Assistive Technology Info sheet

Replacement of damaged or lost hearing equipment

Background

A large number of personal hearing transmitters and receivers are currently being replaced through assistive technology repair or replacement system due to loss or damage. In some cases, funding for replacements have been requested a number of times for the same student.

This fact sheet outlines the ongoing responsibility of assistive technology allocation through the Ministry of Education, and the point at which further replacement will not be undertaken.

Policy

The Ministry of Education’s Assistive Technology Team will allocate a maximum of two replacements due to loss or damage of a specific hearing device for any individual student during their school years. If further replacements are necessary due to loss or damage they will be the responsibility of the school or family.

This policy will be noted in the letter sent to the school and family at the time of the second replacement.

This policy does not apply to replacements required as a result of changes to the hearing aid system provided by the Ministry of Health. In these situations, the Ministry of Education funded hearing equipment will be replaced and the old equipment returned for re-issue.

Parents/caregivers cannot claim for the Ministry of Education funded hearing equipment through home insurance as they do not own it. It is the property of the school.

Consider implementing or adapting the management plan

We recommend the school and family agree and implement a special management plan to ensure the safety of the devices. This management plan should outline respective responsibilities in the case of further loss or damage.

Loss or Damage – first two replacements

If it is necessary to make an insurance claim for replacement of the allocated assistive technology the school will:

* submit a claim to their insurance company and purchase the replacement item(s) with the claim insurance payout (less the school excess amount when damage or loss of device occurs).
* apply to the Ministry of Education’s Assistive Technology Team to cover the remaining excess amount using the [repair and replacement form](http://education.govt.nz/school/student-support/special-education/assistive-technology/forms-for-assistive-technology/)
* review the student’s assistive technology [management plan](http://education.govt.nz/school/student-support/special-education/assistive-technology/forms-for-assistive-technology/)

If further replacements are needed in very exceptional circumstances they will be considered on a case-by-case basis.

If you have any queries, please contact the assistive technology coordinator at your local Ministry of Education office.