



**Queensland Government**

Spectacle Supply Scheme (SSS)  
Queensland Health

**ADMINISTRATIVE GUIDELINES**

**September 2009**

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## 1 INTRODUCTION

The Medical Aids Subsidy Scheme (MASS) is responsible for the management and administration of the Spectacle Supply Scheme (SSS).

These guidelines have been developed in consultation with optometrists, ophthalmologists, administrative staff and other key stakeholders.

## 2 DEFINITION OF TERMS

- *Applicant*: Any person applying for provision of Spectacles under the scheme.
- *Contractor*: Manufactures, repairs, and supplies spectacles to Dispensing Agents and holds a binding legal contract with Queensland Health.
- *Dispensing Agent*: The Contractor has nominated service providers who also provide a measuring and fitting service for clients once spectacles have been delivered to them by the Contractor. These service providers may or may not be an Optometrist.
- *Medical Aids Subsidy Scheme (MASS)*: The Medical Aids Subsidy Scheme (MASS) provides access to subsidy funding to purchase MASS endorsed aids and equipment.
- *Prescriber (Optometrist/Ophthalmologist)*: Undertakes the initial eye examinations for the client and may also be a Dispensing Agent. In the majority of cases an Applicant will attend an Optometrist. Ophthalmologists are Doctors who specialise in eye disorders and on rare occasions may provide a prescription to an SSS Applicant. However, the Applicant must attend a Dispensing Agent to complete the SSS Application form.
- *Spectacles*: Refers to any optometric aids supplied under the scheme.
- *SSS*: Refers to the Spectacle Supply Scheme.

## 3 PRIVACY STATEMENT

The information collected in the SSS application process is being collated by Queensland Health to assess the Applicant's eligibility for the supply of spectacles and to assist SSS in processing the application. This is authorised under MASS, which manages and administers the Scheme.

Queensland Health protects the Applicant's privacy by collecting, using, storing and disclosing the personal information it holds about the Applicant in accordance with Information Standard 42A (IS42A) which sets out the privacy rules that apply to Queensland Health.

The Applicant's information may be disclosed to the applicant's prescribing health professional for further clinical management, their carer or to those parties requiring the information to provide the Applicant with the spectacles (eg Contractor, Dispensing Agent or repairer) the Applicant is entitled to receive through SSS, or if required or authorised by law.

The Applicant's information will not be disclosed to any other third parties without the Applicant's consent.

If the information provided in the application is not complete or accurate, SSS may not be able to properly assess the application. If any details change, or if the Applicant finds the personal information SSS holds is inaccurate, the Applicant must contact SSS and reasonable steps will be taken by SSS to ensure the information is corrected.

For more information on the Queensland Health Privacy Policy, visit the website at [www.health.qld.gov.au/privacy/1S42A.asp](http://www.health.qld.gov.au/privacy/1S42A.asp).

#### **4 SSS CONTACT DETAILS**

Address: 41 Southgate Avenue, Cannon Hill QLD 4170  
Postal Address: PO Box 281, Cannon Hill QLD 4170  
Phone: 07 3136 3636  
Fax: 1300 362 276  
Email: [sss184@health.qld.gov.au](mailto:sss184@health.qld.gov.au)

## 5 AIM OF SSS

SSS provides a comprehensive range of basic prescription spectacles to eligible Queensland residents. All eligible applications to SSS will be assessed through an equitable process based on clinical need.

The guidelines have been developed to provide quality, consistency and standardisation in the administration of SSS. In managing and administering SSS, MASS aims to provide a consistent centralised service with improved service delivery to clients and increased participation of Prescribers.

## 6 OBJECTIVES OF SSS

The objectives of the Scheme are:

- Eligible people have access to assistance through the Scheme;
- Enhanced consumer service;
- Effective management of existing resources;
- Equitable and consistent service to as many eligible people as possible;
- Increased participation of Optometrists/Ophthalmologists.

## 7 ELIGIBILITY

### 7.1 *Administrative Eligibility*

To be administratively eligible for assistance from SSS, a person must:

- Be a permanent resident of Queensland; and
- Hold, **in their own name**, one of the following concession cards continuously for a minimum period of six months immediately preceding the date of application to the Scheme:
  - Centrelink Pensioner Concession Card;
  - Centrelink Health Care Card;
  - Queensland Government Seniors Card;
  - Department of Veterans' Affairs (DVA) Pensioner Concession Card (if not eligible for spectacles provided under the Department of Veterans' Affairs "Optical Supplies Program").

Children under 16 years of age appear on their parents' or guardian's concession card as "dependents" with their own Centrelink number noted on the card.

