

Summer news

Now that the weather is warming up, and the evenings are longer, it's great to be getting into those outdoor activities we've missed over the cooler months. I am looking forward to having more time, and better weather for family picnics, swimming, walks on the beach and gardening. That's summer defined as far as I'm concerned!

We wish you and your families a happy and safe Christmas and look forward to seeing you in the New Year.

Emma and the team at Russell Hearing



Clinical staff at Russell Hearing

Taking your hearing aids on holiday?

Don't forget your insurance!

Most peoples' household contents insurance will not cover the replacement of hearing aids if they are lost or irreparably damaged while overseas. We strongly recommend that you specify your hearing instruments on your travel insurance, and, if in doubt, ask your travel agent for some advice.

And, whether you need to make an insurance claim for an at-home, or an overseas loss, make us your first port-of-call! We will provide a quote to your insurance company for the replacement of the devices, and are happy to communicate with them on your behalf if it's easier for you that way.

Changes to ACC Funding

The Minister for ACC, the Hon. Dr Nick Smith, has announced that new regulations will come into force on 1 January 2011. This regulatory change will impact significantly upon those of you who have hearing loss which is covered by ACC. ACC has decided that many of the products and services they have previously funded will now either be only partially funded, or not funded at all. The following is a summary of the main changes that will be in effect:

Funding for hearing aids

ACC will make a calculation of how much hearing loss they think is from noise exposure, and how much they think has come from other means. ACC will pay a portion of the hearing aid cost, and the rest will be the responsibility of the claimant. The subsidy provided by ACC towards the cost of the hearing aids will not be repeated until the hearing aids are six years old

Services and Repairs

ACC will contribute up to \$200 for a repair of a hearing aid, once every two years, but only once the hearing aid is more than two years old. All other repairs are passed on to the hearing aid wearer.

Annual Hearing and Hearing Aid Reviews

There will be no contribution from ACC towards monitoring your degree or hearing loss, or the performance of your hearing aids. This is a cost that ACC is now passing on to its claimants.

There are other changes too, but these are the ones we see as having the most impact. We don't agree with the calculation changes ACC is going to implement as the method they are going to use to apportion the hearing loss has the potential to be unfair for many individuals. We also encourage our clients to challenge any hearing loss that ACC claims is 'idiopathic' (arising from unknown cause).

We will be creating a user-friendly reference document for our ACC clients, to help you understand the changes. We will post it out to those of you who currently have ACC funding, as soon as it is available.

If your hearing aids are five years old or older, and you would like to see whether we can obtain funding for their replacement under the current funding legislation, we recommend you contact us immediately so that we can make an appointment for you, and complete a funding application, this month.

Help a Friend Programme

Our 'Help a Friend' Programme is now underway. There has been much enthusiasm from our clients in joining the programme, and already we have some of our clients friends well on the way to better hearing. If you would like to know more about the

programme, please give us a call and we will send you out our information brochure. If you are already a member of the programme, Christmas is a good time to spread those vouchers around – phone your local clinic if you would like us to post you some more!

Rediscover Hearing Delight with Audéo S

Treat yourself to a
FREE hearing check
and **FREE** 7-day
TRIAL of the
latest hearing
aid technology

We are excited to announce that we now have available Phonak's latest, next-generation hearing technology – it has only just been released in New Zealand! Designed to suit your individual personal preferences, Phonak's new Audéo S hearing aids are discreet when worn, easy to use and are built to last.

The Audéo S features StereoZoom, a unique feature for even greater understanding in noisy situations. An exclusive Phonak feature, StereoZoom significantly extends the directional performance well beyond what can be achieved by standard directional microphones. The result – it is now possible to focus on a single speaker, while suppressing other interfering sound.

Russell Hearing and Phonak have joined forces to offer our clients an exceptional offer on Phonak hearing instruments purchased before the end of February 2011:

- up to \$1500 discount on hearing instruments
- 6 month Russell Hearing service warranty
- complimentary hearing aid care kit
- 12 month interest free terms*

* see our website for the terms and conditions.

So call Debbie today on 09 264 0405 to experience the latest in hearing technology in the comfort of your own home.



Audéo S - Available in premium, mid and economy models

Winner of the Smart Alert™ competition

We are delighted that one of the winners of the nationally run Smart Alert competition was a

client from our Manurewa clinic. Congratulations to Taka Dewes! And many thanks to **Unitron** for offering our clients the opportunity of winning this wonderful prize.



Smart
Alert™
System

Farewell to Charmaine

After more than three years of working at Russell Hearing, we are sad to announce that Charmaine is moving on. We think of Charmaine as 'the face' of Russell Hearing Botany, so it will be very strange to imagine that clinic without the smiling Charmaine at the helm.

At this stage Charmaine doesn't have any plans, apart from a well-deserved and long summer break. We wish Charmaine well.



Kate on maternity leave

You would be excused for believing there was 'something in the water' at Russell Hearing! Once again we have a staff member taking maternity leave – and this time it's Kate Jepsen!

Kate is taking maternity leave from December and we are expecting her back some time in Winter.

This will be Kate and Martin's first child and we wish them all the best for the transition to parenthood!

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