



Annual Program Statistics 2014-2015

Voucher Program statistics for 1 July 2014 to 30 June 2015

Clients

Table 1: Number of clients receiving a hearing service by State
(1 July 2014 to 30 June 2015).

| State | Number of clients |
|------------------------------|-------------------|
| New South Wales | 213,533 |
| Victoria | 162,654 |
| Queensland | 143,475 |
| South Australia | 61,113 |
| Western Australia | 56,815 |
| Tasmania | 22,873 |
| Northern Territory | 1,855 |
| Australian Capital Territory | 7,475 |
| Total | 669,793 |

Source: HSO Production data (2015)

Note: Clients are defined as those who have received a hearing service under the Voucher Program paid for in the financial year. Figures are reported based on client's postal address.

Vouchers

Table 2: Number of new and return vouchers issued by State
(1 July 2014 to 30 June 2015).

| State | New Vouchers | Return Vouchers | Total |
|------------------------------|----------------|-----------------|----------------|
| New South Wales | 34,516 | 50,459 | 84,975 |
| Victoria | 24,566 | 39,504 | 64,070 |
| Queensland | 23,959 | 33,107 | 57,066 |
| South Australia | 8,666 | 12,877 | 21,543 |
| Western Australia | 8,946 | 13,279 | 22,225 |
| Tasmania | 3,421 | 5,014 | 8,435 |
| Northern Territory | 469 | 326 | 795 |
| Australian Capital Territory | 1,247 | 1,676 | 2,923 |
| Total | 105,790 | 156,242 | 262,032 |

Source: HSO Production data (2015)

Note: State is defined by the postal address of the client on their application form. Excludes 1 voucher issued where client State is not available.

Table 3: Number of new and return vouchers serviced by State

(1 July 2014 to 30 June 2015).

| State | New Vouchers | Return Vouchers | Total |
|------------------------------|----------------|-----------------|----------------|
| New South Wales | 34,451 | 50,791 | 85,242 |
| Victoria | 24,276 | 39,694 | 63,970 |
| Queensland | 23,556 | 32,991 | 56,547 |
| South Australia | 8,555 | 13,526 | 22,081 |
| Western Australia | 8,969 | 13,826 | 22,795 |
| Tasmania | 3,403 | 5,244 | 8,647 |
| Northern Territory | 421 | 373 | 794 |
| Australian Capital Territory | 1,282 | 1,802 | 3,084 |
| Total | 104,913 | 158,247 | 263,160 |

Source: HSO Production data (2015)

Note: State is defined by the postal address of the client on their application form. The figure for vouchers serviced is dynamic; data as at 20 July 2015. This figure may change over time as delayed claims are processed.

Claims

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

(1 July 2014 to 30 June 2015).

| State | New assessments | Monaural fittings | Binaural fittings |
|------------------------------|-----------------|-------------------|-------------------|
| New South Wales | 34,595 | 3,238 | 18,100 |
| Victoria | 24,402 | 2,563 | 12,399 |
| Queensland | 23,664 | 2,317 | 11,844 |
| South Australia | 8,588 | 811 | 4,288 |
| Western Australia | 9,007 | 736 | 4,753 |
| Tasmania | 3,420 | 342 | 1,834 |
| Northern Territory | 426 | 44 | 251 |
| Australian Capital Territory | 1,285 | 109 | 662 |
| Total | 105,387 | 10,160 | 54,131 |

Source: HSO Production data (2015)

Note: The number of services does not equate to the number of clients as clients can receive one or more services in a financial year.

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Table 5: Number of return client services by type of service and State

(1 July 2014 to 30 June 2015).

| State | Return assessments | Monaural fittings | Binaural fittings |
|------------------------------|--------------------|-------------------|-------------------|
| New South Wales | 51,002 | 4,938 | 24,393 |
| Victoria | 39,872 | 3,997 | 19,874 |
| Queensland | 33,161 | 3,369 | 16,271 |
| South Australia | 13,590 | 1,291 | 7,628 |
| Western Australia | 13,897 | 1,182 | 6,538 |
| Tasmania | 5,277 | 440 | 2,522 |
| Northern Territory | 374 | 26 | 129 |
| Australian Capital Territory | 1,812 | 165 | 724 |
| Total | 158,985 | 15,408 | 78,079 |

Source: HSO Production data (2015)

Note: The number of services does not equate to the number of clients as clients can receive one or more services in a financial year.

