







MASS-eApply in a Nutshell



**Queensland
Government**

Medical Aids Subsidy Scheme
6 August 2025

MASS-eApply

<p>Communication Aids</p>  <p>Start</p>	<p>Continence Application</p>  <p>Start</p>	<p>Cystic Fibrosis</p>  <p>Start</p>
<p>Daily Living Aids and Mobility Equipment</p>  <p>Start</p>	<p>HME and Laryngectomy Consumables</p>  <p>Start</p>	<p>Lymphoedema Compression Garments</p>  <p>Start</p>

Medical Aids Subsidy Scheme

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[MASS-eApply \(online applications for prescribers\)](#)

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MASS-eApply Online Applications

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Support](#)

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[Info for Organisations
and Administrators](#)

For enquiries
and technical
assistance
(8am – 4pm
weekdays):

[MASS-
eApply@health.
qld.gov.au](mailto:MASS-eApply@health.qld.gov.au)

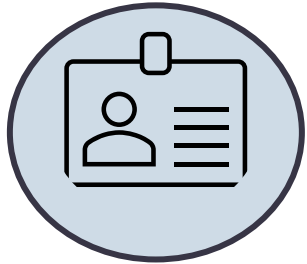


[MASS Eligibility Card](#)

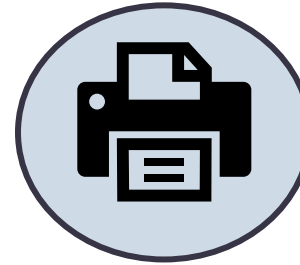
[MASS-eApply
applicant search](#)

[MASS-eApply Alerts](#)

Benefits of Using MASS-eApply

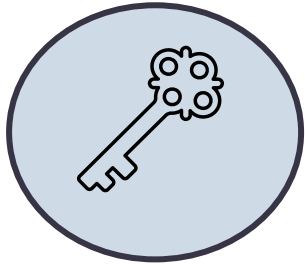


MASS administrative eligibility can be confirmed for adults with a live Centrelink database check

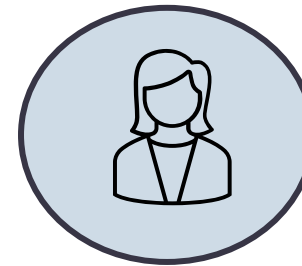


A PDF copy of the application can be saved or printed off after you submit the application

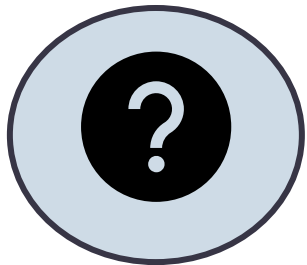
Once you have registered as a prescriber and have completed one application:



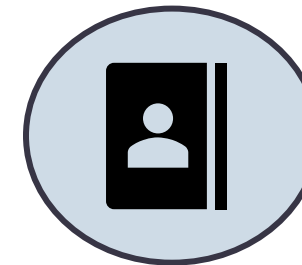
If a response is incomplete, prompts will appear requesting the information



MASS application will auto-populate prescriber information



Only relevant questions relating to the type of assistive product being applied for need to be answered



Existing MASS client data can be auto-populated into an application

Benefits of Using MASS-eApply

* Is the equipment requested on the current SOA Product List?

Yes No

Note: Please ensure you have entered the applicant's weight in the Prescriber Assessment page before selecting the product

* Please select from dropdown list:

Etac | 81702030 - Swift | 130kg x ▾

MASS may request additional information regarding the suitability of the item requested for the client's weight.

* Is the equipment requested on the current SOA Product List?

Yes No

Note: Please ensure you have entered the applicant's weight in the Prescriber Assessment page before selecting the product

* Please select from dropdown list:

AquaCare | 1752 | 125kg x ▾

The applicant's stated weight is greater than the maximum Safe Working Limit of the product selected. Please select another product.

[MASS Approved Continence Products](#)

[Daily Living Aids Products and Suppliers](#)

[Mobility Aids Products and Suppliers](#)

MASS DLA Application


Equipment Type:
Mobile Shower Commode (MSC)



The Assistive Technology SOA changed on 1 November 2019. Refer to the Daily Living Aids or Mobility Aids websites for the current SOA lists.

