



Help to pay for your continence products

Continence products or aids help you stay dry when you experience a wee (bladder) or poo (bowel) leak.

Wee and poo leaks are also known as incontinence. Continence products can help you to feel comfortable when you cannot be close to a toilet. Like when you go shopping or spend time with others. Some people need to use these products or aids all the time. This can be expensive.

You may be able to get help to pay for your continence products. There is help available from:

- Australian Government
- State Governments
- Territory Governments

Here is how they can help:

Australian Government	Continence Aids Payment Scheme (CAPS) Department of Veterans' Affairs (DVA) National Disability Insurance Scheme (NDIS)
Australian Capital Territory (ACT)	ACT Equipment Scheme (ACTES)
New South Wales (NSW)	EnableNSW
Northern Territory (NT)	Territory Equipment Program (TEP)
Queensland (QLD)	Medical Aids Subsidy Scheme (MASS)
Victoria (VIC)	State-Wide Equipment Program (SWEP)
Western Australia (WA)	Continence Management and Support Scheme (CMASS)

Keep reading for more about who can get this help and how much help they can get.

Help from the Australian Government

Help from the Australian Government is open to people who are an Australian citizen or live permanently in Australia.

Continence Aids Payment Scheme (CAPS)

CAPS is help from the Australian Government. You may be able to get this help if you are 5 years old and older and you have permanent and severe incontinence.

Permanent and severe incontinence means:

- you have a lot of wee or poo when you leak. This happens often and you cannot control it
- leakages make it hard for you to do the things you want to do
- the cause of your incontinence cannot be fixed.

To get CAPS your incontinence needs to be caused by a condition listed under CAPS. Your health professional should have the list.

You cannot get CAPS if:

- You are not an Australian citizen or a permanent Australian resident
- You live in an aged care home
- You have help or you can get help for your continence products or aids through:
 - Australian Government home care package
 - National Disability Insurance Scheme (NDIS) plan
 - Department of Veteran's Affairs (DVA) Rehabilitation Appliances Program (RAP).
- Your incontinence:
 - is for a short time only
 - can be treated
 - only happens at night when you are in bed
 - you have lived outside of Australia for 3 years or more.

To know more about how CAPS can help you Call **1800 239 309** or visit health.gov.au/our-work/continence-aids-payment-scheme-caps

Department of Veterans' Affairs (DVA)

DVA give continence products to veterans, war widows or widowers. They do this through the Rehabilitation Appliances Program (RAP).

You may get continence products when:

- your health specialist says you need continence products or aids. Your health specialist may be your:
 - doctor
 - nurse continence specialist
 - pelvic health physiotherapist.
- you have a gold card
- you hold a white card, and the incontinence is a result of an approved disability.

You will not meet the criteria if you hold a Gold or White Card but

- you live in an aged care home or
- you live at home and receive a Level 4 Home Care Package.

To know more about how RAP can help you Call **1800 VETERAN (1800 838 372)** or visit dva.gov.au/get-support

National Disability Insurance Scheme (NDIS)

The NDIS pays for supports for people aged 65 years or younger, living with a permanent disability. This helps people to take part in everyday activities. The NDIS may pay for your continence products or aids when your incontinence is caused by the disability. Talk to the National Disability Insurance Agency or your local area coordinator about getting continence products or aids in your NDIS plan.

If your NDIS plan pays for continence products or aids, you cannot get help with continence products from CAPS.

To know more about how NDIS can help you

Call **1800 800 110** or visit ndis.gov.au

State & Territory Funding Schemes

There may be help to pay for continence products or aids in your state or territory. The help you can get depends on where you live. You may need a health specialist, like your doctor or nurse continence specialist, to help you apply. Nurse continence specialists are nurses who are experts in incontinence.

Australian Capital Territory (ACT)

ACT Equipment Scheme (ACTES)

ACTES helps people living with disability to stay safe in their home. They offer

- equipment
- aids
- appliances.

They help with continence equipment and aids too. You may be able to get this help if you

- live with a long-term disability
- live in the ACT
- hold a Centrelink Pensions or a Health Care Card.

You cannot get ACTES if you get help for equipment from:

- Australian Government home care package
- National Disability Insurance Scheme (NDIS)
- Private health fund insurance.

To know more about how ACTES can help you

Call **(02) 6207 0658**
or visit health.act.gov.au

New South Wales (NSW)

EnableNSW

EnableNSW help people living with short-term or long-term health needs to stay safe in their home. They offer equipment and services. They help people with continence products and aids too.

You may be able to get this help if you live in NSW, are not on any Home Care Package and you have specific, short term or ongoing health needs.

To know more about how EnableNSW can help you

Call **1800 362 253**
or visit enable.health.nsw.gov.au



Northern Territory (NT)

Territory Equipment Program (TEP)

TEP helps people living with disability or health conditions take part in everyday activities. They offer community equipment, aids and continence products. You may be able to get this help if you live with a long-term disability or medical condition and you live in the NT.

If you have a Home Care Package or NDIS plan, you cannot get help with continence products from TEP.

To know more about how TEP can help you.

Call **08 8922 5571**
or visit health.nt.gov.au

Queensland (QLD)

Medical Aids Subsidy Scheme (MASS)

MASS helps people living with long-term disabilities or health conditions pay for approved medical aids and equipment. This includes continence products or aids. You may be able to get this help if you live with a disability or health condition and you live in QLD.

If you have a level 3 or 4 Home Care Package, you cannot get help with continence products from MASS.

To know more about how MASS can help you

Call **1300 443 570**
or visit health.qld.gov.au/mass

Victoria (VIC)

State-Wide Equipment Program (SWEP)

SWEP helps people living with disability or older people pay for their continence product or aids. This helps people to be more independent and take part in community activities.

You may be able to get this help if you live with a long-term disability or are an older person and you live in Victoria.

If you have a Home Care Package, you cannot get help with continence products from SWEP.

SWEP only pays for some continence products. They will pay for pads and pants that can be washed. They do not pay for single use pads and pants. They will also help pay for catheters or drainage systems.

To know more about how SWEP can help you

Call **1300 747 937**

or visit swep.bhs.org.au

Western Australia (WA)

Continence Management and Support Scheme (CMASS)

CMASS helps people living in WA who have long-term incontinence pay for continence products.

If you have a Home Care Package, you cannot get help with continence products from CMASS.

You may be able to get this help if

- you are 16 years old or older
- you have long-term incontinence
- you live in WA.

To know more about how CMASS

Call **1300 787 055**

or visit wa.gov.au



Need help or advice – Call

National Continence Helpline 1800 33 00 66

Speak to nurses who are experts on incontinence (wee and poo leakage). They will give you private advice, support and information about incontinence.

The National Continence Helpline can talk to you about:

- what continence products to use
- where you can buy continence products
- continence services near you that can
 - help you manage your incontinence
 - support you to get help to pay for continence products.

For more information visit

Continence Health Australia – for information how to prevent, treat and manage incontinence (wee and poo leakage).

continence.org.au

Other fact sheets

- [A Guide to Continence Products and Aids](#)
- [Bladder Control Check Up](#)
- [Toilet Help Business Card](#)
- [Looking after your skin if you have incontinence](#)

Note: This fact sheet gives general information and does not replace professional checks and care.

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