



You and Your Powerdrive Wheelchair

A guide to registration, insurance, maintenance and repair, and other useful tips for power wheelchair users

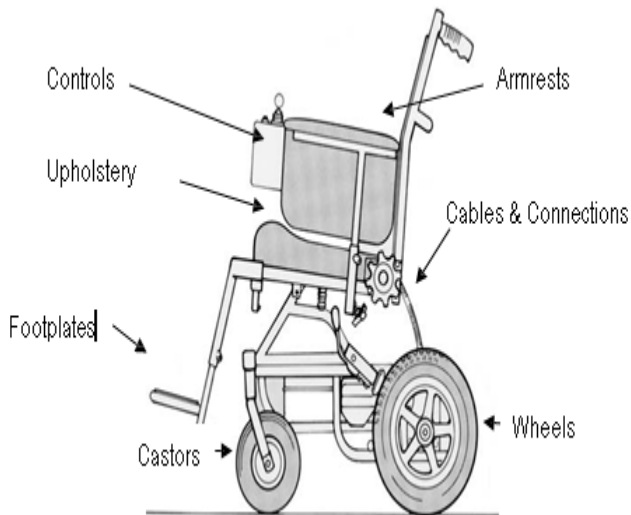
Contents

Topic	Page
1. Details of My Powerdrive Wheelchair	2
2. Delivery and Adjustments	4
3. Warranty and Use Within Design Limitations	5
4. Battery Charging, Warranty and Battery Replacement	6
5. Registration and Road Rules	6
6. Insurance	8
7. Safety and Support for Changing Needs	9
8. Tyres and Spares	10
9. General Maintenance – Mechanical Equipment	11
General Maintenance – Electrical Equipment	13
10. Maintenance Checklist – Powerdrive Wheelchairs	14
Appendix 1: MASS Repairs Procedures	18
Appendix 2: MASS Backup Manual Wheelchairs	20

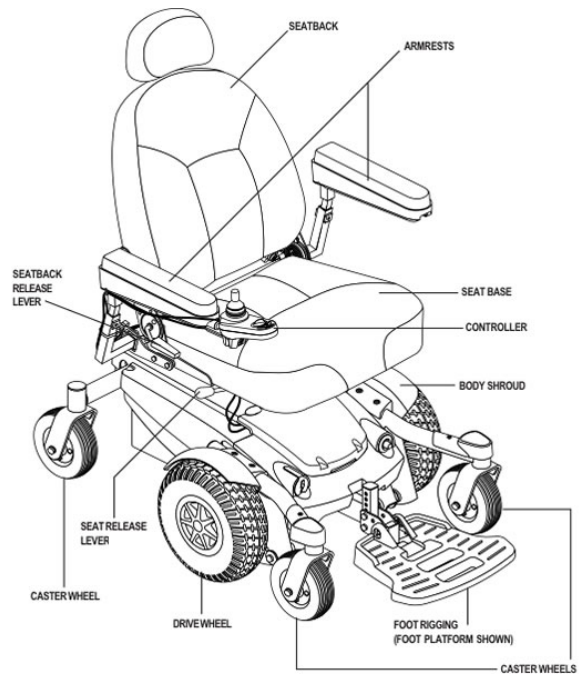
1. Details of My Powerdrive Wheelchair

Date chair supplied:		MASS Plaque Number:	
Brand :		Model:	
Additional equipment on my chair:			
MASS Service and Repairs	Phone: 3136 3545 – Central and Southern Queensland Phone: 4775 8000 – North Queensland		

