MASS Action

August 2023

The Medical Aids Subsidy Scheme (MASS) provides access to subsidy funding for the provision of a range of aids and equipment to eligible Queensland residents with permanent and stabilised condition or a disability.

MASS acknowledges the Traditional Custodians of the land across Queensland, and pay respects to First Nations Elders past, present and future.

Upcoming Holiday Periods

MASS offices will be closed on:

Wednesday 16 August 2023: Ekka Show Day Monday 2 October 2023: Monarch's Birthday

Contact MASS

Phone: 07 3136 3636 or 1300 443 570 Email: MASS184@health.qld.gov.au Website: health.qld.gov.au/MASS



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From the Director's Desk

Welcome to the August 2023 edition of MASS Action.

Being Queenslanders, we all know that Queensland is a great place to be, and it appears that our interstate neighbours also agree as interstate migration has resulted in Queensland being the major beneficiary from permanent moves between states.

You might also be interested to know that the fastest growing demographic in Queensland are people over the age of 65 partially due to the "baby boomers" moving into retirement but mainly due to an ageing population as improvements in Health Care means people are living longer.

Highlighting these changes, the Australia Bureau of Statistics (ABS) projects that more than 1 in 5 Queenslanders will be 65 years old or older (22.1 per cent or 1.8 million people) by 2050. Current reporting shows that, as at 30 June 2021, 16.6% of Queensland's population was 65 years or older.

These are significant numbers and will have an effect on all of us and our businesses/services.

From a MASS perspective, approx. 90% of MASS clients are people 65 years or older and the population projection indicate that demand for MASS services will grow over time.

The only exception, to the age percentage, is MASS's Spectacle Supply Scheme (SSS), who provide eligible Queensland residents with a free pair of basic prescription spectacles, once every two years. Although the majority of SSS clients are 65 years or older a third are aged under 65 years. It will be interesting to see how or if, the percentage age split for SSS changes over time.

Some of you would be aware that MASS's client demographic changed with the introduction of the National Disability Insurance Scheme (NDIS), as clients with complex disabilities reduced significantly as they transitioned to the NDIS. Consequently, the



John Vasil Director Medical Aids Subsidy Scheme Community and Oral Health Metro South Health

majority of MASS clients are 65 years or over with age related disability. As a result, MASS has trialled and introduced some basic mobility and daily living aids which have been well received by prescribers and clients as evidenced by the applications received. MASS has ensured that clients with age related disability have access to appropriate assistive technology within the MASS approved categories.

I hope you enjoy all the service area updates included in this MASS Action.

As I started my section with some statistics and how good it is to be a Queenslander, I want to share with you the latest population projections that show we are a growing state and have a bright future. I am sure we are all looking forward to the 2032 Olympics and how it will promote our state. Please find below Table 6, from the *Queensland Government population projections*, 2023 edition: Queensland SA4s published by the Queensland Government Statistician's Office – Queensland Treasury:

	Population		Population change		Median age	Population change 0 to 14- year-olds		Population change 65+ year-olds	
	2021	2046	2021-2046		2046	2021-2046		2021-2046	
	persons –		persons	% p.a.	years	persons	% p.a.	persons	% p.a.
Rest of Queensland (RoQ)	2,648,726	3,545,047	896,321	1.2%	43.8	81,981	0.6%	373,503	2.3%
Cairns	257,149	333,642	76,493	1.0%	43.2	7,765	0.6%	32,473	2.2%
Darling Downs–Maranoa	130,066	132,723	2,657	0.1%	47.7	-3,641	-0.6%	11,120	1.4%
Central Queensland	231,104	282,790	51,686	0.8%	40.7	2,917	0.2%	24,693	2.2%
Gold Coast	649,659	1,001,623	351,964	1.7%	42.2	40,521	1.2%	108,816	2.7%
Mackay-Isaac-Whitsunday	183,269	236,081	52,812	1.0%	41.4	5,569	0.6%	23,739	2.6%
Queensland-Outback	81,634	79,697	-1, 937	-0.1%	38.3	-3,158	-0.8%	3,578	1.3%
Sunshine Coast	403,521	611,513	207,992	1.7%	47.4	23,268	1.2%	82,632	2.7%
Toowoomba	164,144	204,377	40,233	0.9%	41.9	2,432	0.3%	18,205	1.9%
Townsville	237,452	303,407	65,955	1.0%	39.0	7,016	0.6%	25,429	2.1%
Wide Bay	310,728	359,195	48,467	0.6%	53.9	-708	-0.1%	42,818	1.7%
Greater Brisbane GCCSA	2,568,927	3,754,887	1,185,960	1.5%	39.6	134,118	1.0%	346,297	2.7%
Queensland	5,217,653	7,299,934	2,082,281	1.4%	41.5	216,099	0.8%	719,800	2.5%

p.a. average annual growth per annum

Queensland Government population projections, 2023 edition: Queensland SA4s

At present there are just under 1 million Queenslander's aged 65 years or older and if we add this to the 719,800 people 65+ year-olds in Table 6, we can see that reaching the ABS forecast of 1.8 million people 65+ year-olds in 2050 is well supported.

