

MASS ACTION



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MASS EQUIPMENT TO HOME PROGRAM

The MASS *Equipment to Home* Program has been introduced to facilitate the prompt discharge of patients from Queensland Health hospitals and associated transition facilities throughout Queensland and to eliminate the need for patients to remain as an inpatient while waiting for the provision of basic assistive technology for discharge.



The program provides a cost saving for all Queensland Health districts. The objective is to see the implementation of *Equipment to Home* in all Queensland Health and associated transition facilities throughout the state. The key aims are to provide a safe and timely discharge of patients, increase hospital bed availability and provide a substantial cost saving for Queensland Hospital and Health Services.

Participating Queensland Health hospitals and associated transition facilities are required to initially purchase and have on site the stock of basic assistive technology that they regularly request through MASS for their client base.

This is a great consumer/public relations opportunity, as your patient can be discharged with the equipment used during their rehabilitation. When the clients MASS application is received and approved, MASS will forward the requested replacement equipment to the facility to replenish stock.

Currently, several Hospital and transition facilities throughout Queensland are participating in *Equipment to Home*. Examples of Assistive Technology currently provided on the program includes walkers, transfer benches, basic shower commodes and bedside commodes that are already on the MASS SOA.



For further information regarding taking part in the *Equipment to Home* Program, please contact Andrea Comerford, Service Manager, Equipment Services, Medical Aids Subsidy Scheme on 07 3136 3616.

MASS Christmas Closure

MASS will be closed over the Christmas period from COB Friday 23 December 2016 until Monday 2 January 2017. MASS will reopening on Tuesday 3 January 2017.

The staff at MASS would like to wish all our clients, prescribers, suppliers a safe and happy Christmas and look forward to continuing a successful and friendly relationship in 2017.



ELECTRONIC APPLICATIONS TIMELY FOR EQUIPMENT SERVICES

With the increasing number of prescribers using electronic devices to complete and submit MASS applications while visiting their clients, the Equipment Services Team have implemented a paperless application process to facilitate a more timely approval of client applications, trial requests and queries.

The Equipment Services team email inboxes are as follows:

- MASS Applications, Invoices, Acquittals or General Queries
MASS-Equipment@health.qld.gov.au
- MASS Stock Reservation and Queries
MASS-Stock@health.qld.gov.au
- MASS Repairs, Queries, Invoices or repair requests
MASS-Repairs@health.qld.gov.au
- CAEATI Applications, Invoices, Acquittals or Queries
MASS-CAEATI@health.qld.gov.au

From the Directors Desk

John Vasil
Director, Medical Aids Subsidy Scheme



Welcome to the November 2016 edition of MASS Action.

With different parts of Queensland experiencing change it is reassuring to know that MASS is here providing our complete range of services to all Queenslanders. All our clients, in particular those over 65, can rest assured that we are here to assist them. In saying that, I acknowledge and appreciate that this is a team effort which not only includes MASS staff and our clients but all the wonderful clinicians and suppliers involved in providing the aids and equipment our clients need.

The rollout of the National Disability Insurance Scheme (NDIS) has commenced. There is both excitement and trepidation which is understandable. NDIS is a significant change in service delivery and everybody is learning from participants/clients, their family/carers, the service providers and through to even the NDIA staff.

Queenslanders didn't have the benefit of NDIS trials, as other states did, so naturally we are going through a bigger change. This is where cooperation and working together for a common purpose is important. Ultimately, from a MASS perspective I am concerned for our clients because of the changes that they have to navigate. MASS, to the extent that we can, will help clients to navigate these pathways where we are asked or where we are involved.

We have already sent out approximately 1,000 letters to our clients in the rollout areas (including parts of Toowoomba starting 1 January 2017) advising them how to register for NDIS access and providing them with a summary page of services they have received from MASS. By the time we finish sending all the letters to our Toowoomba clients (which should be by end of November/early December) we will have sent out approximately 1,400 letters to potential NDIS participants. NDIA will review your access information to see if you are eligible for NDIS. When eligible clients have their planning meeting they will be able to use the summary page of services provided by MASS as a starting point in their plan.

To all our clients who are working on their NDIS plan please make sure you include repairs and maintenance for your wheelchair, hoist, shower commode etc. as you will require repairs/maintenance at some point and if it is not part of your plan, the work can't be carried out until you have your plan amended.

Progress of MASS's online applications is moving slowly but we recognise the importance of this medium and the flexibility/efficiency it will provide to our clients and the clinicians assisting them with the application process. Consequently, we have not given up on this improvement and are working hard to continue the development to deliver it as soon as possible.

