

Eligibility for MASS

Medical Aids Subsidy Scheme

25 May 2023



Queensland
Government

Session structure

Explain the various MASS and MASS-administered schemes and their eligibility



Explore when to apply to MASS versus other funding schemes

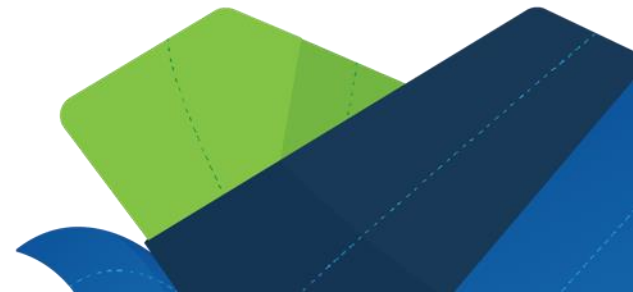


Provide examples of case studies to determine funding options



MASS Policy

- The aim of MASS is to provide endorsed aids and equipment (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

Scope of MASS

Medical Aids Subsidy Scheme

Communication Aids

[guidelines-artificial-larynges.pdf](#)

[guidelines-speech-device.pdf](#)

[guidelines-voice-amplification.pdf](#)

[guidelines-comms-software.pdf](#)



Continence Aids

[guidelines-continence.pdf](#)



Daily Living Aids

[guidelines-bathing-toileting.pdf](#)

[guidelines-hoists-slings.pdf](#)

[guidelines-PRSS.pdf](#)



Mobility Aids

[guidelines-mobility-aids.pdf](#)

[guidelines-PRSS.pdf](#)



Oxygen

[guidelines-oxygen.pdf](#)



Orthotics and Medical Grade Footwear

[guidelines-orthoses.pdf](#)

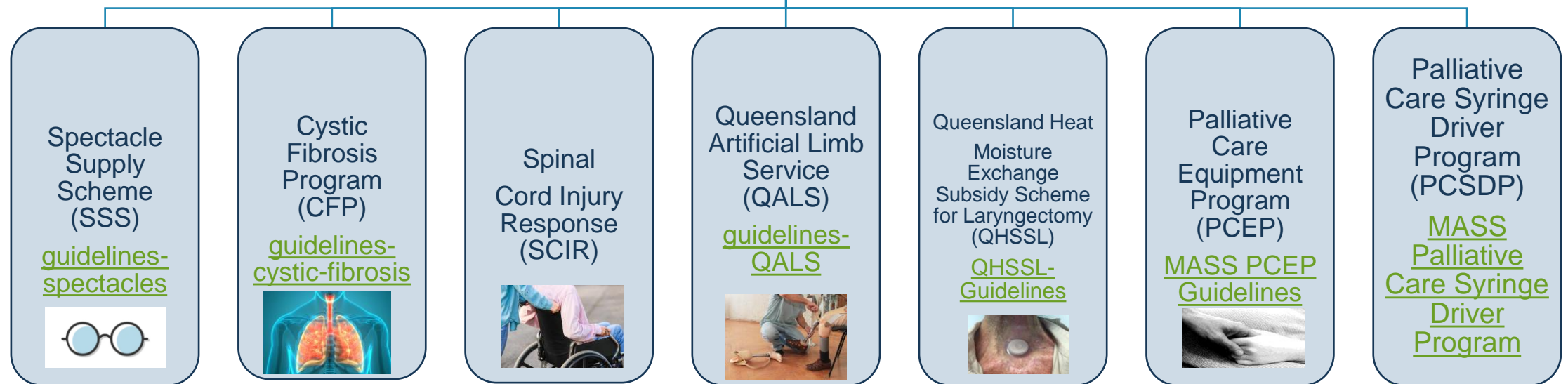


Medical Aids Subsidy Scheme (MASS) General Guidelines

MASS is also responsible for other programs. These services have area specific guidelines, different eligibility and criteria may apply

