

# Information for Consumers: Aids & Equipment (AT Program) 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 (AT Program)?

A&EP provides eligible Victorians with subsidy funding towards the cost of assistive technology (AT) 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; are not eligible for any other funding options; and are living independently in the community.

A SWEP application & 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 AT Practitioner who will complete an online application form on your behalf.

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

Your AT practitioner 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 AT Practitioner?

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

### What equipment can be subsidised?

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

### What will it cost?

There are maximum subsidy levels for each AT equipment category. If the subsidy does not cover the full cost of the equipment, you or a third party will need to pay the remainder.

Refurbished AT equipment is provided where possible.

### What is the process once my AT 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 will need to sign.
2. The Practitioner will complete an online application form and submit a quote from an equipment supplier (where required) on your behalf.
3. You may be required to complete additional forms specific to the equipment or home modification being requested.
4. All documentation is submitted to SWEP at which time you will receive a letter from us to inform you of the status of your application.
5. You will be asked to complete a gap funding form if the cost of the equipment or modification is greater than the maximum subsidy.
6. Applications are triaged under our programs Priority of Access Guidelines. This means that your application may be waitlisted until funding becomes available.

**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 equipment supplier.

### 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 refer to our website:

<https://swep.bhs.org.au/repairs--reissue.php>

### 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>.