

Response ID [REDACTED]

Submitted to **Hearing Services Program Review - Consultation Paper**

Submitted on [REDACTED]

Overview

About you

Please check this box if you would you like your response to be confidential

I would like my response to be confidential:

No

What is your organisation? (please provide your name if you are an individual)

Name:

Dennis Leembruggen

How can we contact you?

Email:

[REDACTED]

Telephone:

[REDACTED]

Which of the following best describes you or your organisation?

Consumer

Introduction

1. What should be the objectives and scope of the Program?

Response to Topic

Response to 'objectives and scope' topic:

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2. Which consumers should be eligible for Program subsidies?

Response to Topic

Response to Topic:

The HSV is a one-size-fits all. The Program caters universally to all entitled members of the community and it is certainly not ADF Veteran-centric. Given the Australian Veterans' Covenant and under the Australian Veteran's Recognition (Putting Veterans and their Families First) Act 2019, the government has enshrined obligations in relation to the treatment of Veterans with compensable conditions. In relations to hearing loss some of these obligation are NOT being met by the government.

Part of the problem stems from the shared responsibility between [REDACTED] and the [REDACTED] over the provision of hearing aids for veterans. In "contracting-out" to the [REDACTED] on the provision of hearing aids to eligible veterans, [REDACTED] seems to have abrogated its responsibility on this matter.

One outcome of this unsatisfactory situation is that veterans are missing out on entitlements to which they have a right under legislation, and are out-of-pocket in having to pay the difference in the cost of their devices.

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3. How well does the Program interface with other schemes?

Response to Topic

Response to Topic:

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4. Does the Program sufficiently support hearing loss prevention?

Response to Topic

Response to Topic:

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5. Are the Program's assessment services and rehabilitation activities meeting consumer needs?

Response to Topic

Response to Topic:

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6. Is the Program supportive of consumer choice and control?

Response to Topic

Response to Topic:

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7. Are the Program's service delivery models making best use of technological developments and services?

Response to Topic

Response to Topic:

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8. Does the Program sufficiently support consumers in thin markets?

Response to Topic

Response to Topic:

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9. Are there opportunities to improve the administration of the Program?

Response to Topic

Response to Topic:

The existing administrative arrangements between DVA and the HSP in relation to the provision of appropriate hearing aids to entitled compensable veterans needs to be sorted out. Under current arrangements the veteran often ends up "the meat in the sandwich". Undue bureaucratic obstacles are often placed in the way of logical outcomes. The professional advice and recommendations of the treating clinical audiologists are often ignored or overturned [REDACTED]

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10. Does the Program effectively make use of data and information to inform decision-making?

Response to Topic

Response to Topic:

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Would you like to provide additional information?

If you wish to upload an additional document in response to this consultation, please do so here. Please note that PDF or DOC formats are preferred. Additional documents can be submitted via email to hearing-review@health.gov.au

Upload additional files here:

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