

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 4 JUNE 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Australian Hearing – client numbers

Question reference number: HS 3

Senator: Smith

Type of question: Hansard page 58

Date set by the committee for the return of answer: 26 July 2013

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Question:

Senator SMITH: What is the approximate number of clients of the agency?

Ms Clapin: We have approximately 200,000 clients who are what we call active clients, so they pay their annual maintenance fee.

Senator SMITH: Are you able to provide that on a state-by-state or territory-by-territory breakdown?

Ms Clapin: We would have to take that on notice.

Answer:

Australian Hearing has approximately 200,000 active clients. The table below shows the percentage breakdown by State and Territory.

State/Territory	Active Clients
Australian Capital Territory	1.5%
New South Wales	32.7%
Northern Territory	1.3%
Queensland	22.1%
South Australia	4.8%
Tasmania	5.0%
Victoria	26.3%
Western Australia	6.3%

An active client is defined as:

- a client that has a current hearing services card or is in the process of obtaining one;
- an aided child or young adult with a current hearing aid; and
- an unaided child that has had a clinical service within the last 12 months.