

Equipment Services Repairs and Maintenance Information Book

Manual Wheelchair



Medical Aids Subsidy Scheme (MASS) Equipment Services Repairs and Maintenance Information Book - Manual Wheelchair

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An electronic version of this document is available at health.qld.gov.au/mass

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Medical Aids Subsidy Scheme

The Medical Aids Subsidy Scheme (MASS) provides funding for medical aids and equipment to eligible Queensland residents who have a permanent and stabilised medical/health condition. The scheme helps people to live at home and avoid early or inappropriate residential care or hospitalisation. The MASS eligibility criteria is located in the [MASS General Guidelines](#).

Equipment Services

The MASS Equipment Services team is responsible for administration of subsidy funding towards approved equipment to support daily living and mobility, as well as organise repairs and maintenance to permanently loaned equipment, as required.

Daily Living Aids

- non-standard bathboards (raised/backrest/extended and/or padded only)
- static commodes
- bath transfer benches/swivel bathseat/bath hoist or other item of equipment which achieves the same function
- patient lifting devices (hoists, patient transfer platforms and slings)
- mobile shower commodes, modifications and accessories
- pressure redistribution mattresses
- sleep positioning systems.

Mobility Aids

- infant/child seated mobility aids
- manual and power wheelchairs, modifications and accessories
- wheeled walking aids
- wheelchair cushions - foam and pressure redistribution.

Equipment Identification Number – Plaque number

Equipment provided to clients on permanent loan will have a MASS identifying plaque number attached. This plaque number must not be removed from the equipment and should be used to identify the item in any correspondence or repairs.

Example:



The following items are not issued a plaque number by MASS. Ownership of these equipment items is deemed to the client upon delivery and MASS does not fund repairs or maintenance to these items:

- bathboards
- bath transfer benches/swivel bathseat/bath hoist or other item of equipment which achieves the same function
- non-mobile (static) commodes
- wheeled walking aids
- backup manual wheelchairs.

Looking after your aids and equipment

Regular maintenance often keeps equipment in working order and early attention to faults can reduce equipment downtime.

MASS encourages regular cleaning and maintenance. Try to establish a routine to attend to the basic maintenance tasks listed below. Aim to check all items at least 4 times per year.

Repairs and Maintenance

MASS will pay for repairs and maintenance arising from reasonable 'wear and tear' to equipment on permanent loan.

MASS will not pay for repairs to equipment funded by other sources, i.e. other government or non-government organisations or funding schemes, or equipment where the ownership was transferred to you. You will need to pay for these repairs.

If something happens to your equipment or it breaks down, contact MASS as soon as possible. You will need to provide the MASS plaque number and describe the problem or repairs required. The MASS service centre will then issue a repair order to a repair agent.

MASS automatically organises annual servicing on hoists and power wheelchairs. If you believe your hoist or power wheelchair is due for its annual service, contact MASS to issue a service request to a repair agent.

Contact MASS or your prescriber if your equipment is not repairable or unsafe to use. You may need to be reassessed for replacement equipment. While you are waiting, ask your clinician for available options as MASS is unable to provide temporary loans.

The [MASS Repairs and Maintenance Frequently Asked Questions](#) and [Repair Request Flowchart](#) will assist you with the steps you need to take to have your equipment repaired. These are located on the MASS website at: health.qld.gov.au/mass/mass-repairs-and-maintenance.

Note: MASS will only cover repairs to the motor and controller on ceiling hoists that were authorised and approved by MASS. All repairs relating to the track are to be referred to the original installation company by the client.

Repairs not funded by MASS

Including, but not limited to:

- privately-owned equipment or accessories
- equipment that have been replaced with another MASS-subsidised equipment
- equipment and components funded from other sources
- equipment paid for privately and/or without prior authorisation by MASS
- damage caused by inappropriate use of an equipment
- damage caused to an equipment by lack of maintenance and cleaning
- accidental destruction, loss or neglect of an equipment
- travel to the repairer
- alternative arrangements while the equipment is being repaired.

For more information on available funding for repairs download the [Repairs and Maintenance List](#).

Replaced Equipment and Returning your Aid/Equipment

If MASS has approved an application for new equipment, it is important that you immediately cease using the replaced equipment upon delivery of the new item. If you continue to use the replaced equipment, you are doing so at your own risk.

MASS may request collection of your replaced equipment and will contact you to organise a suitable time if it needs to be returned to MASS.