I'll leave you with 2 quotes considering Queensland's bright future.

- Staying positive does not mean that things will turn out okay. Rather it is knowing that you will be okay no matter how things turn out. Unknown
- Challenges are what make life interesting and overcoming them is what makes life meaningful. Joshua Marine

MASS held its first planning day since before COVID on Wednesday 2 of August, which was thoroughly enjoyed by staff. The Continence team was presented with their award for the Community and Oral Health QSuper Wellness Challenge, see pages 4 and 5 for more information.

Administrative Professional's Day Staff Nominations

Metro South Health, Community and Oral Health Directorate led the 'Administration Staff Spotlight' nomination process encouraging all staff to submit an entry by nominating a fellow Administration Officer for their dedication to providing high level support to Community and Oral Health Services for Administrative Professionals' Day, celebrated nationally on Friday, 5 May 2023.

MASS is pleased to announce and acknowledge the following staff nominations:

Oxygen Service and Continence Aids Services team

Spectacle Supply Scheme and Specialised Services

Tara – Equipment Services

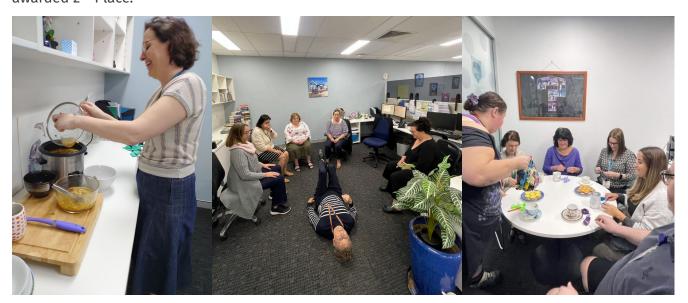
Alex - PCEP Equipment Services

Maddy - PCEP Equipment Services

Luci – Central Business Services

Community and Oral Health QSuper Wellness Challenge

The Continence and Spectacles teams participated in the 10 day challenge, in which the teams undertook a variety of activities promoting health and well-being. The challenge had a high participate rate across all services in COH, so we were very delighted for the Continence team to be awarded 2nd Place.



Pictured above, from left to right:

- Day 1: Random act of kindness Lana made chicken noodle soup for everyone to enjoy.
- Day 3: Pelvic Floor Exercises by Shane The challenge of the day was to meditate, but instead Shane taught the continence team how to do Pelvic Floor exercises to hopefully prevent becoming Continence clients in the far, far, far future.
- Day 4: Crochet and Tea Day Is there anything better in the winter than a warm cup of tea and crafting? The answer is yes the inclusion of macarons completely elevates the experience.

Community and Oral Health QSuper Wellness Challenge



Pictured from left to right:

- Day 5: Five Minute Walk Friday Beautiful day for a beautiful walk with the beautiful SSS ladies!
- Day 6: Movement Monday Caroline and Tina taking a pause on the Monday grind with a midday workout.
- Day 9: Book Nook For some light, Mary Shelley reading during morning tea.



Pictured above, left - SSS team and right - Continence team:

Day 10: Healthy Morning Tea – A Successful 2 weeks of intentionally seeking wellness calls for celebration the only way the teams know how – a plethora of food.



Clinical Education

MASS provides regular education for prescribers, clinical assistants, clients and carers. Students studying to become a health professional in any MASS designated prescriber category are also welcome to participate.

Most education sessions are provided in webinar format using Microsoft Teams, which are free to attend. Workshops are available, some with a registration fee to attend.

After a hiatus of two and a half years, MASS hosted two in-person Introduction to Wheelchair and Seating Workshops on 15 and 16 June, with 20 prescribers attending each day.

The workshops comprised both a theoretical component and a practical component (Pictured right).

