

Medical Aids Subsidy Scheme (MASS)

MASS and the NDIS

Frequently Asked Questions

The National Disability Insurance Scheme (NDIS) rollout in Queensland officially commenced 1 July 2016 and is scheduled to be completed by 30 June 2019.

The frequently asked questions (FAQs) and answers detailed below are intended for MASS clients, under 65 years of age and with a disability, who may be eligible for the NDIS when it rolls out in their area. Although the FAQs are phrased for MASS clients they will also have relevance for other people with a disability and be useful information for Health Professionals.

If you are over 65 years of age or have a health condition MASS will continue to provide these services subject to your eligibility per the MASS Guidelines.

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| <p>1. Will MASS still exist after the NDIS rollout?</p> | <p>Yes. MASS will continue to provide subsidy funding for eligible Queensland residents who are over the age of 65 or those under the age of 65 who have a health condition not a disability i.e. Home Oxygen needs.</p> |
| <p>2. Will I still be eligible for funding through MASS?</p> | <p>Eligible Queensland residents over the age of 65, and clients under the age of 65 with a health condition will still be able to apply for MASS subsidy funding.</p> |
| <p>3. Will the CAEATI and VOSS funding still be available when the NDIS is fully rolled out?</p> | <p>No. CAEATI/VOSS funding ceases for all clients three months prior to the NDIS rollout date in each area throughout Queensland. Currently, the only areas still able to apply for CAEATI/VOSS are Caboolture, Strathpine, Moreton Bay, Maroochydore - includes Sunshine Coast, Noosa and Gympie (1 January 2019 - NDIS rollout).</p> <p>CAEATI/VOSS will cease to exist from 1 October 2018. Applications received prior to this date will be processed but no new applications will be accepted.</p> |
| <p>4. What will happen to my aids/equipment that has been funded through MASS?</p> | <p>When you have an approved NDIS plan MASS will transfer ownership of all MASS aids/equipment to you. This will mean that all future repairs and maintenance will need to be organised and paid for by you or through your NDIS plan.</p> <p>MASS recommends that all clients ensure that sufficient funding is included for repairs, maintenance and servicing of your aids/equipment as part of your NDIS plan. MASS also recommends an amount per aid/item of equipment and that you should increase the annual amount as your aid/equipment ages.</p> |

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| <p>5. What happens to my MASS application if it is not finalised prior to starting my NDIS plan?</p> | <p>If your MASS application has not been finalised make sure you include the aids/equipment on the application as part of your NDIS plan. You can then nominate MASS to supply that aid/equipment under your NDIS plan and you should experience a smooth transition. NDIA will work with MASS to finalise the requested equipment.</p> <p>If you do not include the aid/equipment on your MASS application (not finalised) in your plan then you will not be able to receive that aid/equipment until a review of your plan is carried out and the aid/equipment is included. This may cause lengthy delays. If MASS has not placed an order for the aid/equipment it becomes an NDIS funding responsibility and should be in your plan.</p> <p>We provide this advice on our MASS- NDIS webpage as well; https://www.health.qld.gov.au/mass/ndis</p> |
| <p>6. What if the MASS application is finalised and the aid/equipment is ordered but not delivered?</p> | <p>If MASS has ordered the aid/equipment prior to your NDIS plan being in place MASS will deliver the aid/equipment and then give you ownership.</p> <p>MASS will honour all orders placed prior to a client having their NDIS plan.</p> <p>However, MASS will cancel orders placed after an NDIS plan was implemented as responsibility transferred to NDIS on the plan date.</p> |
| <p>7. How do I get information from MASS about how much I should include in my plan for repairs and maintenance (R&M)?</p> | <p>There are many factors that influence how much you should include in your NDIS plan for R&M and any MASS advice would not be comprehensive. The amount you need to allow depends on how complex your aid/equipment is and your lived experience. The more complex the higher your amount e.g. some controllers cost over \$2,000 to replace.</p> <p>If it is a new aid/equipment the warranty should cover most issues during the first year. However, you should still include an amount for incidental items that may fall out of the warranty i.e. accidental damage.</p> <p>As your aid/equipment ages MASS recommends that you increase the annual amount and include an amount per item of equipment. You can then combine the amounts to have a total amount for R&M in your plan. Having this total amount gives you some flexibility with R&M in your NDIS plan.</p> <p>MASS has arrangements in place with MASS specific pricing for R&M and the cost to MASS will be different to the cost for an individual. Although you can contact the MASS R&M team and they can provide an indication of your recent repair costs it will not be accurate for your R&M cost under NDIS for the reasons noted above. Although, if you nominate MASS for your R&M then the amount MASS advises will be an accurate indicator and as a guide add 25% for aging of the equipment.</p> |

