

### About Us

The Hearing Association Auckland Incorporated (Registered Charity CC29448) has been supporting people with hearing loss since 1932

We are the only private **not-for-profit** audiology service provider in New Zealand. Funds earned from fee paying services go towards covering overheads with any balance going towards funding our outreach pathfinder services.

We are totally independent, supplying and servicing all major international hearing device brands, without alignment to any hearing aid manufacturer.

Audiological staff are Full Members of the New Zealand Audiological Society, bound by their code of ethics, and accredited (ACC, Veteran Affairs and Ministry of Health) and able to access third party funding on your behalf.

We are based in a building that was donated to us at 8 St Vincent Ave, Remuera, we cater for all adults with hearing loss.

### Promoting excellence in hearing care

Our professional body, the New Zealand Audiological Society (NZAS), promotes excellence in hearing care. Should you feel you have received unsatisfactory service, or that your audiologist has acted in an unprofessional or unethical manner, please have a chat with us in the first instance. You may submit a formal complaint to the NZAS Complaints Board.

*(More information available on [www.audiology.org.nz/codeof-ethics.aspx](http://www.audiology.org.nz/codeof-ethics.aspx))*

[www.hearingauckland.org.nz](http://www.hearingauckland.org.nz)



### Services include:

- ✓ Ear Wax Removal – using micro suction
- ✓ Hearing evaluation – screening or full assessment
- ✓ Tinnitus evaluation and management
- ✓ Industrial hearing tests and hearing protection advice
- ✓ Hearing Aid Dispensing
- ✓ Outreach work

☎ 0800 934 3278 or (09) 5249847

✉ [Info@hearingauckland.org.nz](mailto:Info@hearingauckland.org.nz)

📍 8 St Vincent Avenue, Remuera

*Wheel Chair Accessible | FREE onsite Parking*

## Audiological Services

### Hearing Assessment (1 Hour)

- Full audiological assessment.
- Discussion of results and options available.
- Optional - report to GP and / or referrer.

### Hearing Aids

The cost of hearing aids can vary from approximately **\$820** to **\$5600** each. In addition, there is a non-refundable fitting fee of **\$565** which covers the initial needs assessment, the fitting appointment and follow-up appointments as required during the first 6 months.

*For a hearing aid fitting, you will need to attend at least three appointments, and will be given a trial of at least two weeks up to a maximum of 60 days.*

### Needs Assessment (1/2 Hour)

- Needs assessment – discussion includes budget, expectations etc.
- Recommendation – of the suitable hearing aid(s) for you, considering your individual needs, hearing loss, dexterity, vision and budget.
- A quote will be given if you decide to trial hearing aid(s).

### Fitting Appointment: (1 Hour)

- Fitting of hearing aid(s) & evaluation of hearing aid(s) performance.
- General instructions in use and care of devices.
- Payment of hearing aid(s), including the non-refundable fitting fee is required at this appointment.

### Follow Up Appointments (30 Minutes)

- Fine tuning and adjustment of hearing aid(s)

Several appointments may be required in order to achieve the best possible performance and solve any problems that may arise. During the trial period these additional appointments are included as part of the non-refundable fitting fee. Occasionally, different hearing aid makes and/or models need to be trialled before the best possible result is obtained.

If, for whatever reason, a hearing aid trial is unsuccessful, a refund of the cost of the hearing aid(s) will be made. Please note that custom ear moulds are also non-refundable.

## Ear Nurse Services

### Ear Wax Removal (15-20 minutes)

- We utilize Oto-microscope suction which is a safe wax removal method.
- We advise clients to use a few drops of olive or almond oil for 1 or 2 days prior to your appointment. This will help to soften the wax.

## Members Benefits

Become a member of the Hearing Association and receive recognition with a small discount off Audiology and Ear Nurse consultations, hearing aid batteries and accessories.

## Third Party Funding

Please discuss with our staff funding which may be available for you.

If eligible for funding by either ACC or Veterans Affairs we may require their authorisation before proceeding with appointments.

Ministry of Health (MoH) offers a subsidy of **\$511.11** per hearing aid, every six years. Additional MoH funding may be available for those with a severe hearing loss since childhood or those with a community services card who are working or studying. WINZ may offer financial support.

## Hearing Aid Warranty and Repairs

Hearing aids typically carry a two-year manufacturer's guarantee against faulty parts and workmanship from date of issue. They do not cover faults caused by accidental damage, wax blockage, moisture or if they are lost (thus personal insurance cover is recommended once hearing aids are fitted). Minor repairs to hearing aids and/or ear moulds may be done at the clinic over the counter.

## Unable to keep an appointment

Please advise us if you are unable to attend an appointment at our centre so we can reschedule you. Appointments that are not kept or cancelled without sufficient notification are liable to be charged. Any outstanding debts will incur a collection fee.

## Privacy

When we collect, use and store information, we comply with the Privacy Act 1993 and the Health Information Privacy Code 1994.