

Continance Aids Assistance Scheme (CAAS)

Frequently Asked Questions

ELIGIBILITY AND APPLICATION FORM

1. How will I know if my CAAS application has been approved?

When the application is approved, you will be sent a letter from Intouch as well as a catalogue listing all the products available under the CAAS. These include items such as pads, catheters and bed protection products. You or your identified contact representative can then order products by calling Intouch on **1300 366 455** or via the web site at www.intouchdirect.com.au

2. Who can fill out the health report on the CAAS Application Form?

Section 2 of the CAAS application form requires completion by an appropriate health professional, who is able to make an accurate continence assessment. This may be, for example, a general practitioner, medical specialist, continence nurse, community nurse, physiotherapist or occupational therapist.

3. I don't know if I have a Centrelink Pensioner Concession Card (PCC) - how can I find out?

If you are unsure, contact Centrelink on **132 717** or **132 300**.

4. Can I be eligible for the Department of Veterans' Affairs Rehabilitation Appliances Program (RAP) and receive the CAAS as well?

No, if you are eligible for the RAP you are not eligible for the CAAS.

5. If I am receiving assistance from the Stoma Appliance Scheme, am I also eligible for CAAS?

Yes, provided that you meet the CAAS eligibility criteria.

6. I not an Australian citizen. Am I eligible for CAAS?

No, not unless you are a permanent Australian citizen or a permanent Australian resident and meet the eligibility criteria.

7. Will my CAAS eligibility be reviewed after a certain amount of time?

As long as your condition has not changed and you still meet the CAAS eligibility criteria, you will not need to reapply for assistance.

ORDERING CONTINENCE PRODUCTS

8. How do I know if a particular product will suit me?

Contact the CAAS Helpline on **1300 366 455** to discuss your needs. Samples of disposable products can be sent to you for trial.

It may be appropriate to organise a continence assessment. To do this call the National Continence Help Line on **1800 330 066** (free call) to find a continence clinic in your area.

9. Can I nominate another person to place orders on my behalf? How do I know how much of the subsidy I have left?

As a CAAS client, you are able to nominate someone else to operate your account on your behalf, including placing orders. Such an arrangement would need to be noted on your CAAS application form or organised through Intouch. Once this arrangement has been formalised, the nominated

person can go to www.intouchdirect.com.au and then to 'Smart Shopper – Online Shopping' and type in your username, account code and password details to check your CAAS account balance. They can also call the CAAS Helpline on **1300 366 455** to check your CAAS account details and balance.

10. What can I do if the wrong product has been ordered?

Please contact the CAAS Helpline on **1300 366 455** to discuss the process with Intouch.

PRODUCT DELIVERY

11. How many deliveries are made per year and what do they cost?

As a CAAS client, you are entitled to receive up to four deliveries per year. You do not pay delivery charges for these deliveries. You may place as many orders as you wish up to the value of your CAAS subsidy, however only four orders are delivered at no charge.

12. Can I place one order a year?

Yes, you can use your entire annual subsidy in one order and receive one bulk delivery.

13. How long does it take to receive the ordered products?

The average delivery time is three to five business days for metropolitan/regional areas and up to seven business days for remote delivery.

14. How will the products be delivered?

You can request that the delivery be discreetly wrapped and packaged in non identifying boxes, so you can be assured of privacy. This checkbox will need to be ticked when ordering online or it can be discussed with Intouch over the phone.

15. I will be temporarily staying with my daughter. Can the products be sent to a different address if required?

The products can be delivered to a different address, simply notify Intouch at the time the order is placed.

RESPIRE CARE

16. If I am receiving assistance from the CAAS and I go into respite care, does this affect the subsidy?

No, the subsidy will not be affected.

TRANSITIONAL CARE

17. If I am receiving assistance from the CAAS and I access the Transition Care Program, will this affect the subsidy?

The subsidy will not be affected, unless, at the end of the transition care period, the decision is made to enter high care in an Australian Government funded residential aged care home.

COMMUNITY CARE

18. If I am receiving a Community Aged Care Package (CACP), am I also eligible for CAAS?

If you are receiving a Community Aged Care Package (CACP) you are also eligible for the CAAS, if you meet the CAAS eligibility criteria.

19. If I am receiving an Extended Aged Care at Home Package (EACH) or an Extended Aged Care at Home Dementia Package (EACH D), am I eligible for the CAAS?

No, you are not eligible for the CAAS if, as part of your EACH or EACH D Package, continence products have been negotiated as part of your care plan.

RESIDENTIAL AGED CARE HOMES

20. I live in a high care residential aged care home, am I eligible for CAAS?

No, as a high care resident in an Australian Government funded aged care home you are not eligible for the CAAS. The home is required to provide appropriate continence products, as part of your care plan.

21. I live in a low care residential aged care home, am I eligible for CAAS?

While living in an Australian Government funded low care residential aged care home you are able to apply for the CAAS, provided that you meet the CAAS eligibility criteria.

22. If I move from low to high care in an Australian Government residential aged care home, am I still eligible for CAAS?

No, as a high care resident in an Australian Government funded residential aged care home you are not eligible for the CAAS. You are required to advise Intouch if moving from low to high care in an Australian Government funded residential aged care home.

23. I'm in a residential aged care home. Can a registered nurse complete the Health Report at Section 2 of the CAAS Application Form?

Yes, a registered nurse working in a residential aged care home can complete Section 2 on your behalf as a resident in low care, if they are in a position to make a qualified continence assessment.

24. Can staff in my residential aged care home fill out the CAAS Application Form on my behalf?

Staff in residential aged care homes can lodge a CAAS Application Form on your behalf, provided that the application has been signed by you and the health report at Section 2 has been completed by an appropriate health professional.

Please contact the CAAS Helpline on 1300 366 455 if you have any questions regarding a CAAS Application. If your question is regarding CAAS policy, you can contact the Department of Health and Ageing's CAAS Policy Line on 1800 807 487 (free call).