



8 December 2025

Tēnā koe

**Official Information Act request**

Thank you for your email of 4 November 2025 requesting information about the Ministry of Social Development (the Ministry's) Hearing Aid Funding / Subsidy Scheme.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

1. **Hearing Aid Funding Scheme** *Average National Cost of Funded Aids for the period July to Sept 2025 with the average cost for the previous four quarterly periods split into Adults Funded Aids, Children's Funded Aids*
2. **Hearing Aid Subsidy Scheme** *Average National Cost of Subsidised Aids for the period July to Sept 2025 with the average cost for the previous four quarterly periods*

I can advise the average national cost of funded hearing aids for the period July 2024 to June 2025 was adults \$1,427, and children \$1,507. The Ministry does not have these figures available for the period July to September 2025.

The part of the request for this cost broken down by quarterly periods is refused under section 18(f) of the Act as substantial manual collation would be required to produce the data. The information for this part of your request is held by a third-party provider, who has advised the Ministry that to answer this request, they would need to develop and create a new report to provide this information. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

3. **Information on approvals and invoiced for DSS hearing aid services**  
*Please provide the below information updated with current numbers for these reported periods and add the three months from Jul25 to Sept 25*

Please find below the **Appendix** which provides five tables updating the information available on the Disability Support Services website. The information is in two parts, from July 2024 to June 2025, and from July to September 2025, to answer this part of your request.

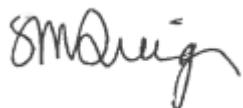
I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham  
**General Manager**  
**Ministerial and Executive Services**



**Appendix: Amplifon – Information on Hearing Aid  
Funding, Subsidy Scheme,**

**1. Period from July 2024 to June 2025**

<b>Part 1 : Application/Claim</b>															
	<i>Jul-24</i>	<i>Aug-24</i>	<i>Sept-24</i>	<i>Oct-24</i>	<i>Nov-24</i>	<i>Dec-24</i>	<i>Jan-25</i>	<i>Feb-25</i>	<i>Mar-25</i>	<i>Apr-25</i>	<i>May-25</i>	<i>Jun-25</i>	<i>Total/ YTD</i>	<i>Last YTD</i>	
No. of Funding Applications Approved	519	507	444	462	503	494	389	396	526	407	470	407	<b>5,524</b>	<b>5,286</b>	
No. of Repair Applications Approved	304	348	298	289	363	307	239	327	352	288	333	273	<b>3,721</b>	<b>3,772</b>	
No. of Funding Applications Total	823	855	742	751	866	801	628	723	878	695	803	680	<b>9,245</b>	<b>9,058</b>	
No. of Subsidy Claims Approved	2,871	2,718	2,699	2,797	3,340	2,742	2,844	2,511	2,639	2,506	2,869	2,678	<b>33,214</b>	<b>29,710</b>	
Total no. of Applications/Claims Approved	3,694	3,573	3,441	3,548	4,206	3,543	3,472	3,234	3,517	3,201	3,672	3,358	<b>42,459</b>	<b>38,768</b>	

Part 2 : Funding Applications Approved															
Measure		Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total/ YTD	Last YTD
2.1. Ea fully funded group	Children up to 21 years in education	196	203	159	177	188	193	146	171	231	175	189	157	2,185	2,262
	Adults with complex needs aged 16+	134	105	108	115	121	104	91	101	133	101	120	89	1,322	1,259
	Adults with Community Services Card	185	194	171	170	191	195	150	120	161	131	158	161	1,987	1,751

Part 3: Funding Applications Approved															
Measure		Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total/ YTD	Last YTD
3.1. Single or Both	No. of Both Ears	434	453	412	412	439	438	347	333	413	352	395	339	4,767	4,226
	No. of Left Ears	52	27	16	26	29	26	21	36	68	28	43	37	409	560
	No. of Right Ears	33	27	16	24	35	30	21	27	45	27	32	31	348	500
	No. of Single (Left + Right)	85	54	32	50	64	56	42	63	113	55	75	68	757	1,060

Part 4 : Subsidy Claims Approved															
Measure		Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total/YTD	Last YTD
4.1. Single or Both	No. of Both Ears	2,697	2,561	2,542	2,635	3,162	2,569	2,671	2,324	2,438	2,334	2,643	2,493	31,069	27,592
	No. of Left Ears	94	90	81	85	101	106	81	97	108	89	135	105	1,172	1,112
	No. of Right Ears	80	67	76	77	77	67	92	90	93	83	91	80	973	1,006
	No. of Single (Left + Right)	174	157	157	162	178	173	173	187	201	172	226	185	2,145	2,118

