



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.