Other Schemes Administered by MASS

Medical Aids Subsidy Scheme



*Children are not eligible for QALS.
65+ years*

MASS scheme

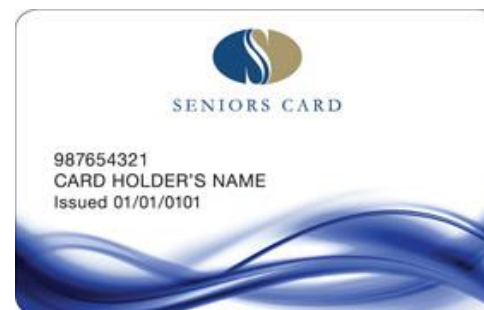
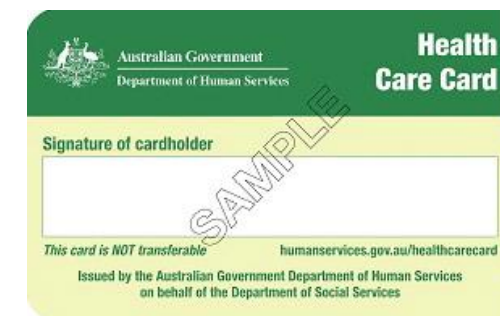
Continence, communication, mobility, daily living, oxygen, medical grade footwear



Administrative Eligibility for MASS

- Permanent Queensland resident
- Holds one of the following eligibility cards:
 - Centrelink Pensioner Concession Card
 - Centrelink Health Care Card
 - Centrelink Confirmation Concession Card Entitlement Form (excludes partial entitlement holders i.e. issued for travel concession)
 - Department of Veterans' Affairs (DVA) pensioner Concession Card (excludes DVA Gold Card holders)
 - Queensland Government Seniors Card

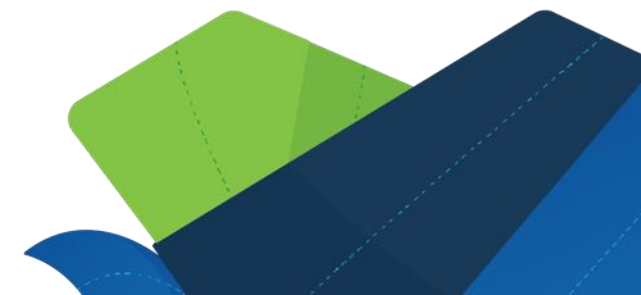
OR Signed [MASS 84 Proxy Access to Centrelink Information Form](#)



Persons NOT Eligible for MASS Assistance

Persons in receipt of funding for assistive equipment through:

- Department of Veterans' Affairs (Gold card holders)
- National Disability Insurance Scheme (NDIS) participants when related to NDIS disability
- National Injury Insurance Scheme, Queensland (NIISQ) participants
- Residents of an accredited residential aged care facility with eligibility for Australian National Aged Care Classification (AN-ACC) funding
- Home Care Package-
 - All Level 3 & Level 4 recipients
 - For Oxygen - all Level 1 to 4 recipients



Persons NOT Eligible for MASS Assistance Cont.

- Consumer Directed Care (CDC) high care program recipients
- Hospital in-patients
- Palliative care eligible persons e.g. MASS PCEP
- Persons in receipt of compensation or damages in respect of their disability or engaged in a claim and have not acknowledged reimbursement to MASS for services provided when/if the claim is successful
- Children under the age of 5 years for continence pads and nappies

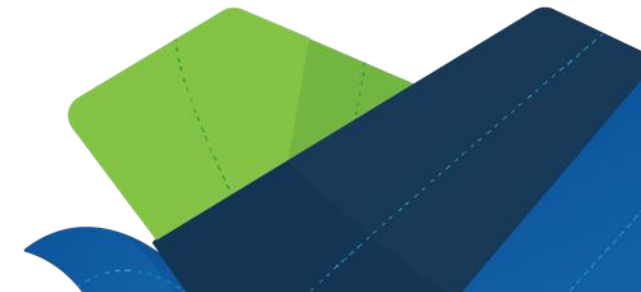
Further Exclusions for MASS Subsidy Funding for Assistive Equipment

MASS does NOT fund items:

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



For administrative purposes, MASS defines a child as being under 16 years of age



Concession Cards – Holder



Name of child may be listed on parent's concession card as a dependent

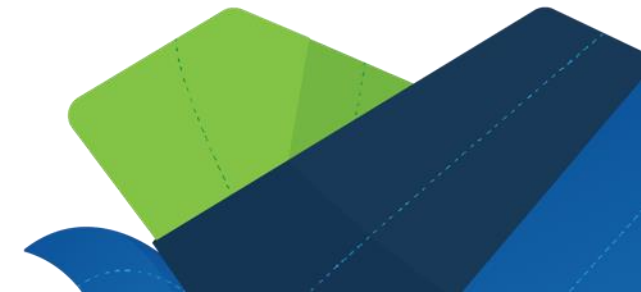
- Cystic Fibrosis Program
- Spectacle Supply Scheme

Child may have their own card with their name on it

- Cystic Fibrosis Program
- Spectacle Supply Scheme
- Home Oxygen
- Orthoses and Medical Grade Footwear
- Daily Living Aids
- Mobility Aids
- Communication Aids
- Continence Aids