It is the responsibility of the Applicant to provide evidence that they have held a concession card for a minimum of six months. The Applicant must provide details of the type of card held, card number, issue date and expiry date on the application form and must provide the card to the Dispensing Agent for verification.

The Applicant must complete the "MASS Centrelink client consent form" that provides consent for SSS to contact Centrelink to verify card eligibility.

It is recommended that holders of DVA cards first contact the Department of Veterans' Affairs to check eligibility. Holders of DVA "Gold" cards, and some holders of DVA "White" cards, are required to access spectacles through the DVA Optical Supplies Program.

## **7.2 Clinical Eligibility**

For first time applications, the Applicant must be deemed by a Prescriber to have a clinical need for spectacles.

For subsequent applications within the two year waiting period, the Applicant must have a clinical need for spectacles based on the degree of change to eyesight in comparison to their previous prescription, as determined by a Prescriber. Eligibility is then determined in accordance with SSS clinical criteria as defined below:

### **a) Adults**

- Change in hypermetropic or astigmatic refractive error of greater than or equal to 1.0 Dioptre
- Change in near prescription greater than or equal to 0.5 Dioptre
- Change in myopic refractive error of greater than or equal to 0.5 Dioptre
- Change that results in a visual acuity improvement of two or more lines of Snellen visual acuity.

### **b) Children**

Presence of:

- Hypermetropic of +2.00 Dioptre or more
- Astigmatism of +1.0 Dioptre or more
- Myopia of -0.50 Dioptre or more
- Where there is an improvement in visual acuity of 2 lines or more
- Where the child has strabismus requiring refractive correction

SSS reserves the right to seek the opinion of a second specialist Ophthalmologist / clinical advisor regarding clinical need where deemed appropriate.

## 8 ENTITLEMENTS

Eligible clients are entitled to the provision of spectacles based on clinical need as assessed by the Prescriber who completes the eye examination.

There is a **two yearly period of entitlement** for the replacement of spectacles provided under SSS. Once an Applicant has received spectacles/lenses from SSS, they are ineligible to apply to the Scheme again within a 2 year period unless further clinical need can be demonstrated.

The 2 year renewal period is waived if clinical need is demonstrated (ie a change in their prescription that meets the clinical criteria and indicates a clinical need for new spectacles/lenses) on examination by the Prescriber.

In cases where new spectacles/lenses are provided inside the 2 year renewal period due to clinical need, the renewal period commences again from the date of supply.

If an Applicant has a clinical need in relation to both distance and reading spectacles, this may be dealt with as two separate clinical needs with two pairs of single vision spectacles ordered to meet the two requirements. Alternatively, the Prescriber may discuss the option of bifocal lenses with the Applicant and order accordingly based on clinical specification should the Applicant agree. An applicant cannot receive both bifocal lenses and single vision lenses in the same two year period of entitlement.

### **8.1 Loss and Breakage**

There is provision under the SSS for the replacement of lost or broken spectacles where there has been no change in an Applicant's clinical need. Applicants who are entitled to have lost or broken spectacles replaced under SSS will generally have to pay the Normal Issue Cost of the replacement spectacles directly to SSS.

Normal Issue Cost is the price of the replacement spectacles charged to Queensland Health under the SSS contract. Contract prices are contained in the copy of the SSS Standing Offer Arrangement.

Applicant entitlement to, and requirement to pay for, replacement spectacles is determined in each case by the circumstances involved in the loss or breakage of the original spectacles. SSS will assess the circumstances of each case individually, including the Applicant's level of need and any compassionate considerations.

Decisions regarding loss and breakage will be made consistently, and when contentious, the determination will be made by the Executive Officer, MASS.

The Dispensing Agent will need to fax the application and Loss/Breakage Declaration form to SSS for consideration.

Once eligibility has been approved and any required payment received by SSS from the client, SSS will order the spectacles/lenses. The Contractor will return the

completed spectacles directly to the Dispensing Agent or to the Applicant if nominated.

## **8.2 Purchase of Limited Extras**

There is provision under SSS for Applicants to purchase limited extras. Extras include tinting, photochromatic lenses, UV protection, protective coating, and hardening for glass lenses. Some extras may be provided for no additional cost if required due to clinical need.

Clinical conditions that may attract funding for tinting and photochromatic lenses are associated with anterior pathology, and include:

- traumatic mydriasis
- advanced gross cataracts awaiting treatment
- conjunctival and corneal scarring disease leading to photophobia

If extras are based on Applicant choice rather than clinical need, the Applicant is responsible for all incurred costs associated with the purchase of any extras.

