

# Aids and equipment benefits

## About aids and equipment benefits

The Motor Accidents (Compensation) (“MAC”) Scheme provides benefits to cover the costs of Aids and Equipment that you may require, to assist you in your recovery and to gain greater independence following a motor vehicle accident.

Aids and Equipment must be purchased within Australia and can include, but are not limited to; wheelchairs, pressure cushions, mattresses, hoists and electric beds.

Your treatment and/or rehabilitation provider will recommend the Aids and Equipment that you require and may visit you in hospital and/or at home to assess your needs.

## How do I request aids and equipment?

The cost of Aids and Equipment recommended by your treatment and/or rehabilitation provider will be covered up to the value of \$100, without needing prior approval from TIO.

For Aids and Equipment over \$100 your treatment and/or rehabilitation provider will need to place a request through your MAC Claims Officer.

The request to TIO needs to explain your current situation, the intended purpose of the item and how it will assist in your recovery or the management of your injury.

For larger items such as wheelchairs, pressure cushions, mattresses, hoists and electric beds, TIO and your treatment and/or rehabilitation provider may suggest a trial of the item prior to requesting the purchase of an Aid or Equipment to ensure it is appropriate.

## Replacement and modifications

TIO may replace or cover the costs to modify your existing Aids and Equipment when a request is made by your treatment and/or rehabilitation provider.

The provider will need to make a formal request explaining the limitations of the current item and reasons for its modification or replacement. If items require replacement due to misuse TIO may ask you to contribute to the cost of a replacement.

## Review of aids and equipment requirements

TIO may periodically review your needs for Aids and Equipment to ensure that you have the items that are reasonable and necessary for your circumstances. If you have any questions regarding Aids or Equipment please contact your MAC Claims Officer.

## Contact

Phone: 1300 493 506  
 Monday to Friday, 8.30am-5pm  
 Email [mac@tiofi.com.au](mailto:mac@tiofi.com.au)