Table 6: Number of claims for Rehabilitation Plus services by State

(1 July 2014 to 30 June 2015).

| State | Claims |
|------------------------------|--------------|
| New South Wales | 1,831 |
| Victoria | 1,074 |
| Queensland | 963 |
| South Australia | 261 |
| Western Australia | 374 |
| Tasmania | 267 |
| Northern Territory | 20 |
| Australian Capital Territory | 25 |
| Total | 4,815 |

Source: HSO Production data (2015)

Note: This table measures the number of claims. As a client can receive more than one Rehabilitation Plus service (681), the figures in the table do not equate to the number of clients who have received a rehabilitation service.

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Table 7: Number of claims for Clinical Review services by State
(1 July 2014 to 30 June 2015).

| State | Claims |
|------------------------------|----------------|
| New South Wales | 48,223 |
| Victoria | 41,804 |
| Queensland | 43,577 |
| South Australia | 17,359 |
| Western Australia | 17,443 |
| Tasmania | 6,229 |
| Northern Territory | 424 |
| Australian Capital Territory | 1,287 |
| Total | 176,346 |

Source: HSO Production data (2015)

Note: On 1 July 2013, the previous Aid Adjustment service items were renamed Clinical Review service items. The minimum period from which the item can be claimed changed from 2 years to 1 year after the date of fitting.

Table 8: Number of clients who have been fitted with a hearing device under the MHLT by State
(1 July 2014 to 30 June 2015).

| State | Claims |
|------------------------------|---------------|
| New South Wales | 4,666 |
| Victoria | 3,571 |
| Queensland | 3,454 |
| South Australia | 1,135 |
| Western Australia | 1,408 |
| Tasmania | 593 |
| Northern Territory | 59 |
| Australian Capital Territory | 205 |
| Total | 15,091 |

Source: HSO Production data (2015)

Note: 'Minimum Hearing Loss Threshold' (MHLT) refers to a 3 Frequency Average Hearing Loss of less than or equal to 23 dB in the ear being fitted.

Table 9: Number of claims for hearing services by State
(1 July 2014 to 30 June 2015).

| State | Claims |
|------------------------------|------------------|
| New South Wales | 392,012 |
| Victoria | 303,678 |
| Queensland | 276,486 |
| South Australia | 113,198 |
| Western Australia | 108,532 |
| Tasmania | 42,947 |
| Northern Territory | 3,354 |
| Australian Capital Territory | 13,511 |
| Total | 1,253,718 |

Source: HSO Production data (2015)

Note: The number of processed claims does not equate to the number of clients as providers can make one or more claims per client in a financial year.

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Table 10: Number of manual claims for hearing services by State

(1 July 2014 to 30 June 2015).

| State | Claims |
|------------------------------|---------------|
| New South Wales | 4,222 |
| Victoria | 3,505 |
| Queensland | 3,362 |
| South Australia | 779 |
| Western Australia | 989 |
| Tasmania | 301 |
| Northern Territory | 47 |
| Australian Capital Territory | 128 |
| Total | 13,333 |

Source: HSO Production data (2015)

Note: The number of processed claims does not equate to the number of clients as providers can make one or more claims per client in a financial year.

Devices

Please note cells containing 'na' figure represents suppression to protect client confidentiality as the cell count contained is less than five records.

Table 11: Number of hearing devices issued by type of device by State

New South Wales

(1 July 2014 to 30 June 2015).