Choice and payment arrangements for any extras to be purchased must be made directly between the Applicant and the Dispensing Agent at the time the spectacles are selected. The Dispensing Agent will provide details of any extras purchased by the Applicant under part seven (7) "Optional Extras" on the SSS Clinical Assessment form and will be invoiced separately for these by the Contractor.

There is also provision under SSS for lenses to be fitted to a Applicant's existing or privately purchased frames or for SSS frames to be fitted to existing or privately purchased lenses.

*\*SSS will not be responsible for any breakages or loss that may occur when an Applicant's existing frames or lenses are being fitted to the SSS spectacles. SSS will also not accept responsibility for frames lost in the process of being delivered to or from the Contractor for the manufacture of the spectacles.*

*The Applicant is also liable for any extra costs that may be associated and are outside the normal SSS frames or lenses as determined by the contractor e.g. regular size SSS lenses being fitted to an Applicant's larger type frames, lenses being fitted to rimless/half rim or "nylon fit" frames, and all freight costs.*

## **9 APPLICATION PROCESS**

### **9.1 Prescriber (Optometrist/Ophthalmologist) Role**

SSS operates through a prescriber model, in that Prescribers complete a prescription for the Applicant's spectacles/lenses and submit an application on behalf of the Applicant to SSS for consideration of approval.

The list of participating Prescribers who are also “Dispensing Agents” is available at <http://www.health.qld.gov.au/MASS/spectacles.asp>. This list is subject to change without notice and will be regularly updated and available via the MASS website and the 13 Health Contact Centre (13 432584).

### **9.1.1 Prescriber (Optometrists/Ophthalmologists) Responsibilities**

- Ensure the accuracy of the prescription section of the application and verification that the Applicant’s concession card details are correct;
- Maintain current registration with their relevant state Registration Board;
- Knowledge of the SSS Guidelines and Procedure Manual;
- Involve the Applicant fully in the prescription/application process;
- Advise the Applicant of all available options;
- Conduct a full assessment of the Applicant’s need and consider all available options under SSS for the client;
- Ensure that the prescription is clearly legible and unambiguous in presentation on the SSS application form;
- Ensure that they do not indicate to the Applicant that SSS approval will be automatic and that they will definitely receive the spectacles/lenses through SSS;
- Consult with SSS clinical advisors when additional information is sought;
- Provide additional information if requested to do so by SSS, in order to identify eligibility for SSS;
- Establish arrangements for direct private payment by the Applicant if an Applicant requires unfunded optional extras. SSS will not accept responsibility for either the payment of optional extras or for payment arrangements between the Applicant and the Prescriber.
- If an Applicant wishes to have new lenses due to clinical need put into their own frames, the process described below should be followed:
  - The completed application form should be forwarded to MASS for processing.
  - On receipt of the application, MASS will either approve or reject the application and contact the Dispensing Agent.
  - On approval, the MASS Office Use Only section of the Clinical Assessment form will be completed, and the form will be faxed back to the referring Dispensing Agent with approval indicated.

- The Applicant's own frames and the approved application are then forwarded to the Contractor via the Contractor's courier service, or via Australia Post.
- If the Prescriber is a Dispensing Agent, see section 9.1.2;
- If the Prescriber is not a Dispensing Agent, see section 9.2 Applicant Responsibilities.

**9.1.2 Prescribers who are Dispensing Agents for SSS**

- On Applicant presentation, the Prescriber performs an eye examination to determine clinical need for spectacles as in section 9.1.1.
- If the Applicant meets clinical criteria as indicated on the SSS prescription form, the Prescriber completes the prescription section of the form.

*Part C – Optometrist/Ophthalmologist section*

**Part C - Clinical Assessment - Spectacle Prescription**

Applicant's full name: \_\_\_\_\_ DOB: / /

Consent: If spectacles are to be posted to Applicant

Applicant's Address  
Street: \_\_\_\_\_  
City: \_\_\_\_\_ Post Code: \_\_\_\_\_

**1 Single vision spectacles**  
Distance   
Nearreading

**2 Bifocals**  
Fused segment   
D segment

**3 Trifocals**  
D segment

**4 Special (high powered) single vision**  
(based on clinical need only)  
Distance   
Nearreading   
Unaided Distance   
Unaided Nearreading