Powerdrive Wheelchair Rear Wheel Drive

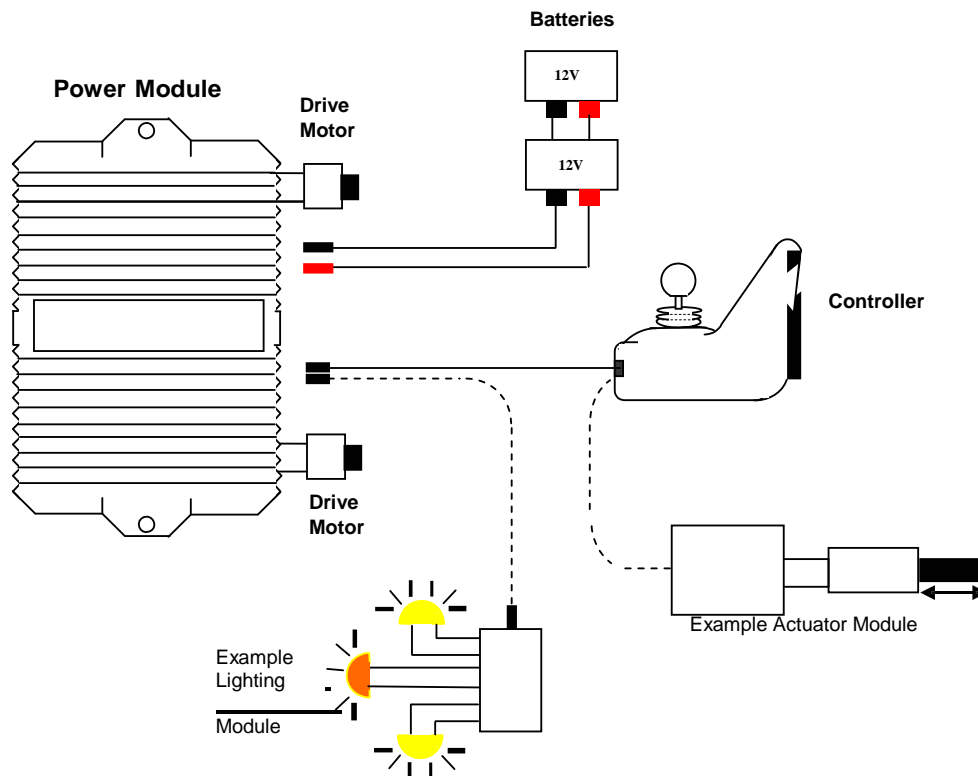


Powerdrive Wheelchair Mid Wheel Drive



Electronic Components:

- ▶ **Batteries:** The essential power source for the chair. Available in sizes from 20amp hour up to 75amp hour, though not all powerdrive wheelchairs can fit larger size batteries – you may have to fit a larger battery box or choose a powerdrive wheelchair with capacity to fit large batteries.
- ▶ **Controller:** Includes the joystick or other user control interface, such as chin control, sip-puff control, scanner or other specialty control. This is the brains behind the powerdrive wheelchair to control direction, speed, seating and other functions as required.
- ▶ **Power Module:** Translates commands from the user control into power (as drawn from the batteries). Power is sent to motors to drive and turn the powerdrive wheelchair, or the actuators to tilt the seat (or other seat functions if fitted), or sends power to accessory devices such as lighting or environment control units.
- ▶ **Integral Control systems:** These are simpler controllers with a maximum of 50-60amp power output, more common on light to moderate duty powerdrive wheelchairs. There are limits to how many accessories can be fitted to an integral controller – more than 1 seat actuator and many specialty controls cannot be fitted.
- ▶ **Remote Control systems:** This is where the user control and power module are separate. Remote controls send higher power output to motors 70-90amps, can accept any user control (chin, foot, sip-puff, scanner etc) and run a range of accessory devices including environment control units.



2. Delivery and Adjustments

Powerdrive wheelchairs are often delivered to your home by the supplier. In rural or remote areas it may come by freight, in a box and needing some assembly. The supplier representative should be available to consult with you and your therapist to set up the powerdrive wheelchair to suit your needs. If the supplier cannot deliver to you it is important to link up with a local support person (e.g. technical or trade staff at local hospital or health centre) and have the contact details of the supplier handy in case any instruction is needed when setting up the chair.