I would like to encourage you to regularly visit the MASS website as there is a lot of change coming due to the progressive rollout of the NDIS and we will try to keep you updated.

MASS has been working closely with the Department of Communities Child Safety and Disability Services (DCCSDS) long before the Community Aids Equipment Assistive Technology Initiative (CAEATI) and Vehicle Options Subsidy Scheme (VOSS) were administered by MASS and in the spirit of that cooperation I have asked DCCSDS to contribute a regular article to MASS Action. You will find this on page 3.

Thank you for the great work you all do. I'll leave you with a quoteuntil next time.

"Don't count the days, make the days count." -- Muhammad Ali

WHAT DOES THE NDIS MEAN FOR CAEATI & VOSS?

This article has been provided by the Department of Communities, Child Safety and Disability Services (DCCSDS):

The transition to the National Disability Insurance Scheme (NDIS) in Queensland will be occurring between July 2016 and July 2019.

For more information about the rollout of the NDIS in Queensland go to <https://www.communities.qld.gov.au/gateway/reform-renewal/disability-services/national-disability-insurance-scheme-queensland>

The Medical Aids Subsidy Scheme (MASS) unit will continue to deliver the CAEATI and VOSS programs until Queensland is fully transitioned to the NDIS.

As different locations in Queensland transition to the NDIS, the following arrangements for CAEATI and VOSS apply:

- Six months prior to a location transitioning to the NDIS, people with disability can make an access request to the National

Disability Insurance Agency (NDIA) to become a NDIS participant.

- Three months prior to the location transitioning to the NDIS, applications for CAEATI and VOSS from people living in the transition location will no longer be accepted.
- Once a location transitions to the NDIS, assistive technology will be provided through the NDIS as part of a plan of supports for a NDIS participant.

Information about these arrangements, including cessation dates for receiving applications, is at: <https://www.health.qld.gov.au/mass/community-access/default.asp>; and at: <https://www.health.qld.gov.au/mass/vehicles/default.asp>

More information about the approach taken by the NDIA to assistive technology support can be found at <https://www.ndis.gov.au/Operational-Guideline/including-4.html>

Continence & Oxygen Services Update

Visit the MASS website to download the current version of the application forms:

MASS50: Continence Aids Initial and Review Application form

<https://www.health.qld.gov.au/mass/documents/form-mass50-continence.pdf>

MASS45: Adult Oxygen Initial and 4 month Application form

<https://www.health.qld.gov.au/mass/documents/form-mass45-oxygen-initial.pdf>

MASS46: Adult Oxygen Annual Re-Application form

<https://www.health.qld.gov.au/mass/documents/form-mass46-oxygen-reapplication.pdf>

MASS47: Child & Paediatric Oxygen Application form

<https://www.health.qld.gov.au/mass/documents/form-mass47-oxygen-child.pdf>

Please destroy any old versions of these forms.

NDIA Health Professionals - Assistive Technology Forums

**Tuesday 31 January
Townsville**

**Wednesday 1 February
Mackay**

**Thursday 2 February
Toowoomba**



Delivered by the
National Disability
Insurance Agency

MASS STOCK REALLOCATION

To enable clients and prescribers to utilise MASS stock equipment, a list of the current stock is available on the MASS website for both Brisbane and Townsville offices. This information is updated weekly. We have amended the stock sheets recently to include more details of the modifications attached to the powerdrive wheelchairs to assist our prescribers. To reserve stock from this list please email MASS-Stock@health.qld.gov.au

MASS Brisbane Warehouse opening hours also continue on Monday and Thursday afternoons to enable prescribers to seek advice for suitable equipment options from our clinical staff. During this time prescribers will be able to gain assistance from the MASS advisor to find suitable stock equipment for their client. If the client is eligible for MASS services, the equipment can be taken by the prescriber during opening hours or delivered by courier to the prescriber's specified location. Confirmation of the client's MASS eligibility will be required prior to the release of the equipment. Please refer to the MASS 26 Request for MASS Stock Equipment form and associated procedure for further information.

The MASS26 trial form is available on the Mobility Aids and Daily Living Aids pages and is required to request a trial of equipment from our warehouse. It is essential that feedback be provided to MASS on the suitability of the trial equipment by returning the MASS26 Part D to our office within 3 weeks.





