

# MASS Services Explained



**Queensland  
Government**

Medical Aids Subsidy Scheme  
31 July 2025

# MASS Policy

- The aim of MASS is to provide assistive products to eligible Queensland residents with a **permanent and stabilised condition or disability**
- Assistive products are selected to assist people to live in their **home environment** and avoid premature or inappropriate residential care or hospitalisation



# Interesting Facts about MASS

Eligible Queensland residents over the age of 65, and under the age of 65 with a health condition, are able to apply for MASS subsidy funding

Assistive equipment complies with relevant Australian Standards or International Standard Organisation (ISO) standards




Two Service Centres:  
Brisbane  
Townsville

MASS provides subsidy funding that may not meet full need, but allows MASS to assist as many people as possible

# What Other Organisations Fund Assistive Products?

- National Disability Insurance Agency (NDIA)
- National Injury Insurance Scheme Queensland (NIISQ)
- Department of Veteran Affairs (DVA)
- Contingence Aids Payment Scheme (CAPS)
- Home Care Packages
- geat2Go – currently on hold

# Eligibility for MASS

	General MASS (Non-palliative)	Palliative Care Equipment Program
<p>Administrative eligibility</p>	<ul style="list-style-type: none"> <li>- Permanent Queensland resident</li> <li>- Concession card or Queensland Government Seniors card holder</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>Exclusions: Eligible for assistive equipment through;</p> <ul style="list-style-type: none"> <li>- NDIS</li> <li>- CDC Package</li> <li>- NIISQ</li> <li>- DVA (gold card)</li> <li>- Transition Care</li> <li>- HCP levels 3 and 4</li> <li>- Compensation claim</li> <li>- Residential care</li> <li>- Inpatient</li> </ul> <p>Under the age of 5 years for pads or nappies</p>	<ul style="list-style-type: none"> <li>- Permanent Queensland resident</li> <li>- <a href="#"><u>MASS Palliative Care Confirmation Form</u></a> signed by a Palliative Care Specialist</li> </ul>
<p>Clinical eligibility</p>	<ul style="list-style-type: none"> <li>- Permanent and stabilised condition</li> <li>- Supporting clinical information for the following:             <ul style="list-style-type: none"> <li>➤ Medical condition(s)</li> <li>➤ Other contributing factors</li> <li>➤ Physical, sensory, cognitive, communication skills</li> <li>➤ Height and weight for mobility/daily living/continence aids</li> <li>➤ Assessment and management/care plans</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Palliative condition with prognosis less than 6 months</li> <li>- Supporting clinical information for the following:             <ul style="list-style-type: none"> <li>➤ Medical condition(s)</li> <li>➤ Height and weight</li> <li>➤ Consideration of rapid disease progression and/or weight loss</li> </ul> </li> </ul>

# Further Exclusions for MASS Subsidy Funding for Assistive Equipment

MASS does NOT fund items:

- solely for community access, or
- for short-term post-acute care, or
- for therapy or rehabilitation programs





# Prescriber Role (e.g. Occupational Therapist)

MASS operates through a prescriber model. This means that:

- There are designated MASS prescribers for each category of assistive product
- Prescribers, in consultation with the applicant/carer, submit an application on behalf of the applicant
- The preferred method of application is [MASS-eApply online applications](#)

*Prescribers need to work within their scope of practice*

# What Assistive Products Does MASS Fund?



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# Continence Aids



**Queensland  
Government**

# Continence Aid Types

- Containment
- Conduction
- Occlusive

**Approved MASS Continence Products**

# Containment Aids



Reusable absorbent pants

Disposable pants/nappies for a child

Disposable adhesive pads

Disposable non adhesive pads with reusable stretch pants

Disposable pull on style pants adult

Disposable all-in-one tab style pads adult

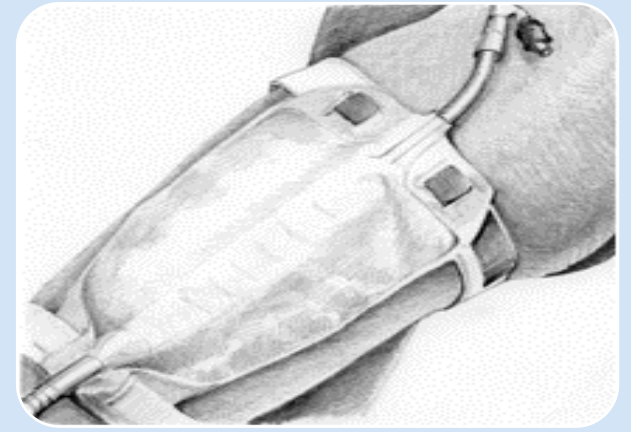
Reusable bed and chair pads

# Conduction and Occlusive Aids



## **Conduction Aids**

Disposable catheters  
Indwelling catheters  
Penile sheaths  
Night urinary drainage  
bags/leg drainage  
bags



