Annual Program Statistics 2022-23

This report contains annual statistics for the Voucher Scheme component of the Hearing Service Program (HSP) for the 2022-23 financial year.

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(as at 30 June 2023)

**Vouchers**

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

**(as at 30 June 2023)**

|  |  |
| --- | --- |
| State | Number of Clients with current voucher |
| Australian Capital Territory (ACT) | 16,306 |
| New South Wales (NSW) | 447,727 |
| Northern Territory (NT) | 4,951 |
| Queensland (QLD) | 328,702 |
| South Australia (SA) | 126,496 |
| Tasmania (TAS) | 46,023 |
| Victoria (VIC) | 343,211 |
| Western Australia (WA) | 132,420 |
| Total | 1,445,836 |

Source: HSO Production data (2023)

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

### Table 2 – Number of New and Return Vouchers issued by State and Territory (1 July 2022 to 30 June 2023)

|  |  |  |  |
| --- | --- | --- | --- |
| State | New Vouchers | Return Vouchers | Total Vouchers |
| ACT | 1,438 | 453 | 1,891 |
| NSW | 39,698 | 10,759 | 50,457 |
| NT | 460 | 111 | 571 |
| QLD | 26,783 | 6,515 | 33,298 |
| SA | 10,809 | 2,280 | 13,089 |
| TAS | 3,235 | 787 | 4,022 |
| VIC | 31,661 | 7,793 | 39,454 |
| WA | 12,211 | 2,486 | 14,697 |
| Total | 126,295 | 31,184 | 157,479 |

Source: HSO Production data (2023)

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

**Clients**

### Table 3 – Active Clients by State and Territory

### (1 July 2022 to 30 June 2023)

|  |  |  |  |
| --- | --- | --- | --- |
| State | New Clients | Return Clients | Total Clients |
| ACT | 3,112 | 5,565 | 8,675 |
| NSW | 87,040 | 152,453 | 239,467 |
| NT | 1,124 | 1,378 | 2,499 |
| QLD | 66,081 | 117,903 | 183,961 |
| SA | 26,342 | 46,615 | 72,955 |
| TAS | 8,448 | 17,408 | 25,856 |
| VIC | 69,283 | 122,902 | 192,175 |
| WA | 30,146 | 47,131 | 77,273 |
| Total | 291,576 | 511,355 | 802,861 |

Source: HSO Production data (2023)

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

**Services**

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

**(1 July 2022 to 30 June 2023)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State | Assessment | Fitting | Maintenance | Rehab | Review | Replacement + Spare Aid | Other  | Total Claims |
|  |  |  |  |  |  |  |  |  |
| ACT | 2,035 | 2,146 | 5,633 | 19 | 3,689 | 519 | 1,121 | 15,162 |
| NSW | 56,384 | 60,706 | 156,064 | 1,648 | 107,612 | 15,868 | 15,462 | 413,744 |
| NT | 548 | 609 | 1,580 | 18 | 1,063 | 202 | 247 | 4,267 |
| QLD | 36,694 | 44,681 | 125,253 | 1,708 | 93,473 | 11,767 | 16,411 | 329,987 |
| SA | 13,894 | 16,934 | 50,214 | 618 | 36,218 | 4,711 | 4,518 | 127,107 |
| TAS | 4,614 | 5,808 | 18,461 | 264 | 11,284 | 1,452 | 1,741 | 43,624 |
| VIC | 44,206 | 48,188 | 124,942 | 2,820 | 91,043 | 12,884 | 11,000 | 335,083 |
| WA | 16,051 | 18,258 | 52,487 | 822 | 39,241 | 4,766 | 5,500 | 137,125 |
| Total | 174,426 | 197,330 | 534,634 | 7,917 | 383,623 | 52,169 | 56,000 | 1,406,099 |

Source: HSO Production data (2023).

### Note: Claims under the new service item “920 unaided review” form 1 July 2021 are included in “review” group hence the number of review services are higher than previous years.

### Table 5 – Fitting Configurations by State and Territory

**(1 July 2022 to 30 June 2023)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| State | Binaural Fittings | Monaural Fittings | ALD Fittings | Total Fittings |
| ACT | 1,811 | 243 | 92 | 2,146 |
| NSW | 52,219 | 5,556 | 2,931 | 60,706 |
| NT | 496 | 70 | 43 | 609 |
| QLD | 38,188 | 4,010 | 2,483 | 44,681 |
| SA | 14,519 | 1,631 | 784 | 16,934 |
| TAS | 5,006 | 513 | 289 | 5,808 |
| VIC | 40,684 | 4,706 | 2,798 | 48,188 |
| WA | 15,800 | 1,601 | 857 | 18,258 |
| Total | 168,723 | 18,330 | 10,277 | 197,330 |

Source: HSO Production data (2023)

**Devices**

### Table 6 – Type of Hearing Devices Fitted by State and Territory

**(1 July 2022 to 30 June 2023)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| State | Behind the Ear (BTE) | In the Ear (ITE) | In the Canal (ITC) | Completely in the Canal (CIC) | Other | Total Devices Fitting |
| ACT | 3910 | 65 | 393 | 34 | 254 | 4,656 |
| NSW | 114277 | 1738 | 12986 | 1819 | 5395 | 136,215 |
| NT | 1200 | 20 | 154 | 37 | -3 | 1,408 |
| QLD | 84273 | 1410 | 9755 | 1404 | 3638 | 100,480 |
| SA | 27740 | 542 | 3379 | 605 | 5923 | 38,189 |
| TAS | 10026 | 165 | 1156 | 151 | 1340 | 12,838 |
| VIC | 82596 | 1398 | 11542 | 1730 | 9995 | 107,261 |
| WA | 32784 | 532 | 3958 | 761 | 2674 | 40,709 |
| Total | 356,806 | 5,870 | 43,323 | 6,541 | 29,216 | 441,756 |

Source: HSO Production data (2023)

**Providers**

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

**(as at 30 June 2023)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| State | Contracted Service Providers | Business Sites (permanent) | Business Sites (visiting) | Total Sites |
| ACT  | 3 | 26 | 7 | 33 |
| NSW | 94 | 550 | 454 | 1,004 |
| NT | 4 | 11 | 4 | 15 |
| QLD | 62 | 371 | 422 | 793 |
| SA | 22 | 170 | 177 | 347 |
| TAS | 7 | 42 | 51 | 93 |
| VIC | 95 | 442 | 391 | 833 |
| WA | 26 | 175 | 120 | 295 |
| Total | 313 | 1,787 | 1,626 | 3,413 |

Source: HSO Production data (2023)

Note: There were 3,181 active Practitioners as at 30 June 2023. The number of providers is based on providers’ registered business address.