Monthly Program Statistics 2021–22

This report contains monthly statistics for the Voucher Scheme component of the hearing service program for the 2021–22 financial year. Figures in this report may vary from previous published reports due to retrospective claiming or correction of invalid claims. All figures are effective as of 11 August 2025.

# Number of Vouchers Issued by Month

## New Vouchers Issued

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | **Total** |
| Jul | 137 | 2,470 | 36 | 2,553 | 793 | 350 | 2,483 | 1,054 | 9,876 |
| Aug | 92 | 2,072 | 42 | 2,502 | 1,060 | 322 | 2,228 | 1,114 | 9,432 |
| Sep | 81 | 2,311 | 40 | 2,683 | 996 | 359 | 1,752 | 1,151 | 9,373 |
| Oct | 94 | 2,819 | 39 | 2,266 | 921 | 335 | 2,018 | 1,202 | 9,694 |
| Nov | 137 | 3,424 | 48 | 2,560 | 1,025 | 313 | 2,558 | 1,157 | 11,222 |
| Dec | 99 | 2,359 | 45 | 1,675 | 621 | 176 | 1,848 | 709 | 7,532 |
| Jan | 82 | 2,069 | 30 | 1,467 | 604 | 231 | 1,701 | 860 | 7,044 |
| Feb | 116 | 2,982 | 45 | 2,002 | 881 | 236 | 2,398 | 920 | 9,580 |
| Mar | 131 | 3,471 | 54 | 2,547 | 993 | 294 | 2,846 | 1,127 | 11,463 |
| Apr | 106 | 2,730 | 45 | 1,815 | 707 | 239 | 2,163 | 794 | 8,599 |
| May | 139 | 3,411 | 34 | 2,309 | 890 | 283 | 2,791 | 983 | 10,840 |
| Jun | 110 | 3,100 | 46 | 2,304 | 858 | 287 | 2,430 | 947 | 10,082 |
| Total | 1,324 | 33,218 | 504 | 26,683 | 10,349 | 3,425 | 27,216 | 12,018 | **114,737** |

**Source**: HSO Production data.

## Return Vouchers Issued

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 149 | 3,550 | 40 | 2,729 | 791 | 412 | 2,704 | 1,013 | 11,388 |
| Aug | 86 | 3,212 | 27 | 2,184 | 683 | 325 | 1,978 | 1,016 | 9,511 |
| Sep | 133 | 2,799 | 19 | 1,903 | 585 | 248 | 1,651 | 713 | 8,051 |
| Oct | 84 | 2,191 | 22 | 1,489 | 456 | 163 | 1,512 | 621 | 6,538 |
| Nov | 95 | 2,202 | 30 | 1,547 | 397 | 163 | 1,405 | 566 | 6,405 |
| Dec | 63 | 1,497 | 16 | 883 | 292 | 115 | 956 | 386 | 4,208 |
| Jan | 32 | 1,061 | 15 | 765 | 219 | 120 | 764 | 346 | 3,322 |
| Feb | 49 | 1,395 | 8 | 880 | 308 | 119 | 1,093 | 336 | 4,188 |
| Mar | 75 | 1,510 | 16 | 1,035 | 310 | 125 | 1,173 | 471 | 4,715 |
| Apr | 43 | 1,036 | 5 | 642 | 208 | 56 | 840 | 301 | 3,131 |
| May | 52 | 1,248 | 18 | 733 | 278 | 120 | 994 | 329 | 3,772 |
| Jun | 35 | 1,201 | 12 | 736 | 230 | 69 | 765 | 263 | 3,311 |
| Total | 896 | 22,902 | 228 | 15,526 | 4,757 | 2,035 | 15,835 | 6,361 | **68,540** |

**Source**: HSO Production data.

**Note**: On 1 July 2021 all current vouchers were extended from 3 years to 5 years, resulting in a significantly lower number of return vouchers issued in 2021–22 and 2022–23.