* Is the equipment requested on the current SOA Product List?
 Yes No

Note: Please ensure you have entered the applicant's weight in the Prescriber Assessment page before selecting the product

* Please select from dropdown list:


KIS | KIS FOLDING MSCA | |
| Attendant Propelled (AP) |
120kg
KIS | KIS FOLDING MSCSP
| | | Self Propelled (SP) |
120kg
KIS | KIS MSCA | | |
Attendant Propelled (AP) |
120kg

  Next

Build Number: 22.1.0

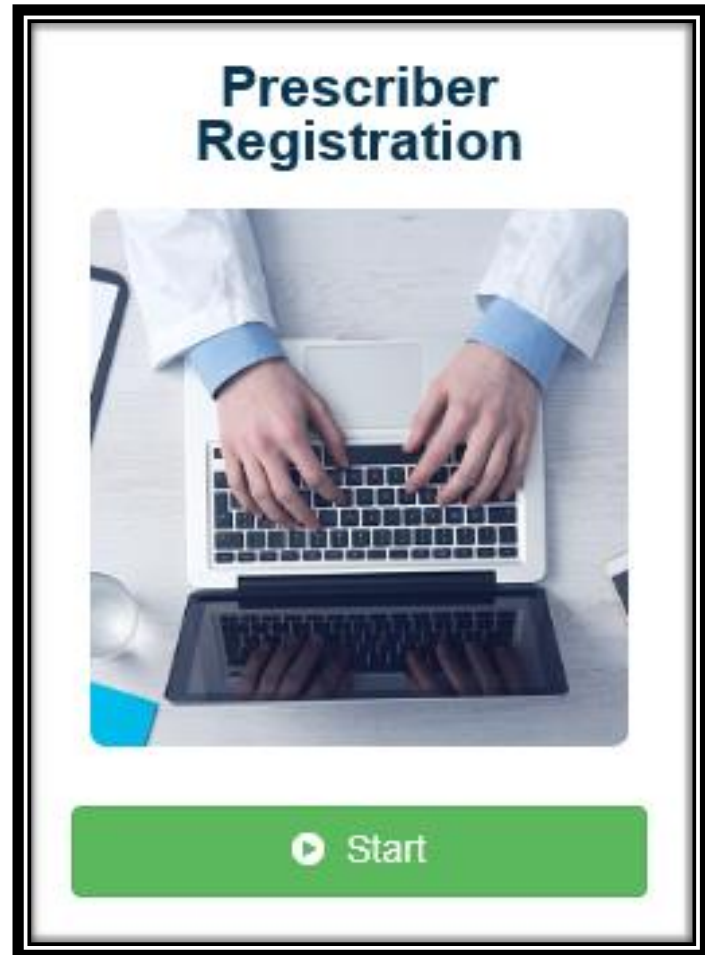
eApply Registration

Prescribers can register as individuals or part of an organisation.

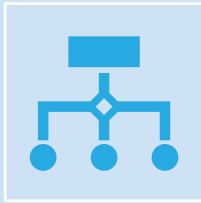
- Sole practitioners can register as individuals
- A private practice with multiple practitioners, or a team would register as an organisation
- [MASS-eApply Guide - How to register a user account](#)

Organisation registration:

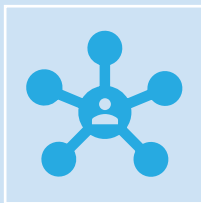
- Allows you to view and complete applications as a team
- Allows handover during employee absences and for different team members to complete parts of the form. Only designated prescribers may submit applications using eApply
- [MASS-eApply Organisation and Administrator Support](#)



eApply Registration and the Administrator Role



Organisations **should be registered at the local/ward level** to remain manageable for the users,
e.g. QEII Physiotherapy Department is more manageable than QEII Hospital



The first person to register for an organisation will become the administrator. Others can be added so that there are multiple administrators per group.

An administrator will:

- Approve new prescribers
- Maintain consistency in how people register, e.g. phone contact details

[MASS-eApply Information Sheet. How to approve, reject or remove users in your MASS-eApply Organisation](#)

Multiple Administrator Roles

Prescriber Registration Status: New

Your Organisation

Complete this registration if you are a MASS prescriber of:

- Daily Living Aids
- Mobility Aids
- Continence Aids
- Communication Aids
- Spectacles
- Heat Moisture Exchangers
- Palliative Care
- Home Oxygen
- Cystic Fibrosis Program
- Lymphoedema Compression Garments (Metro South catchment residents only)

* Select your registration type

I want to join an existing organisation I want to register a new organisation

* Select the existing organisation ?

