

Medical Aids Subsidy Scheme

# **Guidelines for Queensland Artificial Limb Service**

Version 2.0 October 2023



## Medical Aids Subsidy Scheme (MASS) Guidelines for Queensland Artificial Limb Service - Version 2.0 October 2023

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An electronic version of this document is available at [health.qld.gov.au/mass](https://health.qld.gov.au/mass)

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# 1 Introduction

These Guidelines contain information about the Queensland Artificial Limb Service (QALS) to assist applicants, health professionals and prosthetic service providers (PSPs) in accessing assistance through QALS.

QALS is a state-wide service under the Medical Aids Subsidy Scheme (MASS), hosted by Metro South Hospital and Health Services (MSHHS) for the provision of prostheses (artificial prosthetic limbs).

## 1.1 Scope of Service

QALS provides funding support for basic definitive prostheses and prosthetic services to eligible Queensland residents, over the age of 65 years, who have undergone an amputation or have a congenital limb difference. This service follows the Queensland Governments Procurement Policy and is currently provisioned via a coordinated state-wide approach utilising private prosthetic manufacturers, known as prosthetic service providers (PSPs).

## 1.2 Aim of QALS

QALS aims to support the provision of basic definitive prostheses and prosthetic services to eligible applicants in Queensland by:

- Processing registration requests and applications for assistance within available funding resources in a timely manner.
- Ensuring funding of basic prostheses and prosthetic services are provided consistently and equitably.
- Effectively managing resources in a transparent and efficient manner.
- Establishing quality standards for performance and service delivery in an environment that seeks continuous improvements.
- Supporting communication and co-operation between applicants and their families, amputee support groups, health professionals and prosthetic service providers.
- Endorsing the research of evidence-based practices and the documenting of best practice models in order to provide quality, consumer focused services at all levels of consumer care.

# 2 Location and Contact Details

QALS is located at the MASS service centre in Brisbane.

Address: 41 Southgate Avenue, Cannon Hill, QLD 4170  
Postal Address: PO Box 281, Cannon Hill QLD 4170  
Telephone: 07 3136 3660  
Email: [QALS@health.qld.gov.au](mailto:QALS@health.qld.gov.au)

## 3 Eligibility

Eligibility is determined by both administrative and clinical criteria.

### 3.1 Administrative Eligibility

The applicant must:

- Be an Australian Citizen or have Australian residency (excludes External Territories) through one of the following:
  - Hold a Permanent Residency Visa.
  - Hold a Protected Special Category Visa (subclass 444)\*.
- Hold a current and open resident (Green) Medicare Card
- Be a permanent resident of Queensland.
- Be 65 years or older.

#### [\\*A Protected Special Category Visa](#)

From 1 July 2023 changes to citizenship eligibility for some New Zealand citizens holding a Special Category (subclass 444) visa will apply. See Direct pathway to Australian citizenship for New Zealand citizens.

Applicants who are undertaking legal proceedings for compensation relating to their limb loss may be eligible.

- For temporary funding support under QALS while their case is under consideration.
- Upon completion of a claim for compensation, full reimbursement to QALS for all costs incurred will be required.
- Clients who have received compensation for their limb loss will not be eligible for prosthetic funding support under QALS for an identified period of time. Once the specific time period has expired and/or future prosthetic and medical costs allocated in the settlement agreement has been expended.

### 3.2 Persons not eligible

Persons not eligible for QALS assistance may be:

- Obtaining prosthetic funding support or services from another Government agency or service (State / National or Overseas); insurance agency; private industry; sponsorship agreements; personal or industry donations; or not-for-profit organisations. Example:
  - Department of Veterans Affairs (DVA)
  - National Disability Insurance Agency (NDIS)
  - National Injury Insurance Scheme Queensland (NIISQ)
  - WorkCover

- Visitors from interstate or overseas. Persons traveling interstate or from overseas should contact their current funding body or arrange private funding through a Queensland PSP.
- Persons currently an inpatient in a hospital.

