

## **Government Entitlements Equipment/ Personal Care**

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**Spinal Injuries Association/  
Spinal Advisory Service**

### **The Spinal Advisory Service**

Consists of trained health professionals from several disciplines:

- Occupational therapists
- Physiotherapist
- Registered Nurse

## **Spinal Advisory Service**

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- ❑ South QLD and North QLD teams
- ❑ Regional trips throughout QLD undertaken annually
- ❑ Around 1,200 clients

## **What does the Spinal Advisory Service do?**

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- ❑ Information and prescription of equipment such as seating and wheelchair assessments
- ❑ Assistance with access and eligibility to government schemes and benefits (ie. MASS)
- ❑ Preparation of funding applications for personal support and respite services
- ❑ Workplace assessments
- ❑ Home modification assessments
- ❑ Advice on skin care and continence management
- ❑ advocacy

## Who can access SAS services?

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Services are **FREE OF CHARGE** to:

- ❑ People over the age of 16
- ❑ Have a spinal cord injury through trauma or disease
- ❑ Live in QLD
- ❑ And are eligible to receive services through HACC (home and community care) and DS (Disability Services)

## Who can refer to SAS?

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- ❑ People with a spinal cord injury
- ❑ Their families
- ❑ Community-based services or agencies (ie. SPOT, Community Health etc)
- ❑ Health professionals
- ❑ Internal referrals
- ❑ Contact us on 1800 024 422,
- ❑ or SQ 3391 2044, NQ 4755 1755
- ❑ We can assist you to access services

## Personal Care Resources

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- Disability Services (DS)  
[www.disability.qld.gov.au](http://www.disability.qld.gov.au)
  - Emergency Response Program
  - Application for Support (previously known as Adult Lifestyle Support Program (ALSP) or Family Support Program (FSP)
  - Spinal Cord Injuries Response (SCIR)
    - For people with new a SCI admitted to Spinal Injuries Unit, PAH after 2005

## Emergency Response Program

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- Provision of funding to families or clients in emergency situations, such as carers or clients injury or illness, urgent requirement of respite care, lack of accommodation, equipment replacement
- Applicants must meet DS eligibility, have a permanent disability, live in QLD, and be under 65 yrs of age.
- Applications can be made by service providers, clients or family members

## An application for Support

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- ❑ Must be submitted if ongoing support is required, to access specialist disability services i.e. accommodation support, community support, community access respite.
- ❑ It can be submitted by a family member, client or health professional.
- ❑ Forms are available on the website [www.disability.qld.gov.au](http://www.disability.qld.gov.au)

## The Process

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- ❑ Response times are typically slow, you have to stay in contact with office to ensure the application gets prioritised. Before the application is approved, a DS supports facilitator will conduct a home visits to assess the situation.
- ❑ The most “at risk” clients are allocated funding first, these include people at threat of injury, family breakdown, and homelessness.
- ❑ A support package should provide flexible care.

## What of I have previously or applied for funding ?

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- ❑ Where you may have an existing package, and your situation has changed, and you require more support, then an update form will need to be completed.
- ❑ Copies are available:- [www.disability.qld.gov.au](http://www.disability.qld.gov.au)
- ❑ Letters from doctor or specialist which state a decline in function can assist with making a case stronger

## Spinal Cord Response Funding(SCIR)

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- ❑ This Initiative resulted from 20 years of advocating to government by the Spinal Injuries Association to have an “all of government” response when a client leaves the PA Spinal Injuries Unit. Since 2004, clients who are DS and have a spinal cord injury, can access SCIR funding.
- ❑ When a client is discharged they may receive a number of services including:- home modifications, through the department of housing, equipment through MASS and a support package, through DS

## Spinal Cord Response Funding(SCIR)

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- ❑ The Personal Support Plus team of the Spinal Injuries Association are contracted to take on clients being discharged from PA hospital.
- ❑ If you feel you are missing out on vital services it is important to get your views heard. Please take the opportunity to use the issue forms provided, or catch up with us in the break. There may be alternative options to explore.