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| <p>8. I am not sure if I am eligible for the NDIS.</p> | <p>MASS recommends that you register with the NDIS to determine your eligibility as soon as possible.</p> <p>Please contact NDIA on 1800 800 110 to make an access request. You will be required to complete an access request form, but discuss this with NDIA. The form can be obtained from the following NDIS web address: http://www.ndis.gov.au/people-with-disability/access-requirements/completing-your-access-request-form</p> <p>If you need information in a different format or language, the following services may assist:</p> <ul style="list-style-type: none"> • Speak and listen 1800 555 727 • For people who need help with English TIS 131 450 <p>For further information about the NDIS and how you can access the Scheme, please contact NDIA on 1800 800 110, or visit the NDIS website at http://www.ndis.gov.au</p> |
| <p>9. If I am not eligible for the NDIS can I still receive MASS services?</p> | <p>If you are not eligible for the NDIS, MASS will provide aids/equipment to you if you meet the eligibility criteria per the MASS Guidelines. MASS will require that you provide a copy of your rejection letter from the NDIS as part of your application.</p> <p>Clients with a disability will receive more from NDIS than they would from MASS and, for the client's benefit, MASS would expect clients to seek a review of any decision that rejects access if they have one of the following:</p> <ul style="list-style-type: none"> • Acquired Brain Injury • Amputation • Cerebral Palsy • Spinal Injuries • Developmental Delay • Spina Bifida • Degenerative Neurological Condition |
| <p>10. What if I have an NDIS plan and need aids/equipment due to my health condition and not my disability? Will MASS provide this to me?</p> | <p>MASS will assess these requests on a case by case basis. If you have received a rejection letter for aids/equipment due to a health condition, this should be forwarded to MASS with your application.</p> <p>All applications will be considered in accordance with the MASS Guidelines.</p> |

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| <p>11. I live in an area where the NDIS has commenced and need equipment but have not registered with the NDIS. What do I do?</p> | <p><u>First priority- register and commence the process - refer question 8.</u></p> <p>However, MASS aims to not disadvantage clients during the transition period and would consider each application on a case by case basis.</p> <p>The NDIS is scheduled to be fully rolled out in Queensland by 1 July 2019. Currently, it is intended that MASS will not provide services from this date for people with a disability aged under 65 years as responsibility would have transferred to the NDIS.</p> <p>It is expected that clients who reside in an NDIS rollout area, who are considered eligible for the NDIS, are registered and commencing plan discussions upon the rollout date.</p> |
| <p>12. I have registered but my NDIS Plan will not be in place for some time. Can I still apply to MASS?</p> | <p>If you are not a MASS client and live in an area where the NDIS has rolled out, the NDIS is your most appropriate first funding option. Please discuss timing of your plan with the NDIA.</p> <p>If you are a MASS client or have used our services in the past, MASS may be able to provide you with further assistance until your NDIS plan is in place. Please discuss your requirements with your prescriber.</p> <p>All applications will be subject to eligibility per the MASS guidelines</p> |
| <p>13. I need aids/equipment before I am discharged from hospital. I have registered for the NDIS however my plan has not been finalised. Who funds the aids/equipment?</p> | <p>If the aids/equipment is required for a medical condition then it will follow the normal MASS process. However, if the aids/equipment is required due to a disability MASS will consider these applications on a case by case basis.</p> |
| <p>14. When I have my NDIS Plan can I access MASS stock or hire aids/equipment through MASS while waiting for the NDIS assistive technology application approval?</p> | <p>Generally, No. MASS is unable to offer access to MASS stock or a hire service for aids/equipment nor offer subsidy funding towards this for clients waiting on their NDIS aids/equipment.</p> <p>However, for children MASS will review these on a case by case basis subject to an item being available in MASS stock. If an item is provided it will not be modified further and the Health Professional will need to confirm suitability. Preference will always be given to a MASS client.</p> |

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| <p>15. Can I choose to have MASS as a service provider for my aids/equipment on my NDIS Plan.</p> | <p>Yes. MASS is a registered provider for the NDIS and can continue to provide you with co-ordination of your aids/equipment support needs approved in your NDIS plan (e.g. placing orders for new aids/equipment, or organising repairs and maintenance).</p> <p>If the services required are managed by the agency (NDIA) you are able to request that MASS is your nominated service provider for aids/equipment, repairs and maintenance and continence products.</p> |
| <p>16. Can I use MASS if I decide to self-manage my NDIS Plan?</p> | <p>Unfortunately, No. If you decide to self-manage you will need to order your items directly from a supplier.</p> <p>However, you can choose to self-manage some components of your NDIS plan and leave others for the agency (NDIA) to manage. MASS can assist with those managed by the agency.</p> |
| <p>17. What is MASS able to offer me as an NDIS service provider?</p> | <p>As a service provider, MASS offers certainty and reliability for consumers with well-established systems and supplier relationships, and assistive technology products that meet Australian and/or International Standards requirements (some low risk items are excluded).</p> <p>If you already are a MASS client, nominating us as a provider means minimal disruption to the processes you are already familiar with. The only difference is that your NDIS plan will provide the funding for the services instead of MASS.</p> <p>If you are not an existing MASS client MASS is also able to assist you with your aids/equipment needs (please refer question 15) where it is part of your NDIS plan. Additionally, question 7 may provide some guidance on a reasonable approach to repairs and maintenance costs.</p> <p>To discuss how MASS can assist in providing the supports approved in NDIS participant plans, email: MASS-NDIS@health.qld.gov.au</p> |
| <p>18. Where can I get further information?</p> | <p>For further information about the NDIS please call their national hotline on 1800 800 110 or visit:</p> <ul style="list-style-type: none"> • NDIS website https://www.ndis.gov.au/about-us/our-sites/QLD.html • Queensland Government website https://www.qld.gov.au/disability/adults/ndis • MASS-NDIS webpage https://www.health.qld.gov.au/mass/ndis |

N.B. The above questions and answers are intended to provide some guidance and information and are not intended to be definitive responses. It is important that each individual carries out their own research on what the changes with the rollout of the NDIS actually mean and how they will be affected.