**5 Lens material**  
CR 38   
Glass (based on clinical need only)

**6 Frame**  
Zilla   
Metal   
Chin: Plastic  Metal   
(Chin frames sent to Essilor after approval from SSS)

**7 Optional Extras To Be Added To Order**  
(if no clinical need, applicant pays Dispensing Agent directly)  
Tint: Colour  Uniflex   
Fused   
Front   
UV Shield   
Hard Coat (T20)   
Anti-reflective Coating   
Photochromic   
Other (please describe in full) \_\_\_\_\_

**Changes to a client's eyesight for spectacles**  
**Adults**  
Change in hypermetropic or astigmatic refractive error of greater than or equal to 0.5 Dioptre   
Change in near prescription greater than or equal to 0.5 Dioptre   
Change in myopic refractive error of greater than or equal to 0.5 Dioptre   
Change that results in an improvement in overall acuity of two lines or more of Snellen acuity   
Children with a prevalence of  
Hypermetropia of +2.00 D or more   
Astigmatism of -1.0 D or more   
Myopia of 0.5 or more   
Where there is an improvement in visual acuity of 2 lines or more   
Where the child has strabismus requiring refractive correction   
(Polycarbonate lenses are available for children for protection of an only eye)  
Please document all clinical need requests or attach additional information

**Script and frame details**  
R / X  
L / X  
PD ADD HT PRISM  
/ / R ΔS  
L ΔS

**Distance / Bifocal Near**  
Frames style \_\_\_\_\_  
Eye size \_\_\_\_\_  
Bridge \_\_\_\_\_  
Depth/Diagonal \_\_\_\_\_  
Colour \_\_\_\_\_  
Patients own frame fitted at own risk

**Stamp may be used**  
Agent Code \_\_\_\_\_  
Business Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Fax \_\_\_\_\_  
Email \_\_\_\_\_  
Signature \_\_\_\_\_ Date / /

**Mass Office Use Only**  
Dispenser Code \_\_\_\_\_  
UR No: \_\_\_\_\_  
Type: \_\_\_\_\_  
MS No: \_\_\_\_\_  
Deliver to: Dispenser  Client   
Date ordered: / /  
MASS30 June 2008


www.spectaclesupply.com.au or email: info@spectaclesupply.com.au

- The Prescriber requires the Applicant to complete the Applicant Details section on the application form.

*Part B – Applicant’s Personal Details*

Part B - Applicant's Personal Details	
Title: Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/>	Surname:
Given Name/s:	
Date of Birth:	Male <input type="checkbox"/> Female <input type="checkbox"/> (Please tick)
Applicant's Permanent Residential Address:	
Suburb/Town:	Postcode:
Telephone:	Mobile: Fax:
Applicant's Postal Address (if different from above):	
Suburb/Town:	Postcode:
Has the applicant received spectacles previously from MASS?	Yes <input type="checkbox"/> No <input type="checkbox"/>
(If yes, please note month and year) / /	
Does the applicant identify with Aboriginal descent?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the applicant identify with Torres Strait Islander descent?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Country of Birth:	Language spoken at home:
Please complete details of your eligibility card, which must be in your own name (please tick one)	
Pensioner Concession Card <input type="checkbox"/>	Health Care Card <input type="checkbox"/> Queensland Seniors Card <input type="checkbox"/>
**Please ensure Centrelink Client Consent form is completed - not required for QLD Seniors Card** (Card must be held for a minimum of six months, unless Applicant has refugee status, and sighted by Dispensing Agent staff)	
Card No:	Issue Date: / / Expiry Date: / /
Dispensing Agent initials:	Refugee Status: Yes <input type="checkbox"/>
Carer details	
Title: Surname: Given Name/s:	Relationship to Applicant: Telephone:
Postal Address (if different from above):	
Suburb/Town:	Postcode:
Service Improvement Activities	
Your consent to service improvement activities means that you will be giving MASS your permission to access your health information to improve the care MASS provides to all clients. These activities will allow MASS to determine if the service is meeting people's needs and the service is complying with standards of practice.	
At any time you can withdraw your agreement by contacting the MASS Quality Systems Coordinator on 3250 8555. There will be no effect on service provision by MASS if you withdraw your consent.	
I agree to participate in MASS service improvement activities (including internal audits and surveys)	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
I agree to accept the conditions stated in Part A of this application. I acknowledge that all my information listed in this application is correct.	
Signature of Applicant/Carer:	Date:
Please post, fax or email completed applications to the Brisbane MASS Service Centre: Medical Aids Subsidy Scheme Fax: 1300 362 276 PO Box 1507, Fortitude Valley QLD 4006 Email: 905184@health.qld.gov.au Telephone: 3250 8695 Website: www.health.qld.gov.au/mass	

- The Prescriber requires the Applicant to complete an authority form to enable SSS to contact Centrelink for verification of concession card details and expiry.

