

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2011-2012, 15 February 2012

Question: E12-135

OUTCOME 7: Hearing Services

Topic: AUSTRALIAN HEARING CENTRES - REHABILITATION PLUS EVALUATION

Written Question on Notice

Senator Boyce asked:

In addition to the research results, is the Department able to submit copies of any briefing provided to any consultant, Australian Hearing and/or National Acoustics Laboratory researchers to undertake such work and for them to provide documentation of any methodology such people used (including copies of questionnaires, surveys, telephone interviews) to conduct the work for them.

Answer:

The Department of Health and Ageing sought a Request for Quotation from the Department's Program Review Panel of Approved Consultancy organisations to review the Rehabilitation Plus Program in January 2011. A copy of the Statement of Requirements for the review of the Rehabilitation Plus Program is attached.

Client satisfaction surveys have also been undertaken periodically by the Department to inform program management. Survey instruments for surveys conducted between 2002 and 2010 are attached. In 2010, the Department undertook the client satisfaction survey and provided the data to the National Acoustic Laboratory and the University of Queensland who agreed to analyse and publish the survey results. A presentation on the results will be made by the National Acoustic Laboratory at the Audiology Australia National Conference in July 2012. It is expected that the National Acoustic Laboratory will submit an article for publication in a peer reviewed journal following the conference.