



Annual Program Statistics 2017-2018

Voucher Program statistics for 1 July 2017 to 30 June 2018

Clients

Table 1 Number of Current Vouchers by State

(as at 5 July 2018)

State	Number of clients
New South Wales (NSW)	300,574
Victoria (VIC)	239,400
Queensland (QLD)	217,017
South Australia (SA)	84,704
Western Australia (WA)	84,268
Tasmania (TAS)	32,214
Northern Territory (NT)	3,128
Australian Capital Territory (ACT)	10,499
Total	971,804

Source: HSO Production data (2018)

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 2017 to 30 June 2018)

State	New Vouchers	Return Vouchers	Total Vouchers
NSW	33,834	63,059	96,893
VIC	26,208	50,348	76,556
QLD	25,670	44,289	69,959
SA	8,470	17,133	25,603
WA	10,737	17,200	27,937
TAS	3,821	6,560	10,381
NT	412	603	1,015
ACT	1,349	2,001	3,350
Total	110,501	201,193	311,694

Source: HSO Production data (2018)

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

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Table 3 Number of clients serviced by voucher type by State

(1 July 2017 to 30 June 2018)

State	New Client	Return Client	Total Clients
NSW	63,169	162,255	225,424
VIC	48,927	129,687	178,614
QLD	47,353	115,980	163,333
SA	16,543	48,390	64,933
WA	19,635	45,319	64,954
TAS	7,045	18,658	25,703
NT	792	1,402	2,194
ACT	2,556	5,689	8,245
Total	206,020	527,380	733,400

Source: HSO Production data (2018)

Services**Table 4 Hearing services by type and State**

(1 July 2017 to 30 June 2018)

State	Total Claims	Assessment	Fitting	Maintenance - Repair
NSW	430,141	94,917	58,322	168,299
VIC	348,704	77,509	46,642	133,926
QLD	328,905	70,097	41,942	121,709
SA	127,019	25,814	15,897	50,591
WA	127,661	28,276	16,275	47,810
TAS	49,372	10,162	6,482	19,732
NT	3,967	952	496	1,539
ACT	15,548	3,366	2,303	6,026
Total	1,431,317	311,093	188,359	549,632

Source: HSO Production data (2018)

Table 4 Number of new client services by type of service and State - Continued

State	Rehabilitation	Client Review	Replacement – Spare Aids	Other
NSW	1,497	70,070	13,495	23,541
VIC	1,425	62,612	10,932	15,658
QLD	1,218	63,382	9,794	20,763
SA	277	24,252	4,195	5,993
WA	392	25,160	3,698	6,050
TAS	232	8,968	1,266	2,530
NT	7	616	153	204
ACT	10	2,132	405	1,306
Total	5,058	257,192	43,938	76,045

Source: HSO Production data (2018)

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Table 5 Fittings by type by State

(1 July 2017 to 30 June 2018)

State	Monaural fittings	Binaural fittings	ALD fittings	Total
NSW	7,248	50,217	857	58,322
VIC	6,308	39,586	748	46,642
QLD	5,011	36,124	807	41,942
SA	1,934	13,772	191	15,897
WA	1,863	14,245	167	16,275
TAS	804	5,625	53	6,482
NT	69	406	21	496
ACT	301	1,985	17	2,303
Total	23,538	161,960	2,861	188,359

Source: HSO Production data (2018)

Devices**Table 6 Number of hearing devices by type by State**

(1 July 2017 to 30 June 2018)

State	Behind the Ear (BTE)	In the Ear (ITE)	In the Canal (ITC)	Completely in the Canal (CIC)	Other	Total Devices Fitted
NSW	105,501	3,219	13,289	1,421	1,924	125,354
VIC	83,100	2,439	10,870	1,312	1,765	99,486
QLD	74,034	2,625	10,448	1,525	1,840	90,472
SA	28,815	1,016	3,983	722	560	35,096
WA	29,739	1,139	3,277	495	408	35,058
TAS	11,570	348	1,324	103	262	13,607
NT	952	31	75	14	36	1,108
ACT	4,102	137	399	47	46	4,731
Total	337,813	10,954	43,665	5,639	6,841	404,912

Source: HSO Production data (2018)

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Providers

Table 7 Number of Contracted Services Providers and business sites by State

(as at 30 June 2018)

State	Contracted Service Providers	Business Sites – Permanent	Business Sites – Visiting	Total Sites
NSW	91	408	559	967
VIC	83	327	452	779
QLD	51	288	483	771
SA	20	124	218	342
WA	20	126	108	234
TAS	6	33	52	85
NT	2	8	5	13
ACT	4	24	8	32
Total	277	1,338	1,885	3,223

Source: HSO Production data (2018)

Note 2,484 Qualified Practitioners provided services to clients of the Hearing Services Program