### 3.3 Clinical Eligibility

The applicant must:

- Have acquired an amputation as a result of disease or injury and the level of amputation is complete trans-metatarsal/trans-metacarpal or higher.

OR

- Have a congenital limb difference at a level that is complete trans-metatarsal/trans-metacarpal or higher.
- Have successfully completed an interim rehabilitation program at a participating public hospital amputee clinic and
  - been assessed and deemed competent and suitable to use a definitive prosthetic limb by the amputee clinic multi-disciplinary team, including issue of a:
    - [Clinical Prosthetic Clearance](#) (CPC) form
    - [Amputee Mobility Predictor Assessment Tool](#) (AMPAT)

A clinical assessment by an amputee clinic and provision of a CPC form are mandatory where the applicant:

- Has not used a definitive prosthesis before or has not used one for an extended period of time.
- Have not had a replacement prosthesis in 6 years or longer.
- Have had a major medical condition or surgery (i.e. cancer, knee replacement, additional amputation, osseointegration surgery).
- Requires frequent prosthetic services i.e. socket or component replacement or repairs. This allows ongoing monitoring of wellbeing and continuing suitability for prosthetic use.

The CPC Form is held valid by QALS for up to six (6) months from the signing date on the signature block but may be expired earlier if QALS deems the information is not relevant to the current episode of care or service request.

## 4 Funding

An applicant must be registered as a QALS client and meet eligibility criteria prior to any services being approved or completed.

Funding through QALS is for standard/basic custom-made prosthetic limbs and services as classified by the *Therapeutic Goods (Medical Device) Regulations 2002 - Class 1 (3) Medical Device – custom made devices*.

Goods and Services provided under QALS funding:

- Is limited to a basic definitive artificial limb (per amputation) for standard day to day activities, which best meets the requirements of the applicant, associated consumables/supplies and repairs for the funded prosthesis within the QALS funding limits.
- Must contain components that meet the standards criteria set by the Australian Therapeutic Goods Administration (TGA) and be permanently and uniquely identifiable as per TGA stipulated labelling requirements for prosthetic limbs by the PSP. QALS provides microchips for funded prostheses.
- Is not based on medical or individual lifestyle needs, applicant work demands or activities of interest, nor advancements in component technology.

## 4.1 Funding Limits

### Prosthetic Limbs, Labour and Components

IMPORTANT: Please refer to the Guidelines for Queensland Artificial Limb Service Supplement for information on temporary funding increases July 2023 to June 2027.

Category	Timing and/or Maximum Funding Level
Prostheses*  Definitive Only, Per Amputation/Limb Difference	<p>One (1) basic artificial limb (prosthesis) for standard day to day activities.</p> <ul style="list-style-type: none"> <li>• The expected period of use for a QALS funded prosthesis is 36 months from the date of issue.</li> <li>• Applications for replacement prosthesis requests within 36 months or sockets within 12 months must include clinical justification for the replacement.</li> <li>• Partial foot prostheses may be supplied for partial foot amputations, proximal to the metatarsal phalange joint e.g. custom-made prosthesis for Chopart and Lisfranc amputations.</li> <li>• Partial hand prostheses may be supplied excluding digits only.</li> </ul> <p>QALS expects that approved services to be completed by the PSP within six (6) months from date of approval.</p>
Socket Replacement*  Definitive Only, Per Amputation/Limb Difference	<p>A socket replacement may be requested within the 36 months of issue of a prosthetic limb where clinically justified. A socket for a definitive client is expected to last 12-24 months.</p> <p>*Repeated prosthesis or socket replacements due to a client's medical condition (swelling or ulceration) will require medical intervention and provision of a CPC form from an Amputee Clinic to QALS before repairs or replacements may be funded.</p>

