# Annual Program Statistics 2021–2022

Voucher Program Statistics as at 04 July 2022

## Clients

### Table 1 – Number of Current Vouchers by State

(as at 30 June 2022)

|  |  |
| --- | --- |
| **State** | **Number of Clients** |
| Australian Capital Territory (ACT) |  14,423  |
| New South Wales (NSW) |  397,695  |
| Northern Territory (NT) |  4,391  |
| Queensland (QLD) |  295,254  |
| South Australia (SA) |  113,425  |
| Tasmania (TAS) |  42,041  |
| Victoria (VIC) |  303,943  |
| Western Australia (WA) |  117,703  |
| **Total** |  1,288,875  |

Source: HSO Production data (2022)

**Note:** Current Voucher are defined as those who have a current (unexpired) voucher at the end of the Financial Year

### Table 2 – Active Clients by State

(as at 30 June 2022)

|  |  |  |  |
| --- | --- | --- | --- |
| **State** | **New Clients** | **Return Clients** | **Total Clients** |
| ACT | 2,538 | 6,294 | 8,832 |
| NSW | 70,751 | 177,769 | 248,520 |
| NT | 913 | 1,654 | 2,567 |
| QLD | 52,305 | 135,328 | 187,633 |
| SA | 19,460 | 55,256 | 74,716 |
| TAS | 6,670 | 20,273 | 26,943 |
| VIC | 47,716 | 139,359 | 187,075 |
| WA | 21,931 | 53,774 | 75,705 |
| **Total** | 222,284 | 589,707 | 811,991 |

Source: HSO Production data (2022)

**Note:** Active Clients are defined as those who have voucher and services in the whole Financial Year

## Vouchers

### Table 3 – Number of New and Return Voucher issued by State

(1 July 2021 to 30 June 2022)

|  |  |  |  |
| --- | --- | --- | --- |
| **State** | **New Vouchers**  | **Return Vouchers** | **Total Vouchers** |
| ACT |  1,327  |  908  |  2,235  |
| NSW |  33,256  |  22,970  |  56,226  |
| NT |  512  |  227  |  739  |
| QLD |  26,667  |  15,465  |  42,132  |
| SA |  10,342  |  4,747  |  15,089  |
| TAS |  3,423  |  2,024  |  5,447  |
| VIC |  27,198  |  15,855  |  43,053  |
| WA |  12,012  |  6,344  |  18,356  |
| **Total** |  114,737  |  68,540  |  183,277  |

Source: HSO Production data (2022)

**Note:** State is defined by the postal address of the client on their application form

## Services

### Table 4 – Type of Hearing Services by State

(1 July 2021 to 30 June 2022)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Assessment** | **Fitting** | **Maintenance** | **Rehab** | **Review** | **Replacement + Spare Aid** | **Other**  | **Total Claims** |
| ACT | 3,491 | 2,009 | 6,587 | 21 | 2,709 | 461 | 700 | 16,252 |
| NSW | 96,834 | 59,387 | 187,224 | 1,325 | 80,126 | 15,791 | 10,515 | 451,625 |
| NT | 1,143 | 698 | 1,799 | 6 | 736 | 192 | 162 | 4,788 |
| QLD | 73,805 | 44,715 | 143,388 | 1,515 | 72,831 | 11,415 | 10,629 | 359,488 |
| SA | 28,189 | 16,092 | 59,322 | 527 | 30,704 | 5,011 | 3,295 | 142,749 |
| TAS | 9,779 | 5,797 | 21,198 | 130 | 10,333 | 1,379 | 1,158 | 49,680 |
| VIC | 68,650 | 39,502 | 145,088 | 1,951 | 73,492 | 12,931 | 7,525 | 347,934 |
| WA | 30,113 | 16,747 | 58,024 | 532 | 31,364 | 4,339 | 3,563 | 144,432 |
| **Total** | 312,004 | 184,947 | 622,630 | 6,007 | 302,294 | 51,519 | 37,547 | 1,516,948 |

Source: HSO Production data (2022).

**Note**: Table 4 has been updated from the version published 21 July 2022. *Client Review – Unaided* services are now included as a ‘Review’ service. These services were previously published under ‘Other’.

### Table 5 – Fitting Configurations by State

(1 July 2021 to 30 June 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **State** | **Binaural Fittings** | **Monaural Fittings** | **ALD Fittings** | **Total Fittings** |
| ACT |  1,793  |  222  |  27  |  2,042  |
| NSW |  46,886  |  5,124  |  1,260  |  53,270  |
| NT |  563  |  67  |  12  |  642  |
| QLD |  37,375  |  4,155  |  1,277  |  42,807  |
| SA |  14,152  |  1,606  |  294  |  16,052  |
| TAS |  4,912  |  548  |  92  |  5,552  |
| VIC |  37,228  |  4,681  |  998  |  42,907  |
| WA |  15,211  |  1,705  |  311  |  17,227  |
| **Total** |  158,120  |  18,108  |  4,271  |  180,499  |

Source: HSO Production data (2022)

## Devices

### Table 6 – Type of Hearing Devices fitted by State

(1 July 2021 to 30 June 2022)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **State** | **Behind the Ear (BTE)** | **In the Ear (ITE)** | **In the Canal (ITC)** | **Completely in the Canal (CIC)** | **Other** | **Total Devices Fitting** |
| ACT | 4,095 | 57 | 356 | 55 | 79 | 4,642 |
| NSW | 103,895 | 2,156 | 14,506 | 1,672 | 2,606 | 124,835 |
| NT | 1,197 | 27 | 231 | 34 | 44 | 1,533 |
| QLD | 83,680 | 1,723 | 10,328 | 1,421 | 2,704 | 99,856 |
| SA | 33,511 | 660 | 4,014 | 859 | 811 | 39,855 |
| TAS | 11,000 | 161 | 1,248 | 209 | 312 | 12,930 |
| VIC | 81,098 | 1,827 | 12,471 | 2,016 | 2,323 | 99,735 |
| WA | 34,103 | 696 | 3,468 | 806 | 731 | 39,804 |
| **Total** | 352,579 | 7,307 | 46,622 | 7,072 | 9,610 | 423,190 |

Source: HSO Production data (2022)

## Providers

### Table 7 – Number of Contracted Service Providers and Business Sites by State

(as at 30 June 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **State** | **Contracted Service Providers** | **Business Sites (permanent)** | **Business Sites (visiting)** | **Total Sites** |
| ACT |  4  |  25  |  7  |  32  |
| NSW |  98  |  543  |  475  |  1,018  |
| NT |  2  |  11  |  4  |  15  |
| QLD |  57  |  364  |  453  |  817  |
| SA |  22  |  167  |  184  |  351  |
| TAS |  7  |  47  |  68  |  115  |
| VIC |  93  |  424  |  400  |  824  |
| WA |  25  |  185  |  116  |  301  |
| **Total** |  308  |  1,766  |  1,707  |  3,473  |

Source: HSO Production data (2022)

**Note:** 3,273 Qualified Practitioners provided services to clients of the Hearing Services Program