Annual Program Statistics 2023–24

This report contains annual statistics for the Voucher Scheme component of the hearing services program for the 2023-24 financial year. All figures are effective as of 18 July 2024.

## Contents

Table 1 — **Number of Current Vouchers** by State and Territory (on 30 June 2024)

Table 2 — **Number of New and Return Vouchers Issued** by State and Territory (1 July 2023 to 30 June 2024)

Table 3 — **Active Clients** by State and Territory (1 July 2023 to 30 June 2024)

Table 4 — **Type of Hearing Services** by State and Territory (1 July 2023 to 30 June 2024)

Table 5 — **Fitting Configurations** by State and Territory (1 July 2023 to 30 June 2024)

Table 6 — **Type of Hearing Devices** fitted by State and Territory (1 July 2023 to 30 June 2024)

Table 7 — **Number of Contracted Service Providers and Business Sites** by State and Territory

**Vouchers**

### Table 1 – Number of Current Vouchers by State and Territory (on 30 June 2024)

|  |  |
| --- | --- |
| State | Number of Clients with a current voucher |
| Australian Capital Territory (ACT) | 15,785 |
| New South Wales (NSW) | 429,369 |
| Northern Territory (NT) | 4,973 |
| Queensland (QLD) | 315,662 |
| South Australia (SA) | 121,366 |
| Tasmania (TAS) | 42,656 |
| Victoria (VIC) | 327,514 |
| Western Australia (WA) | 130,070 |
| Total | 1,387,395 |

Source: HSO Production data.

Note: Current vouchers are defined as those that have a current (unexpired) voucher at the end of the Financial Year.

### Table 2 – Number of New and Return Vouchers Issued by State and Territory (1 July 2023 to 30 June 2024)

|  |  |  |  |
| --- | --- | --- | --- |
| State | New Vouchers | Return Vouchers | Total Vouchers |
| ACT | 1,453 | 1,489 | 2,942 |
| NSW | 40,105 | 44,015 | 84,120 |
| NT | 652 | 376 | 1,028 |
| QLD | 28,519 | 34,625 | 63,144 |
| SA | 11,013 | 13,221 | 24,234 |
| TAS | 3,446 | 4,919 | 8,365 |
| VIC | 31,881 | 34,852 | 66,733 |
| WA | 13,412 | 13,391 | 26,803 |
| Total | 130,481 | 146,888 | 277,369 |

Source: HSO Production data.

Note: State is defined by the postal address of the client on their application form.

**Clients**

### Table 3 – Active Clients by State and Territory

### (1 July 2023 to 30 June 2024)

|  |  |  |  |
| --- | --- | --- | --- |
| State | New Clients | Return Clients | Total Clients |
| ACT | 3,344 | 5,265 | 8,540 |
| NSW | 94,538 | 147,360 | 239,682 |
| NT | 1,401 | 1,359 | 2,739 |
| QLD | 71,985 | 115,293 | 185,368 |
| SA | 28,569 | 45,724 | 73,524 |
| TAS | 9,157 | 16,885 | 25,817 |
| VIC | 74,967 | 118,411 | 191,657 |
| WA | 33,459 | 46,582 | 79,146 |
| Total | 317,420 | 496,879 | 806,473 |

Source: HSO Production data.

Note: This table shows the number of clients receiving at least one service in each year, 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.