| New South Wales | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|-----------------|----------------|--------------|--------------|-------------------------|--------------|----------------|
| July 2014 | 8,990 | 336 | 720 | 103 | 88 | 10,237 |
| August 2014 | 8,963 | 390 | 857 | 79 | 109 | 10,398 |
| September | 8,281 | 453 | 841 | 102 | 81 | 9,758 |
| October 2014 | 8,539 | 364 | 864 | 98 | 101 | 9,966 |
| November 2014 | 8,388 | 366 | 791 | 103 | 101 | 9,749 |
| December 2014 | 8,728 | 418 | 776 | 84 | 106 | 10,112 |
| January 2015 | 6,245 | 260 | 595 | 56 | 76 | 7,232 |
| February 2015 | 7,609 | 309 | 804 | 74 | 80 | 8,876 |
| March 2015 | 8,711 | 355 | 779 | 76 | 96 | 10,017 |
| April 2015 | 8,169 | 314 | 871 | 86 | 83 | 9,523 |
| May 2015 | 9,203 | 376 | 917 | 92 | 79 | 10,667 |
| June 2015 | 8,705 | 306 | 760 | 67 | 83 | 9,921 |
| Total | 100,531 | 4,247 | 9,575 | 1,020 | 1,083 | 116,456 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's. 'Other' includes non-standard hearing devices and alternative listening devices.

Victoria

(1 July 2014 to 30 June 2015).

| Victoria | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|---------------|----------------|--------------|--------------|-------------------------|--------------|---------------|
| July 2014 | 6,640 | 328 | 788 | 85 | 65 | 7,906 |
| August 2014 | 6,629 | 284 | 679 | 117 | 87 | 7,796 |
| September | 6,291 | 271 | 680 | 100 | 87 | 7,429 |
| October 2014 | 6,593 | 326 | 729 | 93 | 100 | 7,841 |
| November 2014 | 5,749 | 262 | 641 | 107 | 106 | 6,865 |
| December 2014 | 6,682 | 312 | 674 | 121 | 86 | 7,875 |
| January 2015 | 4,883 | 207 | 477 | 73 | 62 | 5,702 |
| February 2015 | 5,747 | 216 | 664 | 82 | 72 | 6,781 |
| March 2015 | 6,205 | 210 | 718 | 105 | 86 | 7,324 |
| April 2015 | 6,371 | 257 | 710 | 105 | 108 | 7,551 |
| May 2015 | 7,060 | 257 | 705 | 102 | 81 | 8,205 |
| June 2015 | 6,482 | 268 | 733 | 87 | 80 | 7,650 |
| Total | 75,332 | 3,198 | 8,198 | 1,177 | 1,020 | 88,925 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's. 'Other' includes non-standard hearing devices and alternative listening devices.

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Queensland

(1 July 2014 to 30 June 2015).

| Queensland | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|---------------|----------------|--------------|--------------|-------------------------|--------------|---------------|
| July 2014 | 5,464 | 227 | 663 | 123 | 67 | 6,544 |
| August 2014 | 5,637 | 265 | 715 | 135 | 101 | 6,853 |
| September | 5,060 | 279 | 642 | 122 | 87 | 6,190 |
| October 2014 | 5,216 | 235 | 672 | 86 | 86 | 6,295 |
| November 2014 | 5,333 | 235 | 659 | 119 | 119 | 6,465 |
| December 2014 | 5,807 | 246 | 733 | 130 | 91 | 7,007 |
| January 2015 | 4,382 | 187 | 507 | 93 | 57 | 5,226 |
| February 2015 | 5,007 | 214 | 552 | 90 | 77 | 5,940 |
| March 2015 | 5,668 | 271 | 649 | 112 | 97 | 6,797 |
| April 2015 | 5,746 | 251 | 799 | 123 | 85 | 7,004 |
| May 2015 | 6,179 | 261 | 737 | 121 | 61 | 7,359 |
| June 2015 | 5,781 | 178 | 681 | 108 | 83 | 6,831 |
| Total | 65,280 | 2,849 | 8,009 | 1,362 | 1,011 | 78,511 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's 'Other' includes non-standard hearing devices and alternative listening devices.

South Australia

(1 July 2014 to 30 June 2015).