We warmly invite you to join us for our upcoming education events on the following topics:



Education Calendar

Remote Hands-On Learning: Pressure Cushions Remote Hands-on Learning Programme

This is a new education approach that commenced in 2022. Gather together a team of learners. MASS will send a selection of pressure cushions to your workplace, and work through self-paced online learning with interactive support from MASS staff. There is currently a waitlist, so please see face-to-face workshop below if you would like to complete this sooner. Refer to the information sheet to find out more. (PDF 246 kB)



This webinar will discuss the avoidable and unavoidable skin changes that occur at end-of-life including pressure injuries, fungating wounds, and skin failure. Our guest speaker Dr. Sharon Latimer will be talking about the latest research and assessment of end-of-life wounds, and defining the difference between an end-of-life wound and a pressure injury. Skin management strategies and equipment prescription will be discussed - making this webinar relevant to all health professionals working with palliative clients.

1-2 September 9:00am-4:00pm - Visit us at our booth at 2023 CARE Expo

Brisbane Convention and Exhibition Centre, Southbank. 2023 CARE Expo Brisbane

14 September 1:00-2:00pm - <u>The Ins and Outs of Pressure Redistribution Mattresses</u> (Webinar)

Prescribing pressure redistribution mattresses is a complex process. Hear about clinical, personal, safety and environmental factors that aid decision making, in addition to features of powered/non-powered mattress options.

12 October 1:00-2:00pm <u>The Role of Static Bathing and Toileting Aids in Enhancing Safety and Independence</u> (Webinar)

Determining factors for prescribing static shower chairs /stools and static over toilet aids and different features of products will be covered. Results of the recent MASS bathing and toileting aid trial will also be shared.

8 November 1:00-2:00pm - Continence Management Strategies (Webinar)

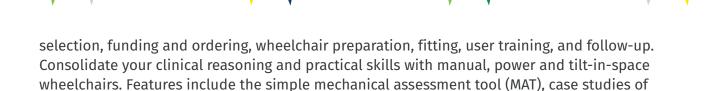
Steps through the development of individualised continence management plans for older people, including diet, fluid intake, pelvic floor exercises, bladder training, toileting habits, medications, patient education and continence aids.

27 November 9:00am-4:00pm - <u>Introduction to Wheelchairs and Seating Workshop</u> (In-Person Workshop)

Learn about how to prescribe wheelchairs and seating. In this workshop we take you through the World Health Organization's 8 step process of wheelchair prescription: referral, assessment, selection, funding and ordering, wheelchair preparation, fitting, user training, and follow-up. Consolidate your clinical reasoning and practical skills with manual, power and tilt-in-space wheelchairs. Features include the simple mechanical assessment tool (MAT), case studies of selection and fitting, and hands-on experience with a range of wheelchairs and seating options.

28 November 9:00am-4:00pm - <u>Introduction to Wheelchairs and Seating Workshop</u> (In-Person Workshop)

Learn about how to prescribe wheelchairs and seating. In this workshop we take you through the World Health Organization's 8 step process of wheelchair prescription: referral, assessment,



selection and fitting, and hands-on experience with a range of wheelchairs and seating options.

29 November 9:00-11:30am - <u>Introduction to Maintaining and Adjusting Assistive Technology</u> (In-Person Workshop)

Learn about basic maintenance and adjustments for a range of simpler assistive technology, including manual wheelchairs, hoists, pressure cushions, and bathing/toileting aids. This workshop suits health practitioners who want to build their confidence with hands-on adjustment of equipment and education of clients in equipment maintenance and cleaning. Allied health assistants responsible for basic set-up of equipment and management of equipment stock may also benefit.

29 November 1:30-4:00pm - <u>Introduction to Maintaining and Adjusting Assistive Technology</u> (In-Person Workshop)

Learn about basic maintenance and adjustments for a range of simpler assistive technology, including manual wheelchairs, hoists, pressure cushions, and bathing/toileting aids. This workshop suits health practitioners who want to build their confidence with hands-on adjustment of equipment and education of clients in equipment maintenance and cleaning. Allied health assistants responsible for basic set-up of equipment and management of equipment stock may also benefit.

30 November 9:00am-12noon - Pressure Cushion Prescription (In-Person Workshop)

For those who prefer face-to-face learning or who don't want to wait for our Pressure Cushion Remote Hands-on Learning Program, jump the queue with our in-person workshop on pressure cushion prescription. Complete the online Microsoft Sway before you come. At the face-to-face workshop explore a wide range of cushions, experience pressure mapping, and be ready to discuss example cases from your practice.

30 November 1:00-4:00pm - Pressure Cushion Prescription (In-Person Workshop)

For those who prefer face-to-face learning or who don't want to wait for our Pressure Cushion Remote Hands-on Learning Program, jump the queue with our in-person workshop on pressure cushion prescription. Complete the online Microsoft Sway before you come. At the face-to-face workshop explore a wide range of cushions, experience pressure mapping, and be ready to discuss example cases from your practice.

