

What's New: Draft Functionality

ESH Hearing Funding Applications

Training Update for Assessors and OBOs

What's new + a reminder

New

New feature



Draft functionality

Save your work and come back to it — nothing is lost if you need to pause.

- ✓ New "Save as Draft" option during the assessment process
- ✓ Drafts remain editable — not submitted until you choose
- ✓ Resume from your queue exactly where you left off



A draft is not a completed submission
— always submit when finalised

Reminder

Existing behaviour



NHI Search requirements

This is how NHI search has always worked
— branch and assessor selections are required before the search activates.

- ✓ Assessors must select: **Branch**
- ✓ OBOs must select: **Assessor's Name** AND **Branch**
- ✓ Search field will not activate until selections are made



Not a change
— this is a reminder of existing system behaviour

Draft functionality

Drafts let you save your work and come back to it — nothing is lost if you need to pause.

1

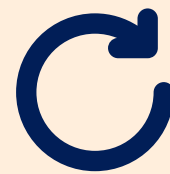


Save draft

Click **Save as Draft** at any point during the assessment to save your progress without submitting

Drafts remain editable until you choose to submit

2



Resume draft

Find the draft in your **queue** and continue where you left off — all progress is retained

Use drafts when you need to pause mid-assessment

3



Submit

Once the assessment is **finalised**, submit the form — a draft is not a completed submission

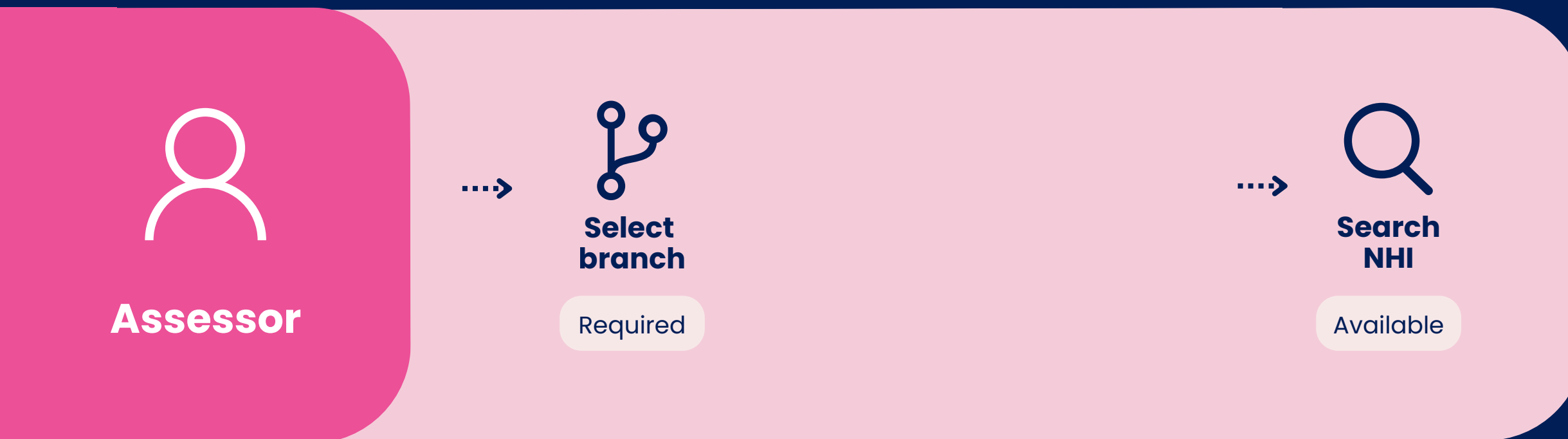
Always submit when the assessment is finalised

