# 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