Check the following components are adjusted and suited to your individual needs:

- Footrest(s)** are low enough so your thigh is making firm contact with the seat for at least the first 2/3 of your thigh. Check for even pressure from the front of buttocks to the area just behind the knee. The footrest(s) is too low if the feet are not making contact with footrests.
- Legrest hangar** is not at risk of causing pressure areas along the side of the lower legs – contact your therapist or supplier for padding or legrest modifications if any red areas or discomfort occur.
- Joystick / Controller** is within easy reach, shoulder relaxed. The controller and armrest pad can often both be moved to suit.
- Backrest** angle and height set to support your upper body in a position you can maintain while driving the powerdrive wheelchair and at rest. Some users will drive the powerdrive wheelchair down forward slopes or over rough ground with the seat tilted slightly (if powered seat tilt is fitted) or “hook” their non-driving arm over the push handle at top of backrest (only on some makes of wheelchairs) or use a chest strap to keep their upper body stable.
- Cushion** has top surface facing up, and front is facing forwards – important as some people do not have the skin sensation to know if the cushion is the right way around. The cushion will not prevent pressure areas and may actually cause pressure sores if used incorrectly.
- Waist strap** set for keep your pelvis at the back of the seat. You should adjust the back angle, cushion and waist strap at the same time to find the best sitting position, as discussed with your therapist.
- Headrest** set for correct alignment of the head over the spine.
- Lateral supports and other positioning devices or straps** (e.g. pommel between knees, hip and thigh pads, ankle or foot straps) should be adjusted to provide stability and comfort when sitting in the powerdrive wheelchair.
- Special devices** (e.g. chin/head/sip-puff operated controls, environment control, electronic communication aid, computer mouse mover, etc) are installed and set up for your planned use. You will most likely have a plan with your prescribing therapist for further training or support to acquire greater skill and expand on your use of such devices.

3. Warranty and Use within Design Limitations

At the time of delivery, it is important to establish:

Is the **warranty period** for 1 or more years?

- ▶ Contact the supplier during the warranty period for any repair requests.
- ▶ If the powerdrive wheelchair has been used within the operating conditions it was designed for under warranty, these items should be covered by the warranty.

NB MASS will replace tyres during the warranty period as they are not usually covered by warranty.

Contact MASS Repairs on phone 3136 3545 (Central and Southern Queensland) or phone 4433 8000 (North Queensland).

It is important to get to know the **limits of your powerdrive wheelchair design**. Check with the supplier and/or your prescribing therapist for guidance about:

- Maximum slopes (uphill, downhill, side slopes) you can drive the powerdrive wheelchair over and how to prevent it from tipping over or falling out of the seat?
- Conditions the powerdrive wheelchair was designed for? What are the “do’s”, “don’ts” or other precautions for you in your powerdrive wheelchair, such as:
 - ▶ Can I only use the powerdrive wheelchair indoors and paved areas?
 - ▶ Outdoor use: Get to know the powerdrive wheelchair’s limits on uneven ground when others are around to help out if the chair becomes stuck or bogged.
 - ▶ How do I cover the controls if I have to drive in the rain?
 - ▶ Can I drive the powerdrive wheelchair through puddles?
 - ▶ If I use the powerdrive wheelchair in dusty or sandy areas, what should I do about cleaning and servicing the powerdrive wheelchair?
 - ▶ How far the powerdrive wheelchair can be driven in one go? This is influenced by battery type and size, user weight and variations in local terrain.
 - ▶ ***You should avoid running the powerdrive wheelchair at its maximum speed, continuously, over long distances***, especially in hot weather. Over long distances aim to run the chair at $\frac{1}{2}$ to $\frac{3}{4}$ of its full speed. Where high speed is desired or for heavier users, high capacity motors, gearboxes and batteries may be required.
 - ▶ Do not change the wiring looms to batteries or other components.
 - ▶ Do not place battery chargers on foam or other upholstered seats as the heat generated may be more likely to start a fire. Place chargers on a brick or tile or similar non-flammable surface.

4. Battery Charging, Warranty and Battery Replacement

It is important to fully charge the batteries every night – 8 to 12 hours of continuous charge is required to fully charge the batteries.

- ▶ **Fully discharging batteries is best avoided** as battery life may be halved by this.
- ▶ **Use the correct charger** for the battery type or the battery may not charge fully. Chargers for powerdrive wheelchairs are 6amps or above such as 8amp chargers. 0.5amp and other small amp chargers are designed for smaller batteries such as hoist batteries.
- ▶ **Unplug the charger during electrical storms** – the batteries and entire powerdrive wheelchair electronics may be damaged by power surges.
- ▶ **If the charger or controls get very hot** during charging the plug may not be connected fully

Can I charge the batteries for 1hr at a time?

