Annual Program Statistics 2024–25

This report contains annual statistics for the Voucher Scheme component of the hearing services program for the 2024–25 financial year. All figures are effective as of 24 July 2025.

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**Vouchers**

### Table 1 – Number of Current Vouchers by State and Territory (on 30 June 2025)

|  |  |
| --- | --- |
| State | Number of Clients with a current voucher |
| Australian Capital Territory (ACT) | 15,263 |
| New South Wales (NSW) | 417,125 |
| Northern Territory (NT) | 5,063 |
| Queensland (QLD) | 308,549 |
| South Australia (SA) | 116,808 |
| Tasmania (TAS) | 40,691 |
| Victoria (VIC) | 322,456 |
| Western Australia (WA) | 130,210 |
| Total | 1,356,165 |

Source: Hearing Services EDW 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 2024 to 30 June 2025)

|  |  |  |  |
| --- | --- | --- | --- |
| State | New Vouchers | Return Vouchers | Total Vouchers |
| ACT | 1,523 | 2,277 | 3,800 |
| NSW | 40,815 | 66,628 | 107,443 |
| NT | 754 | 688 | 1,442 |
| QLD | 30,185 | 51,320 | 81,505 |
| SA | 11,266 | 19,143 | 30,409 |
| TAS | 3,742 | 7,352 | 11,094 |
| VIC | 33,841 | 52,657 | 86,498 |
| WA | 14,482 | 20,070 | 34,552 |
| Total | 136,608 | 220,135 | 356,743 |

Source: Hearing Services EDW 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 2024 to 30 June 2025)

|  |  |  |  |
| --- | --- | --- | --- |
| State | New Clients | Return Clients | Total Clients |
| ACT | 3,527 | 5,433 | 8,883 |
| NSW | 95,918 | 152,029 | 245,886 |
| NT | 1,609 | 1,500 | 3,065 |
| QLD | 72,578 | 118,826 | 189,631 |
| SA | 28,419 | 46,444 | 74,147 |
| TAS | 9,486 | 17,861 | 27,129 |
| VIC | 79,185 | 124,211 | 201,713 |
| WA | 35,201 | 49,222 | 83,594 |
| Total | 325,923 | 515,526 | 834,048 |

Source: Hearing Services EDW data.

Note: This table shows the number of clients receiving at least one service in the reporting period based on payments to providers for these services. 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 2024 to 30 June 2025)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State | Assessment | Fitting | Maintenance | Rehab | Review | Replacement + Spare Aid | Other  | Total Claims |
| ACT | 3,125 | 2,164 | 5,385 | 33 | 4,389 | 496 | 1,096 | 16,688 |
| NSW | 85,936 | 60,194 | 151,132 | 2,339 | 120,959 | 14,254 | 13,428 | 448,242 |
| NT | 1186 | 810 | 1,586 | 16 | 1,410 | 216 | 255 | 5,479 |
| QLD | 67,046 | 46,069 | 120,810 | 2,007 | 96,563 | 11,038 | 14,681 | 358,214 |
| SA | 25,872 | 16,975 | 49,036 | 757 | 37,794 | 4,379 | 3,974 | 138,787 |
| TAS | 8,931 | 6,318 | 17,255 | 242 | 13,203 | 1,313 | 1,714 | 48,976 |
| VIC | 72,993 | 49,173 | 122,090 | 3,653 | 101,187 | 11,609 | 10,119 | 370,824 |
| WA | 30,456 | 19,907 | 52,695 | 2,160 | 44,631 | 4,527 | 5,193 | 159,569 |
| Total | 295,545 | 201,610 | 519,989 | 11,207 | 420,136 | 47,832 | 50,460 | 1,546,779 |

Source: Hearing Services EDW data.

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

(1 July 2024 to 30 June 2025)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| State | Binaural Fittings | Monaural Fittings | ALD Fittings | Not specified | Total Fittings |
| ACT | 1,915 | 170 | 26 | 53 | 2,164 |
| NSW | 52,615 | 4,901 | 943 | 1,735 | 60,194 |
| NT | 697 | 67 | 23 | 23 | 810 |
| QLD | 39,868 | 3,814 | 918 | 1,469 | 46,069 |
| SA | 14,829 | 1,432 | 184 | 530 | 16,975 |
| TAS | 5,429 | 572 | 86 | 231 | 6,318 |
| VIC | 41,875 | 4,596 | 950 | 1,752 | 49,173 |
| WA | 17,243 | 1,710 | 361 | 593 | 19,907 |
| Total | 174,471 | 17,262 | 3,491 | 6,386 | 201,610 |

Source: Hearing Services EDW data.

**Devices**

### Table 6 – Type of Hearing Devices Fitted by State and Territory (1 July 2024 to 30 June 2025)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| State | Behind the Ear (BTE) | In the Ear (ITE) | In the Canal (ITC) | Completely in the Canal (CIC) | Other | Total |
| ACT | 4,217 | 59 | 357 | 80 | 102 | 4,815 |
| NSW | 113,461 | 1,803 | 13,407 | 2,569 | 2,744 | 133,984 |
| NT | 1,500 | 29 | 198 | 52 | 48 | 1,827 |
| QLD | 86,898 | 1,499 | 9,789 | 1837 | 2,446 | 102,469 |
| SA | 32,510 | 571 | 3,473 | 913 | 767 | 38,234 |
| TAS | 11,531 | 281 | 1,274 | 201 | 323 | 13,610 |
| VIC | 90,239 | 1,825 | 10,733 | 2,230 | 2,649 | 107,676 |
| WA | 37,226 | 521 | 3,640 | 1373 | 851 | 43,611 |
| Total | 377,582 | 6,588 | 42,871 | 9,255 | 9,930 | 446,226 |

Source: Hearing Services EDW data.

Note: This table shows the number of subsidised devices (hearing aids and Assistive Listening Devices) fitted, replaced, or provided as a spare aid for the reporting period based on payments to providers for these devices.

**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  | 7 | 30 | 12 | 42 |
| NSW | 111 | 586 | 459 | 1,045 |
| NT | 5 | 13 | 4 | 17 |
| QLD | 81 | 412 | 365 | 777 |
| SA | 23 | 178 | 186 | 364 |
| TAS | 9 | 45 | 60 | 105 |
| VIC | 111 | 487 | 381 | 868 |
| WA | 25 | 190 | 102 | 292 |
| Total | 372 | 1,941 | 1,569 | 3,510 |

Source: HSO Production data.

Note: There were 3,033 Audiologists and 586 Audiometrists for a total of 3,619 active Practitioners as of 24 July 2025. The number of providers is based on the providers’ registered business address.