## Home and Community Care HACC

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- ❑ Joint program via commonwealth state and territories to ensure services are delivered to the elderly and young people with disabilities to assist them to continue to live in their homes.
- ❑ Some clients may have a combination of funding venues to provide their personal support.
- ❑ [www.health.qld.gov.au/HACC](http://www.health.qld.gov.au/HACC)
- ❑ To find out what services are available in your region

## HACC

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- ❑ Each region is allocated a budget which they distribute to their region, you can be referred to HACC by a G.P. or therapist, you may typically be eligible for 3 mornings of support per week. A service may cost \$5 per visit, service providers don't typically work weekends.
- ❑ If you are over 65 yrs of age, you are required to have an aged care assessment through an Aged Care Assessment Teams (ACAT) who can see your eligibility for a
  - Community Aged Care Packages (CAPS)
  - Extended Aged Care at Home Packages(EACH)
  - A CAPS package is typically 8 hrs of support a week, applicants are still eligible to access MASS. EACH may provide up to 20 hrs of support, however clients are then not eligible for the MASS scheme.

## HACC

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### ■ Home and Community Care (HACC)

[www.health.qld.gov.au/hacc](http://www.health.qld.gov.au/hacc)

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|-----------------------|--------------------------|
| ■ Community nursing   | ■ Meals on Wheels        |
| ■ Personal care       | ■ Allied health services |
| ■ Domestic assistance | ■ Respite care           |
| ■ Social support      | ■ Support for carers     |
| ■ Transport           |                          |

## Personal Care Funding Avenues

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- Workcover  
[www.workcover.qld.gov.au](http://www.workcover.qld.gov.au)
  - Compulsory third party compensation  
[www.maic.treasury.qld.gov.au](http://www.maic.treasury.qld.gov.au)
  - Other insurance/private funding
- Eligibility requirements must be met to be able to access these options.

## Resources for carers

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- Commonwealth Respite and Carelink Centre Program
- Are information centres for older people and people with disabilities to provide information on support services available locally.
  - Support Service 1800 052 222

## Resources for Carers

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- National Respite for Carers Program

[www.agedcareaustralia.gov.au](http://www.agedcareaustralia.gov.au)

Support carers of older people and those with disabilities to take time out from their caring role.

They will organise

In home/day/centre based respite 1800 052 222  
emergency outside hrs 1800 059 059

- National counselling for carers program
- Young carers program
- Counselling and information about programs for carers 1800 242 636

## Resources for carers

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- Queensland Council of Carers

[www.carersqld.asn.au](http://www.carersqld.asn.au)

Can assist with advocacy issues and support for carers. They provide services such as counselling, advice, advocacy education and training. They also promote the recognition of carers to government, businesses and the public

Carers Queensland 1800 242 636 or 3900 8100

## Centrelink

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Centrelink provides two payments for people caring for a person 16 year or older.

- ❑ Carers Allowance – a supplementary payment which is free of the income and asset tests and is not taxable, and Carer Payment which is an income support payment that provides support to people who, because of their caring role, are unable to support themselves through work.
- ❑ Call Centrelink on 132717 or visit the local Centrelink customer service centre for more information or go to their website on [www.centrelink.gov.au](http://www.centrelink.gov.au)

## Centrelink

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- ❑ Mobility Allowance :paid to people with disabilities who are 16 yrs and older and can't use public transport and are engaged in at least 8 hrs of paid or volunteer or training, or are in the process of looking for work.
- ❑ This application needs to be completed by a doctor.
- ❑ Disability Support Pension – you may be eligible if you are 16 or over and have a medical condition that is serious and it stops you from working or studying. Ask Centrelink how to apply. You will need a report from your doctor.