**Services**

### Table 4 – Type of Hearing Services by State and Territory

(1 July 2023 to 30 June 2024)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State | Assessment | Fitting | Maintenance | Rehab | Review | Replacement + Spare Aid | Other | Total Claims |
| ACT | 2,427 | 2,138 | 5,173 | 9 | 4,052 | 440 | 1,055 | 15,294 |
| NSW | 70,241 | 60,067 | 146,944 | 1,657 | 114,738 | 14,136 | 13,418 | 421,201 |
| NT | 877 | 757 | 1,440 | 16 | 1,280 | 156 | 225 | 4,751 |
| QLD | 52,021 | 44,554 | 118,955 | 1,499 | 95,129 | 10,850 | 15,293 | 338,301 |
| SA | 20,430 | 17,230 | 48,316 | 698 | 37,634 | 4,361 | 4,189 | 132,858 |
| TAS | 6,398 | 5,908 | 16,252 | 155 | 12,711 | 1,288 | 1,602 | 44,314 |
| VIC | 56,111 | 47,796 | 116,774 | 2,641 | 95,434 | 11,442 | 9,940 | 340,138 |
| WA | 23,217 | 18,612 | 50,998 | 1,010 | 42,270 | 4,455 | 5,182 | 145,744 |
| Total | 231,722 | 197,062 | 504,852 | 7,685 | 403,248 | 47,128 | 50,904 | 1,442,601 |

Source: HSO Production data.

### Table 5 – Fitting Configurations by State and Territory

(1 July 2023 to 30 June 2024)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| State | Binaural Fittings | Monaural Fittings | ALD Fittings | Not specified | Total Fittings |
| ACT | 1,857 | 196 | 16 | 69 | 2,138 |
| NSW | 52,032 | 5,137 | 946 | 1,952 | 60,067 |
| NT | 652 | 60 | 18 | 27 | 757 |
| QLD | 38,382 | 3,801 | 844 | 1,527 | 44,554 |
| SA | 14,952 | 1,514 | 202 | 562 | 17,230 |
| TAS | 5,047 | 572 | 46 | 243 | 5,908 |
| VIC | 40,582 | 4,524 | 874 | 1,816 | 47,796 |
| WA | 16,132 | 1,603 | 260 | 617 | 18,612 |
| Total | 169,636 | 17,407 | 3,206 | 6,813 | 197,062 |

Source: HSO Production data.

**Devices**

### Table 6 – Type of Hearing Devices Fitted by State and Territory (1 July 2023 to 30 June 2024)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| State | Behind the Ear (BTE) | In the Ear (ITE) | In the Canal (ITC) | Completely in the Canal (CIC) | Other | Total |
| ACT | 3,065 | 54 | 356 | 28 | 108 | 3,611 |
| NSW | 89,325 | 1,321 | 10,915 | 1,183 | 4,930 | 107,674 |
| NT | 1,125 | 12 | 143 | 27 | 89 | 1,396 |
| QLD | 68,497 | 1,155 | 8,086 | 921 | 4,367 | 83,026 |
| SA | 23,592 | 426 | 2,734 | 432 | 1,449 | 28,633 |
| TAS | 8,760 | 194 | 1,049 | 108 | 439 | 10,550 |
| VIC | 71,057 | 1,191 | 8,962 | 1,320 | 4,494 | 87,024 |
| WA | 29,929 | 412 | 3,358 | 620 | 1,349 | 35,668 |
| Total | 295,350 | 4,765 | 35,603 | 4,639 | 17,225 | 357,582 |

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 year, based on payments to providers for these devices. The data reflects the date of payments, not the date of the service.

**Providers**

### Table 7 – Number of Contracted Service Providers and Business Sites by State and Territory

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| State | Contracted Service Providers | Business Sites (permanent) | Business Sites (visiting) | Total Sites |
| ACT | 12 | 27 | 6 | 33 |
| NSW | 123 | 572 | 467 | 1,039 |
| NT | 9 | 13 | 4 | 17 |
| QLD | 83 | 398 | 400 | 798 |
| SA | 36 | 177 | 198 | 375 |
| TAS | 17 | 45 | 58 | 103 |
| VIC | 118 | 471 | 377 | 848 |
| WA | 38 | 189 | 120 | 309 |
| Total | 436 | 1,892 | 1,630 | 3,522 |

Source: HSO Production data.

Note: There were 3,445 active Practitioners as of 18 July 2024. The number of providers is based on the providers’ registered business address.