Part 5 : Application/Claim															
		Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total/YTD	Last YTD
No. of Funding Applications Invoiced		552	491	408	487	508	415	419	400	594	402	483	432	5,591	5,482
No. of Repair Applications Invoiced		316	315	260	309	360	226	295	275	342	311	306	271	3,586	3,762
No. of Funding Applications Total		868	806	668	796	868	641	714	675	936	713	789	703	9,177	9,244
No. of Subsidy Claims Invoiced		2,954	2,758	2,795	2,796	3,255	2,741	2,828	2,514	2,600	2,467	2,953	2,641	33,302	30,679

Total no. of Applications/Claims Invoiced	3,822	3,564	3,463	3,592	4,123	3,382	3,542	3,189	3,536	3,180	3,742	3,344	<b>42,479</b>	<b>39,923</b>
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## 2. Period from July 2025 to September 2025

<b>Part 1 : Application/ Claim</b>														
	<i>Jul-25</i>	<i>Aug-25</i>	<i>Sep-25</i>	<i>Oct-25</i>	<i>Nov-25</i>	<i>Dec-25</i>	<i>Jan-26</i>	<i>Feb-26</i>	<i>Mar-26</i>	<i>Apr-26</i>	<i>May-26</i>	<i>Jun-26</i>	<i>Total/YTD</i>	<i>Last YTD</i>
No. of Funding Applications Approved	401	429	483										<b>1,313</b>	<b>1,470</b>
No. of Repair Applications Approved	314	286	358										<b>958</b>	<b>950</b>
No. of Funding Applications Total	715	715	841										<b>2,271</b>	<b>2,420</b>
No. of Subsidy Claims Approved	2,884	2,835	2,986										<b>8,705</b>	<b>8,288</b>
Total no. of Applications/Claims Approved	3,599	3,550	3,827										<b>10,976</b>	<b>10,708</b>

<b>Part 2 : Funding Applications Approved</b>														
	<i>Jul-25</i>	<i>Aug-25</i>	<i>Sep-25</i>	<i>Oct-25</i>	<i>Nov-25</i>	<i>Dec-25</i>	<i>Jan-26</i>	<i>Feb-26</i>	<i>Mar-26</i>	<i>Apr-26</i>	<i>May-26</i>	<i>Jun-26</i>	<i>Total/YTD</i>	<i>Last YTD</i>
<b>2.1. Ea fully funded group</b>	Children up to 21 years in education	164	152	190									<b>506</b>	<b>558</b>
	Adults with complex needs aged 16+	99	101	163									<b>363</b>	<b>347</b>
	Adults with Community Services Card	134	176	130									<b>440</b>	<b>550</b>

<b>Part 3: Funding Applications Approved</b>														
	<i>Jul-25</i>	<i>Aug-25</i>	<i>Sep-25</i>	<i>Oct-25</i>	<i>Nov-25</i>	<i>Dec-25</i>	<i>Jan-26</i>	<i>Feb-26</i>	<i>Mar-26</i>	<i>Apr-26</i>	<i>May-26</i>	<i>Jun-26</i>	<i>Total/YTD</i>	<i>Last YTD</i>
<b>3.1. Single or Both</b>	No. of Both Ears	341	375	409									<b>1,125</b>	<b>1,299</b>
	No. of Left Ears	33	28	39									<b>100</b>	<b>95</b>
	No. of Right Ears	27	26	35									<b>88</b>	<b>76</b>
	No. of Single (Left + Right)	60	54	74									<b>188</b>	<b>171</b>

Part 4 : Subsidy Claims Approved															
Measure		Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Total/YTD	Last YTD
4.1. Single or Both	No. of Both Ears	2,701	2,662	2,761										8,124	7,800
	No. of Left Ears	95	98	104										297	265
	No. of Right Ears	88	75	121										284	223
	No. of Single (Left + Right)	183	173	225										581	488

Part 5 : Application/ Claim															
		Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Total/YTD	Last YTD
No. of Funding Applications Invoiced		369	432	432										1,233	1,451
No. of Repair Applications Invoiced		267	299	346										912	891
No. of Funding Applications Total		636	731	778										2,145	2,342
No. of Subsidy Claims Invoiced		2,881	2,828	2,978										8,687	8,507
Total no. of Applications/Claims Invoiced		3,517	3,559	3,756	-	-	-	-	-	-	-	-	-	10,832	10,849