Category	Timing and/or Maximum Funding Level
Labour per prosthesis or service type	<p>Labour funded is in accordance to the QALS PSP Working Arrangement schedule of hours (SoH).</p> <p>The SoH includes:</p> <ul style="list-style-type: none"> <li>the labour to fit all components (excluding a cosmetic/artistic feature), additional labour (e.g. to fit a pylon, adaptor, foot) is not granted.</li> <li>a once off 1-hour initial consultation for definitive clients to discuss their prosthetic needs with their new PSP (once per client, not per amputation).</li> </ul>
Covers and Artistic Features	<p>One (1) cosmetic cover <b>or</b> artistic feature per 12-month period (not per limb/socket replacement)</p> <p>Material costs:</p> <ul style="list-style-type: none"> <li>Below Knee foam: \$100</li> <li>Above Knee foam: \$200</li> </ul> <p>Artistic Feature or upgraded cover:</p> <ul style="list-style-type: none"> <li>3D fairing: \$695</li> <li>Synergy or Dreamskin External Cover: \$375</li> </ul>
Feet, Terminal Devices and Joints	<ul style="list-style-type: none"> <li>Feet and Terminal Devices - K1 - \$900, K2 or above: \$1,500</li> <li>Elbow and Knee units - K1 - \$1,500, K2 or above: \$3,000</li> <li>Feet, terminal devices, elbows and knees have an expected period of use of 12-36 months</li> </ul>

**IMPORTANT: Subsidy limits are subject to change, dependent on approved funding and demand.**

### Components and Prosthetic Accessories

- must be 'active' on the QALS Component List (QCMS). This list provides an adequate range of components to cover all levels of amputation, mobility grading and component weight limitations.
- Must be re-used from previous prosthetic limbs where the component is within warranty periods and / or expected period of use, where safe to do so.
- QALS must be notified if any upgraded or specially designed components have been added to a prosthesis regardless if fully or partially funded by QALS.

### Important Information:

All prosthetic limbs and components which are fully, or partially, funded through QALS:

- Shall be used as intended and maintained in good condition.
- Are used at the client's own risk.
- May not be modified by anyone other than a QALS registered PSP.
- May be returned to your PSP when 'expired'\* and replaced.

It should be noted that use of an 'expired' prosthesis, or parts, is considered unsafe and may cause injury. An expired prosthesis, components, accessories or aids are used at the person's own risk and expense.

### Consumable and Supply Items

IMPORTANT: Please refer to the Guidelines for Queensland Artificial Limb Service Supplement for information on temporary funding increases July 2023 to June 2027.

Category	12 Months Supply Limit - Quantity
Cosmetic Gloves and Foot Shell Covers	2
Stockings	6-12
Donning Aid	1
Foam Cover	1
Gel or Silicon Liners	2
Lotions/Cream/Sprays	8
Sheaths or Gaiters	4-6
Shower/Wet Covers	1
Socks; cotton, wool or other	10-12
Socks; Gel	3-4
Stump Shrinkers	2
Suspension Sleeves	2

### Osseointegration

Category	Timing and/or Maximum Funding Level
External Components, excluding the cost of joints or terminal devices.	\$11,500 Osseointegration prosthesis are expected to last 60 months. * Osseointegration clients are not eligible for consumable supply items or foam/cosmetic covers through QALS as the annual limitation costs are allocated to the higher funding level of the initial cost of the Osseo integrated prosthesis.
Joints and Terminal devices	As per standard QALS funding limits

## Postage

Category	Timing and/or Maximum Funding Level
Australia Post or Standard Courier Satchel	<p>It is recommended that prosthetic services are obtained by a client at their appointment in person, however, standard post for replacement or repaired parts and consumable/supply items will be funded by QALS where required.</p> <p>Express, same-day or over-night shipping/courier costs are not funded by QALS.</p>

## 4.2 Non-Standard Components

Prosthetic components that are over the QALS funding limits or deemed to be non-basic (titanium etc) are referred to as 'Non-Standard' components.

QALS recognises that in some instances, an applicant's essential prosthetic needs may not be fully met by the standard components within the QALS funding limits e.g. higher safe working load required.

Where an application is submitted to QALS for funding of the non-standard component/s, a [QALS Non-Standard Request Form](#) is required to be completed and submitted with the MASS-eApply application.

### Where necessary, QALS may seek advice from:

- Members of the QALS Consumer Advisory Committee.
- A subject matter expert / allied health or medical professional.
- Important: information provided for review is deidentified and in adherence to the QALS Privacy Policy.