## **Occlusive Aids**

Catheter valves

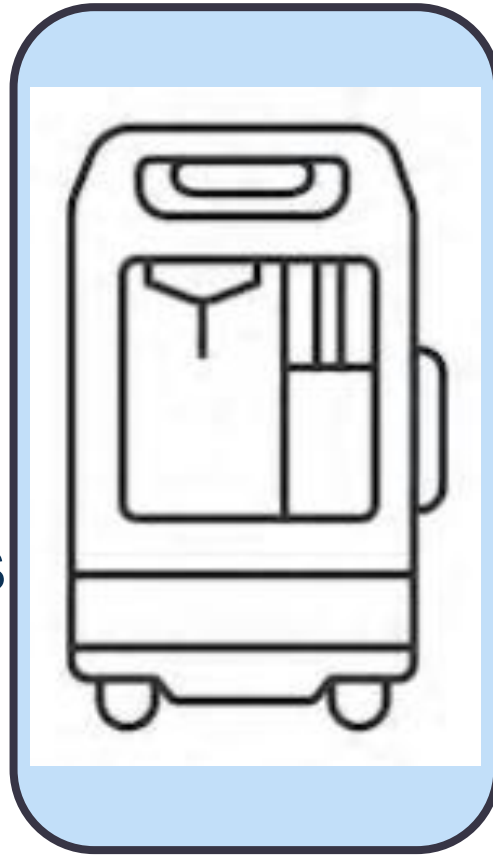
# Home Oxygen



**Queensland  
Government**

# Home Oxygen Packages - Adult

- 1 x oxygen concentrator
- 4 x 'E' size cylinders/month
- 2 x concentrators or a high flow concentrator
- Portable oxygen cylinders
- Emergency backup cylinders



## Accessories:

- Nasal cannulae/masks
- Tubing and Swivel Connectors for concentrator
- Trolleys/Carry Bags/Restraints/Crates

# Home Oxygen Concentrator Packages - Paediatric

(paediatric concentrator only)

- MASS provides either large 'E' size cylinders with low flow meter and small filled portable cylinders

OR

- a paediatric concentrator with low flow meter and small filled portable cylinders
- Portable oxygen cylinders

Accessories:

- Nasal cannulae/masks
- Tubing and Swivel
- Connectors for concentrator
- Trolleys/Carry Bags/Restraints/Crates



# Other Assistive Products – Oxygen Team



Heat moisture  
exchangers and  
laryngectomy  
consumables



Cystic Fibrosis Program

# Spectacle Supply Scheme and Specialised Services



**Queensland**  
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# Spectacle Supply Scheme



**Provides a pair of basic prescription spectacles,  
every two (2) years**

Single vision: distance, near/reading

Bifocals

Trifocals

Polycarbonate for children

Frames – plastic or metal

# Specialised Services



Spinal and lower limb  
orthoses



Medical-grade footwear

# Communication Aids



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# Communication Aids



**Artificial Larynges**



**Voice Amplification Devices**



**Speech Generating Devices**



**Communication Software (including iPad with AAC)**

# Daily Living and Mobility Aids



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# Bathing and Toileting Aids



Non-standard bath board (raised, backrest or padded)  
Static commode /3-in-1 commode/ over toilet aid (includes toilet surrounds)

