MASS Advanced Clinical Educator Ready for New Challenges

It is with regret and excitement that the Medical Aids Subsidy Scheme announces the resignation of our Advanced Clinical Educator Stephen Hales.

The regret comes from recognising what a valuable member of MASS Steve is and the great contribution he has made to the development of the Clinical Educator role as well as contributing in other developments at MASS. He will certainly be missed.

The excitement comes from seeing how Steve has developed the confidence to take on a new challenge in the NDIS field and the opportunity it presents for Steve. We know that Steve will meet this challenge head on and make it a success. Steve has been a passionate, dedicated and committed employee of MASS since 2005 and will be greatly missed.

We appreciate that Steve still remains dedicated to MASS and has allowed enough time to do a good handover to Bridget Manning, the Principal Clinical Advisor for Communication Aids.

Bridget was originally only increasing her hours to cover the time Steve was not available and this will continue. However, with Steve resigning MASS will advertise the position.

On behalf of everyone at MASS, we thank Steve for all his hard work and wish him all the best for his future endeavours.

The Medical Aids Subsidy Scheme will be closed over the Christmas period from close of business Tuesday 24 December 2019 until Friday 3 January 2020.

MASS will reopen on Monday 6 January 2020.

2019 Staff achievements

CORPORATE GAMES 2019
Two staff members from the Continence team represented Qld Health in the Corporate Games in May this year. Tracey Pollock took out the Gold Medal and Hazel Waters took out the Silver Medal.

UNDER 23 AUSTRALIAN SOFTBALL CHAMPIONSHIP 2019
In July this year Tracey also represented Qld as the State Manager for the Under 23 Women’s Team. Qld beat NSW in the final taking out the Joyce Lester Shield.

Where has the year gone? It’s hard to believe that Christmas time is here.

On behalf of all of MASS I would like to wish you all a very Merry Christmas and a Happy New Year.

As you may have gathered from my opening question it has been a full on, action packed year. Some of the events were:

- Full rollout of the NDIS
- Implementation of the Queensland Heat Moisture Exchange (HME) Subsidy Scheme for Laryngectomy (QHSSL)
- Transitioned to a new Queensland wide Procurement system
- Developing replacement Standing Offer Arrangements (SOA) via a new Request for Offer for Continence and also working on a replacement for Assistive Technology
- Updating the MASS General Guidelines.

We saw the full NDIS rollout in Qld as at 30 June with 80% of MASS NDIS eligible clients having an NDIS plan. In recognition of all eligible Queensland’s not yet having a plan the State Government kindly made additional funding available for this financial year (FY2019/20) to support these clients.

I would like to reassure all our clients not eligible for NDIS, in particular those over the age of 65 or with a health condition, that MASS will continue to provide you all the MASS services that you are currently receiving.

There was good news for Speech Pathologists and laryngectomy patients, from 1 July 2019, MASS was allocated a new program to administer on behalf of Qld Health called The Queensland Heat Moisture Exchange (HME) Subsidy Scheme for Laryngectomy (QHSSL). The QHSSL provides eligible Queensland residents who have undergone laryngectomy surgery with subsidised access to HME consumable devices. Refer to our web page for further info: https://www.health.qld.gov.au/mass/ prescribe/hme-subsidy-scheme

This link will take you to the website where you can find out about the process of sending online applications to MASS:

**MASS-eApply website**

We have also recently updated the MASS General Guidelines to allow for the NDIS and the National Injury Insurance Scheme (NIIS) along with replacing aids/equipment with assistive technology. This is now available on the MASS website.

Thank you for the great work you all do. As this is our Christmas issue I’ll leave you with two quotes....until next time.

“Challenges are what make life interesting and overcoming them is what makes life meaningful.”

— Joshua Marine

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"Christmas is forever, not for just one day. For loving, sharing, giving, are not to put away" — Norman Wesley Brooks
Thank you so very much in your assistance with my requests for XXX. You have been so supportive and generous in your consideration of his needs. I look forward to working with you in the future.

I just wanted to say a GREAT BIG THANK YOU for your kind, caring attitude towards me when we have spoken on the phone regarding my AFO discussions when I had to change my orthopaedic supplier.

I have my final fitting early next week, your understanding of my situation helped me more than you know.

I wish to point out one of your employees that is always so pleasant and helpful on the phone.

XXX should be treasured as a valued employee as I always find her a wealth of information and always has such a lovely phone manner.

I would just like to compliment your service & in particular XXX for the wonderful assistance you are providing in facilitating the transition of people with NDIS plans/funding.

I am an NDIS Support Coordinator & rang this morning with regards to 2 x clients I have started working with. I was delighted with the timeliness, practical assistance & support provided.

Thank you for your assistance and for attending to the WWA application so promptly. She is very happy with her walking aid.
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 of 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
- daily living aids
- Cystic Fibrosis Program
- medical grade footwear
- spectacles
- oxygen
- continence aids
- orthoses
- artificial limbs
- Heat moisture exchangers (HME’s)
- compression garments

**We're on the Web**

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**MASS Education Spotlight**

2019 was another very busy year for the MASS Education Calendar. MASS hosted sixteen webinars and four workshops covering the areas of continence, communication, seating, transfers, compression garments and mobility.

The team at MASS was sorry to farewell Susan Robison and Stephen Hales who have been in the role of the clinical education officer for many years.

The Education Calendar for 2020 will be published by mid-January, 2020. Two webinars in the coming months are:

23 January, 2020 ‘Meeting the Needs of Patients in the ICU’ and
20 February, 2020 ‘Helpful Hints When Completing a MASS Continence Application’

For more information on MASS education, including hyperlinks to previous webinars, see: https://www.health.qld.gov.au/mass/education or email MASS-Education@health.qld.gov.au