	Enquiries to: Service Manager – Spectacle Supply Scheme Website: www.health.qld.gov.au/mass Telephone: (07)3250 8695 Facsimile: 1300 362 276
	<h2>Medical Aids Subsidy Scheme (MASS)</h2> <h3>Client Consent – Proxy Access to Centrelink Information</h3>
<p>This consent will be used for the sole purpose of authorising Centrelink to provide information to MASS to assess your eligibility in relation to concessions or services provided by MASS</p>	
<p><b>Customer/Client Confirmation:</b></p> <p>I _____ authorise Centrelink to confirm with MASS the current status of my Commonwealth Benefit and other details as they pertain to my concession entitlement. This involves electronically matching details I have provided the Participant with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit.</p> <p>I understand this consent, once signed, is effective only for the period I am a customer of MASS. I also understand that this consent, which is ongoing, can be revoked any time by giving notice to MASS.</p> <p>I understand that if I withdraw my consent, I may not be eligible for the concession provided by MASS.</p> <p>A brochure is available from Centrelink that provides more details about the Centrelink Confirmation eServices on Centrelink's website at <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></p> <p>If you are the holder of a Pensioner Concession Card:</p> <p>Have you travelled overseas in the last six months? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please indicate the duration of your trip: _____ / _____ / _____ to _____ / _____ / _____</p> <p>_____ / _____ / _____</p> <p>Client Signature Date</p>	

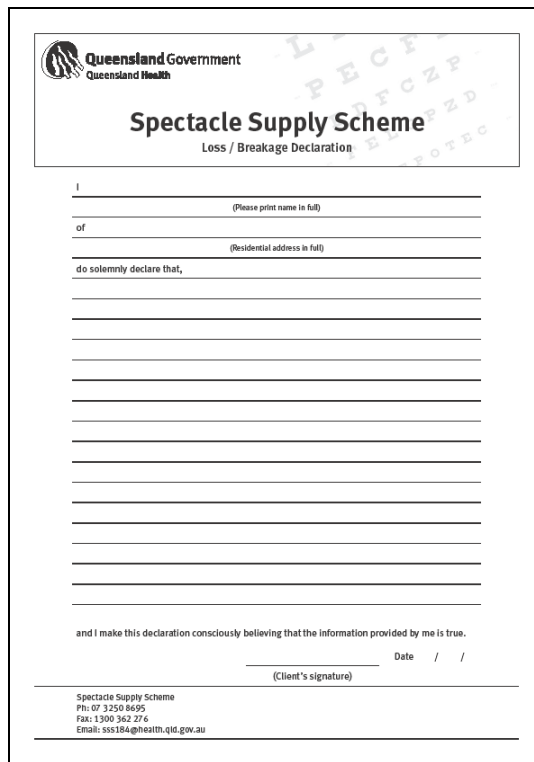
- The Prescriber or their dispensing staff must sight the Applicant's concession card, ensuring that the card is in the Applicant's own name, and verify details on the application form are correct by initialling the form in the required space.
- The Prescriber's dispensing staff will assist the client to select a suitable spectacle frame from the available SSS range.
- The dispensing staff complete the Dispensing Agent section of the form which indicates the frame style and type, as well as other information required by the Contractor.
- When the relevant sections of the SSS application form have been completed by the Prescriber, the form should be faxed, emailed or mailed to SSS for approval and processing.

## **9.2 Applicant Responsibility**

- An Applicant wishing to apply for spectacles under SSS must have an eye examination completed by a Prescriber (Optometrist/Ophthalmologist) of their choice to determine clinical eligibility for SSS application. It is strongly recommended that, for convenience, Applicants attend a Prescriber who is a Dispensing Agent.
- SSS is not responsible for any costs associated with, nor making appointments for, an Applicant's eye examination.
- Once the Applicant has had their eye examination and clinical need for spectacles has been established, the Applicant is required to complete the Part B - Applicant Details section of the SSS prescription form (see page 11).
- The Applicant is required to record the details of their concession card including the card number, type, issue date and expiry date. The Applicant must allow the Prescriber/Dispensing Agent or their administrative staff to sight their concession card to verify that the details provided on the application form are correct. The concession card must be in the Applicant's own name.
- The Applicant is required to complete and sign the authority form to enable SSS to contact Centrelink to verify eligibility card (see page 11).
- Where an Applicant has appointed someone as Power of Attorney or Enduring Power of Attorney under the Power of Attorney Act 1998, or as a Guardian or an Administrator under the Guardian and Administration Act 2000, that person can complete all the Applicant sections and sign the application form on the Applicant's behalf without needing a separate letter of authorisation.
- If an Applicant attends an Optometrist who is not a Dispensing Agent and the need for spectacles is indicated, the Applicant must obtain a copy of the prescription on the Optometrist's business prescription stationery and attend a SSS Dispensing Agent. The SSS Dispensing Agent will then generate the

application, attach the Optometrist's prescription and submit the application to SSS for processing.