Clinical Eligibility for MASS

- Permanent and stabilised condition
- Supporting clinical information for the following:
 - Medical condition(s) or other factors contributing to the person's level of functioning
 - Physical, sensory, cognitive, communication skills
 - Height and weight for mobility/daily living/continence aids
 - Assessment and management/care plans



Prescriber (e.g. Occupational Therapist) Role

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

MASS – Subsidy Funding

- MASS aims to assist as many people as possible. However, as it is a subsidy scheme it may not meet a person's total needs. In some cases, a person will be asked to make a co-payment
- MASS does not reimburse any portion of a person's private funding
- MASS will not fund assistive products retrospectively, including temporary arrangements for supply of the assistive equipment
- MASS will fund replacement of assistive equipment that is no longer clinically appropriate or has reached the end of its economic life
- MASS retains ownership of the permanent loan equipment and will assume responsibility for reasonable repairs and maintenance associated with use in the home environment



MASS – Co-payments

Co-payments may occur in the following areas of MASS:

- Communication Aids
- Daily Living Aids
- Mobility Aids
- Orthotics and Medical Grade Footwear



A co-payment arrangement is required where:

- a MASS approved aid, accessories or modifications exceeds the maximum MASS subsidy funding levels
- accessories or modifications are requested by the applicant but not funded through MASS (subject to clinical justification provided)



Funding Subsidy Levels - Example

Specialised Accessories for Speech Generating Devices	Maximum MASS subsidy	May be subsidised when the purpose is
Mounting system	\$1,000	To mount a speech generating device onto a wheelchair. Funding can also be for a table mount or floorstand (only one mount can be chosen)
Switch mounting system	\$350	To mount a switch that operates a scanning display on a speech generating device.
Specialised switches (non mechanical)	\$500	To access a scanning array on a speech generating device where a mechanical switch is not effective.
Head operated accessing devices	\$1,500	To access a communication display on a speech generating device where switch access or other means are not effective.
Eye gaze access devices	\$4,500	To access a communication display on a speech generating device where switch access, head operated access or other means are not effective.
Joystick, for control of SGD	\$500	To access a communication display on a speech generating device where switch access, head operated access or other means are not effective.



Other schemes administered by MASS



Palliative Care Equipment Program, Palliative Care Syringe Driver Program, Spectacle Supply Schemes, Cystic Fibrosis Program, Spinal Cord Injury Response, Queensland Artificial Limb Service, QH Moisture Exchange Subsidy Scheme for Laryngectomy

Key points regarding eligibility

Permanent Queensland resident, and;

Spectacle Supply Scheme	Cystic Fibrosis Program	Spinal Cord Injury Response	Queensland Artificial Limb Service	Queensland Heat Moisture Exchange Subsidy Scheme for Laryngectomy
Pension, Queensland Seniors, or Health Care Card	Pension, Queensland Seniors, or Health Care Card + Cystic Fibrosis + Managed by QH multidisciplinary team + Outpatient	PAH Spinal Injury Unit	Over 65 + Australian Citizenship / Residency + Medicare Card + Amputation / congenital limb difference (complete trans-MCP / MTP or higher) + Completed interim rehab program and ready for definitive limb	Medicare Card or Protection/Humanitarian Visa + Undergone laryngectomy + Trialed and require laryngectomy consumeables

Queensland Health

MASS Palliative Care Programs

Palliative Care Equipment Program (PCEP)

Palliative Care Syringe Driver Program (PCSDP)



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Purpose of PCEP and PCSDP

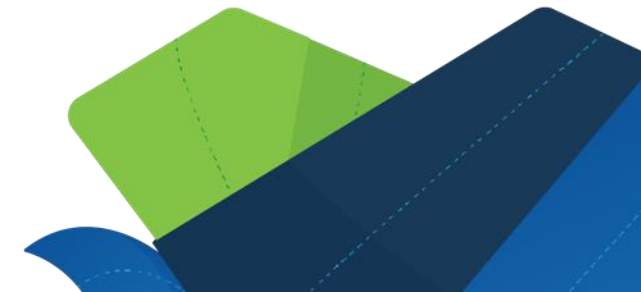
To support persons of any age at their end stages of life to remain at home by:

PCEP:

- Providing a range of **continence aids** and a **home oxygen equipment** to help maintain quality of life
- Providing **mobility and daily living aids** to assist in safely completing daily living tasks independently or with assistance

PCSDP:

- Providing timely access to a **syringe driver** to help with symptom management



