devices before they are fitted. On balance, the Expert Panel considers that **Option 2** should be adopted and the outcomes of this change monitored for two years, particularly in respect of increased pricing transparency for clients.

**Final paragraph on page 148 should read as follows**

As of 1 March 2021, there were 298 contracted service providers accredited to deliver hearing services under the Hearing Services Program. The number can fluctuate month by month, however is usually around 300. Providers are currently operating at over 3,000 sites across Australia, with a mix of permanent and visiting site locations, yet, . There is no clear definition of what is deemed to be permanent or visiting sites. Providers are classified as **large, medium, small and micro**, depending on the revenue received from the Hearing Services Program each year. A breakdown on how many **vouchers were issued for new clients** over the last three years by provider is outlined in **Table 14** below.(31)

**Table 14 on page 149 should read as follows:**

**Table 14:** Number of **new client Vouchers issued** by provider type 2017 - 2020

|  |  |
| --- | --- |
| **Provider size by HSP revenue** | **Number of new client Vouchers** |
| **Large providers (>$2M per year)** | **282,980** |
| **Medium providers ($200k to $2M per year)** | **47,763** |
| **Small providers ($50K to $200k per year)** | **7,113** |
| **Micro providers (<$50k per year)** | **943** |

*Source: Department of Health – Hearing Services Program Data and Statistics (Internal).*