



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.