

Audiology Department

Adult Hearing Aid Services

Information & Guidelines for Consumers



Counties Manukau SuperClinic™ offers a high-quality hearing aid service to eligible adults. Due to limited resources and high demand eligibility for adult hearing aid services has been restricted.

Eligibility Criteria

Adults who are eligible for our Aural Rehabilitation Service are:

- 16 years of age or older, *and*;
- Have a documented severe or greater hearing loss in the better hearing ear *or* meet the [Ministry of Health Hearing Aid Funding Scheme](#) dual disability criteria eligibility criteria described [here](#) *and*;
- *Do not* qualify for funding for hearing aids through War Pensions New Zealand or ACC.

NB: We do not arrange insurance replacement devices for adults irrespective of whether they meet our eligibility criteria as these can be arranged through a private audiology clinic.

If you meet our eligibility criteria proceed to [page 2](#).

I'm unsure whether I'm eligible, what should I do?

If you are unsure whether you meet our eligibility criteria we recommend that you make an appointment with [Life Unlimited Hearing Therapy Services](#). This is a tax-payer funded service and there is no charge for clinic appointments. You can arrange an appointment with a Hearing Therapist by phoning **0800 008 011**.

The Hearing therapist will conduct a detailed hearing screening and history, and can refer to us directly if it is confirmed that you meet our eligibility criteria. Even if you are not eligible for our service the Hearing Therapist will provide you with independent information and guidance as to where you can go to obtain further assistance.

A Hearing Therapist can also teach you strategies to improve ease of communication, trial assistive listening technology, provide independent advice regarding hearing aid funding and provide additional support to existing hearing aid users and their family members.

I know I'm not eligible, where should I go?

If you know you aren't eligible you could be seen by an audiologist working in private practice. We recommend clinicians who are [Members of the New Zealand Audiological Society](#) (MNZAS). MNZAS Audiologists are educated professionals who are bound by a code of ethics. They can access a range of funding sources as detailed on our Healthpoint page under 'charges.'

Hearing aids are usually fitted on a trial basis in order to provide time for counselling, adjustment and fine tuning. We encourage those who do not qualify for our service to compare the terms, conditions and cost of trials provided by a range of private Audiology providers in order to find a service provider that best meets their needs.

Process for Eligible Clients

Arrange for your GP or another registered medical professional to refer you to our service.

Your referral will be triaged and there will be a waiting period before you are seen.

Hearing Assessment

An audiologist will assessment of your current hearing will be performed to determine suitability for hearing aids. Referrals for a medical opinion of your hearing loss can be made at this point if required. Where applicable, you will be provided with a list of outstanding documentation required to prove eligibility for the Hearing Aid Funding Scheme (HAFS).

Hearing aid discussion & device selection

A discussion will take place to determine your listening needs and set goals for a hearing aid trial. We will discuss technology options that might meet your needs and make a decision as to which option to trial. Measurements of your ears will be taken.

Where applicable, the audiologist will complete paperwork and submit an application to the HAFS. Alternatively, they will provide you with a quote for the cost of the devices for you to arrange funding.

Funding is made available for devices and these are ordered.

Hearing Aid Fitting

The audiologist performs a custom-fitting of the devices to your ears taking into account your hearing test results, ear acoustics and preferences. We will provide training on how to use and take care of your hearing aids. You then trial them in their your everyday listening settings.

Hearing Aid Review and Fine Tuning

You will be seen by the audiologist at least once for adjustments to be made to the hearing aids if needed and to see whether you are achieving your listening goals. If the first set of devices is not appropriate they may be returned and another set trialled.

Trial Completion

If you choose to keep your hearing aids you will be required to pay the balance of any costs owing if applicable. We strongly recommended listing hearing aids on your home & contents insurance.

Ministry of Health Hearing Aid Funding Scheme Eligibility Criteria

1. Dual or multiple disability

The person has a significant disability *in addition* to hearing loss which impacts negatively on their ability to *communicate safely and effectively* with others.

1.1. Intellectual Disability

- The person has an IQ of less than 70 and has been diagnosed as having an intellectual disability, or;
- The person is receiving services related to their intellectual disability which are being funded through Disability Support Services, Ministry of Health, or;
- The person is living in a community home which is managed by a service provider contracted to Disability Support Services.

NB: Intellectual disability does not include; cognitive impairments, such as memory problems; dementia, and; mental disorders such as schizophrenia, depression and anxiety disorders.

1.2. Physical disability

- The person has difficulty physically communicating their needs verbally due to a physical or neurological condition that affects speech production, e.g. a stroke or Parkinson's disease where speech production has been affected.

1.3. Visual disability

- The person is a member of the Royal New Zealand Foundation for the Blind and / or;
- The person's corrected vision, with lenses, does not exceed 6/24 in the better eye, or;
- The person has significant limitation in their binocular central field vision not less than 10° in extent at the widest diameter, or;
- The person's overall binocular visual field is no greater than 30° at its widest diameter.

2. Moderately-severe hearing loss since childhood

The person has a hearing loss which is moderately-severe¹ or greater in the better hearing ear and been using hearing aids since childhood. NB: Counties Manukau SuperClinic™ will still only see those who have a severe hearing loss or greater in their better hearing ear. Those with only a moderately-severe degree of hearing loss can access this funding through a private audiologist.