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Dear Diane

I have taken this opportunity to inform you of the way I have been treated by ACC – and my Audiologist Dilworth of Remuera.

In 1986 I was accepted as a claimant by ACC, in full due to Industrial Noise Damage of my ears. This meant I received a rather meagre sum of \$7,000 lump sum, Hearing Aids and Batteries over the years. Repairs and replacements under the 5 year system.

Some time prior to Xmas (Of 2006), I went to Dilworth and told them my aids weren't operating properly and could they please repair them under ACC.

I got a New Girl Audiologist who I would describe as conservative in every way. She said I don't know why anybody prescribed these Aids for you (they were Digital Canal Aids, in the Ear). She turned the left one a little on the spot herself, said I won't even touch the right one, told me I will apply to ACC for new ones for you, you need more powerful ones. If they turn you down we'll apply somewhere else, there are other funding providers.

ACC sent me off to one of three people in Owens Road, Newmarket. The result!! They turned me down flat, deleted me from further help and future services!! The reason – we have changed our criteria for loud Noise damage. We now use a different one for the frequency loss that you have.

They accepted me all those years ago and suddenly they dump me. Also they under obligation by law to at least repair my Aids/

They are saying “We made a mistake in your case”. You were a professional drummer and made your living that way, they are now saying to me that doesn't really qualify under “loud noise” damage.

I feel incredibly insulted by this and consider what they have done to me is immoral, and I am appealing it. But they are making me prove that since I stopped playing I have been exposed to further loud noise. Why should I do that, they accepted me now they are using weasel words to get out of funding further.

I can't hear, E.G. TV, group situations, good enough to get a job of any kind.

I feel very much let down and it is a big joke that ACC advertise on TV what a good job they are doing when they treat people like me this way.

Thanks to ACC, I have ended up on the scrap heap of the employment world and a burden on the Tax payer.

P.S. I proudly give my name as an example of ACC's wonderful efforts.

Kevin C. Blake