 **Key rule: a draft is not a completed submission — always submit when the assessment is finalised**

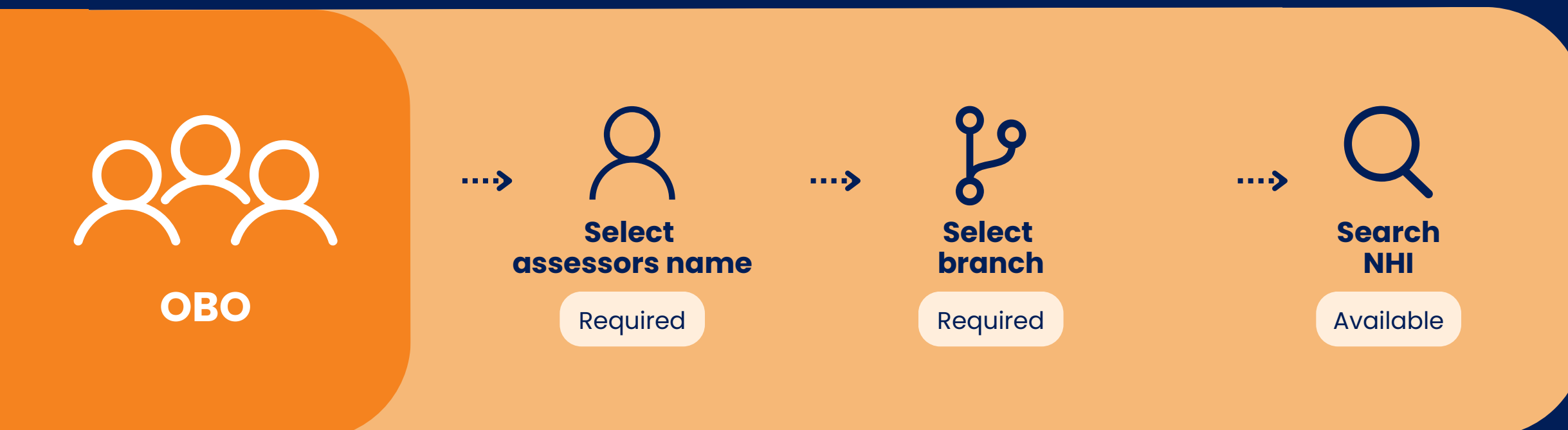
NHI Search Required Selections (Reminder)

Before you can search for an existing customer by NHI, you must make the right selections first — the system will not search without them.

 NHI search requires upfront selections before the search can run. Your role determines what must be selected.



Search field will not activate until all required selections are made. If the search button is greyed out, check your selections above.



This is a reminder of existing behaviour — not a new change

Step-by-Step Assessors

As an assessor, one selection unlocks the NHI search.

① Navigate to the **customer search screen** 

② Select your **Branch** from the dropdown 

③ Enter the **NHI** number and search 

What you need

- ① Navigate to customer search
- ② Select Branch
- ③ Enter NHI & search



**Branch selection
unlocks search**



Tip

If the search button is greyed out, check that Branch is selected

Step-by-Step OBOs

As an OBO, two selections are required before the NHI search is available.

