

10 September 2020

Ms Carmel Donnelly
Chief Executive
State Insurance Regulatory Authority
Level 6, McKell Building
2-24 Rawson Place
Sydney NSW 2000

Email: consultation@sira.gov.au

Dear Ms Donnelly

Re: Revised workers compensation guidelines for allied health treatment and hearing service provision

Audiology Australia (AudA) welcomes the opportunity to provide a response to the State Insurance Regulatory Agency's (SIRA) revised workers compensation guidelines for allied health treatment and hearing service provision.

AudA is the member association for the profession of audiology with 775 members in NSW who provide extensive support to, and advocacy on behalf of, WorkCover clients.

We have reviewed SIRA's revised workers compensation guidelines for allied health treatment and hearing service provision and support the revised guidelines, including the conditions of approval for hearing service providers and the incorporation of hearing service providers into the list of providers who must be approved under the guidelines.

We note that SIRA requires hearing service providers to be listed on the Australian Government Department of Health website as a contracted hearing service provider under the Australian Government Hearing Services Program (HSP) in order to be able to provide hearing treatments or services to workers in NSW. As far as AudA is aware, this requirement does not appear to be mandated by other jurisdictions in Australia. As a result of this requirement, AudA notes that should a hearing service provider's accreditation or contract under the HSP not be renewed, their hearing service provider approval will be suspended, revoked or declined by SIRA.

Whilst AudA recognises the importance of ensuring that every WorkCover client receives high-quality hearing treatment and services from appropriately qualified hearing service providers, we are concerned that this requirement may place a restriction or barrier on audiologists in NSW who are not contracted under the HSP but would like to provide hearing treatments and services under the NSW workers compensation scheme. Also, in circumstances where an audiologist may have forgotten or is experiencing a delay in



renewing their HSP contract, this requirement may potentially have an adverse impact on their businesses and work opportunities within the NSW workers compensation scheme.

We would welcome the opportunity to discuss any aspect of our letter with you further. I can be contacted via [REDACTED]

Yours sincerely

[REDACTED]

Dr Barbra Timmer
President