

Hearing Aids and Appliances

We may fund hearing aids and other appliances if you need them.

Who can get this

You may be able to get this if you have Qualifying Service and either:

- have hearing loss or tinnitus because of this Qualifying Service, or
- you get Weekly Income Compensation because hearing loss or tinnitus is stopping you from working.

Qualifying Service explained (<http://va.cwp.govt.nz/eligibility/qualifying-service/>)

Weekly Income Compensation (<http://va.cwp.govt.nz/a-z/weekly-income-compensation/>)

What you can get

We'll fund you to see an audiologist. They'll advise you on a range of options to meet your hearing needs.

Based on their advice we may fund:

- standard hearing aids up to \$900 plus GST per aid
- over-scale aids up to \$2,000 plus GST per aid—for complex hearing needs
- ear moulds
- hearing accessories, such as remote controls
- consumables, such as wax guards
- assistive listening devices such as amplified telephones
- assessments and fittings
- repairs to hearing aids and appliances
- ear wax removal
- tinnitus counselling
- the loan cost of a CapTel phone if you have a profound hearing loss

We don't fund:

- cochlear implants
- smartphones or tablets used as remotes or microphones
- phones with a dual handset or answer machines
- hearing dogs

Batteries

If you have a hearing aid or appliance supplied by us you may be able to get a Battery Allowance.

Battery Allowance (<http://va.cwp.govt.nz/a-z/battery-allowance/>)

Replacement of hearing aids

Wear and tear

We'll replace the hearing aid if it no longer works or fits because of age or condition.

Loss, neglect, theft or misuse

We'll usually not replace or repair an item after loss, theft, neglect or misuse. You should have insurance that covers your aids. We'll not fund replacements if an insurance policy would have covered them.


Travel

We don't cover loss or damage during overseas travel. So if you're taking the item outside the country you live in, ensure it's covered by travel insurance.

How to apply

Current client

Apply for a new condition using a New Conditions and Reassessment of Accepted Disabilities application form.

 [New Conditions and Reassessment of Accepted Disabilities application form \[PDF, 475 KB\]](http://va.cwp.govt.nz/assets/Forms/New-Conditions-and-Reassess-Accepted-Disabilities-application-form.pdf) (<http://va.cwp.govt.nz/assets/Forms/New-Conditions-and-Reassess-Accepted-Disabilities-application-form.pdf>)

Not a current client

What form you use to apply will depend on when you served.

Qualifying Service before 31 March 1974 or in Viet Nam

 [Disablement Pension application form \[PDF, 633 KB\]](#)

(<http://va.cwp.govt.nz/assets/Forms/Disablement-Pension-application-form.pdf>)

Qualifying Operational Service after 1 April 1974

 [Scheme 2 Support application form \[PDF, 391 KB\]](#)

(<http://va.cwp.govt.nz/assets/Forms/Veteran-Scheme-Two-application-form.pdf>)

What happens next

We'll:

1. arrange your hearing test—we'll also let the audiologist know about your social and vocational needs
2. discuss with you what type of hearing aid or other appliance you'll need based on the audiologists recommendation.

The audiologist will:

- explain to you how to use and care for your hearing aids
- give you at least 4 weeks to try the hearing aids
- adjust the aids as needed during the trial
- set up an Individual Care Plan for you to sign when you're happy with the aids.

If you have any problems with your hearing aids you can go back to see your audiologist.

We'll cover any extra costs.

Find out more

Contact us for more information (<http://va.cwp.govt.nz/contact-us/>)

We strive to be transparent. If you want to know how this entitlement is administered you can read the internal policy.

 [Hearing Aids and Appliances policy \[PDF, 766 KB\]](#)

(<http://va.cwp.govt.nz/assets/Policy/Hearing-Aids-and-Appliances-policy.pdf>)