



Annual Program Statistics 2020-21

Voucher Program Statistics as at 4 July 2021

Clients

Table 1 – Number of Current Vouchers by State

(as at 30 June 2021)

State	Number of Clients
Australian Capital Territory (ACT)	12,192
New South Wales (NSW)	341,724
Northern Territory (NT)	3,654
Queensland (QLD)	252,875
South Australia (SA)	98,330
Tasmania (TAS)	36,618
Victoria (VIC)	261,008
Western Australia (WA)	99,313
Total	1,105,714

Source: HSO Production data (2021)

Note: Current Voucher are defined as those who have a current (unexpired) voucher at the end of the Financial Year

Table 2 – Active Clients by State

(as at 30 June 2021)

State	New Clients	Return Clients	Total Clients
ACT	2,556	6,312	8,868
NSW	70,863	178,058	248,921
NT	920	1,651	2,571
QLD	52,330	135,242	187,572
SA	19,472	55,297	74,769
TAS	6,678	20,305	26,983
VIC	47,797	139,519	187,316
WA	21,972	53,773	75,745
Total	222,588	590,157	812,745

Source: HSO Production data (2021)

Vouchers

Table 3 – Number of New and Return Voucher issued by State

(1 July 2019 to 30 June 2021)

State	New Vouchers	Return Vouchers	Total Vouchers
ACT	1,743	2,686	4,429
NSW	43,674	76,162	119,836
NT	573	734	1,307
QLD	31,370	56,943	88,313
SA	11,559	22,513	34,072
TAS	3,795	8,022	11,817
VIC	26,827	60,315	87,142
WA	12,889	22,949	35,838
Total	132,430	250,324	382,754

Source: HSO Production data (2021)

Note: Stat is defined by the postal address of the client on their application form

Services

Table 4 – Type of Hearing Services by State

(1 July 2019 to 30 June 2021)

State	Assessment	Fitting	Maintenance	Rehab	Review	Replacement + Spare Aid	Other	Total Claims
ACT	3,511	2,069	6,609	21	2,465	467	1,238	16,380
NSW	96,935	60,406	187,475	1,338	72,763	15,898	18,556	453,371
NT	1,146	717	1,801	6	668	194	290	4,822
QLD	73,776	45,503	143,257	1,523	65,977	11,466	18,733	360,235
SA	28,194	16,290	59,339	534	27,847	5,031	5,809	143,044
TAS	9,785	5,880	21,233	131	9,384	1,387	2,041	49,841
VIC	68,722	40,258	145,235	1,965	66,702	13,024	13,246	349,152
WA	30,115	17,017	58,060	538	28,454	4,369	6,272	144,825
Total	312,184	188,140	623,009	6,056	274,260	51,836	66,185	1,521,670

Source: HSO Production data (2021)

Table 5 – Fitting Configurations by State

(1 July 2019 to 30 June 2021)

State	Binaural Fittings	Monaural Fittings	ALD Fittings	Total Fittings
ACT	1,785	214	29	2,028
NSW	52,380	5,922	670	58,972
NT	605	72	15	692
QLD	39,000	4,345	931	44,276
SA	14,101	1,600	174	15,875
TAS	5,081	570	59	5,710
VIC	33,882	4,384	757	39,023
WA	14,814	1,599	204	16,617
Total	161,648	18,706	2,839	183,193

Source: HSO Production data (2021)

Devices**Table 6 – Type of Hearing Devices fitted by State**

(1 July 2019 to 30 June 2021)

State	Behind the Ear (BTE)	In the Ear (ITE)	In the Canal (ITC)	Completely in the Canal (CIC)	Other	Total Devices Fitting
ACT	4,041	73	279	40	70	4,503
NSW	118,719	2,350	11,540	1,479	1,992	136,080
NT	1,313	22	160	71	47	1,613
QLD	88,138	1,901	8,313	1,284	2,274	101,910
SA	33,277	809	2,840	578	619	38,123
TAS	11,500	233	830	91	266	12,920
VIC	79,568	1,718	8,039	1,325	1,989	92,639
WA	33,333	833	2,780	628	554	38,128
Total	369,889	7,939	34,781	5,496	7,811	425,916

Source: HSO Production data (2021)

Providers

Table 7 – Number of Contracted Service Providers and Business Sites by State

(as at 30 June 2021)

State	Contracted Service Providers	Business Sites (permanent)	Business Sites (visiting)	Total Sites
ACT	4	26	8	34
NSW	99	513	502	1015
NT	2	11	6	17
QLD	57	347	470	817
SA	19	152	198	350
TAS	6	46	62	108
VIC	87	397	427	824
WA	25	171	112	283
Total	299	1,663	1,785	3,448

Source: HSO Production data (2021)

Note: 3,057 Qualified Practitioners provided services to clients of the Hearing Services Program