No. The first hour of charging is just getting the batteries ready for charging. Four hours is the absolute minimum that batteries should be charged. *This should be done only in emergencies.*

Do the batteries have a memory?

No, but they will deliver a reduced running capacity/distance if they are not charged fully.

Charging batteries for 8-12 hrs will fully charge the batteries to 100% capacity. However if the batteries are only charged for 4-6 hrs, they will only charge to around 75% of full capacity. If this limited charging time continues, the next time they will be charged to only 75% of the last charge. This will in real terms only give you around 50% of the capacity of fully charged batteries. Over time you get a very short time of use, short running distance.

Your supplier may expect the batteries to last through the warranty period and may decline to replace them if they believe incorrect charging has occurred.

5. Registration and Road Rules

When powerdrive wheelchairs are used on the footpath or road the Department of Transport and Main Roads states they must be registered as a motorised wheelchair.

The Department of Transport and Main Roads website has the following link about use and registration of powerdrive wheelchairs:

<http://www.tmr.qld.gov.au/Registration/Registering-vehicles/Wheelchairs-and-small-devices/Motorised-wheelchairs.aspx>

If you experience difficulty with this link, phone enquiries can be made on 13 23 80

Below is an extract from the Department of Transport and Main Roads regarding registration requirements for powerdrive wheelchairs (which they term motorised wheelchairs).

Registering your Motorised scooters (motorised wheelchairs)

A motorised wheelchair used by a person with a disability on a road, or footpath, must be registered as a motorised wheelchair. Motorised wheelchairs may be registered to an individual or to an organisation. These organisations may include nursing homes, shopping centres, education institutions and hire companies.

Fees and Charges:

There are no fees for registration or compulsory third party (CTP) insurance for motorised wheelchairs. However, free CTP insurance is provided by the Nominal Defendant[†] if the motorised wheelchair is registered. There are also no transfer fees for a motorised wheelchair.

[†]The Nominal Defendant is a statutory body established under the Motor Accident Insurance Act 1994 for the purpose of compensating people who are injured as a result of the negligent driving of unidentified and/or uninsured (no compulsory third party insurance) motor vehicles.

Once your motorised wheelchair is registered, a leaflet titled [Information about motorised wheelchair use \(PDF, 243 KB\)](#) will be mailed to you. This explains the Queensland Road Rules relating to motorised wheelchairs. You will receive a copy of the leaflet with the new registration label each year. Through this leaflet, the Department of Transport and Main Roads will be able to notify you of any changes to where you may use your wheelchair.

Registration Requirements for Individuals:

When registering a motorised wheelchair for the first time, the applicant must provide a certificate/statement/letter from either a medical practitioner, a registered occupational therapist or a registered physiotherapist confirming that due to a physical or medical condition the person's mobility is severely impaired and they require the use of a motorised wheelchair for assisted travel. A letter from a medical practitioner, a registered occupational therapist or a registered physiotherapist must be provided each time a different motorised wheelchair is registered.

Other requirements include completion of:

- [Vehicle Registration Application form \(F3518\)](#)
- [Vehicle Details form \(F3529\)](#)
- [Motorised Wheelchair Statement form \(F4414\)](#)
- Evidence of the vehicle's origin — old registration papers or a purchase receipt are acceptable
- Evidence of vehicle's garage address (must be a Queensland address) — current Queensland driver licence, property rates notice, gas, phone electricity bill are acceptable
- Evidence of personal identification such as a current Queensland driver licence. Refer to [Evidence of Identity Information Sheet \(F4362\)](#)

You will be issued with a registration number plate to fit to the power wheelchair. *Remember to retain the number plate when you replace your power wheelchair, or return the number plate to Queensland Transport if you no longer require the use of the power wheelchair.*

The Department of Transport and Main Roads have published a guide: [Wheelchairs and Mobility Scooters - A guide for safe travel in Queensland](#) that provides comprehensive guidance on what to consider when travelling with a wheelchair or mobility scooter, and safety tips on footpaths and roads.

A person with a mobility impairment who uses a wheelchair or mobility scooter is considered to be a pedestrian under the Queensland Road Rules. Below is an extract regarding the Queensland Road Rules which must be adhered to when using your powerdrive wheelchair.