### Where the application is approved:

Funding will be provided as an exemption on a 'once off' basis only and funding for future replacements/non-standard components is not guaranteed.

### Where the application is declined:

QALS may provide funding up to the approved funding limits and the client may wish to part fund the cost remaining above the funding limits.

## 4.3 Items not funded by QALS

Includes but is not limited to:

- Interim, secondary, spare/emergency, occupational, recreational, cosmetic/non-functioning limbs including all associated supplies and services.
- Prosthetic devices for part of the body other than limbs (eyes, breasts, nose, wigs, digits etc).

- Orthoses and Surgical and/or Medical Grade Footwear\*.
- Outside scope components such as myoelectric/microprocessor limbs or components.
- Replacements/repairs for QALS funded prostheses or components that are:
  - Damaged due to corrosion, negligence or misuse.
  - That have been replaced or are 'expired'.
  - Where there is an error by the prosthetist e.g. limb design.
  - Where the prosthesis has been used in a manner contrary to the intended use.
- Items for treatment of medical conditions or short-term use (less than 12 months).
- Retrospective funding for prosthetics or associated service, consumables/supplies that have not been approved by QALS.
- A cosmesis or artistic feature for exoskeletal or osseointegration limb types, as the costs allocated are part of the initial limb build costs.
- Materials for T-Shirt/Design/Laminated prints.
- Medical procedures/surgeries, internal components or medical consumables relating to amputation or osseointegration.
- Financial assistance for travel, transport or parking to attend a PSP or Amputee Clinic, or for PSPs to visit an applicant's residence, nursing home or corrective service.
- Financial assistance for consultations, or appointments for non-QALS funded services (e.g. appointments regarding client's self-funded recreational prosthesis, osseointegration surgery).

\*Orthoses and Medical Grade Footwear have funding subsidy through MASS, refer to [MASS General Guidelines](#).

## 5 Warranty

Warranty on PSP workmanship and quality of products applies to all prosthetic services and components:

- Socket warranty has minimum 3 months on fit and minimum 12 months on socket integrity.
- Components are as per the manufacturers' specifications for both 'warranty' and 'expected period-of-use' for each specific item.

All items are expected to last the warranty period. When a warranty period is not identified by the manufacturer or supplier it has an implied minimum 6-month warranty period. QALS will only fund replacements or new components that are outside the warranty period.

## 6 Co-Payment

An applicant may be required to privately fund a co-payment for prosthetics where:

- The prosthetic components requested exceed the maximum QALS funding levels and have not been approved for full funding by QALS (as per Section 4.3 Non-Standard Components); or
- The prosthetist/applicant has chosen upgraded components which are outside the scope of QALS funding levels e.g. microprocessor joints or components specific to recreational use.

Where the application is approved for part QALS funding or for addition of privately funded upgraded components, the co-payment must be paid directly by the applicant to the PSP.

Note: The PSP must inform the applicant of a potential co-payment prior to submitting the QALS application.

## 7 Repairs and Maintenance

QALS funding for prosthetics limbs and services includes the following:

Category	Timing and/or Maximum Funding Level
Under \$550	Minor repairs, maintenance (including annual review) and replacement parts may be completed without prior approval from QALS where cost is under \$550 in components and labour.
Over \$550	<p>The following maintenance or major repair requests must have prior approval from QALS:</p> <ul style="list-style-type: none"> <li>• Repairs, maintenance, consumables and accessories over \$550</li> <li>• Maintenance, repairs and replacements: <ul style="list-style-type: none"> <li>– for non-standard items.</li> <li>– for items fully or partially funded by a client.</li> <li>– required due to damage caused by negligence or misuse.</li> <li>– within a warranty period or expected period of use.</li> </ul> </li> </ul>

# 8 How to Register and Apply

## 8.1 Registration with QALS

In order to apply for assistance through QALS, all applicants must complete the QALS registration process.