MASS EDUCATION SPOTLIGHT



The MASS Education Calendar is always packed full of exciting and informative webinars. The calendar is still being locked in for 2017, but some of next years webinars are already planned:

5 December - High Power Wheelchairs: A close up look at more complex power seat functions and integrated wheelchair controls: * Shear reduction seating for recline and standing functions
* Computer mouse mover and smartphone operated through a joystick.

February 2017 (TBC) - Funding for Assistive Technology in Queensland - An update for 2017: MASS, VOSS, CAEATI and transition to the NDIS

February/March 2017 (TBC) - Lifting and transferring – what works best for the user and their context?: Compares mobile floor hoists and ceiling hoists, patient transfer platforms and standing hoists, looking at the function required to use different options, access, ease of use, installation and safety issues

For more information on MASS education, visit the website at:
<http://www.health.qld.gov.au/mass/education/default.asp>



Assistive Technology Queensland Conference and Exhibition

MASS is in the early stages of planning a conference and exhibition to occur in Brisbane next year. Reservations have been made for pre-conference workshops to occur on Wednesday 8th November, followed by two days of plenary and concurrent sessions for Thursday 9th and Friday 10th November 2017. MASS will be able to confirm the dates just prior to Christmas or early in the New Year.

MASS was impressed by the interest from consumers and exhibitors attending the MASS Community Workshops held in Brisbane in April and June this year. This was followed by the Australian Assistive Technology Conference on the Gold Coast in July where there was so much interest in the assistive technology on display, a good consumer attendance at the exhibition, and many relevant and important presentations.

Together these experiences have inspired MASS to move forward with a conference and exhibition that is designed for the three main groups who will attend: consumers, service providers and suppliers in the AT sector. We are hoping for a large exhibition that includes small and large suppliers of AT, as well as service providers who help people choose and use AT. The conference program will include



some invited presentations, but most of the program will come from call for papers that will be available early in 2017. We encourage you to consider the call for papers and sharing your experience, or working with a consumer to present. People like real life stories about AT and learn a lot from these presentations.

Please save the date, 8th to 10th November 2017 and consider presenting at and attending the Assistive Technology Queensland Conference and Exhibition.

To register your interest in the event, please send an email to:

MASS-Education@health.qld.gov.au



Medical Aids Subsidy Scheme

41 Southgate Avenue
 Cannon Hill QLD 4170
 PO Box 281 Cannon Hill QLD
Phone: 07 3136 3636 or 1300 443 570
Email: mass184@health.qld.gov.au

Fax

Equipment Services: 07 3136 3525
Continence Aids Services: 1300 446 172
Oxygen Services: 07 3136 3500
Spectacle Supply Scheme & Specialised Services: 1300 362 276
Qld Artificial Limb Service: 07 3136 3650

Medical Aids Subsidy Scheme (MASS) provides access to subsidy funding for the provision of MASS endorsed aids and equipment to eligible Queensland residents with permanent and stabilized conditions or disabilities. The range of MASS aids and equipment is selected to assist people to live at home and avoid premature or inappropriate residential care or hospitalization.

Aids and equipment are subsidy funded either on a permanent loan basis, private ownership or through the purchase of consumables. MASS provides subsidy funding assistance towards:

- communication aids
- mobility aids
- Cystic Fibrosis Program
- medical grade footwear
- spectacles
- daily living aids
- oxygen
- continence aids
- orthoses
- vehicle purchase and modifications
- artificial limbs

We're on the Web

Prescriber Website

www.health.qld.gov.au/mass

Consumer Website

www.qld.gov.au/health/support/equipment/index.html

Can I just say that you guys have been great in terms of customer service, getting specs out quickly and generally being really nice.

Also, your website works, because I have lots of people who find me that way...Personally, I find the "hospital specs" patients to be really nice and very appreciative of the no cost spectacles.

To the lady executive responsible for all Medical Aids in Queensland, we wish to thank you for your compassionate effort to help me out of the precarious situation with my wheelchair yesterday afternoon.

We can assure you we arrived safe and sound in our home. Thank you so much.

I am writing to you on behalf of my daughter. I sincerely would like to say a big thank you to MASS for giving Kayleen so quickly her equipment.

The three pieces of equipment are making her life a lot easier, and she loves getting into them all. Once again, thank you very much as it is much appreciated.

Thank you to everyone who processed our applications, we sincerely appreciate the time you spent reviewing and processing them so quickly.

It was a pleasure dealing with you all, the whole process was made simple because of your polite professionalism.

Our heartfelt thanks goes to you all.