Queensland Road Rules for Motorised Wheelchairs

By law, wheelchairs or mobility scooters used by people with a mobility impairment can go anywhere a pedestrian can go, such as footpaths, shopping centres and nature strips. Road rules that apply to pedestrians also apply to wheelchair and mobility scooter users. These are:

Footpaths: Wheelchairs and mobility scooters can be used on footpaths, bicycle paths, shared paths and nature strips (such as grass verges between the footpath and the road). Pathways must be used wherever possible to avoid riding on the road.

On the road: You must not use your wheelchair or mobility scooter on the road in the same way as a car. A wheelchair or mobility scooter can only be taken on the road if there is no footpath, pathway or nature strip available, and only where a pedestrian is allowed to walk.

- If you do need to use the road, stay as close as possible to the side of the road, and travel in the opposite direction to traffic so you have good visibility.
- If you need to cross a road, always cross at the safest possible point and use the most direct route available. Use pedestrian crossings, traffic lights or refuge islands if available.
- You must obey all traffic signals intended for pedestrians

Travel at a speed not travel faster than 10km/h

People using power wheelchairs with higher capacity batteries or very heavy duty wheelchairs should check that the unladen chair weight does not exceed the 110kg weight limit, before using the chair on footpaths.

6. Insurance

When the powerdrive wheelchair is registered with the Department of Transport and Main Roads the user receives compulsory third party insurance free of charge. This will cover damages to persons only.

Damage to property (the powerdrive wheelchair or others' property), fire, theft or other damages can be insured for through major insurers or an insurance broker, usually for a very low charge. Insurance cover can often be arranged as part of an existing home and contents insurance policy – simply specify the item and its value when arranging your insurance. Other insurers may offer specific policies for your powerdrive wheelchair. Please direct any further enquiries to your insurer or broker.

7. Safety and Support for Changing Needs

Your powerdrive wheelchair was prescribed to best meet your needs at the time of making an application for funding. The following may have been set up for you:

- Position of controller
- Joystick shape
- Joystick sensitivity/response time
- Acceleration and/or deceleration
- Type of control used: hand, chin, foot, head, sip-puff
- Type of drive program used: proportional control operated via continuous pressure on the drive control; or switched or latched drive programs.

Your powerdrive wheelchair is your main means of mobility and very important to allow you some independence and freedom. Your condition may change over time, as can your personal circumstances (e.g. the carer you were working with) or the areas where you use the chair may change. You need to be safe and to be mindful of the safety of those around you. Some things that can change include:

- You have trouble holding and moving the joystick
- Your carer changes and this makes it difficult to charge the chair, or arrange service and repairs
- You have more fatigue when driving longer distances or at certain times of day
- You move to a different area and this makes it harder to use your chair
- You need to travel longer distances or over different terrain
- Your seating is too basic, or not secure – you need more support to sit well.

For these and numerous other reasons it can be important to reconsider how well your powerdrive wheelchair is meeting your needs. You may need to:

- ▶ Contact MASS to arrange service or repairs
- ▶ Make clear arrangements with carers about charging and routine maintenance of your chair
- ▶ Contact your therapist/prescriber to review your controls, seating or consider a different type of power wheelchair
- ▶ Think of alternative routes which could be shorter, safer, or have more shade or protection from hot or wet weather.

8. Tyres and Spares

RACQ road service (ph 131111) provides a free flat tyre repair service to powerdrive wheelchair users who do not have any other assistance to get moving again. There can be significant delays if the punctured tube cannot be repaired, so it is best to **carry spare tubes for front and rear tyres at all times** when using the powerdrive wheelchair.

MASS will fund a spare tube for any powerdrive wheelchair tyres at your next service with a repair agent organised by MASS. Please make the service person aware that MASS will fund *tubes only* to be supplied to the driver of the powerdrive wheelchair or his/her carer to keep for the next time they have a punctured tyre. Most service agents doing regular repairs will be aware of this, however if your service agent has further questions about supply of tubes, ask them to call MASS on phone 3136 3545 (Central and Southern Queensland) or phone 4775 8000 (North Queensland).

Having a *spare tyre and tube* can be helpful in the event of large holes or gashes in the wall of the tyre, when the tyre and tube must be replaced.

