

STRATEGIC PLAN

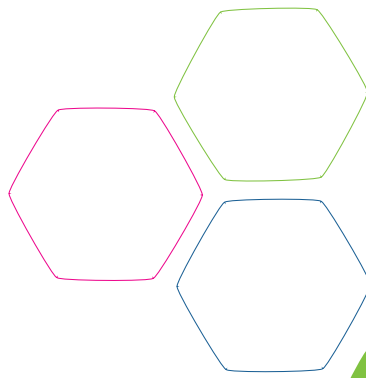
2020-2023





WHO WE ARE

The Australian College of Audiology (ACAud) is a professional body that promotes high-quality hearing health care and communication outcomes by providing professional support for our members, upholding high clinical standards, advocating for all hearing health care professionals, and supporting people who receive services from our members.



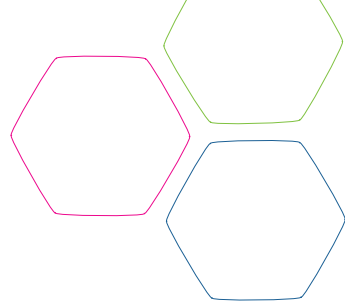
VISION

ACAud's vision is to contribute to improved communication for all Australians by promoting the delivery of professional and best-practice hearing health care.

MISSION

ACAud's mission is to assist members in their day-to-day practice through engagement and support, to promote the inclusion of all hearing health professionals, and to advocate for equity of access and outcomes for their clients.





INCLUSION PILLAR

Hearing health professionals need to work together with members of the public to ensure that Australians of all ages and in all locations receive the best possible hearing health care and communication outcomes.

ACAUD'S INCLUSION ASPIRATION

To provide an inclusive point of contact and support for our members of all hearing health care professions and to promote how hearing health professionals work together with members of the public to achieve the best possible hearing health care and communication outcomes.

2023 GOALS

- Provide information to the public and other stakeholders on the role of different hearing health professionals and how they work together to ensure the best possible hearing health care and communication outcomes for all Australians.
- Continue to collaborate with other professional bodies representing audiologists and audiometrists to ensure the best possible hearing health outcomes for all Australians through consistent and rigorous professional standards. For example, current and future collaboration with Audiology Australia includes the implementation of the Complaints Management and Resolution Procedure by the independent Ethics Review Committee.
- Investigate and pursue any other avenues of collaboration with other organisations to further our inclusion aspiration.



EQUITY PILLAR

It must be ensured that all Australians with Government funding (including worker schemes) or private health insurance have equity of access to hearing health care and associated communication outcomes. The current lack of equity between private health insurers and Government funding schemes means that Australians in some socio-economic groups, geographical regions or with other specific experiences receive less hearing health care than other Australians, or none at all.

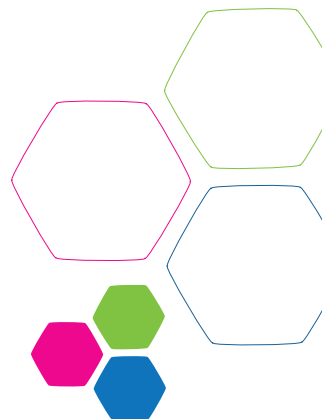


ACAUD'S EQUITY ASPIRATION

To ensure that Australians have equity of access to hearing health care and associated communication outcomes regardless of their Government funding stream or private health insurer.

2023 GOALS

- Advocate for the role of audiologists and audiometrists as health care professionals who provide a clinical service that is separate to device purchases.
- Monitor and advocate for consistent recognition and funding of services provided by all hearing health professionals across various schemes including private health insurance, Hearing Services Program, National Disability Insurance Scheme, Department of Veteran's Affairs and work cover schemes.
- Work towards addressing the inconsistencies in recognition of audiometrists between private health insurers and by Government organisations such as the National Transport Authority.





