



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.