# Monthly Program Statistics 2022-23

This webpage contains monthly statistics for the 2022-23 financial year. All numbers are effective as of 10 May 2023. The numbers may be slightly different from the previous publication due to the process of recovery.

## Number of Vouchers Issued by Month

### New Vouchers Issued

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **ACT** | **NSW** | **NT** | **QLD** | **SA** | **TAS** | **VIC** | **WA** | **Total** |
| Jul | 96 | 2,841 | 29 | 2,040 | 743 | 245 | 2,382 | 892 | **9,268** |
| Aug | 110 | 3,392 | 41 | 2,327 | 948 | 291 | 2,754 | 950 | **10,813** |
| Sep | 98 | 3,309 | 30 | 2,234 | 914 | 243 | 2,445 | 963 | **10,236** |
| Oct | 97 | 3,266 | 40 | 2,123 | 841 | 251 | 2,645 | 1,062 | **10,325** |
| Nov | 129 | 3,448 | 44 | 2,374 | 1,006 | 302 | 2,707 | 1,135 | **11,145** |
| Dec | 92 | 2,406 | 25 | 1,576 | 607 | 171 | 2,050 | 751 | **7,678** |
| Jan | 112 | 2,935 | 32 | 2,149 | 873 | 211 | 2,436 | 949 | **9,697** |
| Feb | 148 | 3,585 | 36 | 2,244 | 967 | 275 | 2,604 | 1,088 | **10,947** |
| Mar | 160 | 4,205 | 52 | 2,808 | 1,086 | 365 | 3,248 | 1,312 | **13,236** |
| Apr | 125 | 2,699 | 31 | 1,841 | 795 | 252 | 2,207 | 843 | **8,793** |
| **Total** | **1,167** | **32,086** | **360** | **21,716** | **8,780** | **2,606** | **25,478** | **9,945** | **102,138** |

Source: HSO Production data.

### Return Vouchers Issued

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **ACT** | **NSW** | **NT** | **QLD** | **SA** | **TAS** | **VIC** | **WA** | **Total** |
| Jul | 54 | 1,039 | 11 | 682 | 244 | 69 | 745 | 242 | **3,086** |
| Aug | 56 | 1,048 | 14 | 686 | 229 | 57 | 720 | 248 | **3,058** |
| Sep | 50 | 1,019 | 17 | 625 | 242 | 67 | 720 | 260 | **3,000** |
| Oct | 39 | 961 | 5 | 569 | 211 | 69 | 649 | 275 | **2,778** |
| Nov | 28 | 896 | 16 | 558 | 172 | 77 | 664 | 214 | **2,625** |
| Dec | 19 | 658 | 9 | 384 | 116 | 47 | 524 | 141 | **1,898** |
| Jan | 27 | 808 | 8 | 462 | 169 | 56 | 586 | 181 | **2,297** |
| Feb | 37 | 910 | 5 | 521 | 207 | 46 | 624 | 200 | **2,550** |
| Mar | 44 | 1,041 | 5 | 575 | 180 | 63 | 791 | 213 | **2,912** |
| Apr | 34 | 657 | 7 | 421 | 120 | 65 | 502 | 134 | **1,940** |
| **Total** | **388** | **9037** | **97** | **5483** | **1890** | **616** | **6525** | **2108** | **26144** |

Source: HSO Production data.

Note: On 1 July 2021 all current vouchers were extended from 3 years to 5 years, resulting in a significantly lower number of return vouchers issued monthly in both Financial Years 2021-22 and 2022-23.

### Clients Serviced

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **ACT** | **NSW** | **NT** | **QLD** | **SA** | **TAS** | **VIC** | **WA** | **Total** |
| Jul | 870 | 27,877 | 215 | 21,023 | 8,480 | 2,964 | 23,192 | 9,185 | **93,806** |
| Aug | 1,143 | 32,571 | 321 | 25,638 | 10,361 | 3,446 | 26,391 | 10,384 | **110,255** |
| Sep | 1,127 | 30,874 | 407 | 23,937 | 10,042 | 3,444 | 23,706 | 9,656 | **103,193** |
| Oct | 1,110 | 28,856 | 341 | 24,304 | 9,521 | 3,250 | 24,875 | 10,230 | **102,487** |
| Nov | 1,082 | 32,792 | 354 | 25,645 | 10,150 | 3,378 | 24,713 | 10,624 | **108,738** |
| Dec | 956 | 26,317 | 256 | 20,024 | 7,875 | 2,879 | 21,933 | 8,246 | **88,486** |
| Jan | 842 | 25,430 | 290 | 19,311 | 7,813 | 2,604 | 20,963 | 8,842 | **86,095** |
| Feb | 1,063 | 26,858 | 252 | 21,149 | 8,339 | 2,766 | 22,579 | 9,110 | **92,116** |
| Mar | 1,155 | 32,005 | 290 | 25,455 | 9,450 | 3,274 | 25,662 | 10,441 | **107,732** |
| Apr | 898 | 24,140 | 235 | 18,791 | 7,707 | 2,644 | 19,842 | 7,655 | **81,912** |
| **Total** | **7,571** | **208,759** | **2,184** | **161,382** | **64,433** | **22,475** | **167,862** | **67,647** | **702,313** |

Source: HSO Production data.

Note: This table counts the number of unique clients receiving at least one type of service in each reporting month/period (only one service is counted per client in each month/period, as a single client may have services over multiple months).

## Number of Devices Fitted by Month

### Devices Fitted

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **ACT** | **NSW** | **NT** | **QLD** | **SA** | **TAS** | **VIC** | **WA** | **Total** |
| Jul | 367 | 11,210 | 116 | 8,200 | 3,034 | 1,149 | 9,282 | 3,509 | **36,867** |
| Aug | 356 | 12,029 | 127 | 9,115 | 3,474 | 1,085 | 9,723 | 3,619 | **39,528** |
| Sep | 333 | 11,808 | 152 | 8,635 | 3,365 | 1,159 | 8,668 | 3,192 | **37,312** |
| Oct | 434 | 11,650 | 121 | 8,674 | 3,047 | 1,089 | 9,250 | 3,354 | **37,619** |
| Nov | 405 | 12,219 | 93 | 8,936 | 3,384 | 1,128 | 8,898 | 3,648 | **38,711** |
| Dec | 389 | 10,328 | 93 | 7,702 | 2,854 | 963 | 7,975 | 3,094 | **33,398** |
| Jan | 305 | 10,084 | 91 | 7,165 | 2,779 | 865 | 7,604 | 3,079 | **31,972** |
| Feb | 373 | 10,135 | 83 | 7,442 | 2,850 | 869 | 8,095 | 3,087 | **32,934** |
| Mar | 446 | 12,549 | 132 | 9,452 | 3,293 | 1,007 | 9,582 | 3,631 | **40,092** |
| Apr | 357 | 9,634 | 81 | 7,377 | 2,711 | 906 | 7,638 | 2,734 | **31,438** |
| **Total** | **3,765** | **111,646** | **1,089** | **82,698** | **30,791** | **10,220** | **86,713** | **32,947** | **359,869** |

Source: HSO Production data.

Note: This table counts the number of subsidised devices (hearing aids and Assistive Listening Devices) fitted, replaced, or provided as a spare aid in each month/period.