1 Navigate to the **customer search screen**

2 Select your **Assessor's Name** from the dropdown
Required first — Branch will not activate until this is set

3 Select your **branch** from the dropdown
Select after choosing the Assessor's Name

4 Enter the **NHI number** and search
Search activates only once both selections are made



OBO Requirements

- ✓ Assessor's Name
- ✓ Branch

Both must be selected before
NHI search activates

Quick Comparison

Assessor Branch only → search

OBO Assessor's Name + Branch → search



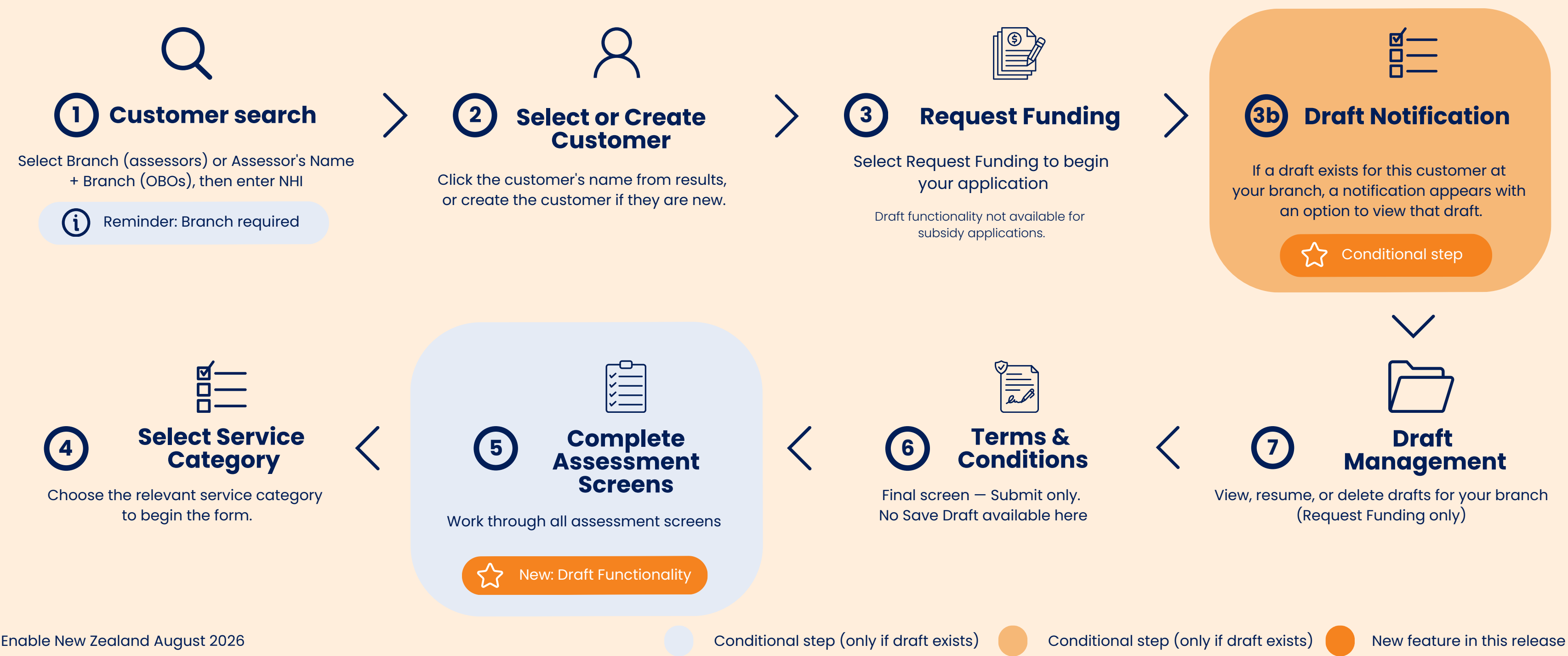
Tip

Both Assessor's Name and Branch
must be selected — the search
will not run if either is missing.

Enable New Zealand August 2026

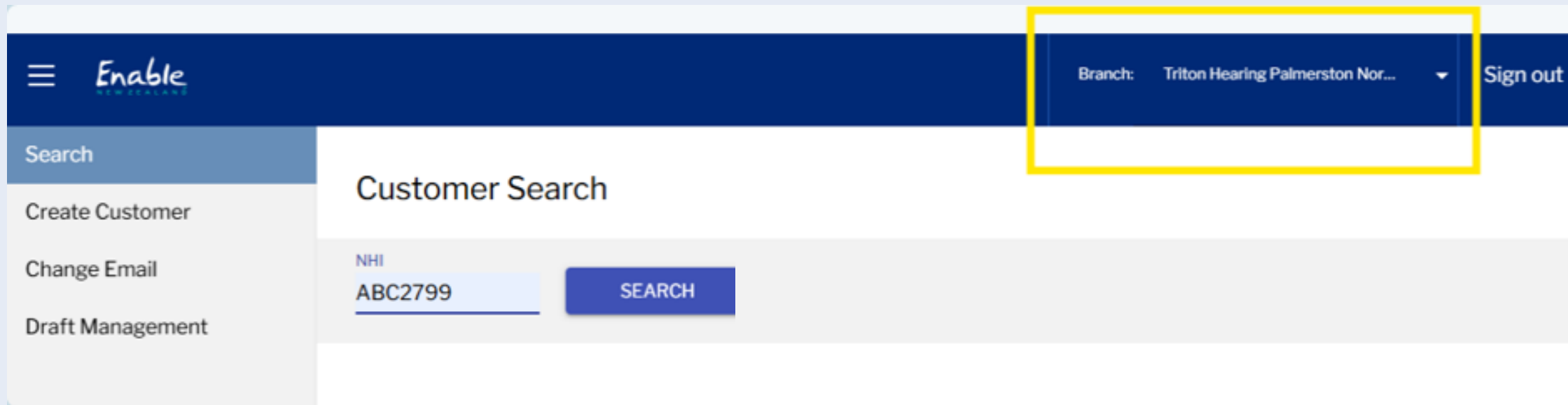
The Full Workflow at a Glance

Here is the complete workflow.
Save Draft is available throughout the Request Funding journey, but not for Request Subsidy.



Customer Search

Your branch is now shown in the top-right corner — this is what enables the NHI search.



What to notice



Branch Selector

Your branch is shown in the top-right corner.