Administrative Eligibility for MASS Palliative Care Programs

- ❑ Permanent resident with a Queensland address
- ❑ Medicare card*
- ❑ Completed MASS Palliative Confirmation Form (PCEP)



And/or

- ❑ Completed MASS Palliative Confirmation PCSDP Form

* In circumstances where an applicant does not have a Medicare Card, please contact MASS to discuss identification options

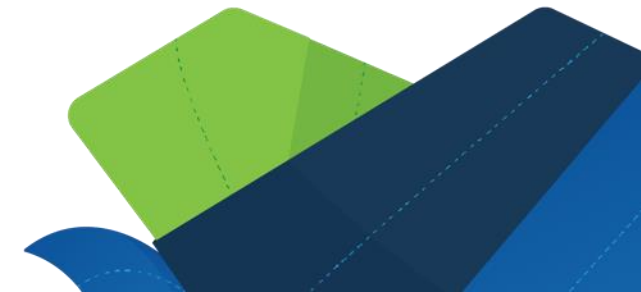
Clinical Eligibility for MASS Palliative Care Programs

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

AND

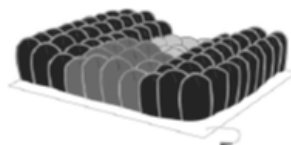
- Category specific clinical eligibility
- Supporting clinical information for the following:
 - Medical condition(s)
 - Height and weight
 - Consideration of rapid disease progression and/or weight loss

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



PCEP Daily Living and Mobility Aids Equipment Clinical Eligibility Criteria

- A Resource Utilisation Group Activities of Daily Living (RUG-ADL) score of 10 or more; **AND**
- An Australian-modified Karnofsky Performance Scale (AKPS) score of 50 or less/ 40 or less for an electric/adjustable bed or a recliner/riser chair.
- Functional assessment completed by the appropriate prescriber for the requested equipment category
- Further information on the [RUG-ADL and the AKPS](#)



Persons NOT Eligible for PCEP Assistance

- Inpatients in a hospital or hospice, not returning home
- DVA Gold card holders
- Residential Aged Care facility residents
- Current smokers for home oxygen
- Receiving assistive technology for end of life through alternative programs e.g. hospital equipment pools
- Equipment previously supplied by MASS – won't duplicate equipment but can be changed to something more appropriate if required
- The <65 y.o. applicant's palliative condition is a disability which may be NDIS eligible e.g. MND, dementia, brain tumour
- [PCEP Daily Living Aids and Mobility Aids Eligibility Workflow](#)

PCEP Update

PCEP Daily Living and Mobility Aids Eligibility Workflow

[A downloadable version of this eligibility workflow is available. \(PDF 161 kB\)](#)

Is the applicant an existing National Disability Insurance Scheme (NDIS) participant or receiving funding through the National Injury Insurance Scheme, Queensland (NIISQ) or Department of Veterans' Affairs (DVA)?

YES - NDIS Participant or have registered. YES - NIISQ YES - DVA
 NO - New Zealand Citizen NO

Is the applicant's palliative condition a disability which may be NDIS eligible?

YES NO - Health/Medical

Does the applicant meet one or more of the below indicators for terminal, end of life prognosis?

- Has commenced use of a syringe driver
- Has an AKPS 20 or below
- Is awake and responsive for 7 or less hours in a 24 hour period
- Has ceased eating and/or drinking
- Has had rapid change in AKPS eg 60 to 30 in 1 week and continued rate of decline is expected

YES NO

[PCEP and MASS Equipment Q & A YouTube video](#)

PCEP Daily Living and Mobility Aids Eligibility Workflow

[A downloadable version of this eligibility workflow is available. \(PDF 161 kB\)](#)

Is the applicant an existing National Disability Insurance Scheme (NDIS) participant or receiving funding through the National Injury Insurance Scheme, Queensland (NIISQ) or Department of Veterans' Affairs (DVA)?

YES - NDIS Participant or have registered. YES - NIISQ YES - DVA
 NO - New Zealand Citizen NO

Is the palliative care equipment required due to deterioration or expected deterioration in the applicant's NDIS approved condition/disability?

YES NO

Is the applicant's palliative condition a disability which may be NDIS eligible?

