

Queensland Health

# Application Guidelines for Continence Aids



**Queensland**  
Government

## Application Guidelines for Continence Aids

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An electronic version of this document is available at [health.qld.gov.au/mass](https://health.qld.gov.au/mass)

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These guidelines must be read in conjunction with the [MASS General Guidelines](#).

# Eligibility

## Persons eligible

To be eligible for MASS subsidy funding assistance applicants must have a permanent and stabilised condition.

MASS defines a permanent and stabilised condition as one where the diagnosis is known to require the assistance of continence aids for the long term.

## Conditions of eligibility

This condition must be confirmed following assessment, management and reassessment of potentially treatable conditions, including relevant co-morbidities and activities of daily living. This includes medical condition(s) and/or other factors contributing to the applicant's incontinence.

## Eligible prescribers

Applicants wishing to apply must consult one of the following MASS designated prescribers:

- Continence Specialist Registered Nurse
- Geriatrician
- Occupational Therapist
- Paediatrician
- Physiotherapist
- Registered Nurse
- Urogynaecologist/Gynaecologist
- Urologist

MASS will consider **three yearly** review continence application forms submitted from Indigenous Health Workers and/or an Enrolled Nurse where there is evidence of consultation with one of the above MASS designated prescribers.

# Application Requirements

## All Applications:

- Application Requirements – see below requirement for initial and reapplication to MASS.
- Additional Information:
  - MASS provides a subsidised supply of continence aids every six (6) monthly calendar period. The exceptions to this are indwelling catheters, bed and chair pads which are supplied 12 monthly.
  - Clients will receive an approval letter when an order has been approved and placed with the commercial supplier/s. **This letter must be retained for future reference.**
- Timing: MASS requires one (1) month to process applications. If further information is required by MASS regarding the application, the one (1) month processing period may be exceeded.

## Initial Application for the supply of Continence Aids:

- Application Requirements:
  - Continence Applications are available on the MASS website on: <https://www.health.qld.gov.au/mass/prescribe/continence>
  - MASS-eApply Centrelink Confirmation OR Photocopy of both sides of the applicant's concession card.
  - Supporting clinical information.
- Supporting clinical information is required to confirm clinical eligibility:
  - Continence assessment and management/care plan, OR
  - Health assessment/care plan including continence management, OR
  - Summary of continence tertiary treatment/intervention.
- Timing: A waiting list may occur when demand for subsidy assistance exceeds available resources. Prioritisation criteria has been developed by MASS based on clinical need.

**Client reapplication** for ongoing supplies of continence aids where there is no change to the type of continence aid required by the applicant and the three (3) yearly review is not required by MASS:

- Application Requirement:
  - Call MASS on (07) 3136 3665 or 1300 443 570 to place an order.
  - Please have the previous approval letter available when calling to assist with the re-order, including the type and brand name of the continence aids.
- Additional Information: The ongoing supply of continence aids does not automatically occur, MASS applicants must reapply.
- Timing: Reapply one (1) month prior to next supply.

**Review reapplication** for ongoing supplies of continence aids where there is a change to the type of continence aid required by the applicant or the three (3) yearly review is required by MASS:

- Continence Applications are available on the MASS website on:  
<https://www.health.qld.gov.au/mass/prescribe/continence>
- MASS-eApply Centrelink Confirmation OR Photocopy of both sides of the applicant's concession card.
- Additional information:
  - A review of continence management/care plan is required every three (3) years or when there is a change in the applicant's health care needs.
  - A clinical review needs to consider potentially reversible and treatable causes of incontinence, and the suitability of continence aid/s requested.
- Timing: Applications must be received one (1) month prior to next supply.

**Incomplete applications:**

Incomplete application forms will not proceed further, and the prescriber and applicant/carer will be advised.

**Late applications:**

Late application will incur a delay in supply.

# Subsidy Levels

Contenance Aid	Subsidy Level	May be subsidised when								
Reusable absorbent pants	<ul style="list-style-type: none"> <li>Subsidised in six (6) monthly calendar periods.</li> <li>Supply is the same for children (5 to 15 years of age) and adults</li> </ul>	Can be supplied in a combination with other types of continence aids.								
Disposable pads for a child	<p><b>Child is 5 to 15 years of age, up to 4.5 pads a day.</b></p> <ul style="list-style-type: none"> <li>Level of need subsidy funding assistance is based on an incremental scale and will be calculated by MASS according to justified clinical need (i.e. quantities used).</li> <li>Subsidised in six (6) monthly calendar periods.</li> </ul> <table border="1"> <thead> <tr> <th>Number of daily pads required</th> <th>MASS supply quantity of pads</th> </tr> </thead> <tbody> <tr> <td>1 to 2</td> <td>Up to 2.25 per day</td> </tr> <tr> <td>3</td> <td>Up to 3.25 per day</td> </tr> <tr> <td>4 or more</td> <td>Up to 4.50 per day</td> </tr> </tbody> </table>	Number of daily pads required	MASS supply quantity of pads	1 to 2	Up to 2.25 per day	3	Up to 3.25 per day	4 or more	Up to 4.50 per day	<ul style="list-style-type: none"> <li>Permanent and stabilised disability</li> <li>Urinary and fae.cal incontinence.</li> <li>MASS makes considerations for children with complex needs.</li> <li>MASS does <b>not</b> supply continence aids for other body fluids.</li> </ul>
Number of daily pads required	MASS supply quantity of pads									
1 to 2	Up to 2.25 per day									
3	Up to 3.25 per day									
4 or more	Up to 4.50 per day									