Cairns Hospital Physiotherapy ▾

* Select an approver for this registration ?

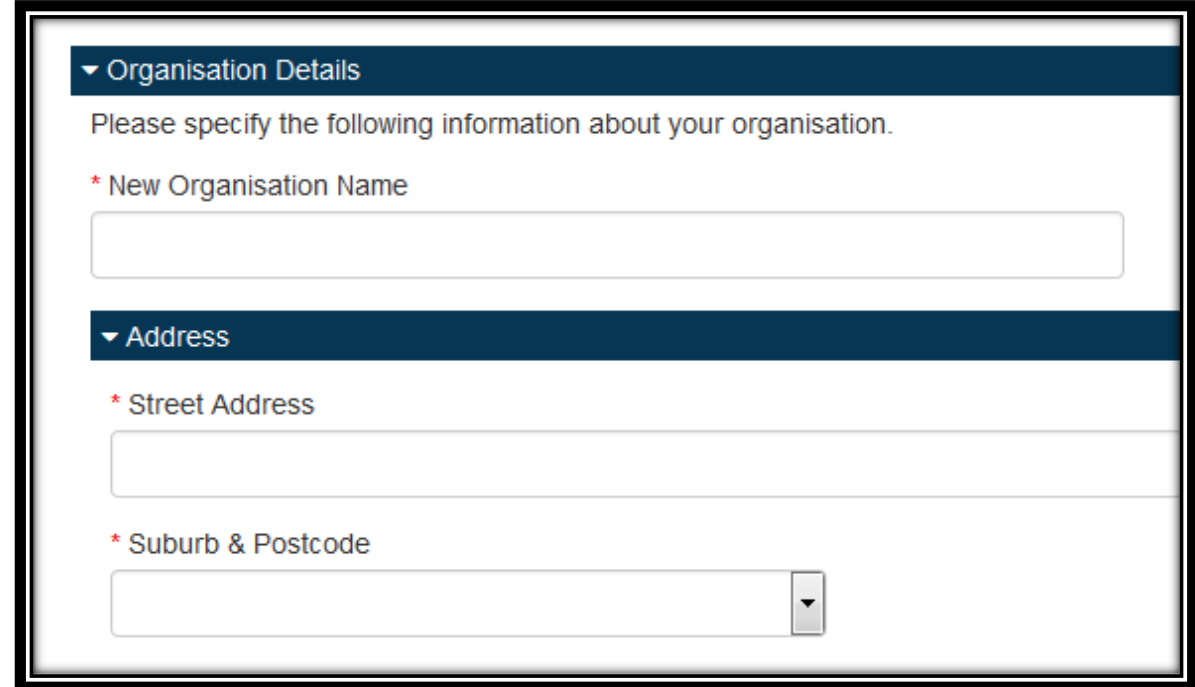
▾

Ben Glenwright
Ry Darcy
Hamish Watkins

[Next](#)

MASS-eApply Registration

- **Email Address:** Your email address will be used to send password resets, complete the registration process and for notifications from MASS-eApply.
- **Username:** Your username must be unique. MASS recommends using your email address as this is guaranteed to be unique.
- **Declaration and Authorisation:** Read and agree to the declaration by ticking the box to proceed.
- **Organisations:** Organisations new to eApply can use 'My Organisation is Not Listed' to enter their organisation details.



The screenshot displays a registration form with two main sections: 'Organisation Details' and 'Address'. The 'Organisation Details' section includes a header with a dropdown arrow, a prompt to specify information, and a text input field for the 'New Organisation Name'. The 'Address' section also has a header with a dropdown arrow and includes text input fields for 'Street Address' and 'Suburb & Postcode', with a dropdown arrow on the right side of the latter field.

▼ Organisation Details

Please specify the following information about your organisation.

