

Rehabilitation Appliances Program (RAP)

How to prescribe with Independence Australia

What is RAP?

The Rehabilitation Appliances Program (RAP) provides aids and appliances to eligible members of the veteran community to help them maintain functional independence in their homes.

Independence Australia is a preferred supplier for the supply of continence and urology products.



The approved prescriber (nurse advisors, registered nurses, general practitioners, urologists and, for some items, physiotherapists and occupational therapists) assesses the beneficiary's eligibility; that is their possession of either a Gold or White card



The prescriber determines the continence aids required. To view the full product range either:
1) Contact the customer service team by phoning 1300 788 855 to request a RAP product catalogue or
2) Log in to the RAP portal to download a RAP catalogue (details below)



An initial prescription can be completed by submitting the Direct Order Form via **FAX, EMAIL OR MAIL** or **INDEPENDENCE AUSTRALIA'S RAP PORTAL**



The prescriber completes the Direct Order Form which can be downloaded by visiting www.independenceaustralia.com under Info > Funding Schemes



Visit www.iarap.com.au to create a new prescriber account (if not registered) or to login (if registered)



Once logged in select

Create New Prescription



Submit the completed Direct Order Form to Independence Australia

E: customerservice@independenceaustralia.com

F: 1300 788 811

M: Independence Australia

Reply Paid 9910

MELBOURNE VIC 8060 (No stamp required)



When the fields have been entered and the products have been selected complete the process by selecting

Create Prescription



Upon receiving the prescription, Independence Australia will deliver the order directly to the beneficiary's place of residence. RAP orders will be delivered within 2 working days in metropolitan areas or 3 working days for rural areas



The prescriber is required to provide the beneficiary with a copy of the Direct Order Form for re-ordering purposes



The initial prescription is valid for up to two years. Subsequent orders can be made by a prescriber, the beneficiary or their nominated representative. Orders can be placed via phone, fax, email, in person or by prescribers using Independence Australia's RAP portal



When you shop with us you help change lives. Independence Australia is a social enterprise that provides choices for people living with a disability or other personal need, supporting them to regain and retain their independence.

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