

Information for Consumers: Continence Aids Program Frequently Asked Questions



To use an interpreter over the telephone – Phone 131 450

State-wide Equipment Program

What is the Continence Aids Program?

The SWEP Continence Aids Program provides eligible Victorians with subsidy funding towards the cost of continence products.

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/condition or are frail aged; are not eligible for any other funding options; and are living independently in the community.

A SWEP application and eligibility form allows us to determine your eligibility.

How do I apply for funding?

You will need to have an assessment by a SWEP registered Continence Practitioner who will complete an online application form on your behalf.

Your continence practitioner/doctor will need to certify that your disability/condition is permanent, or long term, or that you are frail aged.

Where can I find a Continence Practitioner 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?

A maximum subsidy level of up to \$1200 per year applies to eligible consumers. Supply of products is based on practitioner recommendations.

What products are available?

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

Please note: All washable products are funded as a one-off order only (in exceptional circumstances additional items may be supplied where a recommendation is received from a SWEP registered practitioner who can provide clinical justification for the need for additional washable items).

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

What is the process once my Continence Practitioner assessment has been completed?

1. If you are not known to SWEP you will be required to complete an eligibility form, which your practitioner/doctor will need to sign.
2. The practitioner will complete an online application form on your behalf.
3. All documentation is submitted to SWEP at which time you will receive a letter to inform you of the status of your application.
4. New applications are triaged under our programs Priority of Access Guidelines. This means that your application may be waitlisted until funding becomes available.

Will I need to reapply when I need more products?

SWEP will continue to supply continence products in an ongoing manner after the first occurrence of supply (excluding washable products).

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

Please note, continence applications are required to be reviewed every two years by a SWEP registered practitioner.

Please note: SWEP do not provide retrospective funding which means we will not reimburse or subsidise any costs of a purchase you make, before you have applied, and an order has been sent to the product supplier.

Commonwealth Government's Continence Aids Payment Scheme (CAPS)?

If you are receiving assistance from the CAPS program, **you can also be assisted through the SWEP Continence Aids Program.**

More information regarding the CAPS can be found at <http://www.bladderbowel.gov.au/> or contact the National Continence Helpline on 1800 33 00 66 who can assist you with information.

How can I provide feedback?

If you wish to provide feedback about any aspect of SWEP services, you should visit the 'providing feedback' section of our website - <https://swep.bhs.org.au/providing-feedback.php>