

Continence Management and Advice Service



If you have an ongoing continence condition you may be eligible for government funded services.

Silverchain provides a Continence Management and Advice Service (CMAS) for eligible clients in Western Australia.

Our team consists of qualified continence nurse advisors who can assess your condition and provide personalised advice to help you manage incontinence. We can also help you initiate or renew your Continence Product Subsidy Scheme (CPSS) funding.

This information sheet provides details on:

- Different types of funding you may be eligible for.
- How to manage your funding.
- How to order products.
- Who to contact about different enquiries.

There are two funding options available for continence products:

- Continence Product Subsidy (CPSS)
- Continence Aids Payment Scheme (CAPS)

CPSS

Delivered by Independence Australia, and funded by the WA Department of Health, CPSS is a financial contribution available for people in WA, to help cover the cost of continence products for up to \$490 per year.

Any authorised continence nurse in WA can assess and initiate the CPSS funding

application process for you. They can also help you renew your funding.



Eligibility: You are eligible for CPSS funding through Independence Australia if you:

- Are 16 years or older.
- Are a permanent resident of WA.
- Have experienced incontinence for six months or more.
- Hold a Pensioner Concession Card (blue) or a Health Care Card (green).
- Receive Commonwealth Home Support Program (CHSP) services.

You are not eligible for CPSS if you have Support at Home (SAH) funding, or are receiving continence aids through National Disability Insurance Scheme (NDIS) funding.

For more information, go to wa.gov.au and search for 'cpss'.

Managing your CPSS funding

Your CPSS funding is renewed every 12 months from the date of your first continence assessment.

Independence Australia will manage your funds on your behalf. If you have unused funds after your Annual Review Date (ARD) has passed you will not be able to access them. Your funds do not roll over into the next year.

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If your CPSS funding is used up before your ARD, you will need to pay for your own products. Your CPSS funding cannot be increased within the year.

You can contact Independence Australia on **1300 788 855** if you have questions about the invoice you receive from them.



Your annual review date (ARD) is:

How to renew your CPSS funding

You will need a GP referral to renew your CPSS funding. You should organise this at least two months before your ARD. A reminder letter will be sent to you before this date reminding you to renew your service.

Once your referral is complete, your GP can send it to us by fax on **1300 601 788** or email us at screferrals@silverchain.org.au

When we've received your referral, one of our resource coordinators will contact you to arrange an assessment. Please note that your CPSS funding can only be re-authorised, and used after your ARD has passed.

It's important to note that a GP referral or a continence assessment does not ensure you are eligible for CPSS funding. But you can still receive our advice on continence management.

Ordering products

Your CPSS funding is used to buy products listed on your prescription. If your prescription changes speak to one of our continence advisors on **1300 650 803**. Please note that CPSS funding can only be used for Independence Australia products.

You can order multiple times through the year if you have enough funding in your CPSS account.

You can also check your remaining funding each time you order.



How to order products

To place an order you can contact Independence Australia via:

- Phone on **1300 788 855** (Monday to Friday, 8.00am – 8.00pm AEST).
- Email at customerservice@iagroup.org.au
- Online order form: this is available at independenceaustralia.com.au/productsand-orders
- Online store: this requires you to log into your account at store. independenceaustralia.com/customer/account/login

When calling Independence Australia waiting times may vary, and calling earlier in the morning may result in a shorter waiting time.

When placing an order, you need to include the following details:

- Your Independence Australia customer number or Silverchain identification number (PID):
- Your PID is _____
- The name of the products you would like to order and the quantity.

Keep your yellow delivery dockets from Independence Australia, so you can remember the products you need when ordering. Contact details for Independence Australia and your customer number is also on the delivery docket.

Please refer to Independence Australia's CPSS brochure for more information on online ordering. This is given to you on your first home visit.

Delivery times

Your CPSS products will take approximately seven working days to be delivered to your home. Contact Independence Australia if you're concerned about your order or delivery.

If you requested a sample product this will take approximately 10 days to be delivered.

Delivery is free for CPSS funded clients.

Continence Aids Payment Scheme (CAPS)

You may also be eligible for CAPS funding. CAPS is funded by the Australian Government. The scheme helps eligible clients cover continence products of up to \$717.10 per financial year (starts on 1 July and ends on 30 June). Please note that this rate may vary from year to year.

If you receive funding halfway through the financial year you will receive a part payment based on the date you joined CAPS.

Once you've been approved for CAPS funding you can use it for as long as you need. You do not need to renew your funding each year.



Eligibility: Eligibility is based on your medical conditions as listed in Medicare. Your continence nurse can assess you to see if you're eligible, and help you apply.

To be eligible, you must:

- Be five years or older.
- Have permanent and severe incontinence confirmed by a health professional.
- Be an Australian permanent resident or citizen for the whole period that you receive CAPS funding.

- Have an eligible neurological condition or other condition listed on the Department of Health and Aged Care website at health.gov.au/resources/publications/caps-eligibleother-conditions

- Not be receiving SAH or NDIS funding that covers continence products.

Speak to your general practitioner (GP) today about CAPS funding.

You can also call the CAPS team on **1800 239 309** for more information.

Who to contact

You can contact Independence Australia on **1300 788 855** for all product order and delivery enquires, including:

- placing an order
- ordering a product sample
- delivery delays or estimation time
- incorrect or missing products
- order returns.

You can also call our CMAS team on **1300 650 803**, for advice on:

- managing your incontinence symptoms
- continence products and how to use them
- caps and cpss funding authorisation.

Your GP can send your referral to us by fax to **1300 601 788** or email to screferrals@silverchain.org.au

Continence Management and Advice Service

Helpful contacts and resources

- National Continence Helpline
Phone: **1800 33 00 66**
continence.org.au/get-support/who-can-help/national-continence-helpline
- Independence Australia (CPSS)
Phone: **1300 788 855**
independenceaustralia.com.au/cmss
- Continence Aids Program Scheme (CAPS)
Phone: **1800 239 309**
health.gov.au/our-work/continence-aidspayment-scheme-caps

For more information

Call us today and ask to speak to the CMAS team, or email us for more information about how we can support you.



- **1300 650 803**
- info@silverchain.org.au
- silverchain.org.au

Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit accesshub.gov.au/about-the-nrs

Although funding for government subsidised aged care services may be provided by the Australian Government, the material in this information sheet does not necessarily represent the current views or policies of the Australian Government. It does not constitute advice. Please ensure you seek your own advice and information suited to your specific circumstances.

About Silverchain

Silverchain is one of Australia's leading in home care specialists, providing health and aged care services to more than 140,000 clients a year.

Trusted by Australians to deliver care that is differentiated by quality and safety for over 130 years, we are proudly one of the only Australian home care providers accredited in both national health and aged care standards.

At Silverchain we celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Acknowledgement of Country

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

Health. Human. Home.