YES NO - Health/Medical

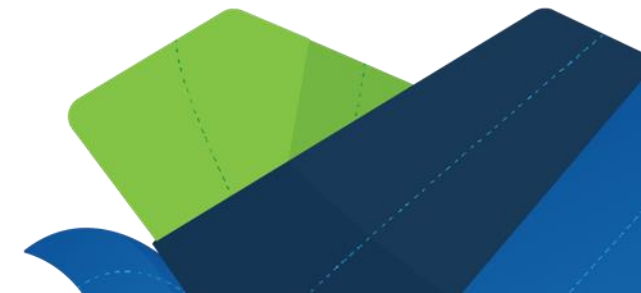
PCEP Eligible

You may be eligible to apply under the MASS Palliative Care Equipment Program (MASS PCEP). Refer to the [MASS PCEP page](#) for more information on eligibility and how to apply.



Prescribers for PCEP – DLA and Mobility

- Prescriber with 2+ years experience working with people with life limiting conditions
- Prescribers with <2 years experience with available and appropriate clinical support and supervision to assist with prescription process
- Prescribers with <2 years experience with no or limited clinical support and supervision to assist with the prescription process contact the MASS clinical team for assistance and support



Queensland Health

Other Avenues of Funding for Assistive Equipment



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What Other Organisations Fund Assistive Products?

- National Disability Insurance Agency (NDIA)
- National Injury Insurance Scheme (NIIS)
- Department of Veteran Affairs (DVA)
- Contingence Aids Payment Scheme (CAPS)
- geat2GO
- MND and Me Foundation and mnd Queensland

MyAged Care:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP)
- Residential aged care facilities with eligibility for Australian National Aged Care Classification (AN-ACC) funding



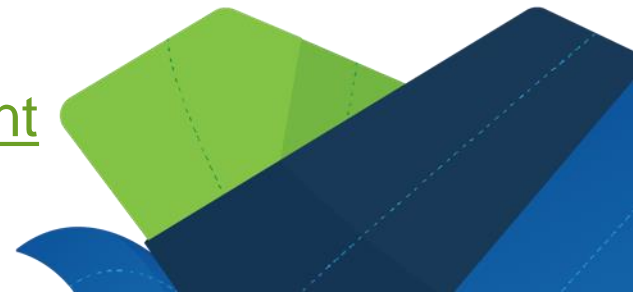
National Disability Insurance Scheme (NDIS)

Administrative eligibility:

- <65 year of age when applying
- Australian citizen or permanent resident (a permanent visa or a protected special category visa)
- Living in Australia

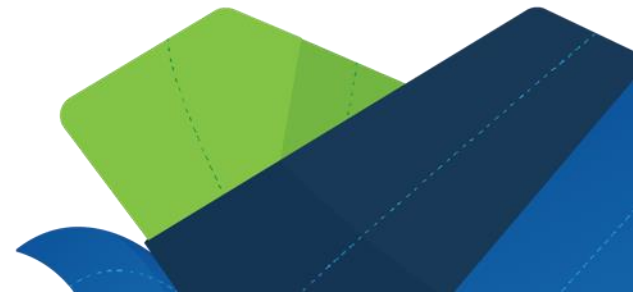
Clinical eligibility:

- One or more impairments that are likely to be permanent and that substantially impact the applicant's ability to engage in daily life activities and social life or the ability to work/study
- Early intervention: one or more impairments that are likely to be permanent , and supports would help you by reducing your need for supports in the future. (<6 years of age)
- NDIS- Conditions that are likely to meet disability requirements
- NDIS - Conditions that are likely to result in permanent impairment



National Disability Insurance Scheme (NDIS) Cont.

- A person may satisfy the NDIS access requirements regardless of whether their impairment came about through birth, disease, injury or accident
- To be eligible for NDIS funding, the disease or medical condition must cause permanent impairment (physical, intellectual, cognitive, neurological, visual, hearing or psychosocial), resulting in significant disability
- For example, stroke leading to hemiparesis (the resulting physical impairment substantially reduces mobility) or severe emphysema causing irreversible lung damage (chronic dyspnoea substantially reduces mobility, self-care and participation in community life)
- [Am I eligible | NDIS](#)



NDIS – New Zealand Citizens

‘Children born in Australia to two non-protected SCV New Zealand citizen parents are not granted Australian citizenship at birth. They are denied any care required under the NDIS until they reach the age of ten, when they will be eligible for Australian citizenship’

<https://ozkiwi2001.org/articles/national-disability-insurance-scheme/>

From July, 2023 - previous hurdles to citizenship including income and health tests will be removed, allowing New Zealanders to become citizens after four years of living in Australia.'

[New move gives New Zealanders direct pathway to Australian citizenship | SBS News](#)



MASS or NDIS for under 65s?

