

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Australian Hearing – Provision of Services

Question reference number: HS 1

Senator: Siewert

Type of question: Hansard pages 57-58

Date set by the committee for the return of answer: 27 July 2012

Number of pages: 1

Question:

Ms Clapin: With our budgeting we look at each of our client groups. We have client pathways. For each client pathway it involves a different amount of time. We use our client numbers and the amount of time for an average client pathway for that group. We also have to factor in if they are getting devices. There is no one particular dollar figure per client.

Senator SIEWERT: There are the client pathways. You would have a chart of potential client pathways?

Ms Clapin: Yes, we do have our client pathways documented.

Senator SIEWERT: Could you provide that? Is that possible?

Ms Clapin: Yes.

Senator SIEWERT: Where would I find it? Can I find it somewhere easily?

Ms Clapin: We could provide those pathways to you.

Answer:

Australian Hearing considers its clinical pathways to be commercially sensitive, and they are not 'stand-alone' documents.

Human Services portfolio officers will provide Senator Siewert with a personal briefing on this matter.