



Monthly Program Statistics 2023–24

This report contains monthly statistics for the Voucher Scheme component of the hearing services program for the 2023-24 financial year. All figures are effective as of 12 April 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
Jan	119	3,041	61	2,358	873	321	2,514	1,200	10,487
Feb	126	3,601	66	2,640	956	290	2,886	1,262	11,827
Mar	118	3,298	45	2,474	925	294	2,650	1,091	10,895
Total	1,121	30,275	475	21,356	8,206	2,530	23,639	10,085	97,687

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
Jan	107	3,382	39	2,780	1,144	445	2,752	1,169	11,818
Feb	154	4,289	46	3,385	1,363	509	3,591	1,385	14,722
Mar	149	4,250	39	3,345	1,131	429	3,228	1,200	13,771
Total	961	28,958	241	23,354	8,828	3,146	22,909	8,951	97,348

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 to 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	765	21,993	185	17,942	7,435	2,154	17,696	7,459	75,629
Aug	1,046	30,542	249	24,645	10,129	3,064	24,359	10,266	104,300
Sep	1,012	29,100	237	21,996	9,450	3,033	22,808	9,008	96,644
Oct	1,050	28,720	336	23,318	9,737	3,203	23,009	9,996	99,369
Nov	1,123	32,548	419	25,106	10,344	3,649	25,047	10,522	108,758
Dec	804	23,806	296	18,368	7,592	2,407	19,085	8,197	80,555
Jan	906	25,902	287	20,425	8,343	2,620	20,376	9,534	88,393
Feb	993	28,011	349	21,963	8,700	3,010	23,540	10,026	96,592
Mar	1,158	33,067	353	25,399	9,458	3,539	26,422	10,552	109,948
Total	6,677	189,772	2,070	147,250	59,385	20,202	150,545	63,099	639,000

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	377	9,077	91	6,737	2,879	832	7,256	2,824	30,073
Aug	421	11,696	73	9,112	3,662	1,156	9,195	3,402	38,717
Sep	348	11,442	93	7,857	3,317	993	8,620	3,092	35,762
Oct	412	11,235	152	8,388	3,179	1,193	8,690	3,316	36,565
Nov	418	12,234	192	8,875	3,476	1,238	9,382	3,668	39,483
Dec	285	9,285	122	6,997	2,582	848	7,376	2,879	30,374
Jan	369	10,317	127	7,664	2,999	966	7,708	3,565	33,715
Feb	331	9,937	140	7,578	2,964	931	8,245	3,147	33,273
Mar	434	12,615	186	9,206	3,498	1,126	10,028	3,994	41,087
Total	3,395	97,838	1,176	72,414	28,556	9,283	76,500	29,887	319,049

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.