

## 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.

<p><b>1. Will MASS still exist after the NDIS rollout?</b></p>	<p><b>Yes.</b> MASS will continue to provide subsidy funding for MASS eligible Queensland residents who are not eligible for NDIS.</p> <p>If you are eligible for NDIS, and require aids and equipment for a health condition and not your disability (e.g. Home Oxygen), MASS can provide subsidy funding subject to eligibility in accordance with the MASS Guidelines. Refer to Question 10.</p>
<p><b>2. Will I still be eligible for funding through MASS?</b></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>In addition, MASS is a registered provider for the NDIS. So, if you are an NDIS participant with an approved support plan, MASS can provide you with co-ordination of your aids and equipment (provided they are approved in your NDIS plan and managed by NDIA). Refer to Questions 15, 16, 17 &amp; 18.</p> <p>If you are under 65 years old, as part of your MASS application, you will need to provide MASS with a copy of your letter from the NDIS, regarding your eligibility.</p>
<p><b>3. Will the CAEATI and VOSS funding still be available when the NDIS is fully rolled out?</b></p>	<p><b>Yes, but only in limited areas until 30 September 2018.</b></p> <p>CAEATI and VOSS funding is currently available to clients living in the Sunshine Coast area which includes Caboolture, Strathpine, Moreton Bay, Maroochydore, Noosa and Gympie. Applications must be received by 30 September 2018 for these locations.</p> <p>In all other Queensland locations, NDIS is now fully operational. Information about access to NDIS is available at <a href="https://www.ndis.gov.au/index">https://www.ndis.gov.au/index</a></p> <p>The types of services previously offered through the CAEATI and vehicle modifications under the VOSS programs will still be available through the NDIS. If you require these services, you must ensure they are included in your NDIS plan.</p>

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<p><b>4. What will happen to my aids/equipment that has been funded through MASS?</b></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>
<p><b>5. What happens to my MASS application if it is not finalised prior to starting my NDIS plan?</b></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; <a href="https://www.health.qld.gov.au/mass/ndis">https://www.health.qld.gov.au/mass/ndis</a></p>
<p><b>6. What if the MASS application is finalised and the aid/equipment is ordered but not delivered?</b></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. MASS will honour all orders placed prior to a client having their NDIS plan. However, MASS will cancel orders placed after an NDIS plan was implemented as responsibility transferred to NDIS on the plan date.</p>
<p><b>7. How do I get information from MASS about how much I should include in my plan for repairs and maintenance (R&amp;M)?</b></p>	<p>There are many factors that influence how much you should include in your NDIS plan for R&amp;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&amp;M in your plan. Having this total amount gives you some flexibility with R&amp;M in your NDIS plan.</p> <p>MASS has arrangements in place with MASS specific pricing for R&amp;M and the cost to MASS will be different to the cost for an individual.</p> <p><b>Continued over page...</b></p>

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7.	<p><b>Continued...</b></p> <p>Although you can contact the MASS R&amp;M team and they can provide an indication of your recent repair costs it will not be accurate for your R&amp;M cost under NDIS for the reasons noted above. However, if you nominate MASS for your R&amp;M then the amount MASS advises will be an accurate indicator and as a guide add 25% for aging of the equipment.</p>
<p><b>8. I am not sure if I am eligible for the NDIS.</b></p>	<p>MASS recommends that you register with the NDIS to determine your eligibility as soon as possible.</p> <p>Please contact NDIA on <b>1800 800 110</b> 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:</p> <p><b><a href="http://www.ndis.gov.au/people-with-disability/access-requirements/completing-your-access-request-form">http://www.ndis.gov.au/people-with-disability/access-requirements/completing-your-access-request-form</a></b></p> <p>If you need information in a different format or language, the following services may assist:</p> <ul style="list-style-type: none"> <li>• Speak and listen <b>1800 555 727</b></li> <li>• For people who need help with English <b>TIS 131 450</b></li> </ul> <p>For further information about the NDIS and how you can access the Scheme, please contact NDIA on <b>1800 800 110</b>, or visit the NDIS website at <b><a href="http://www.ndis.gov.au">http://www.ndis.gov.au</a></b></p>
<p><b>9. If I am not eligible for the NDIS can I still receive MASS services?</b></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. As part of your MASS application, you will need to provide MASS with a copy of your letter from NDIS, regarding your eligibility.</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"> <li>• Acquired Brain Injury</li> <li>• Amputation</li> <li>• Cerebral Palsy</li> <li>• Spinal Injuries</li> <li>• Developmental Delay</li> <li>• Spina Bifida</li> <li>• Degenerative Neurological Condition</li> </ul>
<p><b>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?</b></p>	<p>MASS will assess these requests on a case by case basis. MASS will require a copy of the letter that NDIA sent to you advising that you are not eligible for the NDIS.</p> <p>All applications will be considered in accordance with the MASS Guidelines.</p>

