

Hearing Services – Funding repairs

Ongoing repairs for hearing aids purchased through hearing aid funding for eligible people will be met if the repair is:

- necessary to re-establish the proper function of the hearing aid, and
- cost effective to meet the person's need.

If the repair/part are:



- under \$235 (excl GST) – applications must include an invoice from YOUR organisation
- over \$235 (excl GST) – applications must include an itemised quote. Once the quote has been approved, Enable New Zealand will issue a purchase order

Follow the steps below:

1. Select **Hearing Aid Repairs including Parts** and click **Continue**
2. Search for the client, edit client details (if required) and click **Continue**
3. Complete client eligibility details
Note: special conditions apply for children over 6 and persons up to 21 in full time study
4. Search for item(s) and enter:
 - Serial number of the item
 - The service (left or right) – in some instances this will be automatically entered
 - The cost (excluding GST)
 - An item note (if required)

And click **Continue**

5. Select one of the following:

If:	Then...
Replacement only	Go to Step 6
Repair under \$235 (excl GST)	Attach itemised invoice from YOUR organization Due to the value of this repair, the following documentatin is required. 
Repair over \$235 (excl GST)	Attach itemised quote from manufacturer for pre-approval Due to the value of this repair, the following documentatin is required. 

And click **Continue**

6. Review the terms and conditions and click all the boxes, including **The Terms and Conditions have been read and accepted.***

*Note: Click **Attach Files** to attach any further documentation.*

7. Click **Submit** on the Completion Screen

A PDF will display showing all details of the application. You will be given the opportunity to print or save the PDF.

8. Click **OK** to complete the application.

HOT TIP's

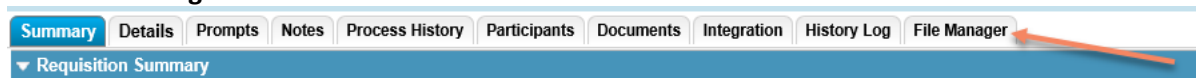
- If you have received an email from Enable New Zealand that incorrect documents have been attached or accidentally attached the wrong document to the application and you have already submitted it, you can re-open the request and attach the correct document. Don't forget to update the notes to advise us.

Note: if this information has been requested by Enable New Zealand, please also reply to the email confirming the correct document have been uploaded.

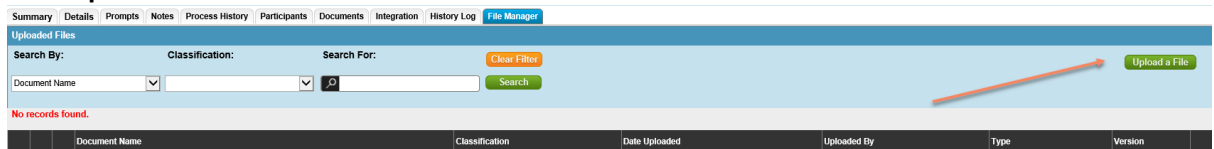
1. Search on the ENA reference number or client and open application

2. Click **View Details**  to open the application

3. Click **File Manager** tab



4. Click **Upload a File**



5. Search and attach correct file and click **Save**

Document details will display.

6. Click  to exit.

- If you require repairs or replacement parts for Hearing Aids supplied prior to 2010 and there is no record in Enable Online, please download and complete the Replacement and Repairs form on Disability Funding Information | Hearing website ([Click here](#)) and then email to hearing@enable.co.nz
- Detailed instructions are available under the Hearing Aid Funding Scheme user notes for Hearing Aid Repairs including parts - [Click here](#)