

Applicant Information Sheet

MASS 86 - Communication Aids

Provision of Communication Aids

- You have been approved for subsidisation of a communication aid on permanent loan from the Medical Aids Subsidy Scheme (MASS).
- This aid is for your use only and should not be used by any other person.
- Should you no longer require the use of this aid or it is replaced, you must contact your local MASS service centre. Arrangements will be made to collect it for return to MASS.
- Please advise MASS immediately if there is a change in your residential address.
- If you enter a Commonwealth Aged Care Facility (high level care – nursing home) or a level three (3) or four (4) Home Care Package, please advise MASS as you may be eligible to have ownership of the aid transferred to you. When ownership of an aid is transferred, MASS will no longer pay any costs associated with the item e.g. repairs and maintenance.
- This aid remains the property of MASS unless advised otherwise in writing.

MASS Plaque Number

All communication aids that are provided on a permanent loan have a MASS identifying plaque number either attached or engraved on them. This plaque number must not be removed from the aid and must be used in any correspondence or repairs regarding the aid.

Client's Responsibility and Information on Maintenance and Use

MASS provides Device Care Information Sheets whenever a new or replacement aid is used, as follows:

- [MASS87 – 'Artificial Larynx Care Information Sheet'](#)
- [MASS88SGD – 'Speech Generating Device Care Information Sheet'](#)
- [MASS88VAD – 'Voice Amplification Device Care Information Sheet'](#)

Manufacturers should provide operational manual/information with any new communication aid. You are advised to pay particular attention to information about charging the battery correctly. You are responsible for the daily care and maintenance of the aid as outlined in the above information provided with the aid.

MASS requests that you read, retain, and apply any care and maintenance information, and that you contact your prescriber (speech pathologist) if assistance is required. If the prescriber is not personally able to provide assistance to you, you should contact MASS.

Repairs and Maintenance that MASS will pay

MASS will pay for repairs and maintenance to communication aids provided on permanent loan, associated with reasonable wear and tear. If a communication aid requires repairs and maintenance, these should be undertaken as soon as possible to prevent further damage or safety issues occurring.

If repairs and maintenance are required to a MASS communication aid, even if the aid is still under warranty, you are required to contact the MASS Brisbane service centre – phone: (07) 3136 3696.

When contact is made, the MASS plaque number of the aid requiring repairs and maintenance must be quoted as well as a brief description of the repairs and maintenance required. The MASS service centre will then issue a commercial order to have the repairs and maintenance performed. MASS and repairs and maintenance suppliers will refuse to accept unclean communication aids that are presented for attention.

Repairs and Maintenance that MASS will not pay

MASS will not pay for:

- Repairs and maintenance to a privately owned aid.
- Repairs and maintenance to a communication aid that has been replaced with another MASS subsidised communication aid.
- Repairs and maintenance to privately funded accessories.
- Repairs and maintenance for which the person has privately paid (i.e. retrospective payments).
- Repairs and maintenance without prior contact and authorisation by MASS.
- Repairs and maintenance that are not undertaken by the supplier or its authorised agent or by repairer authorised by MASS.
- Repairs and maintenance covered by warranty conditions (MASS will still need to be contacted immediately to arrange repairs and maintenance covered by warranty conditions).
- The transportation of the person or other persons to and/or from the repairer/supplier.
- Costs of alternative arrangements for the person while the communication aid is being repaired.
- Damage caused by unreasonable use, misuse and inappropriate use of an aid.
- Damage caused to an aid by lack of maintenance and cleaning.
- Accidental damage, loss or neglect of an aid.
- Cleaning of an aid.

Repairs and Maintenance away from the normal residential address

Before departing for an extended period of time from the usual residence, you should have a repairs and maintenance check of aids and equipment and seek knowledge of local support services at the new address. When you are within Queensland, MASS will continue to fund authorised repairs and maintenance of the aid but will not fund any freight or additional costs involved with transporting the aid to the repair supplier. When you are outside Queensland but within Australia, MASS will continue to fund repairs of the aid, with the exception of transport or freight costs, providing prior approval for repairs has been obtained from MASS.

Return of Aids

You have the use of the communication aid for as long as it is needed and remains serviceable. The aid must be returned to MASS when it is no longer required, is unserviceable or unsafe, or has been replaced by a new aid.

Aids Beyond Repair

A replacement aid will be considered for subsidisation on written confirmation from a supplier/agent/repairer that the aid is unable to be repaired. Reassessments and a complete application are required for any replacement aid. The normal MASS subsidy arrangements apply. MASS does not provide aids on a temporary basis until a replacement aid is prescribed. You must contact MASS or your prescriber immediately if an aid is considered to be beyond repair or is unsafe for use. Your prescriber will be able to provide information regarding interim arrangements.

Insurance

MASS assistance is in the form of a subsidy which does not cover responsibility for the accidental loss or destruction of the communication aid. Therefore, MASS suggests that you may wish to consider including the aid in your home contents insurance or have it insured separately. MASS does not reimburse costs.



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For more information contact:

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