

# Information for Consumers: Continence Program Frequently Asked Questions



To use an interpreter over the telephone – Phone 131 450

## State-wide Equipment Program

### What is the Continence Program?

A State-wide program that provides subsidised continence aids to eligible clients who qualify to receive funding.

### Am I eligible for funding?

You may be eligible for funding if you are a permanent resident of Victoria and have a permanent or long-term disability, or are frail aged, and are not eligible for any other funding options and are living independently in the community.

A SWEP application form allows SWEP to determine your eligibility.

### How do I apply for funding?

You will need to have an assessment by a Continence Prescriber who will be able to complete a prescription form on your behalf. Your doctor will need to certify that your disability is Permanent, or long term, or that you are Frail Aged.

### Where can I find a Continence Prescriber or Continence clinic?

Speak with your doctor or contact the National Continence Helpline on 1800 33 00 66 who can assist you with information.

### What is the subsidy level?

Supply is based on client need, recommended by a Continence Aids Prescriber. A maximum subsidy level of up to \$1200 applies over a twelve month period to eligible applicants.

### What products are available?

SWEP will not fund disposable pants or pads, drip collectors, colostomy appliances or urinals.

Products available include:

- ✓ Anal Plugs
- ✓ Catheters
- ✓ Drainage bags and straps
- ✓ Intra-vaginal bladder supports
- ✓ Bottles and connectors
- ✓ Washable continence pants and pads
- ✓ Waterproof covers or mattress protectors
- ✓ Washable floor mats

Please note: Based on the recommendation of a Continence Aids Prescriber, a maximum of 12 pairs of re-useable pants / pads per 12 months applies. In exceptional circumstances, supply may be increased

### What is the process once my assessment has been completed?

1. If you are not known to SWEP you will be required to complete an application form, which your doctor will need to sign.
2. The Continence Prescriber will complete the prescription form with you.
3. All documentation is submitted to SWEP at which time you receive a letter to inform you of the status of your application

### Will I need to reapply when I need more products?

SWEP will continue to supply continence aids in an ongoing manner after the first occurrence of supply.

Phone orders can be placed with SWEP when you require your next supply of products.

Please note, Prescriptions are required to be reviewed annually by a SWEP registered prescriber.

### Can I receive assistance through SWEP if I currently receive the Commonwealth Government's Continence Aids Payment Scheme (CAPS)?

Yes, if you are receiving assistance from the CAPS program you can still be assisted through SWEP's Continence Aids Program. More information regarding the CAPS formerly known as Continence Aids Assistance Scheme (CAAS) can be found at <http://www.bladderbowel.gov.au/> or contact the National Continence Helpline on 1800330066 who can assist you with information.

### How can I provide feedback?

If you wish to provide feedback about any aspect of SWEP, you should contact SWEP and speak to the relevant Program Manager.

If the matter cannot be resolved you may wish to pursue the issue by following the SWEP grievance and complaint procedure on our [website](#).