| South Australia | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|-----------------|----------------|--------------|--------------|-------------------------|------------|---------------|
| July 2014 | 2,263 | 145 | 282 | 17 | 21 | 2,728 |
| August 2014 | 2,414 | 144 | 273 | 27 | 24 | 2,882 |
| September | 2,120 | 129 | 266 | 28 | 23 | 2,566 |
| October 2014 | 2,266 | 108 | 261 | 32 | 33 | 2,700 |
| November 2014 | 2,358 | 123 | 222 | 31 | 22 | 2,756 |
| December 2014 | 2,359 | 132 | 251 | 26 | 28 | 2,796 |
| January 2015 | 1,802 | 83 | 189 | 28 | 12 | 2,114 |
| February 2015 | 2,201 | 66 | 226 | 30 | 21 | 2,544 |
| March 2015 | 2,302 | 124 | 190 | 23 | 22 | 2,661 |
| April 2015 | 2,402 | 98 | 229 | 29 | 23 | 2,781 |
| May 2015 | 2,554 | 110 | 299 | 36 | 25 | 3,024 |
| June 2015 | 2,336 | 83 | 261 | 30 | 25 | 2,735 |
| Total | 27,377 | 1,345 | 2,949 | 337 | 279 | 32,287 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's. 'Other' includes non-standard hearing devices and alternative listening devices.

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Western Australia

(1 July 2014 to 30 June 2015).

| Western Australia | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|-------------------|----------------|--------------|--------------|-------------------------|------------|---------------|
| July 2014 | 2,322 | 83 | 218 | 33 | 18 | 2,674 |
| August 2014 | 2,170 | 104 | 224 | 43 | 14 | 2,555 |
| September | 2,178 | 125 | 181 | 38 | 20 | 2,542 |
| October 2014 | 2,286 | 119 | 209 | 22 | 26 | 2,662 |
| November 2014 | 2,134 | 110 | 235 | 33 | 21 | 2,533 |
| December 2014 | 2,484 | 107 | 187 | 51 | 19 | 2,848 |
| January 2015 | 1,782 | 81 | 158 | 27 | 13 | 2,061 |
| February 2015 | 1,848 | 75 | 153 | 32 | 12 | 2,120 |
| March 2015 | 2,169 | 105 | 171 | 26 | 15 | 2,486 |
| April 2015 | 2,393 | 98 | 234 | 34 | 30 | 2,789 |
| May 2015 | 2,493 | 93 | 211 | 32 | 31 | 2,860 |
| June 2015 | 2,273 | 107 | 179 | 30 | 18 | 2,607 |
| Total | 26,532 | 1,207 | 2,360 | 401 | 237 | 30,737 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's 'Other' includes non-standard hearing devices and alternative listening devices.

Tasmania

(1 July 2014 to 30 June 2015).

| Tasmania | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|---------------|----------------|------------|--------------|-------------------------|-----------|---------------|
| July 2014 | 898 | 36 | 74 | 7 | na | 1,019 |
| August 2014 | 831 | 44 | 55 | 7 | 12 | 949 |
| September | 764 | 32 | 58 | 4 | 9 | 867 |
| October 2014 | 858 | 40 | 53 | 5 | 6 | 962 |
| November 2014 | 843 | 34 | 51 | 10 | 9 | 947 |
| December 2014 | 982 | 46 | 42 | 9 | 6 | 1,085 |
| January 2015 | 804 | 29 | 50 | 5 | 6 | 894 |
| February 2015 | 776 | 25 | 44 | na | 7 | 856 |
| March 2015 | 965 | 46 | 75 | 6 | 9 | 1,101 |
| April 2015 | 856 | 33 | 46 | na | 9 | 946 |
| May 2015 | 970 | 45 | 53 | 8 | 7 | 1,083 |
| June 2015 | 957 | 29 | 71 | 9 | 11 | 1,077 |
| Total | 10,504 | 439 | 672 | 76 | 95 | 11,786 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's 'Other' includes non-standard hearing devices and alternative listening devices.

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Northern Territory

(1 July 2014 to 30 June 2015).

| Northern Territory | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|--------------------|----------------|------------|--------------|-------------------------|-----------|--------------|
| July 2014 | 83 | na | na | na | na | 87 |
| August 2014 | 106 | 7 | 10 | na | na | 125 |
| September | 68 | 5 | na | na | na | 77 |
| October 2014 | 99 | 5 | 6 | na | na | 114 |
| November 2014 | 81 | na | na | na | na | 87 |
| December 2014 | 74 | na | na | na | na | 81 |
| January 2015 | 26 | na | na | na | na | 33 |
| February 2015 | 60 | na | 6 | na | na | 68 |
| March 2015 | 66 | na | 6 | na | na | 74 |
| April 2015 | 88 | na | 9 | na | na | 100 |
| May 2015 | 86 | na | 9 | na | na | 101 |
| June 2015 | 76 | na | 6 | na | na | 88 |
| Total | 913 | 32 | 66 | 6 | 18 | 1,035 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's 'Other' includes non-standard hearing devices and alternative listening devices.