## Avenues for equipment

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- ❑ Medical Aids Subsidy Scheme
  - [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass)
    - Subsidy scheme for eligible Queenslanders
- ❑ An initiative of the QLD Government to assist with the subsidy of funding for aids and equipment for people with disabilities
- ❑ Aids and equipment to support independence at HOME.
- ❑ Aids and equipment to avoid premature or inappropriate residential

## Who is eligible for MASS?

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- ❑ you are a permanent resident of QLD
- ❑ You have a permanent and stabilised condition or disability
- ❑ You have one of the following cards:
  - Centrelink pension Concession Card
  - Department of Veterans' Affairs (DVA) Pension Concession Card
  - Centrelink Health Care Card
  - Queensland Government Seniors Card
  - Centrelink Confirmation of Concessional Card Entitlement Form

## How to apply

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- **MASS operates through a prescriber model:**
  - Prescribers are health professionals approved by MASS
  - Prescribers are: Occupational therapists, physiotherapists, rehabilitation engineers, registered nurses (for continence aids)
  - The process:
    - Prescriber consults with client (ie. home visit)
    - A TRIAL of the equipment or aid is arranged
    - An application is completed on behalf of client, then submitted to MASS for consideration of funding subsidy

## What type of aids and equipment are subsidised by MASS?

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- Mobility Aids
- Daily Living Aids
- Continence Aids

## Mobility aids provided by MASS, & subsidy levels

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### □ Mobility aids

- Infant/child seated mobility aids
- Manual wheelchairs \$1200
- Powerdrive wheelchairs \$ 6000
- Accessories and/or modifications to wheelchairs i.e tilt in space, elevating leg rests, chin controls, etc
- Foam \$100 and pressure redistribution wheelchair cushions \$750
- Wheeled walking aids \$450
- Respiratory/postural drainage tables

## Mobility Aids Process

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- The manual wheelchairs, power wheelchairs and walkers have a standing of arrangement (SOA) which is a list of equipment which needs to be considered before other equipment can be justified.
- Urgent applications are processed within 2 weeks. Non-urgent can take up to approximately 6 weeks. If approved the supplier has 4 to 6 weeks to provide the equipment. If the equipment is completely customised or quite complicated it can take 3 to 6 months before delivery to the applicant.

## Daily living aids provided by MASS & subsidy levels

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### □ Daily living aids

- Bathboards (raised/backrest/extended and/or padded only)
- Non-mobile commodes
- Bathroom transfer benches
- Mobile floor hoists \$2400 and slings \$300
- Mobile overtoilet/showerchairs \$1200
- Modifications/accessories to mobile overtoilet/showerchairs
- Pressure redistribution mattresses \$ 2000

## Who owns the equipment?

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- MASS retains the ownership and is therefore responsible for maintenance and repairs.
- When the client has made a co-payment of more than 50% towards the cost of the aid or equipment, the client can choose to own the equipment, the client is then responsible for the ongoing maintenance and repairs.

If your equipment breaks down you can contact MASS Repairs on Ph: 07 3136 36 36 Brisbane or 07 4729 9365 Townsville

In the case of an emergency such as a powerchair breakdown or pressure mattress failure MASS will attempt to have to repair it ASAP.

## Cost Share Options?

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Because MASS are a subsidy scheme there is typically a cost share component to be met by the applicant. MASS will let you pay the cost share by instalments. Disability Services may fund the cost share for one off equipment if it is seen as an emergency situation. Trust funds may assist if you meet eligibility criteria and have limited assets. Local service clubs such as Lions and Rotary may contribute \$500 to \$1000 but you have to wait for monthly meetings to occur before funding is granted. If you are employed you may be able to access equipment through the workplace modifications scheme.

## Avenues for equipment

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- Disability Services
  - May fund one off items of equipment for people with disability (eg emergency response program funding)
- Local service clubs, lions, rotary, trust funds
- Compensation/or private funding
  - Workcover
  - Compulsory Third Party
  - Equipment Hire Service – Spinal Injuries Association:- in case if equipment breaks down or if you are on holidays, available at reduced cost to members, call 3391 2044 for assistance.