- The Applicant is expected to take adequate steps to prevent loss of, or damage to, their supplied spectacles. The spectacles should be kept in the supplied case when not in use and should be cleaned regularly as per manufacturer's instructions. SSS supplied spectacles should not be used inappropriately; they are to be used as a visual aid to correct a visual deficit. For example, they should not replace safety glasses when performing an industrial activity such as welding or grinding.
- Applicants applying for replacement spectacles must have a new SSS Application Form completed by a Dispensing Agent. The Applicant will also need to complete a Loss/Breakage Declaration form for eligibility approval.



The form is titled "Spectacle Supply Scheme Loss / Breakage Declaration" and is part of the Queensland Government Queensland Health documentation. It contains the following fields and instructions:

- Name:** I \_\_\_\_\_ (Please print name in full)
- Address:** of \_\_\_\_\_ (Residential address in full)
- Declaration:** do solemnly declare that, \_\_\_\_\_
- Signature and Date:** \_\_\_\_\_ Date / /  
(Client's signature)

Contact information for the Spectacle Supply Scheme is provided at the bottom: Ptn: 07 3250 8695, Fax: 1300 362 376, Email: sss184@health.qld.gov.au

### **9.3 SSS Staff Responsibilities**

- SSS staff must not assess eligibility for SSS until the Applicant has had an eye examination to determine clinical eligibility.
- SSS applications should be processed efficiently.
- Any incomplete areas on an application should be resolved as rapidly as possible to prevent extended manufacture and Applicant waiting times.

### **9.4 Incomplete Application Forms**

- Application forms that are considered by SSS to be incompletely documented will be returned to the Prescriber/Dispensing Agent and will remain the property and responsibility of the Prescriber until completed.
- This may result in processing and delivery delays for Applicants. This applies to both initial and re-applications for both new and existing SSS Applicants. Every attempt will be made to promptly resolve incomplete forms at a local level via the SSS Team Leader.

### **9.5 Communication Support for Applicants**

- Applicants from non-English speaking backgrounds who may have difficulty in completing documentation for a SSS application should be offered the services of an accredited interpreter for the purposes of effective communication. Applicants should contact their local Community Health Centre to arrange interpreter services. Queensland Health accepts responsibility for arranging and funding interpreters for the SSS application form completion only. If an Applicant requires an interpreter for their eye test, the Applicant and Prescriber are responsible for arranging this.
- Health professionals need to work with interpreters to enhance the accuracy, impartiality and confidentiality of their communication. Public health initiatives need to respond to linguistic and cultural diversity as outlined in the Queensland Health Language Services Policy Statement 2000.

## 10 REFUGEES

- Eligible Applicants who claim refugee status are exempt from the six month waiting period and are entitled to immediate provision of spectacles under SSS.
- The Australian Government, through the Department of Immigration and Citizenship provides immediate assistance for the first six months to refugees under the Humanitarian Program. Assistance includes accommodation, transport, job placement service and health and welfare and ensures that refugees possess certain types of concession cards such as a Pensioner Concession Card, Health Care Card and a Medicare Card to access necessary services.
- To be eligible as a Refugee under SSS, Applicants will need to produce:
  - A current concession card (Centrelink Pensioner Concession Card, Centrelink Health Care Card, Centrelink Low Income Health Care Card, Queensland Government Seniors Card);

### AND

- Any one of the following visas:
  - Temporary protection
  - Protection
  - In-Country Special Humanitarian
  - Global Special Humanitarian
  - Emergency Rescue
  - Woman at Risk
  - Citizens of the Former Yugoslavia (Displaced Persons)
  - Burmese in Burma, Burmese in Thailand
  - Sudanese
  - Sri Lankan (Special Assistance)
  - Ahmadi

### OR

- Written evidence that the Applicant holds refugee status as in point 2, from the Department of Immigration and Citizenship.

