

Equipment Services Frequently Asked Questions

Repairs and Maintenance

1. What is MASS Repairs and Maintenance?

The Medical Aids Subsidy Scheme (MASS) has over 30,000 plaqued items of equipment in its permanent loan fleet. MASS subsidise repairs and maintenance that are associated with reasonable wear and tear use within the home environment and reasonable community access.

2. What is the difference between repairs and maintenance?

A repair is when the equipment breaks down. Maintenance is provided through our Scheduled Servicing Program, which is in place to regularly service patient lifting devices (hoists) and power wheelchairs to prevent or minimize breakdown repairs. These services operate during normal business hours.

3. What do I do if the MASS equipment I am using breaks down?

Contact should be made with the local MASS service centre – phone Brisbane: 3136 3524 or Townsville: 4433 8000 Email: MASS-Repairs@health.qld.gov.au. The caller needs to provide the plaque number of the equipment and a brief description of the repairs required.

The [MASS Repairs and Maintenance Flowchart](#) provides information on how to lodge a repair with MASS and the process from repair request to finalisation.

4. When should I report a breakdown or intermittent fault with my equipment?

As soon as it occurs – your safety and the functionality of your equipment is important.

5. Who do I tell if I need help to transfer out of the equipment while it is getting fixed?

If you are unable to transfer independently, you will need to contact someone to assist you to transfer out of the equipment. People that could assist include your Therapist, carer or family member or other health professional.

6. What do I do if the equipment I am using breaks down and is still under warranty?

Contact MASS. We will make contact with the original supplier to assess if the problem can be fixed under warranty.

7. How quickly will the repair be actioned?

When contacting the MASS team, you will be able to discuss the urgency of the repair request. The response time to repair your equipment will be dependent on a number of factors including repair agent availability, part availability, determining a mutually agreed appointment time that suits your lifestyle (including carer support availability if required).

It is recommended that organise alternative equipment arrangements (e.g. Hire) in case your equipment requires repair as MASS does not provide an emergency breakdown service.

8. What happens if the repair agent can't repair the equipment at my home?

Sometimes, a repair agent will not be able to fix the equipment at your home and will need to take it to their workshop for the repair. When this happens, the repair agent will get the equipment repaired and returned to you as quickly as possible.

9. What happens if the equipment I am using breaks down when I am not at home?

MASS does not provide an emergency service and you will need to seek alternative arrangements to return to your home, then contact MASS to organise a repair.

10. What happens if the equipment I am using breaks down when I am visiting interstate?

If you are visiting another State or Territory and your MASS equipment breaks down, where possible, MASS will organise for an interstate repairer to assess the equipment.

Note: If possible, MASS will undertake minimal repairs to keep equipment operational until you return to your home.

11. Can I borrow equipment from MASS if my equipment cannot be used while it is being repaired?

No, unfortunately MASS is unable to provide loan equipment or cover the costs of alternative arrangements while your equipment is being repaired.

12. Are there repairs that are not covered by MASS?

Yes. Please refer to the [MASS Repairs and Maintenance Funding List](#) on the MASS website for a comprehensive list of repairs that are funded by MASS and those which may need to be funded privately.

13. What happens if my equipment is not repairable or if MASS determines that it is not cost-effective to repair?

If your equipment is not able to be repaired or MASS determines that it is not cost-effective to repair, MASS will contact you to discuss possible solutions:

- If the equipment still meets your clinical needs and MASS has a suitable replacement item in the MASS warehouse, this can be reissued to you and sent out by courier in a relatively short period of time.
- If there are no suitable options in the MASS warehouse, a new application will need to be submitted by your prescribing therapist to MASS for new equipment.

Note: Where possible MASS will aim to keep equipment operational with minimal repair until it is replaced.

14. If I receive a new piece of equipment, can I keep the old one that has been replaced?

If you receive replacement equipment and you wish to keep the old piece of equipment, you can ask to have ownership of the item transferred to you. Sometimes MASS won't be able to transfer ownership of old equipment and this will be communicated to you via telephone or letter.

If ownership is transferred, this means that:

- You own the equipment in its current condition;
- You are responsible for the ongoing care, repair and maintenance of the equipment, including any costs incurred in its eventual disposal;
- MASS is not responsible for any injuries that occur if you use the replaced equipment.

15. What do I do if I don't want a MASS contracted repairer to fix my equipment?

MASS has a list of contracted repair agents that equipment is referred to for repairs. If you do not want to continue the repair with the MASS contracted repair agent, MASS can transfer ownership of the equipment to you. This means you can use your preferred repair agent, however, you will be responsible for paying for the repairs.

16. What do I do if I no longer require the equipment I have on loan from MASS?

Contact MASS and we will organise collection of the equipment

17. What if I need to have modifications done to equipment that I have on permanent loan from MASS?

The current process requires your prescribing therapist to work with you to complete an assessment for the modifications required. Your prescribing therapist will submit the application for modifications on your behalf to MASS on the MASS Letter template, (including quote) via MASS-eApply or to MASS-Equipment@health.qld.gov.au.

MASS will assess the application for modifications and notify yourself and your prescribing therapist of the application assessment status by letter. If approved, the order for modifications will be sent to the supplier, who will contact you to arrange a suitable day and time for the modifications to be completed.

18. What if I have an accident using my MASS equipment?

Please notify our office as soon as possible if you have an accident while using your MASS equipment. The MASS team will lodge a repair if required and ask you to provide further information via the [MASS 83 Accident and Incident Form](#).

19. How do I provide feedback to MASS or make a complaint?

Compliments and Complaints Forms:

- [MASS 81 Client/Prescriber Satisfaction Feedback Form](#)
- [MASS 80 Supplier Performance Report](#)

These forms are available on the MASS website at health.qld.gov/mass. Completed forms can be returned to the local MASS service centre or emailed to MASS.



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