Monthly Program Statistics 2024–25

This report contains monthly statistics for the Voucher Scheme component of the hearing services program for the 2024-25 financial year. All figures are effective as of 21 October 2024. Figures in this report may vary from previous published reports due to retrospective claiming or correction of invalid claims.

## Number of Vouchers Issued by Month

### New Vouchers Issued

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 136 | 3,650 | 66 | 2,706 | 1,016 | 332 | 2,949 | 1,242 | 12,097 |
| Aug | 121 | 3,626 | 70 | 2,556 | 1,002 | 340 | 3,072 | 1,381 | 12,168 |
| Sep | 138 | 3,456 | 67 | 2,512 | 9,79 | 362 | 2,820 | 1,146 | 11,480 |
| Total | 395 | 10,732 | 203 | 7,774 | 2,997 | 1,034 | 8,841 | 3,769 | 35,745 |

Source: HSO Production data.

### Return Vouchers Issued

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 174 | 5,583 | 47 | 4,318 | 1,429 | 588 | 4,433 | 1,646 | 18,218 |
| Aug | 178 | 5,503 | 45 | 4,072 | 1,573 | 616 | 4,458 | 1,670 | 18,115 |
| Sep | 186 | 5,439 | 47 | 4,095 | 1,621 | 609 | 4,197 | 1,520 | 17,714 |
| Total | 538 | 16,525 | 139 | 12,485 | 4,623 | 1,813 | 13,088 | 4,836 | 54,047 |

Source: HSO Production data.

### Clients Serviced

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| Jul | 1,101 | 31,224 | 377 | 24,791 | 9,278 | 3,588 | 26,046 | 10,798 | 107,203 |
| Aug | 1,045 | 30,773 | 365 | 23,311 | 9,520 | 3,490 | 25,492 | 10,519 | 104,515 |
| Sep | 1,119 | 29,889 | 366 | 23,514 | 9,642 | 3,584 | 24,099 | 9,849 | 102,062 |
| Total | 2,918 | 81,509 | 980 | 63,350 | 24,965 | 9,486 | 66,944 | 27,459 | 277,611 |

Source: HSO Production data.

Note: This table shows the number of clients receiving at least one service in each month based on services made by providers. The data reflects the date of service. The total number reflects the distinct number of clients associated with claims that have had valid services from providers during the reporting period. Claims submitted later than the date of service cause variation in the data.

## Number of Devices Fitted by Month

### Devices Fitted

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 416 | 11,472 | 179 | 9,200 | 3,281 | 1,282 | 9,682 | 3,881 | 39,393 |
| Aug | 358 | 11,094 | 119 | 8,501 | 3,376 | 1,231 | 9,132 | 3,661 | 37,472 |
| Sep | 424 | 10,316 | 161 | 8,082 | 3,233 | 1,192 | 8,328 | 3,443 | 35,179 |
| Total | 1,198 | 32,882 | 459 | 25,783 | 9,890 | 3,705 | 27,142 | 10,985 | 112,044 |

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 services made by providers for these devices. The data reflects the date of service. Claims submitted later than the date of service cause variation in the data.