

Communication Aids

Frequently Asked Questions

What does MASS do?

The Medical Aids Subsidy Scheme (MASS) pays some money towards communication aids and other equipment.

Aids and equipment help people to live at home and not go into a nursing home or hospital.

Who can come through MASS?

MASS helps Queenslanders who have long term, stable conditions.

You need to have a concession card or Queensland Government Seniors card.



Who cannot come through MASS?

People who are getting help through these departments are NOT able to come through MASS:

- National Disability Insurance Scheme (NDIS)
- National Injury Insurance Scheme, Queensland (NIISQ)
- Department of Veterans' Affairs (DVA) - gold card holder
- Home Care package levels 3 and 4
- Residential care
- Inpatients of hospitals



To learn more about MASS eligibility, please read the MASS General Guidelines.

Last updated: 10 October 2025

What type of communication aid does MASS provide?

MASS pays some money towards:

- Artificial larynges
- Communication software
- iPads with augmentative and alternative communication (AAC)



- Speech generating devices
- Voice amplification devices



MASS does **NOT** pay money towards:

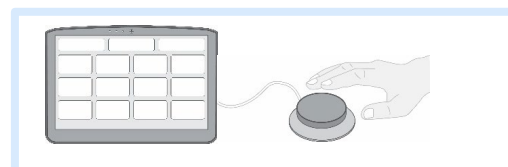
- Desktop computers
- Voice prostheses
- Low tech communication aids
- Software that just makes AAC resources e.g. Boardmaker



What type of accessories for communication aids does MASS provide?

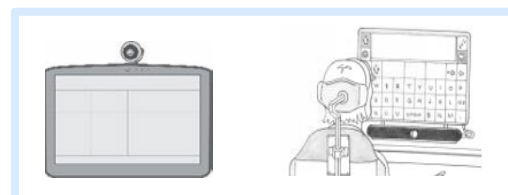
Basic Accessories:

- charger
- carry case
- moisture guard
- keyguard
- basic accessing devices/switches



Specialised Accessories:

- mounting system for device
- switch mounting system
- head operated accessing device
- Eye gaze access device
- joystick
- integrated wheelchair controller



An occupational therapist (OT) must help choose specialised accessories.

Who can help me to get a MASS communication aid?

- A speech pathologist can assess you.
- Your speech pathologist will help you try different communication aids and help you choose the best one.
- Your speech pathologist can apply for a MASS communication aid with your help.
- An occupational therapist may assist if you need a special device to help you use your communication aid.

Do I have to pay some money for my MASS communication aid?

MASS pays some money towards the communication aid. You may have to put in some money too. You would pay the supplier.

Sometimes, MASS will pay the full cost of the communication aid.

Please read these guidelines on how much MASS pays:

- Artificial Larynges
- iPad with AAC and Communication Software
- Speech Generating Devices
- Voice Amplification Devices

If you need to pay some money towards your communication aid, you will need to sign a statutory declaration and return it to MASS as soon as possible.

Who owns my MASS communication aid?

- If you have an artificial larynx or a basic/specialised accessory for a communication aid, MASS owns it. You can use it for as long as is needed.
- If you have a speech generating device, you can own it or MASS can own it.
- If you have a voice amplification device, iPad with AAC or communication software, you own it.

How do I care for my communication aid?

Follow the MASS or supplier care sheet for your communication aid.

What do I do if my communication aid breaks?

If MASS owns the communication aid:

You should speak with MASS straight away if your communication aid has a problem. You always need to ask MASS first about getting your communication aid fixed.

If you own the communication aid:

You should speak with the supplier and get the communication aid fixed.

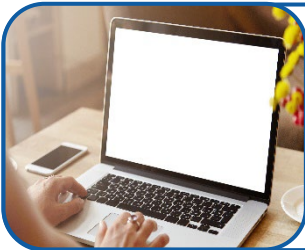
How does it work?



You are assessed by a speech pathologist.



You try some communication aids. You and your speech pathologist choose the best one.



The speech pathologist fills in a MASS form for the communication aid.



If the form is approved, the supplier sends the communication aid to the speech pathologist.



The speech pathologist sets up the communication aid and gives it to you. They show you how to use it.

Should I still use a low-tech communication system once I get my MASS communication aid?

It is a good idea to keep your low-tech communication system. You can use it in places such as near the swimming pool. You can also use it when your high tech communication aid is charging or not working.

When can I get a new communication aid?

Your communication aid should work for at least five (5) years. You may be able to get a new one if your needs change.

What do I do with my old communication aid when it is no longer needed?

If MASS owns the communication aid, give it back to MASS when you no longer need it.

Enquiries



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