Consider NDIS
first

Consider why the AT is needed

Examples of where they may not be eligible for NDIS but may be eligible for MASS;

- Deemed a 'health condition' (e.g., primary cancer, diabetes, obesity)
- Doesn't yet reach severity / impact threshold for NDIS (e.g., OA)
- Difficulty meeting NDIS' "permanent" definition (e.g., may get surgery in future years)
- Not an Australian Citizen (e.g., NZ Citizen)

Check that the
person meet's
MASS eligibility
criteria

MASS and NDIS

It is not mandatory to provide a decline letter from the NDIS, but it is useful and may save time in reaching a decision.

A letter of decline from NDIS is not sufficient when there is a clear link between the disability condition and the AT being requested



MASS and NDIS: Clients Waiting for the NDIS

My NDIS Plan will not be in place for some time. Can I still apply to MASS for equipment, consumable products or prosthetic limb assistance while I'm waiting?

- The NDIS is now at full scheme implementation across Queensland and is the new way of funding disability supports for people under 65. MASS worked with the National Disability Insurance Agency (NDIA) to help eligible people transition to the NDIS, however this transition period has ended, which means clients will have to work directly with their preferred provider and the NDIA
- If your request is urgent or your circumstances change, the best person to speak with is your Support Coordinator or LAC. They understand the NDIS escalation process and can help you escalate appropriately

[MASS National Disability Insurance Scheme \(NDIS\) Participant Information | Queensland Health](#)



MASS - Basic Assistive Equipment

If the MASS eligible applicant is applying for basic assistive equipment only, they may not be asked probing questions relating to their eligibility for NDIS

This basic equipment comprises wheeled walking aids, static bathing and toileting aids (including transfer bench, non-standard bath board, 3-in-1 commode, static shower chair/stool, over toilet aid)



If the applicant is likely to require some more complex equipment in the future, they will need to investigate other funding schemes where appropriate or provide evidence of ineligibility

Advocacy – Brain Tumour and NDIS

National Advocacy Service - helping brain tumour warriors and their families access support (nrf.com.au)

It is open to anyone with a primary brain tumour or brain cancer diagnosis



National Injury Insurance Scheme, Queensland (NIISQ)

- Funds necessary and reasonable treatment, care and support for people who have sustained an eligible serious personal injury in a motor vehicle accident in Queensland, on or after 1 July 2016
- In line with the NIISQ Act, an eligible serious personal injury includes permanent spinal cord injuries, traumatic brain injuries, multiple or high-level limb amputations, permanent injury to the brachial plexus, severe burns, and permanent blindness caused by trauma
- After two years, participants are re-assessed re eligibility
- Children may remain interim participants for more than two years
- Aids (e.g. wheelchairs) and appliances are included



Department of Veterans' Affairs (DVA)

- Aids, equipment and modifications through the Rehabilitation Appliances Program (RAP)
- A comprehensive range of aids, equipment and modifications is available
- Distinction between gold, white and orange card holders



Continence Aids Payment Scheme (CAPS)

Eligibility:

- 5+ years old, Australian Citizen or permanent Australian resident
- Permanent and severe incontinence of bladder and/or bowel function due directly to an eligible neurological condition
- OR
- Permanent and severe incontinence of bladder and/or bowel function caused by an eligible other condition, provided the applicant has a Centrelink or DVA Pensioner Concession Card entitlement

Exclusions: permanent residents of aged care facility, Home Care Package where care plan includes continence products, NDIS participants receiving continence products, the applicant is serving a prison sentence

Australian geat2GO

- Australian Government initiative under the Commonwealth Home Support Programme (CHSP)
- Indigo is the national Goods Equipment and Assistive Technology (GEAT) provider
- Clients cannot directly order products. It uses a prescriber model
- OTs and other assessors need to register
- Clients can access assistance up to \$1000 in total (services plus goods) per financial year
- Products include personal alarms, dressing aids, kitchen items, bath transfer benches, commodes, wheeled walking aids, pressure redistribution cushions, dysphagia cups, big button phones, magnifiers, urinal bottles, hoists and non-slip mats
- Product list as of May 2023 can be found at: [Assessors and Prescribers](#)
- Orders are processed at the beginning of each month. The geat2Go portal closes once the budget has been reached



MND and Me Foundation mnd Queensland

MND and Me Foundation:

- Communication Connect Program – distributes iPads to MND customers who are experiencing challenges communicating.
- Non-invasive ventilation (NIV) equipment
- Short-term emergency rental equipment from pool of donated equipment or will hire on behalf of client
- Cough Assist

mnd Queensland:

Equipment includes wheelchairs, pressure redistribution cushions, electric beds, hoists, recliner chairs, eye gaze communication devices, suction machines, cough assists