Australian Capital Territory

(1 July 2014 to 30 June 2015).

| Australian Capital Territory | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|------------------------------|----------------|------------|--------------|-------------------------|-----------|--------------|
| July 2014 | 249 | 5 | 13 | na | na | 271 |
| August 2014 | 348 | 8 | 23 | na | na | 384 |
| September | 234 | 6 | 24 | na | na | 267 |
| October 2014 | 310 | 6 | 13 | 6 | na | 336 |
| November 2014 | 288 | 15 | 18 | na | na | 323 |
| December 2014 | 305 | 15 | 24 | 6 | na | 351 |
| January 2015 | 233 | 11 | 6 | na | na | 253 |
| February 2015 | 281 | 5 | 19 | na | na | 308 |
| March 2015 | 281 | 6 | 21 | 8 | na | 318 |
| April 2015 | 257 | 7 | 20 | na | na | 291 |
| May 2015 | 354 | 10 | 16 | na | na | 384 |
| June 2015 | 317 | 19 | 28 | 8 | na | 375 |
| Total | 3,457 | 113 | 225 | 43 | 23 | 3,861 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's 'Other' includes non-standard hearing devices and alternative listening devices.

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Australia

(1 July 2014 to 30 June 2015).

| Australia | Behind the ear | In the Ear | In the canal | Completely in the canal | Other | Total |
|---------------|----------------|---------------|---------------|-------------------------|--------------|----------------|
| July 2014 | 26,909 | 1,163 | 2,758 | 372 | 264 | 31,466 |
| August 2014 | 27,098 | 1,246 | 2,836 | 411 | 351 | 31,942 |
| September | 24,996 | 1,300 | 2,696 | 394 | 310 | 29,696 |
| October 2014 | 26,167 | 1,203 | 2,807 | 342 | 357 | 30,876 |
| November 2014 | 25,174 | 1,147 | 2,621 | 403 | 380 | 29,725 |
| December 2014 | 27,421 | 1,278 | 2,689 | 428 | 339 | 32,155 |
| January 2015 | 20,157 | 860 | 1,986 | 283 | 229 | 23,515 |
| February 2015 | 23,529 | 910 | 2,468 | 313 | 273 | 27,493 |
| March 2015 | 26,367 | 1,118 | 2,609 | 356 | 328 | 30,778 |
| April 2015 | 26,282 | 1,060 | 2,918 | 383 | 342 | 30,985 |
| May 2015 | 28,899 | 1,153 | 2,947 | 397 | 287 | 33,683 |
| June 2015 | 26,927 | 992 | 2,719 | 340 | 306 | 31,284 |
| Total | 309,926 | 13,430 | 32,054 | 4,422 | 3,766 | 363,598 |

Source: HSO Production data (2015)

Note: Behind the ear services include BTE and open ear BTE's 'Other' includes non-standard hearing devices and alternative listening devices.

Providers

Table 12: Number of contracted service providers and business sites by State

(1 July 2014 to 30 June 2015).

| State | Contracted Service Providers | Business sites |
|------------------------------|------------------------------|----------------|
| New South Wales | 97 | 944 |
| Victoria | 81 | 673 |
| Queensland | 41 | 758 |
| South Australia | 18 | 322 |
| Western Australia | 24 | 235 |
| Tasmania | 6 | 93 |
| Northern Territory | 3 | 15 |
| Australian Capital Territory | 2 | 24 |
| | | |

Source: HSO Production data (2015)

Note: Number of contracted service providers and business sites were registered as operating during the 2014-15 financial year.

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Practitioners

Table 13: Number of hearing services practitioners by qualification
(1 July 2014 to 30 June 2015).

| Qualification | Practitioners |
|--------------------------|----------------------|
| Qualified Audiologist | 1,520 |
| Qualified Audiometrist | 401 |
| Provisional Audiologist | 133 |
| Provisional Audiometrist | 57 |
| Total | 2,111 |

Source: HSO Production data (2015)