

Information for Consumers: Domiciliary Oxygen Program (DOP) Frequently Asked Questions



[To use an interpreter over the telephone – Phone 131 450](#)

State-wide Equipment Program

What is the Domiciliary Oxygen Program?

The SWEP Domiciliary Oxygen Program (DOP) provides eligible Victorians with subsidy funding towards the cost of medical oxygen gas and equipment.

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/health 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 Respiratory Physician who will complete an online application form on your behalf.

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

How do I find a Respiratory Physician?

You will need be referred to a Respiratory Physician by your General Practitioner (GP).

What is the subsidy level?

Supply is based on your Respiratory Physician's assessment and various packages may be funded to a maximum of \$200 per month. If the subsidy does not cover the full cost of the medical oxygen gas and associated equipment, you or a third party may need to pay the remainder.

What types of oxygen equipment does DOP help to fund.

- Portable oxygen cylinders
- Stationary concentrators
- Portable oxygen concentrators
- Associated equipment accessories (this can include nasal cannula, tubing and swivel connectors, a trolley and/or a carry bag [portable cylinders only]).

What is the process once my Physician's 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. SWEP will place an order with the oxygen Supplier who will arrange the delivery.

What do I do if the equipment I am using breaks down?

You can call either the oxygen Supplier, Air Liquide Healthcare directly on 1300 36 02 02 or SWEP on 1300 747 937 and one of the SWEP staff will liaise with Air Liquide on your behalf.

What should I do when I no longer require the equipment I have from SWEP?

SWEP requires your Physician to notify us in writing that you no longer require your oxygen equipment. SWEP will arrange for the equipment to be collected by the Supplier, Air Liquide Healthcare.

What do I do if I run out of oxygen or the power goes off?

1. You should have the number of your oxygen supplier, Air Liquide Healthcare, readily available in case you run out of oxygen, or the equipment is faulty.
2. You should register with your phone and electricity providers that you have a concentrator at home to ensure that your services are reinstated quickly.
3. Please refer to the power failure emergency planning checklist provided by Air Liquide Healthcare.

Will my electricity bill increase?

Yes, your electricity bill will increase however, electricity companies provide a concession. Your electricity company can provide you with a concession form which needs to be signed by your Respiratory Physician or Nurse.

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Safety considerations when using home oxygen

1. ***It is not safe to use your oxygen equipment when smoking. Smoking is contradictory to your oxygen therapy.***
If you are smoking your oxygen therapy funding will cease.
2. It is not safe to use your oxygen within 2 metres of an open flame (e.g. when cooking).
3. When bathing/showering - oxygen tubing can get wet, but you need to ensure that the oxygen concentrator or cylinder remains dry.
4. Cylinders should be limited and secured against movement during transport. Well ventilated vehicles or trailers should be used in preference to enclosed ones. Regulators and other accessories should be detached from the cylinder.

Please ensure you familiarise yourself with the Air Liquide Healthcare Product User Manuals, Frequently Asked Questions, and 'Cylinder Safety Basics Guide' for the safe handling, transporting and storing of cylinders.

How much oxygen should I use and when?

Your Respiratory Physician will prescribe oxygen therapy/equipment to meet your needs, including the flow rate and duration of use.

Your Respiratory Physician will decide whether you need oxygen at home and/or when you leave the house.

Can I increase my oxygen flow if I get more breathless?

You should not change the flow rate prior to checking with your Respiratory Physician or Nurse. Your Physician may require you to have more tests to determine your ongoing needs.

What do I do if my ears or nose become sore?

If you are experiencing discomfort from your oxygen equipment speak to Air Liquide Healthcare or your local pharmacist for advice.

Can I go on holidays with oxygen?

Various transports have different regulations about their use with oxygen. Please contact the appropriate business (airport, boat, train, bus) about their regulations well in advance of your holiday.

Contact SWEP on 1300 747 937 at least two weeks in advance to going on holiday to ensure that arrangements for your oxygen supply can be made before you leave.

Please note that if the quote for your oxygen supply whilst on holidays exceeds the maximum subsidy allowance, you will be responsible to privately fund the cost of your oxygen whilst travelling.

Carry the contact numbers of your Respiratory Physician, SWEP and Air Liquide Healthcare when you travel.

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>