Commonwealth Home Support Programme (CHSP)

- Helps older Australians access entry-level support services to live independently and safely at home
- Services include meals and food preparation, bathing/hygiene/grooming, nursing, therapy, respite, home/garden maintenance, cleaning/laundry, transport, social outings
- Aids include mobility aids, hoists, bed rails, slide sheets, pressure-relieving mattresses
- Participants need to make a financial contribution

To be eligible for this program, you must be aged:

- 65 years or older (**50 years or older for Aboriginal or Torres Strait Islander people**), or
- 50 years or older (**45 years or older for Aboriginal and Torres Strait Islander people**), on a low income and homeless, or at risk of being homeless



Home Care Packages

- Services include meals and food preparation, bathing/hygiene/grooming, nursing, therapy, respite, home/garden maintenance, cleaning/laundry, transport, social outings
- Aids include mobility aids, hoists, bed rails, slide sheets, pressure-relieving mattresses
- Costs relate to level of care provision. There is an income assessment
- There are four levels of Home Care Packages with different funding amounts. These cover basic support needs through to high care needs

Package level

Level 1

Level 2

Level 3

Level 4

Level of care needs

Basic care needs – \$9,179.75 a year

Low care needs – \$16,147.60 a year

Intermediate care needs – \$35,138.55 a year

High care needs – \$53,268.10 a year

Australian National Aged Care Classification (AN-ACC) Funding Model

- An industry review in 2017 discovered that ACFI was 'no longer fit for purpose' and its administration was inefficient and costly
- A new care funding model, the Australian National Aged Care Classifications (AN-ACC), replaced the Aged Care Funding Instrument (ACFI) from 1 October 2022
- AN-ACC is a casemix classification for residential aged care based on the attributes of aged care residents that best predict their need for care: frailty, mobility, motor function, cognition, behaviour, and technical nursing needs.
- The AN-ACC is based on these key cost drivers, reflecting the functional consequences of health conditions rather than the conditions themselves
- All residents will have their assistive technology needs met in residential facilities utilising AN-ACC (so MASS will no longer fund assistive equipment for low care residents)

<https://www.mja.com.au/journal/2020/213/8/australian-national-aged-care-classification-acc-new-casemix-classification>



Queensland Health

Case Scenarios- Eligibility

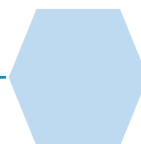


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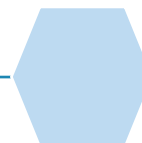
Scenario 1



6 year old
boy, NZ
citizen, not
long arrived
in Australia



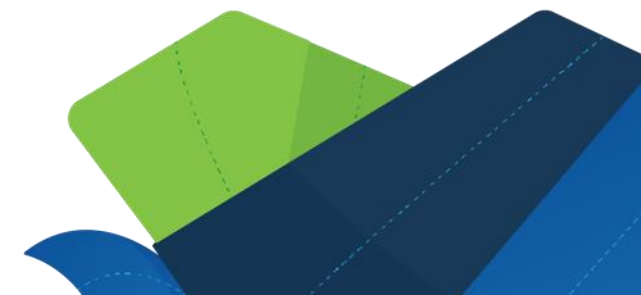
Did not meet
NDIS residency
eligibility
requirements



ASD with
limited
verbal
output

***Outcome:
Accepted by
MASS.***

*Application for an
iPad and 'LAMP
for Words' app
was approved*



Scenario 2



8 year old boy with Hirschsprung Disease and faecal incontinence

Not accepted by NDIS as incontinence due to health condition. However, chromosomal abnormality causing developmental delay

Nurse applied for pull-up pads

Outcome:
*Client's primary diagnosis of microdeletion and Hirschsprung disease are both associated with chromosomal abnormality. **MASS advised that the treating team investigate this further and family re-apply to the NDIS***

Scenario 3



11 year old boy with cerebral palsy – spastic quadriplegia. Already an NDIS participant

MASS application for home oxygen due to restrictive lung disease

R/v of hx: co-morbidities of severe microcephaly, epilepsy, UL & LL spasticity, dev delay, visual impairment, very ltd voluntary movement Low tone, dystonia, scoliosis, poor respiratory fx and hx of recurrent chest infections

Outcome:
Rejected by MASS with recommendation to apply to NDIS. The motor disorder that defines cerebral palsy may impair fitness, breathing mechanics, impair airway clearance and lead to deformity of the spine – factors which all may affect lung function