**Note:** *The above mentioned visas alone do not indicate eligibility. The Applicant must have a concession card or written evidence of refugee status.*

## **11 ACQUITTAL**

- SSS will implement an acquittal process to ensure that the Applicant receives the best possible service outcome. The aim of the acquittal process is to link payment of aids and equipment to the satisfaction of the Applicant and the Prescriber.
- MASS will forward a summary excel spreadsheet to a selection of Dispensing Agents on a weekly basis, listing the SSS applications received.
- The Dispensing Agent is to ensure that the Applicant signs the “Receipt” section of the summary spreadsheet on delivery of the requested spectacle items, or the section is initialled by the Dispensing Agent upon delivery to the applicant.
- The summary form is then faxed, mailed or scanned and emailed back to the MASS Brisbane Service Centre for acquittal of the application.
- If the spectacles/lenses are not as required by the Applicant or are not as prescribed by the Prescriber, SSS must be notified immediately.
- Prescribers should be aware that SSS will not pay for a replacement item that has been inappropriately prescribed. SSS will refer these cases back to the original Prescriber for funding.

## **12 STANDING OFFER ARRANGEMENTS**

- There is a Standing Offer Arrangement (SOA) in place for the supply of spectacles, lenses and frames provided through SSS. The SOA is a formal arrangement, following a competitive offer and evaluation process, with a commercial supplier for the supply of these products at an agreed price for an agreed period.
- The SOA is in place for the exclusive right to supply these products for SSS and must be used by SSS, regardless of the expenditure value of individual purchases or the cost that the product might be able to be obtained from other suppliers.
- (See Attachment 1 for the complete list of available SOA items).

## **13 WARRANTY AND DELIVERY TIME**

- Spectacle frames supplied by the contractor shall be free from manufacturing defects for a period of two (2) years, from the date of acceptance by the Applicant. All lens coatings have a two (2) year guarantee against cracking, peeling or crazing.

- Any spectacles found to be faulty within the warranty period shall be replaced, repaired or adjusted as necessary at the expense of the contractor.
- Warranty will not extend to instances where, in the opinion of SSS, the repair, adjustment or replacement has been occasioned by:
  - Changes certified as clinically necessary by the prescriber. Dispensing agents are able to undertake replacement of frame parts and minor repairs without voiding the warranty
  - Fair wear and tear
  - Applicant mishandling
- The manufacture time for spectacles by the contractor will be a maximum of ten (10) working days from the receipt of the order from SSS. Additional time should be allowed for postage.

## **14 CLIENT FEEDBACK, COMPLAINTS AND APPEALS**

### ***14.1 Complaints regarding SSS***

SSS recognises that consumer feedback, both positive and negative, is essential in order to provide a quality service that meets the needs of our consumers.

Compliments and complaints can be made both verbally and in writing or by using the forms as detailed below.

Consumers such as Applicants, Dispensing Agents, and Prescribers are encouraged to provide feedback regarding the service they have received from SSS and the Contractor supplying the spectacles/lenses/frames.

Feedback can assist in resolving specific issues of concern. It also assists SSS to identify areas where there is an opportunity to improve services provided by SSS.

SSS will treat all complainants with respect, sensitivity and confidentiality.

Complainants will not be subjected to any prejudicial treatment as a result of making a complaint about the standard of service received.

The consumer's privacy is protected in accordance with the SSS Privacy Statement and Information Standard 42A (IS42A). SSS is committed to maintaining strict confidentiality in respect of information provided to it, and will not divulge such information without consent of the consumer.

SSS will endeavour to provide feedback to the complainant on the progress of their complaint at regular intervals throughout the complaint management process.

## **14.2 Compliments and Complaints Mechanism**

To assist the process, consumers are encouraged to provide factual and full information regarding their concerns. The compliments and complaints management process generally depends on the nature of the issue as follows:

- *Issues concerning the performance of SSS while providing the SSS service.*

These types of issues are investigated and resolved, where possible, at local SSS level via the SSS Service Manager or Assistant Manager;

- *Issues concerning the outcome of an application to SSS.*

These types of issues are reviewed by SSS/MASS administrative, clinical and management personnel, and if necessary, with advice from expert clinicians who have a holistic knowledge of SSS client population, SSS procedures, and services delivered under SSS. The aim is to objectively review the issues of concern relative to SSS providing an equitable and consistent service to all applicants within the scope of SSS service provision.

Complaints that cannot be resolved at the local level are referred to the MASS Executive Officer for consideration.