SUPPORT PILLAR

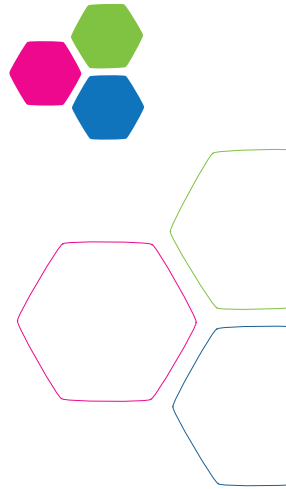
Our hearing health professional members need support that is relevant to their day-to-day practice in order to provide the best possible care. Our members' clients need support to navigate the hearing health care sector and find professionals that can meet their needs.

ACAUD'S SUPPORT ASPIRATION

To provide timely and relevant support to our members and their clients.

2023 GOALS

- Provide leadership and advocacy to promote best-practice hearing health care now and in the future.
- Support clients to receive the best possible hearing health care, including through information about how to find appropriately qualified and experienced hearing health care professionals and the handling of complaints.
- Review and monitor *ACAud* operational staffing to ensure that members continue to receive consistently high-quality and timely professional support.
- Review and monitor *ACAud's* governance and policies to ensure that the organisation is operating with a solid foundation.
- Continue to provide an *ACAud* National Congress that is full of content and speakers relevant to our members in their day-to-day practice.
- Provide opportunities for further professional development to support our members in their day-to-day practice.
- Develop relevant and clear guidance documents to support members in their day-to-day practice.
- Develop further guidelines for supervisors to support them in their important role that ensures the future standards of hearing health and communication outcomes.



ENGAGEMENT PILLAR

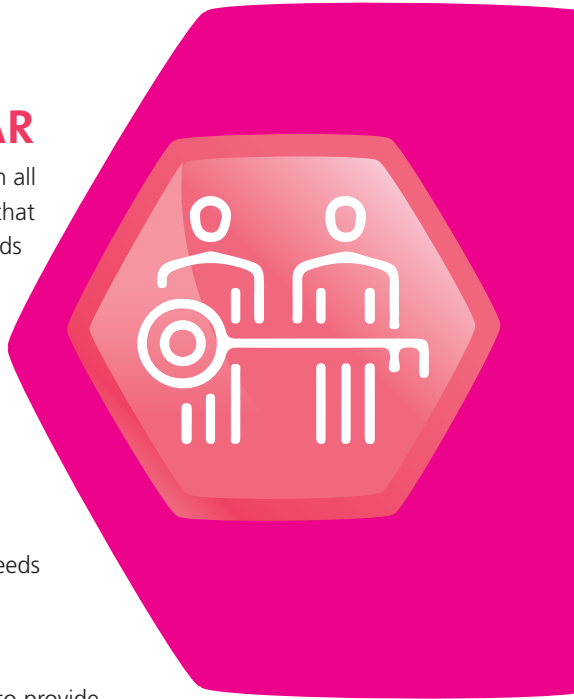
It is only through constantly engaging with all our members and other key stakeholders that *ACAud* will be able to understand the needs of our members and their clients and thereby achieve our inclusion, equity and support aspirations and goals.

ACAUD'S ENGAGEMENT ASPIRATION

To listen to our members, their clients and other stakeholders and respond to their needs through relevant and timely activities.

2023 GOALS

- Provide multiple avenues for members to provide feedback to *ACAud* and to seek professional advice and support.
- Engage with members at the *ACAud* National Congress and other forums to ensure that we are meeting their needs and expectations.
- Engage with clients around their experiences of hearing health care and identify where there may be issues that need to be addressed.
- Actively participate in key alliances and collaborate with Government and private stakeholders. This includes ongoing engagement with, for example, the Hearing Health Sector Alliance, the Hearing Business Alliance, the Hearing Aid Manufacturers and Distributors Association of Australia, and the Hearing Care Industry Association.





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