Scenario 4



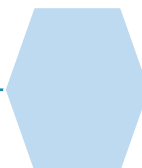
56 year old man with hip OA, long term LL venous ulcers, obesity, diabetes

Requiring a manual wheelchair to mobilise. Unable to immediately access surgery as co-morbidities need to be addressed first

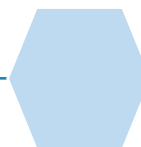
Letter of decline from NDIS – functional ability not stabilised i.e. surgery could benefit client

Outcome:
Accepted by MASS as applicant had MASS eligibility. Mr A's functional status is unlikely to change or return to normal function in the short term, i.e. years, not months

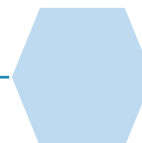
Scenario 5



45 year old Aboriginal woman



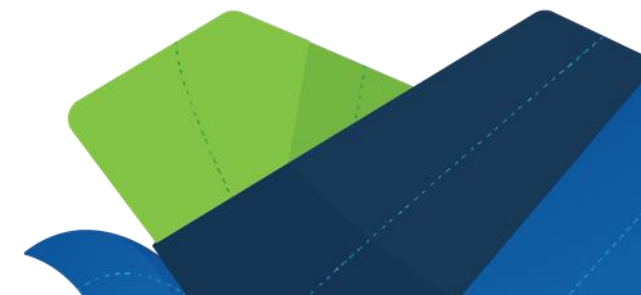
Prolapsed bladder, neurogenic bladder requiring CISC, spinal stenosis, fibromyalgia, thoracolumbar scoliosis



Decline letter from NDIS

Outcome:
Accepted by MASS.
Applicant's medical/health condition that necessitates continence aids is unlikely to be deemed eligible by the NDIS.

Queensland Community Support Scheme



Scenario 5



45 year old First Nations woman

Prolapsed bladder, neurogenic bladder requiring CISC, detrusor overactivity, back pain (spinal stenosis, fibromyalgia, thoracolumbar scoliosis)

Outcome:
Accepted by MASS.
Applicant's medical/health condition that necessitates continence aids is unlikely to be deemed eligible by the NDIS.

Queensland Community Support Scheme

Scenario 6



47 year old man with L) LL amputation

He has been on the NDIS for 5 years for his amputation and prosthesis-related needs

He develops stage 4 liver cancer and requires continence aids

Outcome:
Accepted by MASS PCEP Continence Aids as cancer is unrelated to his NDIS-approved disability

Scenario 7



3 y.o. child with Diffuse Intrinsic Pontine Glioma, resulting in ↓ movement, vision and behaviour

First PCEP application received less than two months from diagnosis – a Bingo Evo buggy

Second PCEP application was for an adjustable cot bed and pressure mattress. C. died soon after

Outcome: Due to very rapid progression of this disease, approaching terminal phase of care upon diagnosis, no NDIS required. **Appropriate application to PCEP**

Contact – General Enquiries/Repairs

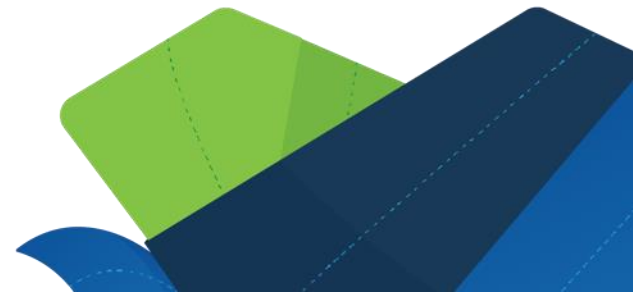
Brisbane/Townsville Equipment Services	(07) 3136 3524 <u>MASS-Equipment@health.qld.gov.au</u>; <u>MASS-Equipment-TSV@health.qld.gov.au</u>
Palliative Care Equipment Program	(07) 3136 3545 <u>MASS-PCEP@health.qld.gov.au</u>
Continence Services	(07) 3136 3665 / 1300 443 570 <u>MASS-ContinenceAids@health.qld.gov.au</u>
Oxygen Services	(07) 3136 3510 / 1300 443 570 <u>MASS-Oxygen@health.qld.gov.au</u>
Specialised Services (for spectacles, communication aids, Palliative Care Syringe Driver Program, medical grade footwear and orthoses)	(07) 3136 3696 / 1300 362 276 <u>MASS-SpecialisedServices@health.qld.gov.au</u>
All services – toll free	1300 443 570

Feedback form



[Link to feedback form](#)

Complete the feedback form to receive a certificate of attendance.



Thank you!



MASS-Education@health.qld.gov.au