* New Organisation Name

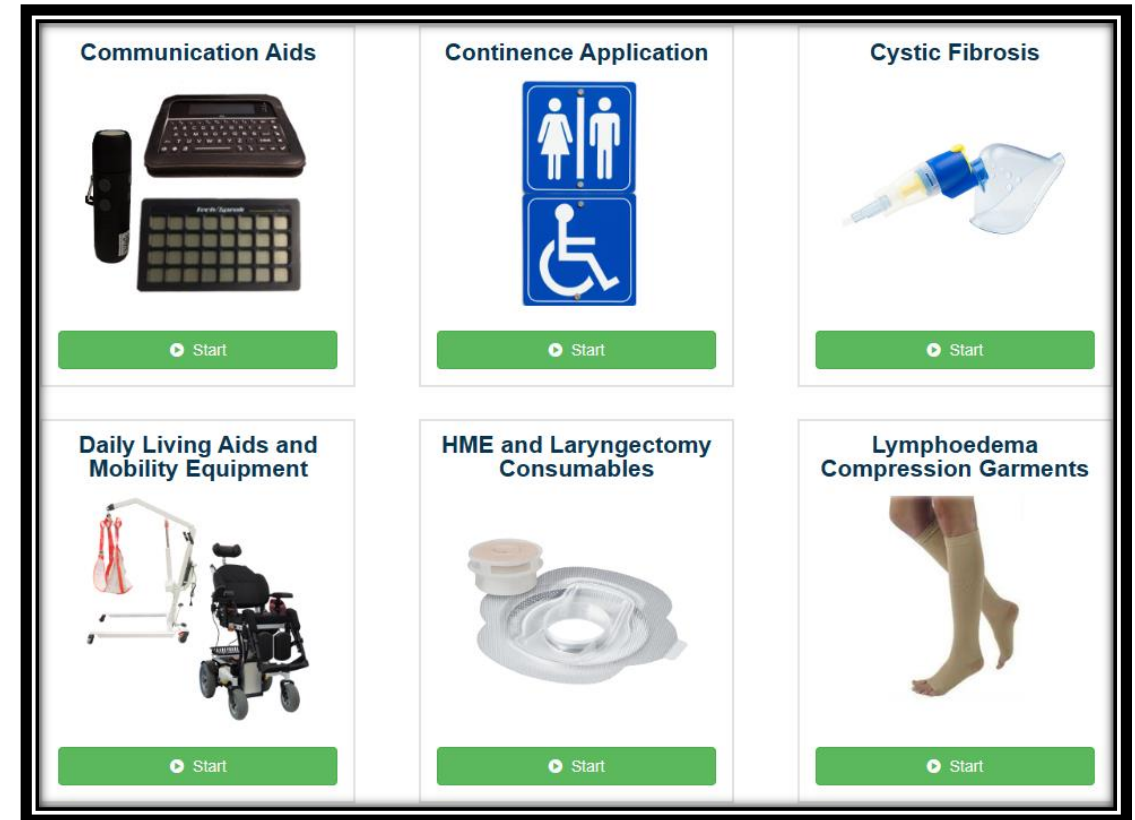
▼ Address

* Street Address

* Suburb & Postcode

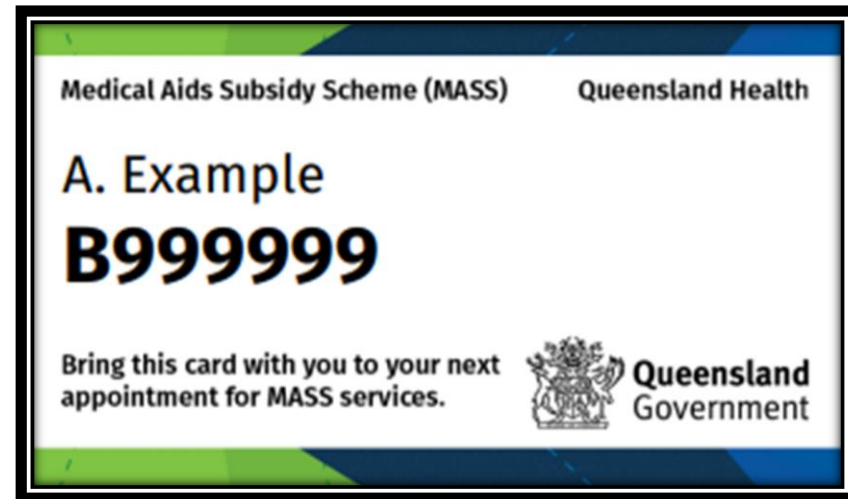
Completing your Registration and Starting Out

