

# Equipment Services Information Sheet

## Frequently Asked Questions

### 1. What sort of equipment can I access under the Medical Aids Subsidy Scheme (MASS)?

A variety of equipment is available for funding through MASS and can be viewed at [qld.gov.au/health/support/equipment](http://qld.gov.au/health/support/equipment). The type of equipment you can access depends on your eligibility for this equipment. MASS encourages all applicants to contact a registered Occupational Therapist or Physiotherapist in your local area, who will assist you with the equipment trial and submission of your application to MASS.

### 2. Am I eligible for funding through MASS?

You may be eligible for assistance under MASS if you:

- are a permanent resident of Queensland
- have a permanent/stable condition or disability
- hold a Pensioner Concession Card, Health Care Card or Queensland Government Seniors Card
- meet specific clinical eligibility criteria relevant to the aid.

### 3. Does MASS fund electric adjustable beds?

Although a large variety of equipment is available through MASS, funding towards the purchase of adjustable beds is outside MASS guidelines and is not funded.

### 4. I am currently receiving a Home Care Level 3 or Level 4 package. Am I still eligible for assistance?

MASS does not provide assistance for equipment for applicants who are currently receiving Level 3 or Level 4 Aged Care (Living Longer Living Better) assistance ([myagedcare.gov.au/help-home/home-care-packages/about-home-care-packages](http://myagedcare.gov.au/help-home/home-care-packages/about-home-care-packages)). Please discuss your equipment requirements with your chosen organisation who is currently managing your funding.

### 5. When I transition to the NDIS, can I keep my MASS equipment?

MASS will provide you with the option of returning the aids and equipment or having ownership of the equipment transferred to you. Upon ownership, all future repairs and servicing of the equipment will be your responsibility. MASS requests that you contact the Equipment Services Team on 07 3136 3524 or email [MASS-Equipment@health.qld.gov.au](mailto:MASS-Equipment@health.qld.gov.au) to advise when you have signed your NDIS plan and to further discuss your equipment options.

### 6. I'm moving into a residential aged care facility. Am I still eligible for MASS and what should I do with my equipment?

If you or a family member are moving to a Commonwealth funded aged care facility on a permanent basis, future repairs and service for current equipment will depend on the classification you have been provided on assessment. Applicants who have been classified as a high rating in any category, or a medium rating in two or more categories of the Aged Care Funding Instrument (ACFI) assessment will no longer be eligible through MASS.

MASS will provide you or your family member the option of returning the aids and equipment or having ownership of the equipment transferred to you. Upon ownership, all future repairs and servicing of the equipment will be the responsibility of you, your family or residential care facility.

MASS requests that you contact the Equipment Services Team on (07) 3136 3524 or email [MASS-Equipment@health.qld.gov.au](mailto:MASS-Equipment@health.qld.gov.au) to advise of the move and to further discuss your equipment options.

#### **7. Who can help me with a funding application?**

MASS requires that all applicants consult with an eligible prescriber (Occupational Therapist, Physiotherapist or Rehabilitation Engineer) in your local area. Your prescribing therapist may be from a private company, private or public hospital or your local community health centre and will assist you with the trial of equipment and submission of your application to MASS. MASS does not provide funding toward any associated costs for prescriber services.

#### **8. Will I have to pay anything towards the cost of my equipment?**

MASS aims to assist as many people as possible with the cost of their equipment. However, as MASS is a subsidy scheme, the cost of the equipment may not be covered in full. In some instances, depending on the details of your application, you may be required to contribute additional funding toward your equipment. For more information on subsidy funding please visit the daily living and mobility aids equipment guidelines at:

- Daily Living Aids:
  - *Application Guidelines for Bathing and Toileting Aids*  
([health.qld.gov.au/\\_data/assets/pdf\\_file/0028/435169/guidelines-bathing-toileting.pdf](http://health.qld.gov.au/_data/assets/pdf_file/0028/435169/guidelines-bathing-toileting.pdf))
  - *Application Guidelines for Patient Lifting Devices (Hoists) and Slings*  
([health.qld.gov.au/\\_data/assets/pdf\\_file/0021/433173/guidelines-hoists-slings.pdf](http://health.qld.gov.au/_data/assets/pdf_file/0021/433173/guidelines-hoists-slings.pdf))
  - *Application Guidelines for Pressure Redistribution Mattress/Overlay or Sleep Positioning System*  
([health.qld.gov.au/\\_data/assets/pdf\\_file/0033/1139199/guidelines-PRSS.pdf](http://health.qld.gov.au/_data/assets/pdf_file/0033/1139199/guidelines-PRSS.pdf))
- Mobility Aids
  - *Application Guidelines for Mobility Aids*.([https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0025/432853/guidelines-mobility-aids.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0025/432853/guidelines-mobility-aids.pdf)).

#### **9. What can I use while I'm waiting to get my equipment or if my equipment is being repaired?**

MASS is unable to provide loan equipment during the time you are awaiting delivery of your equipment and would recommend that you hire the equipment during this time if required. Please contact your nearest equipment supplier to discuss the cost and availability of the equipment you require.

#### **10. How will I know if my MASS application has been approved?**

- If your application is complete and MASS requires no further information from you or your prescriber, you will receive a letter advising you of the outcome.

- If your application is approved and you are required to pay a co-contribution towards the cost of the aid, the letter will also have attached to it a statutory declaration which you need to sign and return to MASS as soon as possible.
- The signed statutory declaration indicates your legal intention to pay the supplier the amount of the client co-contribution.

**11. How long will my equipment take to be delivered once I receive notification my application has been approved?**

- Delivery times can vary depending on the complexity of the equipment and whether the item is held in stock.
- You may contact the supplier on the telephone number provided in your approval letter for an approximate delivery time.
- For further information regarding the processing timeframes of your application please refer to the *Equipment Services Application Process Flowchart* ([health.qld.gov.au/ data/assets/pdf file/0024/675501/es application process flowchart.pdf](https://health.qld.gov.au/data/assets/pdf_file/0024/675501/es_application_process_flowchart.pdf))

**12. I'm unhappy with my equipment. What should I do?**

In most instances your prescribing therapist (Occupational Therapist, Physiotherapist or Rehabilitation Engineer) will attend your home upon delivery of your equipment. It is important that during this time you provide feedback to your prescribing therapist if you have any concerns, to enable them to arrange further modifications or adjustments. If you find that you do have concerns with the equipment that has been provided to you after the delivery date, please contact your prescribing therapist to discuss these concerns further.

**13. My equipment is broken. What should I do?**

MASS will fund repairs and servicing associated with **reasonable wear and tear** during use within the home environment and reasonable community access. MASS equipment items have a white sticker fixed to them, with a number beginning with the letter P (e.g. P12345). To arrange a repair please contact a MASS service centre on (07) 3136 3524 or [MASS-Repairs@health.qld.gov.au](mailto:MASS-Repairs@health.qld.gov.au).

You will need to provide the plaque number fixed to your equipment and a brief description of the repairs and maintenance required.

**14. I no longer use my equipment. What should I do?**

If your equipment has been replaced or you no longer require it, please contact the MASS Equipment team who will arrange collection for you: (07) 3136 3524 or email [MASS-Equipment@health.qld.gov.au](mailto:MASS-Equipment@health.qld.gov.au)



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**For more information contact:**

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[health.qld.gov.au/mass](https://health.qld.gov.au/mass)