Program Statistics Year to Date 2023–24

This report contains monthly statistics for the Voucher Scheme component of the Hearing Services Program for the 2023-24 financial year through to 30 September 2023 as of
6 October 2023.

The publishing frequency of the Hearing Services Program online statistics will change. From October 2023 web stats will be published quarterly in place of monthly, The same information will be provided.

## Number of Vouchers Issued by Month

### New Vouchers Issued

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 140 | 3,356 | 31 | 2,404 | 852 | 256 | 2,568 | 1,034 | 10,641 |
| Aug | 143 | 3,822 | 54 | 2,540 | 1,039 | 316 | 2,875 | 1,206 | 11,995 |
| Sep | 130 | 3,439 | 40 | 2,279 | 922 | 288 | 2,537 | 1,054 | 10,689 |
| Total | 413 | 10,617 | 125 | 7,223 | 2,813 | 860 | 7,980 | 3,294 | 33,325 |

Source: HSO Production data.

Note: Figures may vary from previous published reports due to retrospective claiming or correction of invalid claims.

### Return Vouchers Issued

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 45 | 1,282 | 7 | 1,178 | 388 | 169 | 1,001 | 365 | 4,435 |
| Aug | 98 | 2,697 | 11 | 2,181 | 789 | 256 | 2,038 | 799 | 8,869 |
| Sep | 84 | 3,005 | 14 | 2,503 | 925 | 305 | 2,345 | 829 | 10,010 |
| Total | 227 | 6,984 | 32 | 5,862 | 2,102 | 730 | 5,384 | 1,993 | 23,314 |

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 in 2021-22 and 2022-23. Figures may vary from previous published reports due to retrospective claiming or correction of invalid claims.

### Clients Serviced

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 771 | 22,056 | 187 | 17,967 | 7,454 | 2,155 | 17,757 | 7,478 | 75,825 |
| Aug | 1,051 | 30,647 | 255 | 24,703 | 10,154 | 3,072 | 24,457 | 10,300 | 104,639 |
| Sep | 1,019 | 29,221 | 239 | 22,050 | 9,478 | 3,043 | 22,897 | 9,037 | 96,984 |
| Total | 2,555 | 73,112 | 623 | 57,643 | 24,077 | 7,474 | 58,177 | 23,993 | 247,654 |

Source: HSO Production data.

Note: This table shows the number of clients receiving at least one service in each month. Only one service is counted per client within each month/period as a single client may have services over multiple months. The total figure is the number of unique clients who received at least one service during the reporting period.

Figures may vary from previous published reports due to retrospective claiming or correction of invalid claims.

## Number of Devices Fitted by Month

### Devices Fitted

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 389 | 9,167 | 92 | 6,780 | 2,915 | 841 | 7,318 | 2,851 | 30,353 |
| Aug | 425 | 11,857 | 79 | 9,213 | 3,714 | 1,168 | 9,310 | 3,450 | 39,216 |
| Sep | 355 | 11,630 | 95 | 7,968 | 3,368 | 1,012 | 8,722 | 3,139 | 36,289 |
| Total | 1,169 | 32,654 | 266 | 23,961 | 9,997 | 3,021 | 25,350 | 9,440 | 105,858 |

Source: HSO Production data.

Note: This table shows the number of subsidised devices (hearing aids and Assistive Listening Devices) fitted, replaced, or provided as a spare aid each month. Figures may vary from previous published reports due to retrospective claiming or correction of invalid claims.