



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 31 December 2023 as of 5 January 2024.

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
Oct	163	3,541	61	2,490	980	299	2,962	1,169	11,665
Nov	107	3,769	61	2,537	1,016	290	2,766	1,249	11,795
Dec	75	2,408	56	1,634	643	176	1,881	820	7,693
Total	758	20,335	303	13,884	5,452	1,625	15,589	6,532	64,478

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
Oct	105	3,510	30	2,804	1,061	373	2,859	1,127	11,869
Nov	121	3,942	39	3,117	1,208	396	3,037	1,209	13,069
Dec	98	2,601	16	2,061	819	264	2,058	868	8,785
Total	551	17,037	117	13,844	5,190	1,763	13,338	5,197	57,037

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
Oct	1,054	28,754	336	23,322	9,740	3,207	23,050	10,001	99,464
Nov	1,125	32,610	419	25,137	10,353	3,652	25,087	10,534	108,917
Dec	806	23,864	299	18,412	7,608	2,415	19,130	8,213	80,747
Total	4,735	135,326	1,434	105,600	43,751	14,359	106,902	44,697	456,804

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	385	9,100	91	6,750	2,897	835	7,277	2,827	30,162
Aug	425	11,722	73	9,135	3,671	1,158	9,222	3,407	38,813
Sep	350	11,475	95	7,891	3,325	999	8,652	3,101	35,888
Oct	414	11,281	152	8,409	3,181	1,200	8,713	3,325	36,675
Nov	420	12,349	192	8,945	3,490	1,245	9,440	3,685	39,766
Dec	289	9,377	128	7,076	2,612	858	7,431	2,905	30,676
Total	2,283	65,304	731	48,206	19,176	6,295	50,735	19,250	211,980

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.