Activity	Required Task Summary
QALS Registration	<p>First-time applicants or applicants who haven't received a service through QALS in 10 or more years:</p> <ul style="list-style-type: none"><li>• The applicant will need to register as a client with QALS - <a href="#">QALS Registration Form</a></li><li>• A copy of the below must be attached to the application:<ul style="list-style-type: none"><li>– Proof of QLD residency e.g. copy of license or utility notice</li><li>– Where applicable, copy of permanent residency visa or copy of New Zealand passport.</li><li>– Medicare Card.</li><li>– A CPC form and AMPAT form (if applicable) completed by the Amputee Clinic – this is sometimes sent directly to QALS by the clinic.</li></ul></li><li>• QALS will review eligibility and notify the applicant/carer of the outcome.</li></ul>
Registration Assessment	<p>QALS registration approved: QALS will notify the applicant and the applicant's chosen PSP and forward any copies of a CPC form if applicable.</p> <p>QALS registration declined: QALS will notify the applicant in writing.</p>

### Application Submission

To assist applicants and prescribers, a flow chart summarising the above application process is at Appendix 2 of this document.

Activity	Required Task Summary
Prosthetic Service Provider (PSP)	<ul style="list-style-type: none"><li>• Conduct a full assessment of the applicants needs and discuss the suitable prosthetic options that are within the QALS funding limits with the applicant.</li><li>• Discuss QALS scope and funding limits, including any applicable co-payment, with the applicant.</li><li>• Complete the MASS-eApply Prosthetic Service Request form, including, where required:<ul style="list-style-type: none"><li>– Clinical justification for <a href="#">non-standard components</a> or replacements within expected timeframes.</li><li>– <a href="#">CPC form</a> – please refer to section 3.3 Clinical Eligibility.</li></ul></li></ul>

Activity	Required Task Summary
QALS Application Assessment	<p>QALS will review the application for funding eligibility and:</p> <ul style="list-style-type: none"> <li>• If Approved: QALS will notify the client's chosen PSP and issue a purchase order for the approved QALS funding amount.</li> <li>• If Declined: QALS will notify the PSP and obtain more information if required.</li> </ul>
Prosthesis Trial Period (if applicable) and Acquittal*	<p>Upon completion of the prosthesis or prosthetic service:</p> <ul style="list-style-type: none"> <li>• The PSP shall provide written and/or verbal instructions regarding the limitations of the prosthesis and components on how to clean and maintain their prosthesis and residual limb.</li> <li>• The applicant shall complete a trial with the prosthesis or socket replacement for a minimum of two (2) weeks.</li> <li>• After the completion of the trial, the PSP will complete Part A of the QALS Prosthetic Issue and Acquittal form and provide to the applicant to complete sections B and C.</li> <li>• The PSP will submit the completed <a href="#">Prosthetic Issue and Acquittal form</a> to QALS with their invoice for services.</li> </ul>
Applicant Feedback	<p>The applicant may be contacted by QALS for quality assurance by phone, email or in writing by sending a QALS Client Service Evaluation form – refer section 10 Client Service Evaluation, for more information.</p>

## 8.2 MASS-eApply

MASS-eApply is an online system designated to provide a greater versatility to QALS registered Prosthetic Service Provider staff members. It provides the flexibility to submit forms and application requests when they are out in the community, without the need of hand-writing or posting forms. MASS-eApply is available to all service areas provided through MASS.

For information on online applications available through MASS-eApply Please visit: [health.qld.gov.au/mass/eApply](https://health.qld.gov.au/mass/eApply)

For enquiries on MASS-eApply registration and issues please contact:

- Email: [MASS-eApply@health.qld.gov.au](mailto:MASS-eApply@health.qld.gov.au)
- Phone: 07 3136 3613

## 9 Acquittals and Post Delivery Follow-up

The [QALS Prosthetic Issue and Acquittal form](#) is used by the PSP and applicant to indicate the receipt, trial and satisfaction of fit and function for prosthetics and prosthetic services funded by QALS. The acquittal form shall be completed within 90 days of the applicant taking possession of, and trialling, the new limb, socket or major repair.