Compliments can be forwarded via email to [sss184@health.qld.gov.au](mailto:sss184@health.qld.gov.au)

## **14.3 Complaints regarding Prescribers who are not Dispensing Agents under SSS**

Applicants dissatisfied with the service provided by an Optometrist should initially discuss and try to resolve the matter directly with the Optometrist. If the client believes that the matter has not been resolved satisfactorily, they can address the complaint to:

Optometrists Board of Queensland  
Office of Health Practitioner Registration Boards  
GPO Box 2438  
Brisbane 4001  
Ph: (07) 3234 1884  
Fax: (07) 3225 2527  
Website: <http://www.optomboard.qld.gov.au>

## **14.4 Complaints regarding Prescribers who are Dispensing Agents under SSS**

Clients who are dissatisfied with the service provided by an Optometrist who is also a Dispensing Agent under the MASS SSS should contact SSS, either via phone, feedback form or email.

### **14.5 Complaints regarding the Contractor**

Clients who are dissatisfied with the service provided by the Contractor should also advise SSS staff. The complaint process should be as above.

*(Note: A client may choose to exercise their right to independently access a range of other dispute resolution mechanisms. They can contact the Health Quality and Complaints Commission or write directly to the Minister for Health or the State Ombudsman. They can also seek the assistance of the Justice Department's Community Justice Program. However, processes involved with those systems generally require that the above steps are taken initially.)*

### **14.6 Client Satisfaction Feedback Form**

The Client Satisfaction Feedback Form, available on the Queensland Health Internet Website at [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass) may assist consumers to provide feedback to SSS.

Completed forms can be returned to SSS at PO Box 281, Cannon Hill QLD 4170 or emailed to SSS at [sss184@health.qld.gov.au](mailto:sss184@health.qld.gov.au).

## **15 ATTACHMENT 1 - LIST OF APPROVED LENSES, FRAMES AND ACCESSORIES**

### ***Lenses Conforming to AS2228.1-1992***

Bifocal, D Segment, White, CR39  
Bifocal, D Segment, White, Glass  
Bifocal, Round Segment, White CR39  
Bifocal, Round Segment, White, Glass  
Single Vision, White, CR39  
Single Vision, White, Glass  
Special High Powered, Grind +/- 6, Single Vision, White, CR39  
Special High Powered, Grind +/- 6, Single Vision, White, Glass  
Trifocal, D Segment, White, CR39  
Trifocal, D Segment, White, Glass  
Polycarbonate, for children, for protection of an only eye

### ***Plastic Frames***

Frames shall comply with AS2228.2-1992 and must be capable of repair.

Eye Size – the width of the greater diagonal (i.e. the maximum dimension of the lens space) shall not exceed 56mm in adult's or children's frames. The depth of each lens space must be such that it can adequately accommodate bifocal/trifocal/graduated lenses

Bridge – a keyhole bridge or open bridge shall be supplied.

Colours – frames must be available in a minimum of four (4) different colours for adolescent male, adolescent female, adult male and adult female types to allow Applicants a choice. Nylon frames for infants – supply all colours available.

#### Types

Infant, Single Piece Nylon (Comoframe or similar)  
Child, Female  
Child, Male  
Adolescent, Female  
Adolescent, Male  
Adult, Female  
Adult, Male

### ***Metal Frames***

Frames must comply with AS2228.2-1992 and must be capable of repair.

Frames must be suitable for optical prescription lenses.

#### Types

Child, Female

Child, Male  
Adolescent, Female  
Adolescent, Male  
Adult, Female  
Adult, Male

***Spectacle Repair Materials***

Joints  
Sides

***Spectacle Cases***

Rigid Spectacle Case  
Soft Spectacle Case

***Options for CR39 and Glass Lenses***

Hard Coating (TD2)  
Photochromatic  
Tinting  
UV Guard  
Anti Reflective (Crizal Alize)  
Hardening for Glass Lenses

***Additional Requirements in the SOA***

The Dispensing Agents will attempt to have the full range of contracted frames available for assessment by the Applicants.

Applicants approved for optometric aids under this scheme are entitled to privately purchase limited extras, such as half frames, and the above mentioned options for lenses. The Applicant is responsible for the costs associated with the purchase of extras if no clinical need is indicated (see section 8.2 for further explanation of optional extras).

Applicants wishing to retain existing frames and have lenses fitted or vice versa may do so. In the instances where the Applicant chooses and pays for his/her own frame outside of the contract, it is anticipated that such frame/s will accompany the approved order from the Prescriber and the Contractor will be required to fit lenses to the non-contract frame and be responsible for postage costs. Applicants are responsible for costs associated with transfer of lenses into rimless/half rim or "nylon fit" frames.

Any damage caused to the non-contract frames whilst in the possession of the Contractor will not be met by SSS.

The cost of incorrect prescriptions will not be met by SSS or the Applicant. Incorrect prescriptions are a matter for the Prescriber/Dispensing Agent and the Contractor to resolve.