

# Equipment Repairs and Maintenance Information Sheet

## Repair and Maintenance Funding List

Medical Aids Subsidy Scheme (MASS) will provide basic and standard assistive technology for use by clients in the home environment to avoid premature hospitalisation or residential care.

### **MASS WILL fund repairs to the following equipment and modifications:**

- Annual scheduled servicing for power wheelchairs and hoists only;
- Tyres:
  - 1 set per year on power wheelchairs - pneumatic tyres and solid tyres unless negotiated with Service Manager
  - 1 set per year on manual wheelchairs - solid tyres only unless negotiated with Service Manager
- Castors – 1 set per year only.
- Transit wheels - 1 set per year only (as supplied standard on a transit manual wheelchair)
- Non-standard sized tyres on manual wheelchairs (as supplied standard on wheelchair) – 1 set per year only.
- Scissor and drum brakes.
- Specialist power wheelchair control systems where applicant is unable to use standard controller e.g. Sip and puff, chin controls and buddy buttons.

### **MASS WILL NOT fund the cost of repairs to the following equipment and modifications:**

- To non plaqued equipment items such as wheeled walking aids, bath transfer benches, bath swivel seats, bath lifts, nonstandard bath boards and static commodes. Ownership of these items is deemed to the client by MASS upon delivery of the item. Cost of repairs to these items is the responsibility of the client.
- To all or part of equipment that has been replaced by MASS.
- To co-funded equipment which is above those for the equivalent standard aid.
- Repairs that have been completed without prior contact and authorisation by MASS.
- That are not undertaken by the supplier or its authorised agent or by a repairer authorised by MASS.
- For parts and labour charges that are covered by warranty.
- The transportation of the person to and from the repairer/supplier.
- Costs of alternative arrangements for the person while the aid is being repaired.
- Flat tyres.
- Larger pneumatic tyres on manual wheelchairs and mobile shower commodes.
- Powerdrive motor shroud/casing.

- That exceed the approximate average cost of basic repairs and maintenance for similar types of aids within the MASS fleet.
- Equipment that is deemed beyond economical repair (BER) where the client has been advised to apply to MASS for a replacement item.
- Repairs or damage caused by continuous misuse or use of an equipment item outside MASS and manufacturer guidelines. These include:
  - Unreasonable use, misuse or inappropriate use of an aid.
  - Lack of maintenance and cleaning by user/carer/support worker.
  - Constant and/or continual soiling of bodily fluids.
  - Damage not standard wear and tear (as assessed by MASS).
  - Loss or neglect of aid.
- Powerdrive – use as an outside transport system in place of a vehicle or other transport option.
- Water damage caused by use not recommended by the manufacturer (e.g. use of powerdrive in extreme weather conditions, use on a beach or in waterways).
- Repeated repairs/replacement to an item or modifications due to incorrect use (e.g. repeated replacement of footplates due to hitting gutters or other fixed structure, repeated controller repairs).
- Tyres/wheels that were not approved by MASS.
- A reversal of a tyre or caster change that has been requested by the client i.e. pneumatic to solids, if the client is not happy with the outcome of the modification.

**Aids and equipment Privately Purchased or funded by other sources are not funded for repair by MASS:**

- Equipment, accessories or modifications privately owned/funded or funded by other sources including:
  - Oxygen holders, IV holders and crutch holder.
  - Leg bag openers.
  - Upgraded wheels or nonstandard wheels.
  - Upgraded frame options (e.g. high performance upgrade or suspension).
  - Attendant controls.
  - Power assist devices.
  - Lights.
  - Electric elevating leg rests, seat elevate, or backrest recline.
  - Additional electronic components for peripherals (USB kits, accessory port power supply or charger, home environment controls, AAM modules, phone mount).
  - Kerb climb.
  - Transit or folding options not part of base equipment.
  - Tie downs.
  - Back packs or pouches.

- Never flat tyres.
- Cup holders, canopy covers.
- Non-standard tyres/wheels.
- For repairs that a person has privately paid (i.e. retrospective payments).

**\*Prescribing therapists** may request a change from pneumatic tyres to solid tyres for a client however, they need to be aware of the change that solid tyres may have on the ride experience for the client i.e. risk of slipping on a flat surface, smoothness of the ride for the client. Standard size pneumatic tyres on manual wheelchairs and showerchairs (i.e. 22” and 24” inch tyres).



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