If the prosthesis or components are not functionally appropriate, the client should discuss this with their PSP in the first instance to arrange resolution.

Approval and funding of further service provisions through QALS may be delayed if the acquittal from the previous service is not received by QALS.

## 10 Client Service Evaluation

The QALS Client Service Evaluation questionnaire is sent by QALS to a client where a new prosthesis, socket replacement or major repair has been supplied.

Clients are encouraged to complete this questionnaire, or contact the QALS team, if they have any concerns with the services being provided, or unhappy with the fit and function of their prosthesis. QALS may also make direct contact with clients for feedback on the services being provided and funded by QALS.

The returned evaluation forms will be kept in confidence on the client's file. Personal items raised as concerns by the clients will be reviewed by the QALS team and responded to as required.

## 11 Prosthetic Service Providers (PSP)

A Prosthetic Service Provider (PSP) must register with QALS and be approved to provide services on behalf of QALS clients.

- Applicants may choose to obtain prosthetic services from any of the QALS recognised providers. A list of these providers is available on the QALS website at: [health.qld.gov.au/mass/prescribe/artificial-limbs/qals-groups#PSPs](https://health.qld.gov.au/mass/prescribe/artificial-limbs/qals-groups#PSPs)
- To change providers, the client must contact QALS to confirm the change. Please be aware that once work has commenced (that is, a cast has been taken or repair work on the prosthesis has commenced) the client is required to complete that episode of service with that PSP. After the warranty period for the service has expired, the client is free to change PSP for ongoing services. A PSP can refuse to provide services to a client at their own discretion.

- Applicants are required to contact their selected PSP for all appointments and assessments for prosthetic services. Their treating prosthetist will submit prosthetic service requests on their behalf to QALS for funding approval.
- The PSP will liaise directly with the client during the course of their service provisions, on a continuous basis - designing and manufacturing prostheses; providing adjustments and fittings of the prosthesis; repairs and maintenance to the prosthesis; and applications for consumable items such as stump socks and liners.

## 11.1 Eligibility for Prosthetic Service Providers

PSPs must abide by the QALS Working Arrangement, Policies, Procedures and Australian Prosthetic Standards. Prosthetic devices are required to be manufactured as per the International Organisation for Standards (ISO), recognised professional competencies and the Australian Therapeutic Goods Administration (TGA) requirements.

All providers recognised to provide QALS services need to have:

- appropriate insurance cover.
- suitably qualified and experienced allied health professionals i.e. Prosthetists and Technicians.
- quality assurance certification.
- suitable premises for prosthetic manufacturing and client assessments.
- compliance with key performance indicators (KPI) as identified by QALS.
- an application to be registered as a QALS recognised provider must be completed, for the application to register under the working arrangement, email [MASS-Procurement@health.qld.gov.au](mailto:MASS-Procurement@health.qld.gov.au)

PSPs are informed of, and required to familiarise themselves with, relevant sections of the Queensland Health 'Code of Conduct' requirements.

Prosthetists employed by the PSP, will be required to undertake the Queensland Health, Allied Health's credentialing process, as outlined on the [QALS PSP Personnel Registration Form](#).

Updates to any of the above information for existing/new staff or organisations should be sent to [MASS-Procurement@health.qld.gov.au](mailto:MASS-Procurement@health.qld.gov.au)

## 11.2 Key Performance Indicators (KPI)

- QALS aims to process all applications within 10 business days of receipt.
- All approved services are to be completed within the agreed upon KPI with the PSP.
  - All services should be completed and acquitted by the PSP within 90 days of approval. Services that exceed 90 days require explanation.
  - It is expected that prosthetic limbs and socket replacements are to be completed within the maximum timeframe of 6 months from the date of approval.
  - Supplies and repairs are to be completed within the maximum timeframe of 4 months of the date of approval.

# 12 Complaints, Compliments and Feedback

QALS recognises that consumer feedback, both positive and negative, is essential in order to provide a quality service that meets the needs of our consumers. Compliments, complaints and feedback may be made both verbally and in writing.

