

Information for Consumers: Top-up Fund for Children (TFC) Frequently Asked Questions



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

State-wide Equipment Program

What is the SWEP Top-up Fund for Children (TFC)?

TFC provides families and children with funding to meet the difference between existing subsidies and the full cost of eligible mobility equipment.

Who is eligible for funding?

- ✓ Children under the 18 years of age
- ✓ Children with an approved Aids and Equipment application
- ✓ Children listed on a Health Care Card or hold a Pension Concession Card.

How do I apply for funding?

An assessment for equipment is completed by your prescriber. The prescriber can submit a TFC application together with an Aids and Equipment Program application.

Alternatively SWEP will provide a TFC application form to you and advise the prescriber if the child is identified as being potentially eligible for funding.

Application forms may also be obtained online or by contacting SWEP and requesting a form be sent to you.

Return completed application forms to SWEP.

What can be funded?

Top-up funding will be provided for the following items:

- ✓ manual wheelchairs and initial customisations
- ✓ powered wheelchairs and initial customisation
- ✓ pressure cushions
- ✓ walking aids.

Approval process

Top-up funding will be approved subject to meeting the eligibility criteria for the fund.

If there are insufficient funds available, the application will be waitlisted in date order of receipt.

Once funding is available, the application will progress to the Aids and Equipment Program. The urgency of the child's equipment needs will be assessed in line with the Aids and Equipment Program's priority of access criteria and the equipment will be ordered accordingly.

SWEP will advise you of the status of the application within 10 working days of its receipt.

Equipment ownership

Aids or equipment purchased with the help of the TFC will remain the property of SWEP.

Repairs and maintenance

SWEP will be responsible for the ongoing maintenance and repairs of the equipment.

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.