



# 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
<b>Total</b>	<b>1,445,836</b>

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

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
<b>Total</b>	<b>291,576</b>	<b>511,355</b>	<b>802,861</b>

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
<b>Total</b>	<b>174,426</b>	<b>197,330</b>	<b>534,634</b>	<b>7,917</b>	<b>383,623</b>	<b>52,169</b>	<b>56,000</b>	<b>1,406,099</b>

Source: HSO Production data (2023).

Note: Claims under the new service item “920 unaided review” from 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
<b>Total</b>	<b>168,723</b>	<b>18,330</b>	<b>10,277</b>	<b>197,330</b>

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
<b>Total</b>	<b>356,806</b>	<b>5,870</b>	<b>43,323</b>	<b>6,541</b>	<b>29,216</b>	<b>441,756</b>

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
<b>Total</b>	<b>313</b>	<b>1,787</b>	<b>1,626</b>	<b>3,413</b>

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.