

Information for Consumers: Aids & Equipment Program (A&EP) Frequently Asked Questions



[To use an interpreter over the telephone – Phone 131 450](tel:131450)

State-wide Equipment Program

What is the Aids and Equipment Program (A&EP)?

A&EP provides eligible Victorians with subsidy funding for prescribed aids, equipment and home modifications.

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 SWEP registered Prescriber who will be able to complete a prescription form on your behalf.

Depending on the equipment that you need this may be a Speech Pathologist, Occupational Therapist, Physiotherapist, Podiatrist or Prosthetist / Orthotist

Your doctor will need to certify that your disability is permanent, or long term, or that you are Frail Aged.

How do I find a SWEP Registered Prescriber?

To find a Prescriber you can contact your local hospital or council, community health centre or speak to your doctor.

What equipment can be subsidised?

- ✓ Electronic voice aids
- ✓ Home modifications
- ✓ Orthoses (Braces) and Custom Footwear
- ✓ Shower commodes
- ✓ Bath seats/shower chairs and stools
- ✓ Over toilet frames
- ✓ Electric operated lounge chairs
- ✓ Ceiling and mobile hoists
- ✓ Portable ramps
- ✓ Specialised seating
- ✓ Pressure care items/beds/mattresses
- ✓ Walking frames
- ✓ Manual and powered wheelchairs (includes customisation)
- ✓ Mobility scooters
- ✓ Wigs
- ✓ Environmental Control Units

What is the subsidy level?

There are different subsidy levels for each equipment category. These can be found in the guidelines.

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 Prescriber will complete a prescription for you.
3. The supplier will be required to complete a quote.
4. You will be required to complete additional forms specific to the equipment or home modification which is being requested for you.
5. You may need to complete a SWEP Gap Funding Form if the cost of the equipment or modification is greater than the maximum subsidy.
6. All documentation is submitted to SWEP at which time you receive a letter to inform you of the status of your application.

Please note an Application must be approved before equipment is supplied or work commences.

Who owns the equipment issued?

SWEP retains ownership of equipment which can be reused when SWEP has contributed more than 50% towards the cost of the item.

Repairs and maintenance

SWEP will be responsible for most of the ongoing maintenance and repairs of SWEP assets (equipment that is owned by SWEP).

Please direct all requests for repairs to SWEP by phone on: 1300 747 937.

For further information on repairs and maintenance please refer to the Repairs and Maintenance Information Sheet.

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.