



CAPS Contacts

Medicare Australia 132 011
 (select option 1)

For help completing the CAPS application form or inquiries about the CAPS payment.

National Continence Helpline
1800 330 066

A free information and referral telephone service. Also advises about state and territory continence schemes and continence product suppliers.

Bladder Bowel website
www.bladderbowel.gov.au

An Australian Government website dedicated to bladder and bowel health.

Continence Foundation of Australia website
www.continence.org.au

The peak body for continence promotion, management and advocacy.

Other Useful Contacts

Centrelink	132 717 (disability, sickness and carers line) 132 300 (retirement line) www.centrelink.gov.au
Aged Care Information Line	1800 500 853
Translating and Interpreting Service (TIS National)	131 450
National Relay Service (NRS)	133 677 (TTY/Voice) 1300 555 727 (speak and listen)

Calls to the above services from mobile telephones are charged at applicable mobile rates.



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Continence Aids Payment Scheme

Do you have permanent and severe incontinence?

Do you need help meeting the cost of your continence products?

The Australian Government Continence Aids Payment Scheme (CAPS) could help.



Continence Aids Payment Scheme (CAPS)

The Continence Aids Payment Scheme (CAPS) is an Australian Government scheme that assists eligible people who have permanent and severe incontinence to meet some of the cost of their continence products.

You are eligible for CAPS if...

you are five years or older and you meet one of these two requirements:

- You must have permanent and severe loss of bladder and/or bowel function which is a direct result of an eligible neurological condition.

OR

- You must have permanent and severe loss of bladder and/or bowel function caused by an other condition and have a Centrelink or DVA Pensioner Concession Card.

How will CAPS assist you

The CAPS will provide a direct payment, indexed annually.

You can choose one full payment in July, or two half payments in July and January.

How to apply for CAPS

To apply for CAPS you need to complete an application form. It must include a health report completed by a health professional. The completed application form must then be lodged with Medicare Australia for processing.

Does a state or territory government funded continence scheme currently help you with continence products or continence related products?

If so, contact your scheme manager to find out if receiving CAPS will affect your eligibility for that scheme.

Where to go for more information and a CAPS application form

Medicare Australia	132 011 (select option 1)
The Bladder & Bowel website	www.bladderbowel.gov.au
The National Continence Helpline	1800 330 066

You are not eligible for CAPS if...

- You are not an Australian citizen or a permanent Australian resident.
- You are a high care resident in an Australian Government funded aged care home.
- You are receiving an Extended Aged Care at Home (EACH) or an EACH Dementia (EACHD) package and continence products are negotiated as part of your care plan.
- You are eligible for assistance with continence products under the Rehabilitation Appliances Program (RAP) which is available through the Department of Veterans Affairs.
- Your incontinence is transient (not permanent).
- Your incontinence can be treated with medication, surgery or an existing conservative treatment regime such as pelvic floor exercises or bladder re-training.
- Your incontinence is confined to night time bed wetting (enuresis).
- Your incontinence results from a condition other than an eligible neurological condition and you are not entitled to a Centrelink or DVA Pensioner Concession Card.