



How to become a Contracted Service Provider

A business wanting to provide hearing services to clients under the Australian Government Hearing Services Program (program) must first be accredited.

The outcome of a successful accreditation is the provision of a [Service Provider Contract](#) with the Department of Health (the department).

The accreditation scheme (the scheme) is currently outlined under *Part 4* of the [Hearing Services Program \(Voucher\) Instrument 2019](#) (the Instrument). To become accredited under the scheme, you need to submit an online application and provide supporting documentation as detailed in the application. Information to help you complete your application will be provided step-by-step throughout the online application.

Please be directed to the [online application](#) for accreditation.

Are you a Contracted Service Provider who wishes to change their entity type?

Accreditation to provide services under the program is given to the entity. If you are already a contracted service provider and wish to change your entity type (e.g. from a sole trader to a company), you can apply for your accreditation to be transferred to the new entity under section 22 of the Instrument. If the Minister approves the transfer, you will not need to apply for accreditation of the new entity separately.

To transfer your accreditation under the scheme, you need to submit an online application and provide supporting documentation as detailed in the application. Information to help you complete your application will be provided step-by-step throughout the online application.

Please be directed to the [online application](#) for a transfer of accreditation.

How long will it take for me to be told if my application has been successful?

The estimated processing time of an application for accreditation or transfer of accreditation is up to four weeks from the time a **complete application** is received. Please note we cannot guarantee that all applications will be processed within this estimated timeframe.

Please contact the department if you would like any additional information.

Phone 1800 500 726

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