Having a *spare rim with tyre and tube fitted* is even faster – the wheel can be removed and exchanged with your spare. However some powerdrive wheelchairs will require specialist tools to remove the wheel and care must be taken to ensure the rim is correctly aligned with the drive axle. These tasks require mechanical skill and should be carried out by experienced service personnel.

Other Spares and Supplies to consider carrying with you:

- Puncture repair kit for repair of punctured tubes, available from bike shops
- Small backpack or money/waist bag for spares and/or valuables
- Clear plastic bag to cover controls and poncho for personal use in wet weather.

9. General Maintenance – Basic Maintenance Tasks

MECHANICAL EQUIPMENT needs cleaning, maintenance of pump up tyres, lubrication and tightening parts that have worked loose to prevent breakdowns and to help the equipment last longer.

Pump Up Tyres need regular checks to keep inflated to the correct pressure (as shown on the side wall of the tyre) and at times need puncture repairs. A foot pump or small domestic electric compressor with pressure gauge, and a puncture repair kit are most useful.



Clean all areas, especially areas where sweat, urine or food may have spilled or become caught up. Wash with mild soapy water or disinfectant, but not strong detergents – important oils and greases can be washed away by detergents getting into bearings and other closed mechanical parts.

Wipe down upholstery, vinyl armrests and headrests where the oils from the skin can corrode the vinyl.

Clear away hair or other matter from castor and wheel axles. Often the castor/wheel, axle and bearings must be removed to clear all material – do not attempt this without prior experience; instead contact MASS to arrange for service.



Use lubricant and protectant products on all frame metals, zinc treated bolts (silver or light golden colour) and other fasteners to prevent rust. Spray lubricants that penetrate and protect a variety of metals and will not harm paint, plastics or upholstery (e.g. Inox, Lanotec both based on Lanolin) or adhesive spray on lubricants (e.g. CRC Tac 2) are most suitable. These can be purchased from retail outlets that sell automotive lubricants.

For bearings, spray the lubricant directly into the bearing housing while rotating the castor or wheel. Alternately, use sewing machine or bike chain oils sold in small containers so drops of lubricant can be applied exactly where needed.



Lubricants continued

Avoid using silicone sprays or thin oil based lubricants (e.g. WD40, regular CRC) unless directed to by the manufacturer – important oils and greases can be washed away by some of these products getting into bearings and other closed mechanical parts.

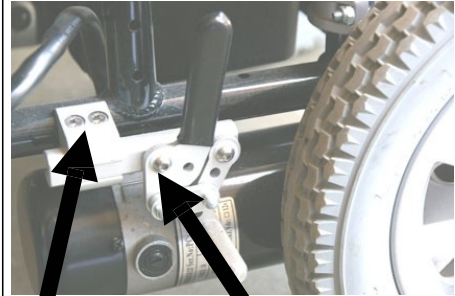
Tighten nuts, bolts and other fasteners that may have worked loose. As a general rule if you find a loose nut and bolt, tighten the nut until firm, then turn the nut a further $\frac{1}{4}$ to $\frac{1}{2}$ of a turn. Turn the nut to tighten, not the bolt to achieve a secure fitting.

Some bolts are deliberately left a little loose:

- bolt through crossbrace of folding wheelchairs
- bolts through the hand/park brakes – must be loose enough for the brake to push or pull to lock; tight enough so brake does not wobble.

Some bolts should be fastened very tightly:

- footplates – the bolt at the bottom, rear or side of legrest, should be very tightly secured to stay in correct position
- hand brakes that clamp onto round tubing should be secured very tightly to retain correct alignment and lock onto the wheelchair tyre.



very tight

a little loose

ELECTRICAL EQUIPMENT needs regular charging and checks to be made to ensure moisture does not enter electrics. Careful handling is important to prevent faults.

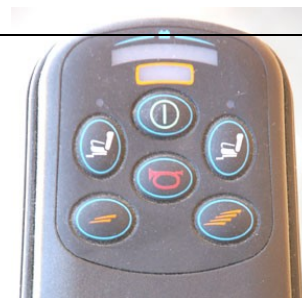
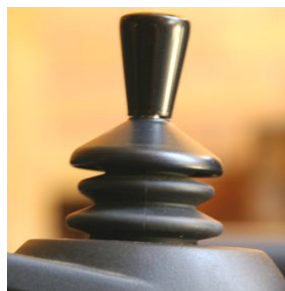
Charge batteries fully.

