



Ask the Nurse

Our Urology and Continence Nurse Advisor is available to assist with product choice and management strategies free of charge, just call **1300 788 855** or email **askthenurse@independenceaustralia.com**

Further information

At Independence Australia, we have a variety of resources to assist in the prescribing of products for entitled persons. These are;

- DVA approved product catalogues,
- Prescription pads (digital or hardcopy),
- Process flow chart poster for clinic rooms, and
- An online portal for placing prescriptions and checking on entitled person's ordering history.

Contact Independence Australia to access further information.

P: 1300 788 855

E: customerservice@independenceaustralia.com

W: www.independenceaustralia.com



Prescriber portal



Free samples of disposable pads



Discreet packaging



Guaranteed delivery within 2 days in metropolitan areas



National network with warehouses in every state

Conditions apply. Visit www.independenceaustralia.com

Contact us



1300 788 855



customerservice@independenceaustralia.com



1300 788 811



www.independenceaustralia.com



Visit a showroom closest to you



QLD

2 /1 Stanmore Road
Yatala QLD 4207



NSW

6/25-27 Redfern Street
Wetherill Park NSW 2164



VIC

9 Ashley Street
West Footscray VIC 3012



TAS

225A Kennedy Drive
Cambridge TAS 7170



SA

3 Duncan Road
Dry Creek SA 5094



WA

18-22 Belmont Avenue
Rivervale WA 6103

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AUSTRALIA

Rehabilitation Appliances Program Continence

independence
AUSTRALIA

www.independenceaustralia.com

A preferred supplier for all
continence products available under
DVA's Rehabilitation Appliances Program





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.

About us

For over three decades, Independence Australia has specialised in delivering quality health and wellness products to people in their homes to help them enjoy a better quality of life.

We have an extensive range of continence and urology products across all the major brands and offer expert advice to ensure you have the best products to meet the entitled person's needs under the Department of Veterans Affairs (DVA) Rehabilitation Appliances Program (RAP).

What is RAP?

The Rehabilitation Appliances Program (RAP) is an Australian Government program administered by DVA, which 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 under this program and can supply the full range to entitled persons nationally.

Who is eligible?

RAP products are available to Gold and White card holders on the basis of an assessed clinical need made by an appropriately qualified health provider.

Who can order?

Continence products listed under the relevant item code in the RAP National Schedule of Equipment, may be prescribed using the Direct Order Form by healthcare professionals. These include continence nurse advisors, registered nurses, general practitioners, urologists and, for some items, physiotherapists and occupational therapists.

Once a prescription has been submitted and approved, entitled persons can re-order goods directly by contacting the Independence Australia customer service team.

Information detailed in this brochure applies to DVA RAP orders only for prescribers.

How do I lodge an application?

Initial prescription

An initial prescription can be completed by submitting the Direct Order Form via fax or email or through the Independence Australia RAP portal, as follows.

Direct Order Form

1. The prescriber will need to determine the beneficiary's eligibility and continence aids required.
2. The prescriber is to complete the Direct Order Form. The Direct Order Form can be downloaded from visiting the Health Products tab at www.independenceaustralia.com

Please ensure that all fields are completed and that the order meets the RAP Schedule requirements.
3. Please 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
(NB: No stamp required)
4. Upon receiving the prescription, Independence Australia will deliver the order directly to the entitled person's place of residence. RAP orders will be delivered within 2 working days in metropolitan areas or 3 working days for rural areas.
5. The prescriber is required to provide the beneficiary with a copy of the Direct Order Form for re-ordering purposes.

RAP portal

1. Go to www.iarap.com.au
2. Sign up to create a new prescriber account (if not yet registered)
3. Login using your account details
4. Select 'Create a New Prescription'
5. Complete the fields and select the product(s) to order
6. Once all fields have been entered, select 'Create Prescription' and the prescription will be placed with Independence Australia.

Subsequent orders

As the initial prescription is valid for up to two years, subsequent orders can be made by a prescriber, the entitled person or their nominated representative. Orders can be placed via phone, fax, email, in person or by prescribers using the DVA portal.

What products are available?

To find out what products are available under DVA's RAP scheme, please refer to Independence Australia's RAP product catalogue.

To get your copy of the catalogue, please contact:
P: 1300 788 855
E: customerservice@independenceaustralia.com
W: www.independenceaustralia.com
under Health Products > Funding Schemes

To view the available product range online, please visit the Independence Australia RAP portal and log in to www.iarap.com.au