By role



Assessor

Confirm the branch is pre-set correctly, then enter the NHI and search.



OBO

Select Assessor's Name AND Branch first — both are required before the search activates.



If the Search button is greyed out, check that the Branch (and Assessor's Name for OBOs) is selected.

Select Customer from Results

Click on the customer row to open their profile

Search

Create Customer

Change Email

Draft Management

Customer Search

NHI

ABC2799

SEARCH

First Name	Last Name	NHI	Date of Birth
Amy	Lee	ABC2799	25/05/2000

Existing Draft Notification

Only shown when the same branch has a draft in progress for this customer

Customer:

TOM JONES

Customer NHI:

ZAU9895

Date of Birth:

13/04/1940

Customer Details (HEARING)

[Back to Customer Search](#)

Customer Summary

First Name	Last Name	Preferred Name	Date of Birth	NHI
TOM	JONES	-	13/04/1940	ZAU9895
Address			Phone	
16 Javelin Close Gulf Harbour Whangaparaoa 0930 New Zealand			-	

[EDIT DETAILS](#)

This client has 1 saved draft.

[VIEW DRAFTS](#)

Draft Notification

If this customer already has a saved draft, a highlighted banner appears on the Customer Details screen showing "This client has 1 saved draft" with a **VIEW DRAFTS** button.

Same Branch Only

This notification only appears if your branch created the draft. Drafts from other branches are not shown.

Your Options

Click **VIEW DRAFTS** to resume the existing draft, or scroll down to start a new application via Request Funding .

Where to find it

The banner appears on the Customer Details screen, above the Request Funding option — the same page you land on after clicking a customer row.

Customer Profile

Request Funding

Click the highlighted button to begin the assessment.

Search

Create Customer

Change Email

Draft Management

Customer:

Amy Lee

Customer NHI:

ABC2799

Date of Birth:

25/05/2000

EDIT DETAILS

Hearing Aid Service Availability Summary

The Hearing Aid Service Funding Scheme or Subsidy Scheme is only available if the client meets the eligibility criteria

Service for	Left	Right
Funding scheme	Not available	Available
Subsidy scheme	25/05/2032	Available
Repair including parts	0	0
Insurance replacement	0	0
Child/student replacement	0	0

REQUEST FUNDING

REQUEST SUBSIDY

 **Click request funding**

The yellow highlight shows where to click

New customer

Create Customer

Setting up a new customer? Create the customer, fill in their details, select the branch, then click Continue and Request Funding to start the application.

≡ Enable

Branch: Triton Hearing Palmerston Nor... ▾

Search

Create Customer

Change Email

Draft Management

First Name *
Dianne

Middle Name

Last Name *
Jones

Preferred Name

Date of Birth *
11/06/1968

Add Postal Address: +

Primary Address

585 Main Street Palmerston North
4410 New Zealand

Phone Number

Email

Ethnicity *
New Zealander ▾

Gender *
Female

CANCEL

CONTINUE ▾

Request Subsidy

Request Funding



Select Branch,
then continue

Request Funding
starts the application

Select Service Category

Choose the appropriate service category to begin the assessment form.

Search

Create Customer

Change Email

Draft Management

Customer:

Amy Lee

Customer NHI:

ABC2799

Date of Birth:

25/05/2000

Select Service Category

Select a Service Category ⓘ

Purchase of hearing aids

Hearing aid repairs including parts

Hearing aid insurance replacement

Genuine and exceptional circumstances

Available for clients who meet the Ministry of Health's eligibility criteria. It covers hearing aid(s) and hearing aid accessories, bone anchored hearing aids and RM systems from the Ministry's approved hearing list.

Applications will be considered for:

• Preschoolers, children and young people up to 21 years who are in full time study

• Adults 16 years of age and over who have complex needs

• Adults 16 years of age and over who have a current community services card and are either working full time, in full time study, seeking employment, engaged in voluntary work or are the main carer for a dependent person

If accessories are required to support the hearing aids, they should also be included in this application however can be requested separately.

*Funding for hearing aids and their replacements is available up to a maximum of 3 times within a 6 year period for preschoolers and those from 5 years of age, up to 21 years of age if they are in primary, secondary or tertiary education.

These replacements are only available when the person's hearing aids can no longer be repaired or modified to meet their changed needs and replacement hearing aids are the most cost effective option or when there is a loss of hearing aids that are not covered by insurance.