Avoid fully discharging the batteries – battery life can be halved by this.

Use the correct charger. Avoid placing battery chargers on surfaces which can ignite – use the wall mounted charger for hoists and place other chargers on a brick or tile.

Charge 8-12hrs daily. Do NOT charge for less than 4hrs – drive distance is reduced by undercharging.

Inspect the keypad and flexible “boot” cover under the joystick knob and **keypad** on for any cracks or holes. Sweat from the hands, or moisture from high humidity and rain can enter electric components and contaminate or corrupt circuits, chips and programs.



Handle electronic plugs and connections with care.

When removing charger cords, pull the plug, not the cable. Wiggling the plug can loosen the contact pins causing a faulty connection and charging. An accessory “plug pull” handle can be fitted to most plugs to increase your grip/pulling power if necessary.



Report any changes such as the joystick control unit on a powerdrive wheelchair getting very hot while driving – it is probably a sign there is a faulty connection. Contact MASS to arrange a service.

10. Maintenance Checklist – Powerdrive Wheelchairs

Item	Task & Instructions	Date checked / Comments			
Batteries	<p>Use the correct charger. Charge 8-12hrs daily. Do NOT charge for less than 4hrs – drive distance is reduced by undercharging.</p> <ul style="list-style-type: none"> • The first 1hr of charging is used to prepare the batteries to accept charge. • The next 3-4hrs is the main charging period. • If the charger indicator light goes off after a few hours, this is NOT a sign that batteries are at <i>full</i> charge. • From 4-12hours the charger provides trickle charge to take batteries up to their <i>full</i> capacity. • Higher capacity batteries (e.g. 55amp hour) generally need longer charge times. • If the charger or controls get very hot during charging the plug may not be connected fully. <p>Unplug the charger during electrical storms.</p> <p>If the batteries have been recharged each day for a continuous 8-12 hour period, and the lights on the wheelchair control indicate the batteries are still not fully charged, then the batteries may not be holding charge. Contact MASS to arrange for service.</p>				
Controls	<p>Check flexible ‘boot’ between joystick and control module, and all buttons on the keypad for wear or cracks. If there are cracks or holes <i>immediately</i> arrange repair by contacting MASS. <i>If not repaired the powerdrive wheelchair may soon malfunction or stop working</i> as moisture from hands damages circuits.</p>				

Item	Task & Instructions	Date checked / Comments			
Cables & Connections	<p>Check that cables and plug-in connections are secure and not worn.</p> <p>If cables are frayed, showing through insulated cable housing, or plugs are showing bare wire, <i>immediately</i> arrange repair by contacting MASS.</p> <p><i>If not repaired there is a risk of malfunction, power failure, battery damage or fire.</i></p>				
Tyres (Pump Up/ Pneumatic)	<p>Check pressure and inflate to _____psi (complete for pump up tyres)</p> <p>Recommended pressure is printed on the sidewall of the tyre.</p> <p>A small domestic compressor or foot pump is most suitable.</p> <p>Air hoses at service stations should be used with caution. Tyres can burst or distort in shape if over inflated.</p>				
	<p>Check tread. Inspect for flat spots and wear. Contact MASS to arrange for replacement of tyres as required.</p>				
Castors & Drive Wheels	<p>Inspect axles. Remove hair, lint and dirt.</p>				
	<p>Castors turn and pivot freely.</p> <p>Drive wheels run smooth, driving even both sides; no noises or squeaks.</p> <p>Check for excessive wobbling or binding when driving, or that the powerdrive wheelchair does not pull to one side.</p> <p>Contact MASS to arrange for service as needed.</p>				

