

Provision of Permanent Loan Aids

- You have been approved an aid on permanent loan from the Medical Aids Subsidy Scheme (MASS), Brisbane or Townsville Service Centre.
- This aid is for your use only and should not be used by any other person.
- Should you no longer require the use of this aid or it is replaced, you must contact your local MASS office. Arrangements will be made to collect it for return to MASS.
- Please advise MASS if there is a change in your residential address within 14 days.
- If you enter a Commonwealth Aged Care Facility (high level care – nursing home) or receive an Extended Aged Care at Home (EACH) package, please advise MASS as you may be eligible to have ownership of the aid transferred to you. When ownership of the aid is transferred, MASS will no longer pay any costs associated with the item e.g. repairs and modifications.
- This aid remains the property of MASS unless advised otherwise in writing.
- If you have a powerdrive wheelchair it is recommended that you contact your local Queensland Transport office in relation to registration requirements.

MASS Plaque Number

Most aids that are provided on permanent loan have a MASS identifying plaque number attached to them. This plaque number must not be removed from the aid and must be used in any correspondence or repairs regarding the aid.

MASS transfers ownership of wheeled walking aids, transfer benches, non mobile bedside commodes and backup manual wheelchairs upon delivery. These items are owned by you and do not have a plaque number.

Client's Responsibility and Information on Maintenance and Use

A MASS Maintenance Checklist booklet will be forwarded whenever a new or replacement manual or powerdrive wheelchair or mobile overtoilet/showerchair is issued.

Manufacturers should provide operational manual/information with any new aid.

You are responsible for the **daily care and maintenance of the aid** as outlined in the above information provided with the aid.

MASS requests that you read, retain, and apply this information and that you contact your prescriber (physiotherapist or occupational therapist) if assistance is required. If the prescriber is not personally able to provide assistance to you, you should contact MASS or another physiotherapist or occupational therapist.

Repairs and Maintenance that MASS Will Pay

MASS will pay for repairs and maintenance to its permanent loan aids, associated with reasonable wear and tear and use within the home environment and reasonable community access.

If an aid requires repairs and maintenance these should be undertaken as soon as possible to prevent further damage or safety issues occurring.

If repairs and maintenance are required to a MASS permanent loan aid, you are required to contact:

- Brisbane MASS service centre Ph: 3136 3636 for clients residing in the area from the NSW border to south of Sarina OR
- Townsville MASS service centre Ph: 4775 8000 for clients residing in the area from Sarina northwards and west to the state border.

When contact is made, the MASS plaque number of the aid requiring repairs and maintenance must be quoted as well as a brief description of the repairs and maintenance required. The MASS service centre will then issue a commercial order to have the repairs and maintenance performed.

MASS and repairs and maintenance suppliers will refuse to accept unclean aids that are presented for attention.

Repairs and Maintenance that MASS Will Not Pay

MASS will not pay for:

- repairs and maintenance to a privately owned aid.
- repairs and maintenance to all or part of an aid that has been replaced.
- repairs and maintenance to privately funded accessories.
- repairs and maintenance to co-funded aids above those for the equivalent standard aid.
- repairs and maintenance for which the person has privately paid (i.e. retrospective payments).
- repairs and maintenance that exceed the approximate average cost of basic repairs and maintenance for similar types of aids within the MASS fleet.
- repairs and maintenance resulting primarily from use of the aid as an outside transport system (e.g. motor vehicle) or primarily from community access use.
- repairs and maintenance without prior contact and authorisation by MASS.
- repairs and maintenance that are not undertaken by the supplier or its authorised agent or by a repairer authorised by MASS.
- repairs and maintenance covered by warranty conditions.
- the transportation of the person or other persons to and or from the repairer/supplier.
- costs of alternative arrangements for the person while an aid is being repaired.
- larger tyres and tubes on manual wheelchairs and mobile overtoilet/showerchairs.
- damage caused by unreasonable use, misuse and inappropriate use of an aid.
- damage caused to an aid by lack of maintenance and cleaning.
- damage caused to an aid by the constant and/or continual soiling of bodily fluid (e.g. urine and faeces).
- accidental damage, loss or neglect of an aid.
- cleaning of an aid.

Repairs and Maintenance Away from the Normal Residential Address

Before departing for an extended period of time from the usual residence, you should have a repairs and maintenance check of aids and equipment and seek knowledge of local support services at the new address.

When you are within Queensland, MASS will continue to fund authorised repairs and maintenance of the aid but will not fund any freight or additional costs involved with transporting the aid to the repair supplier.

When you are outside Queensland, MASS will not fund any repairs and maintenance, transport or freight costs relating to the aids and equipment.

Return of Aids

You have the use of the aid as long as it is needed and remains serviceable. The aid must be returned to MASS when it is no longer required, is unserviceable or unsafe, or has been replaced by a new aid.

Aids Beyond Repair

A replacement aid will be considered for subsidisation on written confirmation from a supplier/agent/repairer that the aid is unable to be repaired. Reassessment and a complete application are required for any replacement aid. The normal MASS subsidy arrangements apply. MASS does not provide aids on a temporary basis until a replacement aid is prescribed.

You must contact MASS or your prescriber immediately if an aid is considered to be beyond repair or is unsafe for use. Your prescriber will be able to provide information regarding interim arrangements.

Queries

Should you have any queries concerning your MASS aid, please contact your original prescriber, or Brisbane (3136 3636) or Townsville MASS service centre (4775 8000).