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 11 July 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** |
| Apr | 97 | 3,158 | 42 | 2,398 | 935 | 283 | 2,644 | 1,137 | **10,694** |
| May | 124 | 3,639 | 75 | 2,542 | 1,035 | 332 | 2,951 | 1,183 | **11,881** |
| Jun | 112 | 3,034 | 62 | 2,219 | 838 | 301 | 2,644 | 1,009 | **10,219** |
| Total | 1,454 | 40,106 | 654 | 28,515 | 11,014 | 3,446 | 31,878 | 13,414 | 130,481 |

Source: HSO Production data.

### 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** |
| Apr | 169 | 4,428 | 34 | 3,358 | 1,403 | 540 | 3,576 | 1,387 | **14,895** |
| May | 181 | 5,978 | 52 | 4,283 | 1,698 | 662 | 4,712 | 1,778 | **19,344** |
| Jun | 179 | 4,655 | 50 | 3,621 | 1,295 | 571 | 3,658 | 1,272 | **15,301** |
| Total | 1,490 | 44,019 | 377 | 34,616 | 13,224 | 4,919 | 34,855 | 13,388 | 146,888 |

Source: HSO Production data.

### Clients Serviced

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 764 | 21,977 | 184 | 17,945 | 7,430 | 2,153 | 17,694 | 7,454 | **75,601** |
| Aug | 1,046 | 30,535 | 248 | 24,638 | 10,123 | 3,060 | 24,349 | 10,262 | **104,261** |
| Sep | 1,012 | 29,081 | 236 | 21,987 | 9,445 | 3,033 | 22,795 | 9,007 | **96,596** |
| Oct | 1,053 | 28,700 | 334 | 23,311 | 9,737 | 3,202 | 22,995 | 9,996 | **99,328** |
| Nov | 1,121 | 32,531 | 418 | 25,096 | 10,340 | 3,651 | 25,028 | 10,514 | **108,699** |
| Dec | 804 | 23,795 | 296 | 18,359 | 7,586 | 2,407 | 19,064 | 8,193 | **80,504** |
| Jan | 906 | 25,880 | 287 | 20,412 | 8,340 | 2,620 | 20,359 | 9,528 | **88,332** |
| Feb | 993 | 27,985 | 347 | 21,953 | 8,689 | 3,005 | 23,507 | 10,019 | **96,498** |
| Mar | 1,157 | 33,022 | 351 | 25,354 | 9,433 | 3,534 | 26,376 | 10,534 | **109,761** |
| Apr | 1,073 | 29,790 | 306 | 23,354 | 9,202 | 3,125 | 24,623 | 9,911 | **101,384** |
| May | 959 | 26,493 | 297 | 19,826 | 8,059 | 2,944 | 21,882 | 9,034 | **89,494** |
| Jun | 1,421 | 41,304 | 605 | 32,466 | 11,974 | 4,913 | 34,399 | 13,493 | **140,575** |
| Total | 8,539 | 239,693 | 2,739 | 185,370 | 73,527 | 25,815 | 191,661 | 79,143 | 806,487 |

Source: HSO Production data.

Note: This table shows the number of clients receiving at least one service in each month, based on payments to providers. The data reflects the date of payments, not the date of the service. The total number reflects the distinct number of clients associated with claims that have been paid to service providers during the reporting period. Claims paid later than the date of service cause variation in the data. The observed decrease in May and subsequent increase in June, is linked to the lag in processing payments for services claimed at the end of May. Figures may vary from previous published reports due to retrospective claiming and payments 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 | 9,055 | 91 | 6,731 | 2,873 | 834 | 7,253 | 2,819 | **30,033** |
| Aug | 421 | 11,687 | 73 | 9,103 | 3,651 | 1,153 | 9,186 | 3,391 | **38,665** |
| Sep | 348 | 11,418 | 91 | 7,838 | 3,312 | 995 | 8,607 | 3,089 | **35,698** |
| Oct | 412 | 11,218 | 152 | 8,372 | 3,174 | 1,194 | 8,673 | 3,314 | **36,509** |
| Nov | 417 | 12,220 | 190 | 8,856 | 3,470 | 1,236 | 9,357 | 3,654 | **39,400** |
| Dec | 285 | 9,259 | 122 | 6,989 | 2,577 | 848 | 7,347 | 2,872 | **30,299** |
| Jan | 369 | 10,288 | 127 | 7,641 | 2,991 | 964 | 7,676 | 3,553 | **33,609** |
| Feb | 331 | 9,904 | 140 | 7,550 | 2,941 | 925 | 8,192 | 3,137 | **33,120** |
| Mar | 432 | 12,531 | 183 | 9,135 | 3,458 | 1,117 | 9,963 | 3,969 | **40,788** |
| Apr | 415 | 11,352 | 130 | 8,714 | 3,253 | 1,009 | 9,416 | 3,564 | **37,853** |
| May | 349 | 9,737 | 139 | 7,077 | 2,763 | 1,011 | 7,510 | 3,002 | **31,588** |
| Jun | 471 | 14,598 | 211 | 11,368 | 4,102 | 1,470 | 11,727 | 4,679 | **48,626** |
| Total | 4,627 | 133,267 | 1,649 | 99,374 | 38,565 | 12,756 | 104,907 | 41,043 | 436,188 |

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, based on payments to providers for these devices. The data reflects the date of payments, not the date of the service. Claims paid later than the date of service cause variation in the data. The observed decrease in May and subsequent increase in June, is linked to the lag in processing payments for services claimed at the end of May. Figures may vary from previous published reports due to retrospective claiming and payments or correction of invalid claims.