13 December 1:00-1:30pm - MASS-eApply in a Nutshell (Webinar)

Gain confidence in submitting MASS online applications. Covers prescriber registration, useful links, benefits to using MASS-eApply and viewing completed applications.

For more information on MASS Clinical Education, visit our website: health.qld.gov.au/mass/education visit and/or join our mailing list.

Daily Living and Mobility Aids

Warehouse and Stock

Due to equipment availability and staffing constraints, the MASS stocklists and reallocation program of stock items from the Brisbane warehouse is temporarily on hold.

In order to continue supporting Hospitals and Acute/Rapid Care agencies to facilitate urgent discharge or in home care, MASS may provide a trial item via **direct purchase** from the approved supplier/agent. Please review information on the updated MASS Stock warehouse list and contact MASS-stock@health.qld.gov.au for approval for direct purchase.

Our Townsville warehouse continues to provide assistance and access to their stock items, as normal.

Please check the MASS website for notification regarding normal resumption of MASS Stock allocation.

Direct Purchase for Trial (Daily Living Aids): health.qld.gov.au/mass/prescribe/ mobility/equipment-direct-purchase-fortrial

Scheduled Servicing for Power Wheelchairs and Electric Hoists

Do you have a MASS funded power wheelchair or electric hoist and are still an eligible MASS contact details change, so your equipment can continue to be serviced. If you'd like to check

If so, you've likely been contacted by an approved MASS repair agent to organise an annual service for your power wheelchair or hoist. These services assist to ensure your equipment is in good condition and safe for use.

It's important that you let us know if any of your contact details change, so your equipment can continue to be serviced. If you'd like to check your contact details or find out when your next service is due, please contact the MASS Equipment Services team on 3136 3524 or MASS-Equipment@health.qld.gov.au

Trial Ongoing – Static Shower Chair/Stools and Over Toilet Frames

Did you know that applicants can now apply for assistance towards a static shower chair/stool and over toilet frame?

MASS recognises that increased frailty and declining functional ability impact directly on an individual's health, wellbeing, and comfort and places them at significant risk of avoidable/premature hospital admission.

MASS is conducting a trial which aims to address this issue by increasing available options for effective bathing and toileting aids for prescribers to better meet their client's needs at home and reduce the risk of falls. This trial introduces a range of static shower chair/stool and static over toilet aid options, with the eligibility criteria and inclusions outlined in the <u>Static Bathing and Toileting Aids Trial Guideline Supplement</u>, which is supplementary to the App<u>lication Guidelines for Bathing and Toileting Aids</u>. Please visit the MASS <u>Daily Living Aids webpage</u> for more information.

For participating prescribers of the MASS Equipment to Home (E2H) program, you can now include these items in your E2H stock pools. Contact MASS on 3136 3534 for more information.

MASS-eApply Online Applications

MASS-eApply is an online application system which allows prescribers to submit applications anytime from any location on the applicant's behalf.

MASS-eApply runs through your internet browser and is designed to work on all devices.

To register to use MASS-eApply or find out more visit health.qld.gov.au/mass/eApply



Palliative Care Equipment Program

The MASS Palliative Care Equipment Program (PCEP) continues to provide aids and loan equipment to eligible Queenslanders to assist them to reside in their home environment during their end of life.

Here's some tips to allow your application to be processed promptly:

- Please ensure that the Acknowledgment of Obligations form is completed by the client's nominated support person and the correct file is uploaded to MASS-eApply.
- Always add in an additional prescriber, for follow up by the PCEP Team or hire supplier if required, in case of prescriber unavailability.
- Please read the questions regarding Consent to Email carefully and choose appropriately prescribers often complete this section with their own information, not the client's/nominated support person as is required.
- Ensure that the 'Continuity of Care' section is completed fully. This allows the PCEP team to follow up for an extension form, where required, with the client's correct support organisation.
- Palliative confirmation forms need to be completed in full –treating medical officer/palliative specialist must provide a contact number or email address, and all forms must be signed and dated. Extension form should have information on prognosis provided by the Palliative Care Specialist in the text box provided.

For prescribers working in palliative care, please see the recorded PCEP update for June 2023 which clarifies PCEP and MASS eligibility here: https://www.youtube.com/watch?v=oIAjtvknV1M

We know it can be challenging filling in MASS-eApply forms for clients who are under palliative care services but not yet eligible for PCEP due to the length of their prognosis. The following video (4min23sec) helps you to navigate how to complete the MASS-eApply forms in these circumstances: https://www.youtube.com/watch?v= 3fsjbFMDy0



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