



# 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
<b>Total</b>	<b>1,288,875</b>

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
<b>Total</b>	<b>222,284</b>	<b>589,707</b>	<b>811,991</b>

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
<b>Total</b>	<b>114,737</b>	<b>68,540</b>	<b>183,277</b>

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
<b>Total</b>	<b>312,004</b>	<b>184,947</b>	<b>622,630</b>	<b>6,007</b>	<b>302,294</b>	<b>51,519</b>	<b>37,547</b>	<b>1,516,948</b>

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
<b>Total</b>	<b>158,120</b>	<b>18,108</b>	<b>4,271</b>	<b>180,499</b>

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
<b>Total</b>	<b>352,579</b>	<b>7,307</b>	<b>46,622</b>	<b>7,072</b>	<b>9,610</b>	<b>423,190</b>

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
<b>Total</b>	<b>308</b>	<b>1,766</b>	<b>1,707</b>	<b>3,473</b>

Source: HSO Production data (2022)

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