Consumers are encouraged to raise any concerns regarding the services they are receiving at any stage of their prosthetic service provision with QALS. Clients have the right to complain in confidence, without prejudice and/or without effecting any future prosthetic service provisions.

All complainants are treated with respect, sensitivity and confidentiality. Complainants will not be subjected to any prejudicial treatment as a result of making a complaint about the standard of service received. QALS is committed to maintaining strict confidentiality in respect of information provided to it and will not divulge such information without consent of the consumer.

## 12.1 Compliments and Complaints Mechanism

To assist the process, consumers are encouraged to provide factual and full information regarding their concerns. The compliments and complaints management process generally depend on the nature of the issue as follows:

- Issues concerning the performance of QALS while providing the QALS service:
- These types of issues are investigated and resolved, where possible at local QALS level via the Service Manager.
- Issues concerning the outcome of an application to QALS:
- These types of issues are reviewed by QALS and MASS administrative, clinical and management personnel. Where necessary, QALS will approach a member of the QALS Consumer Advisory Committee, and/or expert clinicians who have a holistic knowledge of the QALS client population, QALS procedures and services delivered under QALS. The aim is to objectively review the issues of concern relative to QALS providing an equitable and consistent service to all applicants within the scope of QALS service provision.
- Complaints that cannot be resolved at the local level are referred to the Director of MASS for consideration.

Complaints regarding the prosthetic service provider may also be provided to the Australian Orthotic Prosthetic Association for more information: [aopa.org.au/about-us/log-your-issue](http://aopa.org.au/about-us/log-your-issue)

## 12.2 How to provide feedback

To provide feedback, please contact one of the offices detailed below. Please provide:

A full description of your experience including the situation which you are satisfied / not satisfied with and any relevant details.

If you would like one of our client service officers to get in touch with you, please provide your full name and contact details. You can choose to remain anonymous if you wish.

Available forms on the MASS website [health.qld.gov.au/mass](https://health.qld.gov.au/mass):

- [MASS Complaints and Compliments Form](#)
- [QALS website feedback/enquiry form](#)

#### **Queensland Artificial Limb Service**

Phone: 07 3136 3660

Email: [QALS@health.qld.gov.au](mailto:QALS@health.qld.gov.au)

Post: PO Box 281, Cannon Hill QLD 4170

#### **Medical Aids Subsidy Scheme**

Phone: 07 3136 3636 or 1300 443 570 (toll free)

Email: [MASS-Executive@health.qld.gov.au](mailto:MASS-Executive@health.qld.gov.au)

Post: PO Box 281, Cannon Hill QLD 4170

#### **Health Ombudsman**

You also have the option of contacting the Office of the Health Ombudsman. The Ombudsman is independent from Metro South Health and can be contacted by:

Website: [oho.qld.gov.au](https://oho.qld.gov.au)

Phone: 133 OHO (133 646)

Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Post: PO Box 13281 George St, Brisbane QLD 4003

## **13 Accidents and Incidents**

The monitoring of incidents plays an important role in ensuring that QALS improves service delivery to its consumers by minimising potential risks. The QALS accident and incident monitoring process supports a preventative approach by monitoring events that have, or may lead to, unintended harm, complaint, loss or damage.

The [Accident and Incident Report form](#) is available on the MASS website at [health.qld.gov.au/mass](https://health.qld.gov.au/mass) and from MASS service centres. Completed forms should be returned to the local MASS service centre or emailed to [QALS@health.qld.gov.au](mailto:QALS@health.qld.gov.au).

## **14 Privacy Statement**

The Queensland Health, MASS is collecting administrative, demographic and clinical data as part of the MASS application process, in accordance with the *Information Privacy Act 2009* and *Hospital and Health Boards Act 2011*, in order to assess an applicant's eligibility for funding assistance for the supply of assistive technology.

The information will only be accessed by Queensland Health officers. Some of this information may be given to the applicant's carer or guardian; other government departments who provide associated services; the prescribing health professional for further

clinical management purposes; and to those parties (e.g. commercial suppliers, community care and repairers) requiring the information for the purpose of providing assistive technology and services.