Static shower chair or stool

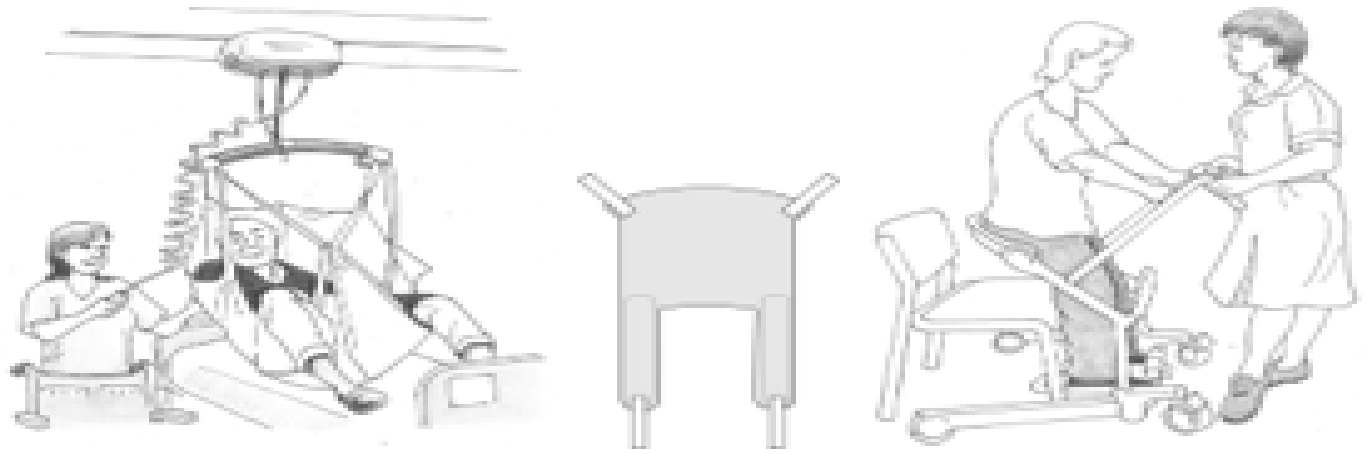
Bath Transfer bench/swivel bath seat/bath lift or similar purpose device

Mobile Shower Commode

Tilt-in-space mobile shower commode

Shower Trolley

# Hoists and Slings



Patient transfer platform

Standing hoist

Mobile floor hoist

Ceiling hoist (motor/cassette only) – *non-SOA product*

Slings

# Pressure Redistribution Support Surfaces (PRSS)



Pressure redistribution  
mattress/ overlay  
Sleep positioning  
system



## **Cushions**

Mobility aid: Pressure  
redistribution or basic  
foam cushion

Static chair: Pressure  
redistribution cushion

# Mobility Aids



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# Mobility Aids: Walking Aids



Wheeled Walking Aid

# Mobility Aids: Wheelchairs



## Manual Wheelchairs

- Basic manual wheelchair
- Scripted manual wheelchair
- Backup manual wheelchair
- Basic tilt-in-space manual wheelchair
- Scripted tilt-in-space manual wheelchair (includes tilt-in-space specialised stroller (<5 years of age))



## Power Wheelchairs

- Basic power wheelchair
- Scripted power wheelchair (includes tilt-in-space power wheelchair and seat elevation)

# Other Assistive Products



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# Queensland Artificial Limb Service (QALS)



Prosthetic limbs

# MASS Clinical Education

- Webinars
- Workshops
- Remote, hands-on learning programmes
- Exhibitions
- Conferences
- University lectures



Thank you

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



# Palliative Care Equipment Program (PCEP) Explained



**Queensland**  
Government

Medical Aids Subsidy Scheme  
31 July 2025

# Palliative Care Equipment Program

## How?

Qld Dept of Health  
Nurses and  
therapists send  
application to  
Medical Aids  
Subsidy Scheme -  
PCEP  
Hire/Loan  
Equipment or Aids



## What?

Provides timely  
access to  
continence aids,  
oxygen and daily  
living/mobility aids.



## Who?

Palliative clients  
6-month prognosis  
Queensland  
resident  
Medicare card

# What does PCEP provide?



## PCEP

- Contenance Aids
- Daily Living Aids
- Mobility Aids

## Palliative Care Syringe Driver Program

- Syringe Drivers

# PCEP 2024 - 2025 Statistics

2,661 PCEP unique clients

1,778 PCEP clients passed away

82.2 % of clients have cancer diagnosis

Median age – 75 years

14,731 aids provided

## Administrative Eligibility

- Permanent resident with a Queensland address
- Medicare card
- Palliative Care Confirmation form
- Acknowledgement of Obligations form

## Clinical Eligibility

PCEP: A life limiting condition with a **likely prognosis of 6 months or less** or

PCSDP: A life limiting condition with a **likely prognosis of one (1) month or less**



