

Medical Aids Subsidy Scheme (MASS)
Spectacle Supply Scheme (SSS)
Frequently Asked Questions

Q1. What does SSS do?

- The MASS Spectacle Supply Scheme (SSS) assists eligible Queensland residents by providing a comprehensive range of free basic spectacles

Q2. Am I eligible?

- To be eligible for SSS you must be a permanent resident of Queensland and
- **Hold in your own name (you must be the primary card holder and not a dependant on the card)**, a current Pensioner Concession Card, Health Care Card, or Queensland Seniors Card, which you have held for a minimum of six months
- If you hold a Gold or White Veteran's Affairs Pensioner Concession Card you may be eligible for spectacles from the Department of Veteran's Affairs
- You must also have a clinical need for spectacles based on changes to your eyesight as determined by your Optometrist/Ophthalmologist

Q3. How do I apply for spectacles under the scheme?

- You must have an eye examination completed by an Optometrist/Ophthalmologist to determine clinical eligibility for SSS
- You are required to complete the Applicant Details section of the application form and
- Sign the Centrelink consent form for verification of eligibility
- If your Optometrist/Ophthalmologist is also a Dispensing Agent they will forward your application form to SSS
- If your Optometrist is not a Dispensing Agent they will give you your prescription to take with you
- Take your prescription to a Dispensing Agent and you will be able to choose from the range of spectacle frames that are available on the Scheme

Q4. Where do I find an Optometrist who is a Dispensing Agent

- 13HEALTH (telephone 13 43 25 84) can provide you with the location of any Dispensing Agents in your area, or refer to the SSS Dispenser List at www.health.qld.gov.au/mass/spectacles.asp

Q5. Can I purchase limited extras?

- If you are eligible to obtain basic spectacles under the Scheme, then you are also entitled to purchase limited optional extras. Extras are coatings added to the basic spectacles lenses. Extras include tinting, UV protection, additional hard coating, hardening for glass lenses and photochromatic lenses
- If extras are required through personal choice rather than clinical need, you are responsible for all incurred costs associated with the purchase of any extras. You must pay any additional payment required for extras directly to your dispensing agent

Q6. Can I provide my own frames?

- You can provide your own frames and have SSS lenses fitted or vice versa

Q7. When will my spectacles arrive?

- SSS may take up to a month to process your application

Then if you have ordered frame and lenses:

- An order is sent to the Contractor for the spectacles to be made up

However if you use your own frames:

- Once SSS has approved your application, SSS advise your Optometrist who will send your frames to the Contractor for the spectacles to be made up
- The contractor may take up to two (2) weeks to make up the spectacles or longer if special lenses are required
- The spectacles are then sent to either your Optometrist (**who will contact you when they are ready to be collected**) or sent to your home

Q8. What if I break or lose my spectacles?

- In some cases you may be eligible for re-issue or repair of lost or broken spectacles. However, in most cases you will be required to pay the normal issue cost of replacement where loss or damage has been caused through unreasonable use or neglect
- You are required to have a new SSS application form completed by an Optometrist
- You are also required to complete a Loss/Breakage Declaration form for eligibility approval. This form should detail the circumstances of how the spectacles were lost or broken
- These forms can be obtained through the website address www.health.qld.gov.au/mass or your Optometrist

Q9. How often can I have new spectacles?

- You are eligible for spectacles under the Scheme once every two (2) years.
- Once you have received spectacles from SSS, you are ineligible to apply again within a two (2) year period, unless further clinical need can be demonstrated

Q10. Further information

- Telephone 13 HEALTH (13 43 25 84)
- Refer to website www.health.qld.gov.au/mass/spectacles.asp
- Telephone the SSS team on (07) 3136 3636