## Clients Serviced

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 1,094 | 27,133 | 275 | 22,310 | 8,002 | 3,361 | 24,013 | 8,701 | 94,889 |
| Aug | 1,226 | 31,461 | 334 | 25,765 | 10,710 | 3,979 | 26,690 | 10,716 | 110,881 |
| Sep | 1,090 | 30,324 | 327 | 25,942 | 10,424 | 3,630 | 24,166 | 9,909 | 105,812 |
| Oct | 1,095 | 27,535 | 309 | 23,679 | 10,176 | 3,462 | 23,865 | 10,171 | 100,292 |
| Nov | 1,281 | 33,181 | 361 | 25,690 | 10,898 | 3,602 | 25,707 | 10,754 | 111,474 |
| Dec | 960 | 27,530 | 283 | 21,466 | 8,644 | 2,780 | 21,713 | 8,680 | 92,056 |
| Jan | 785 | 22,143 | 264 | 17,859 | 7,175 | 2,508 | 19,222 | 8,308 | 78,264 |
| Feb | 1,061 | 25,711 | 289 | 20,627 | 8,114 | 2,809 | 21,628 | 8,720 | 88,959 |
| Mar | 1,186 | 31,148 | 326 | 24,740 | 9,764 | 3,601 | 26,141 | 9,917 | 106,823 |
| Apr | 882 | 25,023 | 287 | 20,313 | 7,825 | 2,681 | 20,716 | 8,431 | 86,158 |
| May | 952 | 28,174 | 328 | 21,358 | 8,949 | 3,042 | 23,824 | 9,003 | 95,630 |
| Jun | 975 | 30,873 | 315 | 25,143 | 9,495 | 3,315 | 24,127 | 9,847 | 104,090 |
| Total | 8,711 | 232,885 | 2,531 | 182,590 | 72,355 | 26,308 | 187,812 | 75,454 | **788,646** |

**Source**: HSO Production data.

**Note**: This table shows the number of clients receiving at least one type of service in each month. A single client may have services over multiple months.

# Number of Devices Fitted by Month

## Devices Fitted

| Month | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jul | 491 | 12,029 | 126 | 9,034 | 3,092 | 1,191 | 9,286 | 3,186 | 38,435 |
| Aug | 471 | 10,852 | 144 | 9,037 | 3,759 | 1,150 | 9,433 | 3,523 | 38,369 |
| Sep | 321 | 9,657 | 124 | 9,256 | 3,890 | 1,203 | 7,966 | 3,256 | 35,673 |
| Oct | 356 | 8,945 | 91 | 8,273 | 3,599 | 1,105 | 7,311 | 3,301 | 32,981 |
| Nov | 440 | 10,543 | 157 | 8,530 | 3,691 | 1,176 | 7,563 | 3,596 | 35,696 |
| Dec | 341 | 10,089 | 95 | 7,768 | 3,276 | 986 | 7,461 | 3,050 | 33,066 |
| Jan | 330 | 8,825 | 132 | 6,844 | 2,803 | 974 | 7,267 | 3,218 | 30,393 |
| Feb | 437 | 9,263 | 114 | 7,169 | 2,917 | 928 | 7,425 | 3,097 | 31,350 |
| Mar | 384 | 10,476 | 116 | 8,249 | 3,277 | 1,064 | 8,773 | 3,384 | 35,723 |
| Apr | 297 | 9,452 | 112 | 7,662 | 2,894 | 913 | 7,894 | 3,072 | 32,296 |
| May | 390 | 11,072 | 158 | 8,154 | 3,119 | 1,030 | 9,084 | 3,256 | 36,263 |
| Jun | 335 | 12,276 | 128 | 9,286 | 3,282 | 1,104 | 9,548 | 3,558 | 39,517 |
| Total | 4,593 | 123,479 | 1,497 | 99,262 | 39,599 | 12,824 | 99,011 | 39,497 | **419,762** |

**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.