



Policy and procedure checklist

When a service provider becomes accredited, they agree that certain policies will be in place before providing services to Hearing Service Program clients.

These documents are reviewed by the Program as part of the 6-month Check-in process and are uploaded at the end of the survey.

This list is designed to assist you in ensuring the required policies and procedures are compliant with Program requirements.

It includes links to relevant documentation, templates and tips.

Required policies and procedures

Supervision of provisional practitioners

This policy should be compliant with PPB requirements.

- If no provisional practitioners are employed, this policy is not required
- If provisional practitioners are employed in future, a policy will be required at that time

Managing client records and health information

This policy/procedure should detail how records are managed within your business.

It should detail:

- The method of storage and measures taken to restrict access
- Client consent requirements

As client records are Commonwealth records, in addition to being compliant with program requirements it should also take into consideration:

- [Privacy Act \(1988\)](#)
- [Freedom of Information Act 1983](#)
- [Archives Act 1983](#)



Device supply Disclosure

It is a requirement that if any preferred supplier arrangements are in place that they are clearly stated.

This policy should:

- Clearly state the terms of a preferred supplier arrangement (if one exists)
- State how this information will be given to clients

Complaints handling

It is inevitable that client complaints will arise, justified or not.

This policy should contain:

- How the complaints policy will be communicated to clients
- How complaints can be made
- The method of dealing with complaints
- An escalation process if the initial complaint is not resolved

Relocations for program clients

Some of the requirements for this policy may be covered by the policy for Managing Client Records and should reference that policy.

In addition, it should contain:

- What should be in a client record
- The process for sending a client record to a new provider (relocation out)
- The process for receiving a client record (relocation in)

Medical referral policy

This should be compliant with Professional Practitioner Body (PPB) requirements.

It should state at minimum:

- The client circumstances in which a referral is required before fitting can occur
- The client circumstances in which a fitting can proceed but a referral will still be sent
- How a referral is completed
- Case management requirements where the practitioner is an Audiometrist (if applicable)



Provision of device quotes

In addition to providing a blank quote template (below) you will need to describe:

- When a quote is required
- How it is provided and stored

Provision of Private Services

This should contain:

- When private services may be offered
- What information will be provided to clients
- How the details will be recorded and stored

Hearing Services Program Forms

You may provide your own forms or use the templates found on the [Program website](#) to assist in creating compliant documents.

Be aware that changing the wording of the templates that results in a change of context may result in a request to restore the original wording.

The individual templates are linked below:

- [Device Quote Form](#)
- [Maintenance Agreement Form](#)
- [Client Relocation Consent Form](#)
- [Private Services and Devices Acknowledgment Form](#)

When reviewing the above information, if you have any questions or concerns regarding your current policies and procedures, please contact the Hearing Services Program at hearing@health.gov.au