Item	Task & Instructions	Date checked / Comments			
Freewheel Mechanism	Disengage the drive mechanism using the freewheeling device (hubs or lever operated). The powerdrive wheelchair should be able to be pushed manually. (Your power wheelchair supplier can advise how to operate freewheel)				
Park Brakes	Disengage the drive mechanism using the freewheeling device as described above. Apply the park brakes. The drive wheels should be locked and chair will not roll.				
Frame	Clean entire frame. Use a damp cloth and mild detergent or disinfectant. Do NOT use bleach. Take care not to get water inside the frame. Dry chair thoroughly using a towel, especially around the screws to prevent rust.				
	Polish chrome plated parts. Use a commercially available polish or metal protectant spray. Follow instructions provided.				
	Check wheelchair frame for rust and cracks. If you find any significant rust or cracks, contact MASS.				
Nuts & bolts	Check all nuts and bolts are in place and correctly tightened. If nuts and bolts are missing, contact MASS to arrange for a repair. Your power wheelchair supplier or local repair agent can provide advice on how much to tighten various nuts and bolts.				
Armrests	Check that armrests can be easily removed, swung-away and adjusted (if they are designed to do this). Armrests can seize up if they are not moved regularly.				

Item	Task & Instructions	Date checked / Comments			
Footplates or Footboard	Check position of footplates. Speak with your prescriber about the correct positioning of your footplates. Footplates should be high enough that the soles of the feet are taking weight but not removing weight from the thighs. The thighs should be taking weight for almost their full length.				
	Check action of swing-away, fold up or removal mechanism. Footplates can seize up if they are not moved regularly.				
Headrest & Posture Supports	If fitted, check that headrests and other posture support components are secure and adjusted for the user. Clean oils from hair off vinyl headrests to prolong lifespan. If mountings are very loose or damaged, contact MASS to arrange repair.				
Upholstery	Clean. Use a damp cloth and mild detergent or disinfectant. Do NOT use bleach. Dry with a towel.				
	Inspect for excessive stretch of backrest or seat sling upholstery. Check all areas including armrests and headrests for cracks or other signs of damage and wear. Contact MASS for repairs as required.				
	Nourish vinyl. Use a commercial upholstery restorer or general purpose protectant spray.				
	Consider applying fabric protector to upholstered seats, backrests, or headrest to keep clean and make future cleaning easier. Use a commercially available fabric protector.				

Appendix 1: MASS REPAIRS AND MAINTENANCE – PERMANENT LOAN AIDS

MASS recommends that applicants, in consultation with their prescriber, pre-plan alternative arrangements for occasions when they may be without their aids and equipment or the aids and equipment requires repairs and maintenance.

In many cases, repairs and maintenance can be performed within a day or two of the order being released by the local MASS service centre to a repairs and maintenance supplier. However this will not always be the case, particularly on weekends and public holidays.

Repairs and Maintenance that MASS Will Pay

MASS will subsidise repairs and maintenance to its MASS plaqued 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 plaqued permanent loan aid, the MASS client is required to contact the local MASS service centre Brisbane (3136 3545), Mackay (4968 3931 - for communication aids only) and Townsville (4729 9365).

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 local 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 non plaqued aids
- repairs and maintenance to privately funded accessories and/or modifications for an aid
- repairs and maintenance to all or part of an aid that has been replaced
- 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 with, and authorised 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 or performed within a warranty period
- 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, the person should have a repairs and maintenance check of aids and equipment and seek knowledge of local support services at the new address.

When the person is 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. MASS does not provide a breakdown service.

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

Aids Beyond Repair

A replacement aid will be considered for subsidisation on written confirmation from a repairer/supplier that the MASS aid is not economical 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 while a replacement aid is being prescribed and/or provided through MASS i.e. if a MASS aid is deemed unsafe alternative arrangements will need to be made by the prescriber for the applicant and the unsafe aid returned to MASS.

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.

Appendix 2: MASS Back Up Manual Wheelchairs

MASS may be able to provide a backup manual wheelchair as an emergency means of transportation for use within the home environment when the powerdrive wheelchair is being serviced or repaired.

MASS will deem ownership of the backup manual wheelchair to the MASS client. The owner will be responsible for any future costs associated with the backup manual wheelchair, such as costs associated with its repairs or maintenance.

Backup manual wheelchairs are provided from the MASS stock of pre-used manual wheelchairs. MASS will not fund accessories and/or modifications for the backup manual wheelchair (i.e. MASS will only fund accessories and/or modifications to the powerdrive wheelchair, which is the primary wheelchair). If there is no suitable manual wheelchair available in MASS stock, the client's name will be placed on a waiting list for an appropriate pre-used manual wheelchair.