

Hearing Aids and Appliances

If you're a veteran with service-related hearing loss we may be able to help you obtain hearing aids and appliances.

Veterans covered

As a New Zealand veteran you'll qualify for help with hearing aids and appliances, if you:

- have service-related hearing loss; or
- receive Weekly Income Compensation and hearing loss is the condition that prevents you from working.

Costs we may be able to help with include

- assessments and fittings
- standard hearing aids up to \$900 (excl. GST) per aid
- over-scale aids up to \$2,000 (excl. GST) per aid (if you have profound hearing loss)
- tinnitus maskers
- battery allowance
- hearing accessories, such as remote controls
- consumables such as wax guards
- assistive hearing devices such as amplified telephones
- ear moulds and ear impressions
- ear wax removal
- loan cost of a Captel phone if you have profound hearing loss
- cellphone for the hearing impaired
- repairs and maintenance of the aids we've provided (after warranty expiry)
- certain minor repairs.

We don't fund

- cochlear implants
- smart phones or tablets used as remotes or microphones
- phones with dual handset, answer machine, emergency alert
- hearing dogs
- assistive hearing devices such as audio ports (unless you are being supplied with them instead of hearing aids).

Requests for hearing aids and appliances

When we accept your hearing-related condition we will:

- let the audiologist know what your social and vocational situation is and arrange your hearing test
- discuss with you the expected outcomes of the aiding after receiving the audiologist's report and determining the appropriate aids.

Hearing aids fitting and trial

The audiologist will:

- have you do a 4 week trial of the aids
- make any necessary adjustments to the aids which you must also trial
- have you trial other aids if necessary
- provide you with an Individual Care Plan for you to sign when you're satisfied with the aids.

Replacing hearing aids

Your hearing aids should last 6 years. We'll only fund earlier replacement if there's been severe deterioration in your hearing, your aids can't be repaired or adjusted economically, or you now need different hearing aids for work.

Looking after your aids

Please insure your aids. We won't replace an aid lost even in the trial period. We don't fund repairs or replacement of:

- neglected or misused aids
- your spare or back up aids, or
- smart devices or aids which malfunction due to being connected together.

Don't take your aids back to the manufacturer. Your audiologist will help arrange repairs.

Freephone 0800 483 8372 / 0800 4 VETERANS (or +64 4 495 2070 from overseas)

Email: veterans@nzdf.mil.nz

Website: www.veteransaffairs.mil.nz (factsheets available here)