## Persons not eligible for PCEP Assistance

- Not eligible for Medicare
- Hospital or Hospice inpatients – not returning home
- Persons funded for AT through other government funded organisations
- Persons eligible for National Disability Insurance Scheme (NDIS), National Injury Insurance Scheme Queensland (NIISQ), Department of Veterans' Affairs (DVA) Gold Card
- Residential Aged Care residents
- Smokers – not eligible for Home oxygen

# AKPS – Australia-Modified Karnofsky Performance Status

100	Normal with no complaints or evidence of disease
90	Able to carry on normal activity but with minor signs of illness present
80	Normal activity but requiring effort. Signs and symptoms of disease more prominent
70	Able to care for self, but unable to work or carry on other normal activities
60	Able to care for most needs, but requires occasional assistance
50	Considerable assistance and frequent medical care required
40	In bed more than 50% of the time
30	Almost completely bedfast
20	Totally bedfast requiring extensive nursing care by professionals and/or family
10	Comatose or barely rousable
0	Dead

Eligible for  
AT

Bed/Recliner

## Resource Utilisation Group – Activities of Daily Living RUG-ADL

- 4-item scale measuring motor function with activities of daily living:

Bed Mobility  
1-5/5

Toileting  
1-5/5

Transfer  
1-5/5

Eating  
1-3/3

Total Score  
4 -18/18

## Prescriber Role

There are designated MASS PCEP prescribers for each category.

Prescribers submit an application on behalf of the applicant.

The preferred method of application is via [MASS-eApply online applications](#)



# Eligible Prescribers – Continence Aids



Physiotherapist

Occupational Therapist

Registered Nurse (RN)

Continence Specialist RN

Medical Specialist

# Eligible Prescribers – Home Oxygen



Palliative Care Physician

Specialist Physician

Oncologist

Thoracic Physician

Respiratory Nurse Practitioner

\*Rural and Remote – GP with specialist endorsement

# Eligible Prescribers – Mobility and Daily Living Aids



Physiotherapist

Occupational Therapist

Rehabilitation Engineer

\* Rural and Remote RN with designated Health Prescriber  
RN for non-mobile commodes

Palliative Specialist (RN) Electric/adjustable bed  
and/or recliner/fallout chair only



Jenny is 55 years old. Jenny has with Lung Cancer.

Jenny's goal is to stay at home for End-of-Life care.



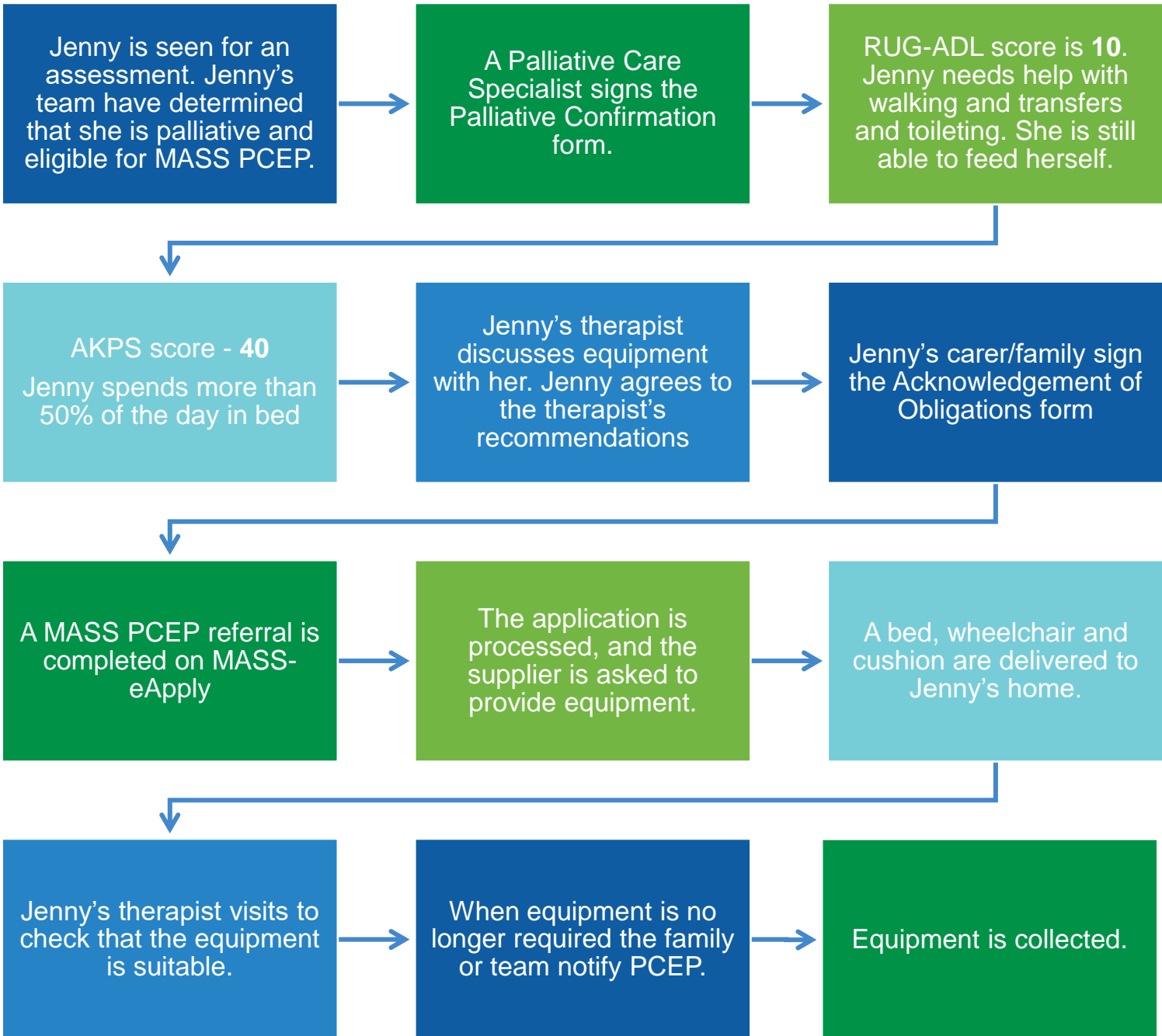
David is 80 years old. He has Advanced Liver Disease.

