



# Annual Program Statistics 2019-2020

Voucher Program statistics as at 6 July 2020

## Clients

**Table 1 - Number of Current Vouchers by State**

(As at 30 June 2020)

State	Number of clients
Australian Capital Territory (ACT)	11,131
New South Wales (NSW)	318,955
Northern Territory (NT)	3,349
Queensland (QLD)	234,533
South Australia (SA)	89,876
Tasmania (TAS)	35,202
Victoria (VIC)	250,547
Western Australia (WA)	91,407
<b>Total</b>	<b>1,035,000</b>

Source: HSO Production data (2020)

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

## Vouchers

**Table 2 - Number of New and Return vouchers issued by State**

(1 July 2019 to 30 June 2020)

State	New Vouchers	Return Vouchers	Total Vouchers
ACT	1,459	2,840	4,299
NSW	38,566	80,774	119,340
NT	529	820	1,349
QLD	27,546	60,433	87,979
SA	10,361	24,453	34,814
TAS	3,846	9,218	13,064
VIC	27,536	63,809	91,345
WA	11,300	22,930	34,230
<b>Total</b>	<b>121,143</b>	<b>265,277</b>	<b>386,420</b>

Source: HSO Production data (2020)

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

**Table 3 - Active Clients by State**

(As At 30 June 2020)

State	New Client	Return Client	Total Clients
ACT	2,331	5,787	8,118
NSW	63,475	165,409	228,884
NT	892	1,522	2,414
QLD	46,590	123,204	169,794
SA	17,866	50,080	67,946
TAS	6,897	19,299	26,196
VIC	47,755	132,035	179,790
WA	19,918	47,992	67,910
<b>Total</b>	<b>205,724</b>	<b>545,328</b>	<b>751,052</b>

Source: HSO Production data (2020)

## Services

**Table 4 - Type of Hearing Services by State**

(1 July 2019 to 30 June 2020)

State	Assessment	Fitting	Maintenance - Repair	Rehabilitation	Client Review	Replacement - Spare Aids	Other	Total Claims
ACT	3,027	1,839	6,315	35	2,569	458	1,285	15,528
NSW	88,039	55,822	172,297	1,611	74,916	14,268	20,204	427,157
NT	1,109	766	1,771	2	741	193	227	4,809
QLD	68,568	41,627	131,168	1,836	64,258	10,446	19,063	336,966
SA	27,218	14,962	53,103	524	25,873	4,496	5,482	131,658
TAS	9,676	5,432	20,652	201	9,960	1,329	2,119	49,369
VIC	70,020	41,068	137,185	2,017	64,460	11,614	13,451	339,815
WA	26,786	15,608	52,342	573	25,974	3,958	5,748	130,989
<b>Total</b>	<b>294,443</b>	<b>177,124</b>	<b>574,833</b>	<b>6,799</b>	<b>268,751</b>	<b>46,762</b>	<b>67,579</b>	<b>1,436,291</b>

Source: HSO Production data (2020)

**Table 5 - Fitting Configurations by State**

(1 July 2019 to 30 June 2020)

State	Binaural fittings	Monaural fittings	ALD fittings	Total
ACT	1,634	190	15	1,839
NSW	49,018	5,956	848	55,822
NT	645	96	25	766
QLD	36,278	4,314	1,035	41,627
SA	13,231	1,546	185	14,962
TAS	4,768	574	90	5,432
VIC	35,382	4,843	843	41,068
WA	13,676	1,588	344	15,608
<b>Total</b>	<b>154,632</b>	<b>19,107</b>	<b>3,385</b>	<b>177,124</b>

Source: HSO Production data (2020)

## Devices

**Table 6 - Types of Hearing Devices fitted by State**

(1 July 2019 to 30 June 2020)

State	Behind the Ear (BTE)	In the Ear (ITE)	In the Canal (ITC)	Completely in the Canal (CIC)	Other	Total Devices Fitted
ACT	3,578	47	247	86	74	4,032
NSW	106,727	1,380	10,643	2,696	2,094	123,540
NT	1,335	116	144	18	54	1,667
QLD	78,024	1,314	7,884	2,144	2,292	91,658
SA	29,497	565	2,612	983	588	34,245
TAS	10,320	85	940	242	284	11,871
VIC	78,582	1,411	7,226	2,010	2,120	91,349
WA	29,385	527	2,618	1,003	703	34,236
<b>Total</b>	<b>337,448</b>	<b>5,445</b>	<b>32,314</b>	<b>9,182</b>	<b>8,209</b>	<b>392,598</b>

Source: HSO Production data (2020)

## Providers

**Table 7 - Number of Contracted Services Providers and Business Sites by State**

(as at 30 June 2020)

State	Contracted Service Providers	Business Sites – Permanent	Business Sites – Visiting	Total Sites
ACT	4	23	10	33
NSW	97	492	446	938
NT	2	9	1	10
QLD	58	330	440	770
SA	18	143	189	332
TAS	4	43	51	94
VIC	87	381	386	767
WA	22	160	100	260
<b>Total</b>	<b>292</b>	<b>1,581</b>	<b>1,623</b>	<b>3,204</b>

Source: HSO Production data (2020)

Note 2,869 Qualified Practitioners provided services to clients of the Hearing Services Program