

**Department of Veterans'
Affairs Rehabilitation
Appliances Program
(RAP)**

Direct Order Form

T 1300 788 855 **F** 1300 788 811

E customerservice@independenceaustralia.com

W www.independenceaustralia.com

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).



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.

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?

Independence Australia is an approved supplier for continence products under the Department of Veterans' Affairs (DVA) Rehabilitation Appliance Program (RAP). DVA requires that all prescriptions must be provided on the DVA approved form enclosed. The prescription must clearly identify the products required.

Why not prescribe online?



DVA Portal

This is a quick and easy method of prescribing for DVA clients. You can even see the entitled person's order history. Simply follow these steps.

1. Go to www.dvaportal.com.au
2. Sign up to create a new prescriber account (if not yet registered)
3. Log in 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.

Contact us

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Privacy notice

Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the Department of Veterans' Affairs (DVA) for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

[Read more: How DVA manages personal information](#)

RAP and NDIS – Aids and appliances can be provided by both DVA, through the Rehabilitation Appliances Program or by the NDIS, through an individual care plan, as long as the same aid/appliance is not provided by both NDIS and DVA.

Provider Details

☐ Continence Clinic/Adviser ☐ Registered Nurse ☐ Urologist ☐ LMO ☐ OT ☐ Physiotherapist

Provider Stamp (if applicable)

Name

Employer

Date

Provider number
(Registered Nurse use
AHPRA number)

Phone number

E-mail address

@

Signed



Entitled Person/Delivery Details

Surname

Given name(s)

Phone number

Customer account number (Supplier Use Only)

DVA File number

Card type

☐ Gold ☐ White - confirmed eligibility with DVA - please include clinical information

Delivery address
(Including State and postcode)

Delivery instructions
(warning re dogs etc.)

Prior Approval Number
(only required in specific circumstances e.g White Card holder)

Does the entitled person live in a Residential Aged Care Facility?

☐ No ☐ Yes - ACFI Classification not yet assigned ☐

ACFI Classification

Does the ACFI classification contain one high domain or two or more medium domain categories?

☐ No ☐ Yes (Refer to DVA)

Does the entitled person receive help under Home Care Package Level 4 (formerly EACH)?

☐ No ☐ Yes

Is this an order additional to initial order or as a result of a new assessment?

☐ Additional ☐ New assessment ☐ Re-order

Order (Provider to complete)

Please refer to "Description of Items" overleaf

DVA Item No.	Supplier Item No.	Description of Continence Products (e.g. Brand, Size etc.)	Quantity
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Note: Items should be prescribed to meet the assessed clinical need. All clinical details associated with each request are to be retained by the Provider and provided to DVA if requested.

After the first request by the Provider, the prescribed products can be ordered as required by the entitled person e.g. any amounts up to 3 month supply of disposable pads.

Description of Items		
RAP Item	Description	Comments
AD01	Draw Sheet - Absorbent, Waterproof Backing	Functional and product assessments should be undertaken.
AD02	Disposable Liners/Underpads (blue underlay)	Same assessment as per item AD01 should be undertaken.
AD03	Catheter Drainage Bag (non-sterile/sterile) non-drainable i.e. overnight bags, only used once	Same assessment as per item AD01 should be undertaken.
AD04	Urinal (with/without holder) (male and female)	Same assessment as per item AD01 should be undertaken.
AD05	Catheters - In-Dwelling (e.g. Foley)	Same assessment as per item AD01 should be undertaken.
AD06	Continence Briefs long lasting	Non-disposable and washable briefs.
AD07	Continence Pads - Disposable	Disposable 'pull-ups' are considered to be pads.
AD08	Urine Drainage Bottle - 4 litres (with connecting tubing)	Same assessment as per item AD01 should be undertaken.
AD09	Leg Bag (non-sterile/sterile)	Same assessment as per item AD01 should be undertaken.
AD10	Penile Clamp	Same assessment as per item AD01 should be undertaken.
AD11	Catheters - intermittent (e.g. Nelaton)	Same assessment as per item AD01 should be undertaken.
AD12	Catheters - External (e.g. uridome/penile sheath/penile pouch)	Same assessment as per item AD01 should be undertaken.
AD13	Urine Collection Bag Hanger	Same assessment as per item AD01 should be undertaken.
AD14	Waterproof Sheet (rubberised)	Same assessment as per item AD01 should be undertaken.
AD15	Continence Consumables	Limited to products on suppliers' product list. Includes sterile gloves, KY Jelly, sterilising agents, tubing and perineal/stoma cleansing products, sterile water and normal saline.
AD16	Occlusive Devices (e.g. anal plugs)	Same assessment as per item AD01 should be undertaken.
AD17	Urethral Meatal	Same assessment as per item AD01 should be undertaken.
AD18	Faecal Collector - Perianal	Same assessment as per item AD01 should be undertaken.
AD19	Continence Briefs (Mesh/Stretch)	Stretch, mesh, disposable briefs but can be washed/re-washed between 4-30 times before needing to be replaced. Used to hold either disposable pads (AD07) or washable pads (AD21) firmly in place.
AD20	Pessary ring	Initially by LMO, S, and subsequent requests for supplies can be made by RN, CA or entitled person.
AD21	Continence Pads - Re-usable/Washable	Limit of 18 every 3 months. Often used in conjunction with AD06 (long lasting continence briefs) or AD19 (continence briefs - short term). Functional and product assessments should be undertaken.
AD22	Catheter Drainage Bag (non-sterile/sterile) - Drainable	Entitled person education and follow-up should be undertaken to ensure that the entitled person is aware of the number of usages possible per bag e.g. change the bag once a week and not daily. For non-drainable bag see AD03.
AD23	Catheter valves - Long Term	Same assessment as per item AD01 should be undertaken.

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Description of Items continued..

RAP Item	Description	Comments
AD24	Chair pads - waterproof	A home assessment should be undertaken to determine suitability of chair being utilised and to identify potential falls risk. The entitled person may require an assessment of appropriate continence pad/product or consideration of item AD26.
AD25	Catheter valves - short term	Same assessment as per item AD01 should be undertaken.
AD26	Continence Absorbent Mat - for beside the bed only	<p>This mat may assist entitled persons with urgency and/or nocturia, particularly when moving from sitting to standing position. An appropriate continence pad/product may also be required.</p> <p>A home assessment should be undertaken to assess and evaluate the entitled person's home environment for the purposes of determining whether products are required, and if so, establishing the most suitable type of product.</p>
AD27	Muscle Stimulator for Continence Issues (includes appropriate electrodes and batteries)	Limit of 1 per person. Use of the muscle stimulator would be part of an overall management plan which includes a home exercise program and appropriate reviews. Instruction in use, prescription of exercise and continence education would be provided by a continence nurse or physiotherapist. Evaluation of the effectiveness of this type of intervention would be completed prior to recommendation of supply.
AD28	Replacement parts, repairs and accessories (relating to item AD27)	DVA accepts financial responsibility for items not covered under the warranty period.

Fax the completed form to one of the following suppliers:**Intouch Direct** (All States)

Phone: 1800 382 727

Fax: 1300 369 065

Independence Australia (All States)

Phone: 1300 788 855

Fax: 1300 788 811

BrightSky Australia (All States)

Phone: 1300 968 062

Fax: 1300 968 063

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