BACK

NEXT

Select the relevant service category from the list (e.g. Purchase of hearing aids, Hearing aid repairs)

The description panel on the right shows eligibility criteria for the selected category

Click NEXT to proceed to the assessment screens

Enable New Zealand August 2026

☆ New feature

Save Draft During Assessment

The Save Draft button appears on every assessment screen — use it any time you need to pause.

Provisional Funding
The client has been provisionally allocated the full funding per ear, however the client record will need to be reviewed by Enable New Zealand before any claim can be made.

Assessment Date *
03/08/2026

☒ Client is a New Zealand resident or is eligible for health and disability services under a reciprocal health agreement with another country *

☒ Client is not eligible for cover or entitlement through ACC, ACC and the Ministry of Health jointly or from Veterans' Affairs New Zealand

Please select which criteria applies to the client *

☐ Preschoolers, children and persons up to the age of 21 years and in full time study

☒ Client is of the age of 16 years or over and has complex needs

☐ Client holds a community services card or a combined SuperGold card and community services card

Please select the statements that apply for clients with complex needs *

☐ The client has had at least a moderately severe hearing loss in the better ear since childhood

☐ The client has dual or multiple disability

☒ The client has suffered a sudden and severe hearing loss

ADD ATTACHMENTS CANCEL BACK **NEXT** **SAVE DRAFT** Last saved 10:47am

☆ New feature

Save Draft Button

Bottom-right

- ✓ Available on every assessment screen
- 🕒 Last saved timestamp updates automatically
- 🔄 System also auto-saves in the background
- ⚠️ Not available on the final Terms & Conditions screen

Enable New Zealand August 2026

Draft Saved Confirmation

Clicking Save Draft shows a green confirmation banner. The system also auto-saves every 20 seconds — silently, with no banner.

The screenshot shows a web form with the following elements:

- Priority Score:** A text input field with the value "0.5" and a label "Enter the client's priority score".
- Attachments:** A section titled "Please attach the Priority Calculation Sheet" with an "ADD ATTACHMENTS" button and a file upload area showing "priority calculation.docx".
- Rationale:** A text area with the label "Rationale *" and the text "Test".
- Form Controls:** A row of buttons: "ADD ATTACHMENTS", "CANCEL", "BACK", "NEXT", "SAVE DRAFT", and a timestamp "Last saved 10:50am".
- Checkboxes:** Two checkboxes: "Does the client have an injury related hearing loss? *" (checked) and "Has an ACC claim been accepted for this client? *" (unchecked).
- Confirmation Banner:** A green banner at the bottom right with the text "Draft saved".

Yellow boxes highlight the "SAVE DRAFT" button and the "Draft saved" banner.



The green **"Draft saved"** banner appears in the bottom-right only when you manually click Save Draft — it does **not** appear on auto-save



The draft is **auto-saved every 20 seconds** automatically — no banner is shown, but saving still occurs in the background



The **"Last saved"** timestamp updates on both manual save and auto-save



To continue later: go to Draft Management from the left menu

Enable New Zealand August 2026

Draft Management Screen

Use Draft Management to view, resume, or delete in-progress drafts for your branch — before they expire.

Branch: Triton Hearing Wanganui Sign out

Customer: TOM JONES
Customer NHI: ZAU9895
Date of Birth: 13/04/1940

Filter by assessor, reference, NHI or cust. EXPORT CSV

Assessor	Reference Number	NHI	Customer Name	Created Date	Last Updated	Age / Lifespan (days)	Actions
	ENZ-2000073303	ZAU9895	TOM JONES	23/07/2026 3:10pm	23/07/2026 3:10pm	20 / 21	 
	ENZ-2000073301			23/07/2026 2:59pm	23/07/2026 2:59pm	20 / 21	 
	ENZ-2000073300			23/07/2026 2:49pm	23/07/2026 2:56pm	20 / 21	 
	ENZ-2000073294	ASH1997	Yvette Stevens	23/07/2026 9:02am	23/07/2026 9:02am	21 / 21	 

Navigation

Draft Management in left nav
— your starting point

Branch Confirmation

Branch shown top-right — confirms you
are viewing the correct branch's drafts

Age / Lifespan

e.g. 20/21 — draft is 20 days old; deleted
on day 21. Act before it expires.

Actions



Resume | Delete



Drafts are auto-deleted after 21 days.
Do not leave critical assessments
as drafts.