## Continence aids subsidised by MASS

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- **Continence aids**
  - Reusable pants
  - Disposable nappies
  - Disposable shaped pads
  - Stretch pants
  - Disposable pull-on style pads
  - Disposable all-in-one pads
  - Reusable bed pads
  - Disposable catheters
  - Indwelling catheters
  - Latex sheaths
  - Non-latex sheaths
  - Night drainage bags
  - Leg bags
  - Catheter valves

## CAAS

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- Continence Aids Assistance Scheme (CAAS)  
[www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)
  - Up to \$470 of continence products for eligible Australians  
1800 330 066
- Continence products are currently ordered through Intouch.

## Continence Aids Payment Scheme

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- ❑ As of 1 July 2010, you will receive a subsidy of \$489.95 for continence products. Clients will receive a direct payment into a nominated bank account by Medicare Australia. It will be continued to be payed annually.
- ❑ If you are already on the scheme, you will be transferred to the new scheme provided you meet Medicare request for additional information. Your details will be provided to Medicare Australia.

## Continence Aids

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- ❑ The new scheme will allow you to purchase products of your choice, you will not need to keep receipts of your purchases.
- ❑ You will still be able to purchase your products through intouch.
- ❑ Most clients have a combination of MASS and CAAS funding which assist them to meet their needs.

## Housing Resources

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- Department of Housing [www.housing.qld.gov.au](http://www.housing.qld.gov.au)
  - Public rental housing, Bond loan / rental grant
  - Community rent schemes
  - Home assist/secure minor modifications to your home as well as general maintenance requirements.
  - The home modification project will assist with major modifications to your home such as bathroom modifications, installation of ramps. Require 50% of the cost to be met by the client and need a referral from an Occupational Therapist to make recommendations in conjunctions with a registered builder.

## Transport Resources

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| ■ Queensland Transport<br><a href="http://www.transport.qld.gov.au">www.transport.qld.gov.au</a> | ■ Centrelink<br><a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a> |
| ■ disability parking permit scheme   | ■ Mobility allowance   |
| ■ taxi subsidy scheme  | ■ Australian Tax Office<br><a href="http://www.ato.gov.au">www.ato.gov.au</a>    |
| ■ accessible taxis / public transport  | ■ GST exemption on car   |
| ■ concessions for public transport   | ■ HACC transport service   |
| ■ companion card   | ■ For appointments & community access  |

## Work/Training Resources

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- ❑ Employment Options Spinal Injuries Association is an employment service to assist clients with physical disabilities to gain employment within the Brisbane and Greater Brisbane region.
- ❑ [www.jobaccess.gov.au](http://www.jobaccess.gov.au) – An Australian government initiative to find workplace solutions for the employment of people with disabilities. This is where you can access the workplace modification scheme. This scheme assists to modify your workplace as well as provision of equipment to assist you in your job. Any client or employer who has a client with a disability can access this scheme.

## Other Resources

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- ❑ Commonwealth Centrelink:- have senior customer service advisors to assist in job placements.
- ❑ CRS assist people returning to work, or keeping a job after injury or illness. They provide information on vocational rehabilitation injury management and consultancy services.  
[www.crsaustralia.gov.au](http://www.crsaustralia.gov.au)
- ❑ Is available for “return to work programmes”.

## Information Sources

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- ❑ Commonwealth Carelink Centres  
[www.health.gov.au/ccsd/](http://www.health.gov.au/ccsd/)
  - Australian directory of community services
- ❑ Aged and community care  
[www.agedcareaustralia.gov.au](http://www.agedcareaustralia.gov.au)
  - Information gateway for aged and community care
- ❑ QFinder  
[www.health.qld.gov.au/qfinder](http://www.health.qld.gov.au/qfinder)
  - QLD directory of health and community services
- Life tec [www.lifetec.org.au](http://www.lifetec.org.au) data base of adapted equipment

## Spinal Injuries Association

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- ❑ Spinal Injuries Association – [www.spinal.com.au](http://www.spinal.com.au)
- ❑ Information Service and the Spinal Advisory Service  
, Member Networks, Community Relations :-  
resource for clients with spinal cord injury.
- ❑ 3391 2044 SQ
- ❑ 4755 1755 NQ
- ❑ Free Call 1800 024 422  
Call us – we can and will help!