- Once approved, you will receive an email with a hyperlink to complete your account set up by choosing a password. This hyperlink is valid for five days. Once completed, you can login and access forms.
- Go to Select the category of forms you wish to complete, e.g. Communication Aids



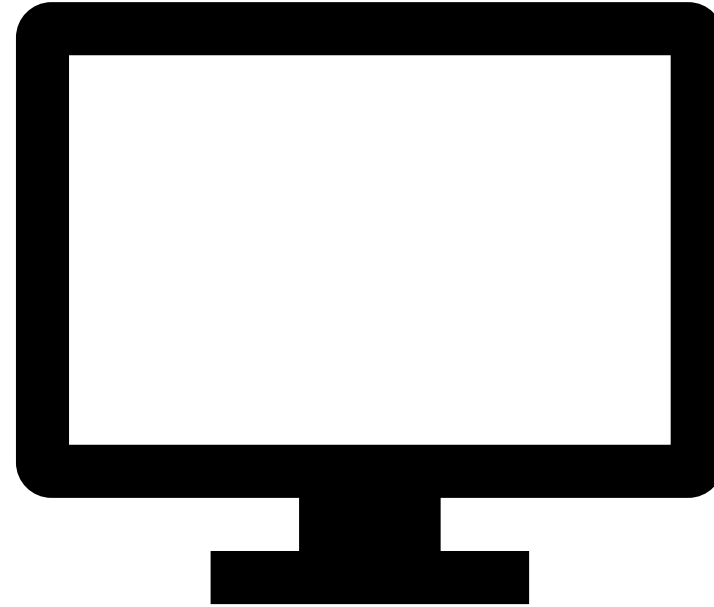
Starting on an Application

- Search MASS records for client details.
- The client's B number can be used, along with their surname and date of birth.
- Otherwise, the following fields are required:
 - Surname
 - Date of Birth
 - Concession type
- Client details will then load including their address and contacts. You should verify these are correct – you can make changes as required at this point.
- If the client is not found, you must enter their personal details.



[MASS Client Reference Cards](#)

Screen Sharing



Saving/Printing Application at Time of Submission

Applicant

Prescriber Details

Contingence Assessment

Contingence Products

Receipt

Contingence Application

Receipt

Your receipt number is **286116**.

Applications cannot be amended or cancelled in MASS-eApply after submission. To check on the progress of this application or request a change contact MASS Contingence Service on 3136 3665 or MASS-ContingenceAids@health.qld.gov.au

For technical support related to MASS-eapply contact MASS-eApply@health.qld.gov.au

[Please click here to download your document](#)

🏠 Close

Saving/Printing Application at a Later Dater

1. Locate application on the dashboard under 'Available Products'

Continenence Application

Show Filter Pane

Order Status: RCVD CLINICIAN | MASS reference number: B32715 | Given name(s): Mass | Family name: Stock | Date of birth: 01/01/1953 | Created: 06 Feb 2024 14:07 | Submitted: 06 Feb 2024 15:24 | Originator: First Prescriber | Assignee: | Organisation: Medical Aids Subsidy Scheme

States: 282848

Created: | Modified:

Originator:

Filter | Reset

Application Id	Order Status	MASS reference number	Given name(s)	Family name	Date of birth	Created	Submitted	Originator	Assignee	Organisation
282848	RCVD CLINICIAN	B32715	Mass	Stock	01/01/1953	06 Feb 2024 14:07	06 Feb 2024 15:24	First Prescriber		Medical Aids Subsidy Scheme

Further information available at: [MASS-eApply Guide](#)

Note: Unable to change an application or delete it after submitting

2. Open application and navigate to download document

Welcome

Applicant

Prescriber Details

Continenence Assessment

Continenence Products

Request continence aids

> Pads, All-in-one, nappies and pull-ons

> Bed and Chair Pads

> Declaration

> Exchange policy

Receipt

Continenence Application

Continenence Products

Exchange policy

Please note: MASS has a NO EXCHANGE policy. Any incorrect prescriptions will be directed back to the prescriber

Back | Next

Welcome

Applicant

Prescriber Details

Continenence Assessment

Continenence Products

Receipt

Continenence Application

Receipt

Your receipt number is 282848.