Your information will not be given to any other person or organisation except where required by law.

If the information provided in the application is not complete or accurate, MASS may not be able to properly assess the application. If any details change, or if the applicant finds the personal information MASS holds is inaccurate, the applicant must contact MASS and reasonable steps will be taken by MASS to ensure the information is corrected.

Queensland Health has a long-standing commitment to ensuring the privacy and confidentiality of personal information collected by the department. That commitment is supported by nine *National Privacy Principles in the Information Privacy Act 2009* (Qld) ([legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC014.pdf](http://legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC014.pdf)) (in relation to all personal information held by the department) and strict confidentiality obligations found in Part 7 of the *Hospital and Health Boards Act 2011* (Qld) ([legislation.qld.gov.au/view/whole/html/inforce/current/act-2011-032](http://legislation.qld.gov.au/view/whole/html/inforce/current/act-2011-032)) (in relation to health information held by the department).

## 15 Consumer Resources

QALS does not provide medical or clinical services to consumers; hence our information may be limited to the funding of prosthetic services. However, QALS has compiled a list of useful consumer resources available on the QALS website ([health.qld.gov.au/mass/prescribe/artificial-limbs](http://health.qld.gov.au/mass/prescribe/artificial-limbs))

- [Advocacy and Support Groups Locations](#)
- [Amputee Clinic Locations](#)
- [Queensland Prosthetic Service Provider \(PSP\) / Limb Manufacturer Locations](#)
- [Interstate PSPs](#)
- [Other Artificial Limb Schemes and Services](#)
- [Prosthetic Limb, Component and Consumable Funding Limits](#)
- QALS *Information for People Living with Amputation* Book. For a physical copy of the book, please contact QALS.
  - [Part A](#)
  - [Part B](#)
  - [Part C](#)
- The [Prosthetic Funding Information Flowchart](#) outlines the process of receiving a prosthetic limb funding in Queensland.

# Appendix 1 - Amputation Description and Abbreviations

In order to utilise a consistent set of abbreviations, mostly to describe amputations for the purposes of QALS, the following list has been **derived** from ISPO standards, but has been modified so that each entry is unique.

This replaces the previous list which differentiated between Congenital and other causes of the amputation. QALS records this information elsewhere.

## Upper Limb Amputations

New Terminology and Abbreviation	Old Terminology
Partial Hand (PH)	Partial Hand
Wrist Disarticulation (WD)	Through Wrist, Wrist Disarticulation
Trans Radial (TR)	Below Elbow BE
Elbow Disarticulation (ED)	Through Elbow, Elbow Disarticulation
Trans Humeral (TH)	Above Elbow(AE)
Shoulder Disarticulation (SD)	Shoulder Disarticulation, Through Shoulder
Forequarter Amputation (FQ)	Forequarter Amputation, Scapula-Thoracic, Shoulder Cap prosthesis
Congenital Limb Shortening Upper (CLSU)	

**Partial Hand Amputation:** is the loss or part loss of the Hand (including all levels of the Thumb) below the Wrist Joint and above the Metacarpal-Phalangeal (MCP) joint.

## Lower Limb Amputations

New Terminology and Abbreviation	Old Terminology
Partial Foot (PF)	Chopart, Lis Franc
Ankle Disarticulation (AD)	Symes, Ankle disarticulation
Trans Tibial (TT)	Below Knee, BK
Knee Disarticulation (KD)	Knee Disartic, Through Knee TK, Gritti-Stokes
Trans Femoral (TF)	Above Knee – AK
Hip Disarticulation (HD)	Hip Disarticulation, Canadian Hip
Trans Pelvic (TP)	Hemi Pelvectomy, Hind Quarter
Congenital Limb Shortening Lower (CLSL)	PFFD

**Partial Foot Amputation:** is the loss or part loss of the foot (including all levels of the Great Toe) below the ankle joint and above the Metatarsal-Phalangeal (MTP) joint.

## Appendix 2 – Flow Chart: Procedure for applying for prosthetic services through QALS

