



# 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.

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## 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
<b>Total</b>	<b>1,387,395</b>

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

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
<b>Total</b>	<b>317,420</b>	<b>496,879</b>	<b>806,473</b>

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
<b>Total</b>	<b>231,722</b>	<b>197,062</b>	<b>504,852</b>	<b>7,685</b>	<b>403,248</b>	<b>47,128</b>	<b>50,904</b>	<b>1,442,601</b>

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
<b>Total</b>	<b>169,636</b>	<b>17,407</b>	<b>3,206</b>	<b>6,813</b>	<b>197,062</b>

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
<b>ACT</b>	3,065	54	356	28	108	<b>3,611</b>
<b>NSW</b>	89,325	1,321	10,915	1,183	4,930	<b>107,674</b>
<b>NT</b>	1,125	12	143	27	89	<b>1,396</b>
<b>QLD</b>	68,497	1,155	8,086	921	4,367	<b>83,026</b>
<b>SA</b>	23,592	426	2,734	432	1,449	<b>28,633</b>
<b>TAS</b>	8,760	194	1,049	108	439	<b>10,550</b>
<b>VIC</b>	71,057	1,191	8,962	1,320	4,494	<b>87,024</b>
<b>WA</b>	29,929	412	3,358	620	1,349	<b>35,668</b>
<b>Total</b>	<b>295,350</b>	<b>4,765</b>	<b>35,603</b>	<b>4,639</b>	<b>17,225</b>	<b>357,582</b>

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
<b>Total</b>	<b>436</b>	<b>1,892</b>	<b>1,630</b>	<b>3,522</b>

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.