David's goal is to sit on his back deck in his last few weeks, with his family visiting.



Sarah is 3 years old, living with Osteosarcoma (Bone Cancer).

Sarah's goal is to be comfortable while she watches her favourite TV shows at home.



# Does Voluntary Assisted Dying (VAD) impact on PCEP eligibility?



No – still eligible for months of PCEP funding.

Clients who meet the eligibility criteria for Voluntary Assisted Dying are still able to have equipment and support via PCEP.

There is no guarantee that a client will proceed with the VAD process.

The client's VAD eligibility may change if their cognitive status deteriorates.

PCEP does not need to know that a client is considering VAD.

Sarah is 6 years old.

Sarah has already received equipment through PCEP for one month.

Sarah's therapist visited her at home.

Sarah's family have indicated that they would like to be able to take her out to visit Australia Zoo.

Sarah's therapist talks to the Clinical Advisor PCEP about equipment.

The clinical advisor reviews MASS Stock and locates a buggy that would be suitable

A new MASS PCEP referral is completed on MASS-eApply

The application is processed, and the supplier is asked to provide equipment.

The buggy is provided for Sarah.

Jenny's therapist visits to check that the equipment is suitable.

When equipment is no longer required the family or team notify PCEP.

Equipment is collected.



# PallConsult

Support for Queensland clinicians  
delivering end-of-life care



## PallConsult can advise clinicians about:

- ✓ Advance care planning
- ✓ Patient-centred medical goals of treatment plans
- ✓ Equipment needs
- ✓ Terminal care plans
- ✓ Symptom management and prescribing
- ✓ Continuous subcutaneous infusions (e.g. syringe drivers)
- ✓ Complex decision-making.

## PallConsult does not:

- ✗ Provide direct patient care
- ✗ Replace the care of the patient's treating team, other health providers or designated palliative care service.

**1300 PALLDR – 1300  
725 537**

- Doctors, NPs, paramedics and pharmacists.

**1300 PALLCR – 1300 725  
527**

- Nurses, allied health, Aboriginal and Torres Strait Islander health workers/practitioners.



# PalAssist

**Palliative care support & advice**

Accessible 7am-7pm, 7 days a week,  
through online and telephone support

# Clinical Support



Simone Dullaway

Renae Kelly

Check client eligibility

Provide client specific advice

Review available MASS PCEP stock

Provide support for transitioning off PCEP

# MASS Palliative Care Equipment Program

[MASS PCEP Guidelines \(PDF 5045 kB\)](#)

[Approved continence products | Queensland Health](#)

[Assessment tools and forms - University of Wollongong – UOW](#)

# Thank you!



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



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