Applications cannot be amended or cancelled in MASS-eApply after submission. Continenence Service on 3136 3665 or MASS-ContinenenceAids@health.qld.gov.au

For technical support related to MASS-eapply contact MASS-eApply@health.qld.gov.au

Please click here to download your document

UR_NUMBER : B32715
STATUS : RECEIVED
QUANTITY : 2
SUPPLIER : BrightSky Australia
EQUIPMENT : Buddies Xtra Blue Bed Pad BD1003P – BD1003P

UR_NUMBER : B32715
STATUS : RECEIVED
QUANTITY : 5
SUPPLIER : Independence Australia
EQUIPMENT : Tena Men Level 2 750759 – 750759

UR_NUMBER : B32715
STATUS : RECEIVED
QUANTITY : 4
SUPPLIER : Independence Australia Group 4PL C/ Paul Hartmann
EQUIPMENT : MoliCare Mobile 8 Drops L 915873 – 915873

Close

Dashboard - 'Order Status' in 'Available Products'

These are the options that you can see in 'Order Status' under 'Available Products' in the Dashboard:

- **DRAFT:** In a draft form, not submitted to MASS
- **SUBMITTED:** Acknowledges the application has been submitted to MASS
- **RECEIVED:** Received by MASS
- **RCVD CLINICIAN:** Received by MASS Clinician
- **APPROVED:** Approved by MASS
- **REJECTED:** Rejected by MASS

NB: 'Rejected' may appear because the client has not yet reached the point in time where they are eligible for more products (e.g. continence aids). An email is sent to the prescriber, asking them to reapply one (1) month prior to the renewal date. The client is also informed.

MASS Palliative Confirmation Form: digital signature

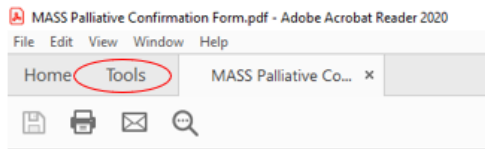
1. Save digital form as a PDF



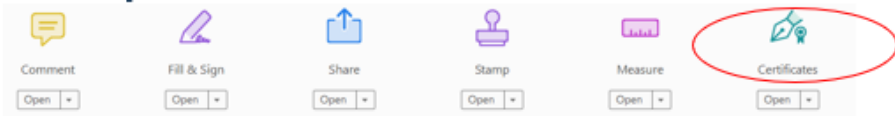
Note: This process is for **Adobe Reader**

Consult your organisation for alternatives if you do not have access to Adobe Reader or other Adobe products

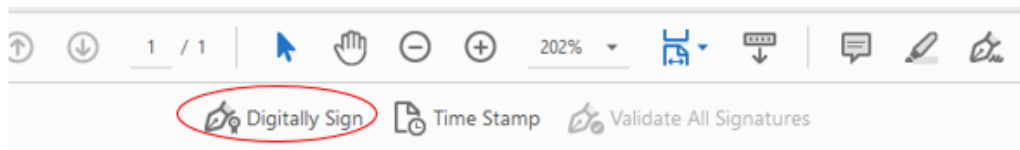
2. Open Tools in the PDF copy



3. Open Certificates



4. Insert digital signature (password required)



Related Education

- [DLA and Mobility eApply application example](#)
- [Applying for Contenance Aids using MASS-eApply, after recent upgrades to the system 2024](#)
- [Guide to MASS-eApply Online Applications for Communication Aids and HMEs 2020](#)
- [Guide to MASS-eApply Online Applications for Equipment 2020](#)
- [MASS Recorded Webinars and On-Demand Library](#)



Contact – General Enquiries/Repairs

Brisbane/Townsville Equipment Services (Mobility and DLA)	(07) 3136 3524 <u>MASS-Equipment@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-Continence@health.qld.gov.au</u>
Oxygen Services (incl. HMEs)	Ph: (07) 3136 3510 / 1300 443 570 <u>MASS-Oxygen@health.qld.gov.au</u>
Specialised Services (for spectacles, communication aids, medical grade footwear and orthoses, palliative Care syringe drivers)	(07) 3136 3696 / 1300 362 276 <u>MASS-SpecialisedServices@health.qld.gov.au</u>
All services – toll free	1300 443 570

Certificate of Attendance



Complete the [webinar feedback form](#) to receive a certificate of attendance.

Thank you



MASS-Education@health.qld.gov.au
MASS-eApply@health.qld.gov.au