

**Senate Community Affairs Committee**

**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**

**HEALTH PORTFOLIO**

**Supplementary Budget Estimates 2015 - 2016, 21 October 2015**

**Ref No:** SQ15-000946

**OUTCOME:** 3 - Access to Medical and Dental Services

**Topic:** Analysis of Complaints Received

**Type of Question:** Hansard Page 39, 21 October 2015

**Senator:** Moore, Claire

**Question:**

Senator MOORE: Could we ask for, on notice, some analysis of those complaints—the numbers, the types of complaint?

Ms Duffy: Last financial year, we had 125 complaints.

Senator MOORE: And you can take on notice the analysis of the types of issues that caused those complaints.

Ms Duffy: From clients?

Senator MOORE: Yes.

**Answer:**

The Office of Hearing Services (the Office) publishes on the Hearing Services Program (the Program) website, statistics about use of the Program, including complaints received from clients, service providers, and members of the public.

In 2014-2015, more than 669,790 clients received services under the Program and the Office received 98 complaints from clients of the Program. Of these complaints:

- 46 related to expectations about level of service;
- 26 related to the availability of government funding to fully subsidise hearing devices or pressure by service providers to buy a partially subsidised device; and
- 9 related to advertising by service providers.

The remaining 17 were in relation to a range of matters including private hearing services, current legislation, policies of the Program and the Office.