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<p><b>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?</b></p>	<p><u>First priority- <b>register</b> and commence the process - <b>refer question 8.</b></u></p> <p>However, MASS is aiming to ensure that clients experience a smooth transition to the NDIS. MASS will continue to assess all applications on a case by case basis and in accordance with the MASS Guidelines.</p> <p>The NDIS is schedule to be fully rolled out in Queensland by <b>30 June 2019</b>. It is expected that from <b>1 July 2019</b> the NDIS will assume funding services for eligible people with a disability aged under 65 years.</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><b>12. I have registered but my NDIS Plan will not be in place for some time. Can I still apply to MASS?</b></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>However, MASS is aiming to ensure that clients experience a smooth transition to the NDIS. MASS will continue to assess all applications on a case by case basis and in accordance with the MASS Guidelines.</p>
<p><b>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?</b></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><b>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?</b></p>	<p><b>Generally, No.</b> 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>
<p><b>15. Can I choose to have MASS as a service provider for my aids/equipment on my NDIS Plan?</b></p>	<p><b>Yes.</b> 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>

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<p><b>16. Can I use MASS if I decide to self-manage my NDIS Plan?</b></p>	<p>Unfortunately, <b>No</b>. MASS does not provide assistance with any parts of your NDIS plan that is not managed by NDIA. You may approach equipment suppliers directly for the parts not managed by NDIA. 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><b>17. What is MASS able to offer me as an NDIS service provider?</b></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 to 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: <a href="mailto:MASS-NDIS@health.qld.gov.au">MASS-NDIS@health.qld.gov.au</a></p>
<p><b>18. If I choose MASS as my NDIS service provider will MASS do this for free or is there a cost involved?</b></p>	<p>MASS is like any other business and needs to cover the cost of a service provided. If businesses didn't recover these costs they would soon be out of business. Normally, these costs are included in the cost of the item being purchased.</p> <p>For transparency MASS, during the transition to NDIS, will show an administration fee to recover the cost of MASS staff time in coordinating assistive technology requirements including repairs where required. On the NDIS portal this administration cost will be included as part of the total assistive technology cost. After the NDIS transition MASS will incorporate this charge into the total cost of the service provided.</p> <p>Some points to note are that the MASS pricing for assistive technology or repairs is lower than commercial rates and the combination of the cost of the assistive technology and the MASS administration fee will, in most cases, be less than if it was sourced directly from the supplier. This will be the case until NDIA organises its own Standing Offer Arrangement with suppliers.</p>
<p><b>19. Where can I get further information?</b></p>	<p>For further information about the NDIS please call their national hotline on <b>1800 800 110</b> or visit:</p> <ul style="list-style-type: none"> <li>• NDIS website <a href="http://www.ndis.gov.au/about-us/our-sites/QLD.html">www.ndis.gov.au/about-us/our-sites/QLD.html</a></li> <li>• Queensland Government website <a href="http://www.qld.gov.au/disability/adults/ndis">www.qld.gov.au/disability/adults/ndis</a></li> <li>• MASS-NDIS webpage <a href="http://www.health.qld.gov.au/mass/ndis">www.health.qld.gov.au/mass/ndis</a></li> </ul>

**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.