If you no longer require your equipment, or, it has been deemed unsafe, please contact MASS to organise collection of the item/s.

Insurance/Accidental Damage

MASS does not cover the accidental loss or destruction of medical aids and equipment. Therefore, you may wish to consider including the aid/equipment in your home contents insurance or have it insured separately. MASS does not reimburse costs involved with insurance.

Manual Wheelchair

A manual wheelchair is defined as a device to provide wheeled mobility and seating support system for a person with limitation in mobility and relies on an occupant or assistant to provide power for the operation/propulsion. The MASS approved product range includes manual wheelchairs, tilt in space manual wheelchairs, specialised strollers and stand-up wheelchairs.

If MASS has provided you with a manual wheelchair, it is important to conduct regular checks and advise MASS if there are issues with the equipment. The following is a checklist which should be completed by yourself or your carer/support worker on a regular basis.

Note: if MASS has provided you with a backup manual wheelchair, ownership of that item is deemed to the client and MASS will not fund repairs to that item. However, it is recommended that the following checks are continued to be conducted on your backup manual wheelchair.



Tilt in Space Manual Wheelchair



Folding Manual Wheelchair

Maintenance Checklist – Manual Wheelchair

Item	Task and Instructions
Frame	<ul style="list-style-type: none"> • Clean entire frame. Use a damp cloth, mild detergent and disinfectant, or, a commercial bathroom cleaner for removal of soap scum. DO NOT use bleach. • Check wheelchair frame for rust and cracks*.
Nuts and Bolts	Check all nuts and bolts are in place and correctly tightened. If nuts and bolts are missing, contact MASS to arrange repair.
Seat and Backrest Upholstery	<ul style="list-style-type: none"> • Clean using a damp cloth, mild detergent and disinfectant. DO NOT use bleach. • Inspect for excessive stretch of backrest or seat sling upholstery*. • Check all areas including armrests for cracks or other signs of damage and wear*. • 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.
Tyres/Wheels	<ul style="list-style-type: none"> • For pneumatic tyres - Check pressure and inflate to the recommended pressure. This is printed on the sidewall of the tyre. • Check the tread and inspect for flat spots or wear*.

Item	Task and Instructions
	<ul style="list-style-type: none"> • Check for wobbles when pushing the chair*. • Inspect the axles. Remove hair, lint and dirt.
Brakes	Once the tyres are correctly inflated (see above) check the operation of the brakes – the brakes should lock the drive wheels as the user gets in/out of the chair and completely clear the wheels when in motion**.
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.
Footplates	<ul style="list-style-type: none"> • Check position of the footplates is correct^. • Check the action of the swing away, fold up or slide mechanism is smooth*.
Headrest and Postural Support -if applicable	<ul style="list-style-type: none"> • Check that the headrest and other postural support components are secure and adjusted for the user. • Check that the upholstery and padding is not damaged or very worn*. • Clean oils from hair off vinyl headrests to prolong lifespan of the headrest. • Check that the hardware mountings are not loose or damaged*.

* Contact MASS for repair or replacement as required.

** The brakes should lock on the wheels and castors to prevent any movement of the wheelchair as the user gets in/out and should completely clear the wheels when disengaged.

^ 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. Please speak with your prescribing therapist for advice on how to ensure the positioning is correct.

Note: your prescribing therapist, supplier or repair agent can provide advice on care and maintenance of your wheelchair.

Please record your equipment details below for future reference

Manual Wheelchair Details

Wheelchair	Details
Brand	
Model	
Serial #	
MASS Plaque #	
Supplier	

Pressure Redistribution Cushion Details

Cushion	Details
Brand	
Model	
Serial #	
MASS Plaque #	
Supplier	

Contact MASS

MASS Brisbane Service Centre

- Location: 41 Southgate Avenue Cannon Hill QLD 4170
- Postal Address: PO Box 281 Cannon Hill QLD 4170
- Phone: 07 3136 3524
- Email:
 - For Equipment Applications and Enquiries: MASS-Equipment@health.qld.gov.au
 - For Equipment Repairs: MASS-Repairs@health.qld.gov.au
 - For MASS Stock: MASS-Stock@health.qld.gov.au
 - For MASS Warehouse: masswarehouse@health.qld.gov.au

MASS Townsville Service Centre

- Location: 190 Palmerston Street, Vincent QLD 4814
- Postal Address: PO Box 1494, Townsville QLD 4810
- Phone: 07 4433 8000
- Email: MASS-Equipment-TSV@health.qld.gov.au