Contenance Aid	Subsidy Level	May be subsidised when						
<p><b>Disposable pads for an adult</b></p>	<p><b>Adult is 16 years of age or older, up to 2.5 pads per day.</b></p> <ul style="list-style-type: none"> <li>Level of need subsidy funding assistance is based on an incremental scale and will be calculated by MASS according to justified clinical need (i.e. quantities used).</li> <li>Subsidised in six (6) monthly calendar periods.</li> </ul> <table border="1" data-bbox="437 801 826 994"> <thead> <tr> <th data-bbox="437 801 580 913">Number of daily pads required</th> <th data-bbox="580 801 826 913">MASS supply quantity of pads</th> </tr> </thead> <tbody> <tr> <td data-bbox="437 913 580 958">1 to 2</td> <td data-bbox="580 913 826 958">Up to 1.25 per day</td> </tr> <tr> <td data-bbox="437 958 580 994">3</td> <td data-bbox="580 958 826 994">Up to 2.50 per day</td> </tr> </tbody> </table>	Number of daily pads required	MASS supply quantity of pads	1 to 2	Up to 1.25 per day	3	Up to 2.50 per day	<ul style="list-style-type: none"> <li>Permanent and stabilised disability</li> <li>Urinary and faecal incontinence.</li> <li>MASS does <b>not</b> supply continence aids for other body fluids.</li> </ul>
Number of daily pads required	MASS supply quantity of pads							
1 to 2	Up to 1.25 per day							
3	Up to 2.50 per day							
<p><b>Disposable pull on style pads</b></p>	<p>As per disposable pad subsidy for a child or adult.</p>	<p>Points to consider for selection:</p> <ul style="list-style-type: none"> <li>The applicant has difficulty applying or maintaining correct position of disposable shaped pads.</li> <li>The applicant will not wear a pad due to cognitive or compliance issues.</li> <li>The applicant has been using the pull-on style of a significant period.</li> <li>Security of containment for faecal incontinence.</li> <li>Conduct a specific assessment to ensure ability of applicant/carer to apply and remove pull-on style pads.</li> <li>Applicant aware of financial implication for private purchase of pull-on style.</li> <li>Consult with the MASS continence clinical advisor or other continence advisor specialists as necessary to assist with the prescription/application process.</li> </ul>						



Contenance Aid	Subsidy Level	May be subsidised when
<b>Reusable stretch pants</b>	<ul style="list-style-type: none"> <li>Subsidised in six (6) monthly calendar periods.</li> <li>Supply is the same for children and adults.</li> </ul>	Will only be supplied for use with a non-adhesive pad.
<b>Disposable all-in-one pad</b>	As per disposable pad subsidy for child or adult.	Points to consider for selection: <ul style="list-style-type: none"> <li>The applicant will require assistance with putting on the all-in-one style pad.</li> <li>Pad application is usually undertaken with assistance in a lying position.</li> </ul>
<b>Reusable bed and chair pads</b>	<ul style="list-style-type: none"> <li>2 supplied on initial application.</li> <li>1 per 12 months thereafter.</li> </ul>	Clinical implications need to be considered when an applicant is using a reusable absorbent bed/chair pad with a pressure relieving mattress/cushion.
<b>Disposable catheters</b>	<ul style="list-style-type: none"> <li>Subsidised in six (6) monthly calendar periods.</li> <li>Supply is the same for children and adults.</li> </ul>	<ul style="list-style-type: none"> <li>Can be supplied to a child from birth.</li> <li>Can be supplied in combination with other types of continence aids.</li> <li>MASS does <b>not</b> supply catheters to applicants with ostomies (urinary or faecal diversions) who may eligible with the Ostomy Scheme.</li> </ul>
<b>Indwelling catheters</b>	<ul style="list-style-type: none"> <li>Subsidised in twelve (12) monthly calendar periods.</li> <li>Supply is the same for children and adults.</li> </ul>	<ul style="list-style-type: none"> <li>Can be supplied to a child from birth.</li> <li>Can be supplied in combination with other types of continence aids.</li> </ul>
<b>Penile sheaths</b>	<ul style="list-style-type: none"> <li>Subsidised in six (6) monthly calendar periods.</li> <li>Supply is the same for children and adults.</li> </ul>	Can be supplied in combination with other types of continence aids.
<b>Night urinary drainage bags</b>	Subsidised in six (6) monthly calendar periods.	<ul style="list-style-type: none"> <li>MASS does <b>not</b> supply catheters to applicants with ostomies (urinary or faecal diversions) who may eligible with the Ostomy Scheme.</li> <li>MASS may consider drainage bags not available on the Ostomy Scheme.</li> </ul>

Contenance Aid	Subsidy Level	May be subsidised when
<b>Leg drainage bags</b>	<ul style="list-style-type: none"> <li>Subsidised in six (6) monthly calendar periods.</li> <li>Supply is the same for children and adults.</li> </ul>	<ul style="list-style-type: none"> <li>Includes leg straps.</li> <li>Can be supplied with night drainage bags in the same six (6) monthly supply period.</li> </ul>
<b>Catheter valves</b>	<ul style="list-style-type: none"> <li>Subsidised in six (6) monthly calendar periods.</li> <li>Supply is the same for children and adults.</li> </ul>	<ul style="list-style-type: none"> <li>Can be supplied with night drainage bags.</li> <li>Will not be supplied with leg drainage bags in the same six (6) monthly supply period.</li> </ul>
<b>Combination of different types of continence aids</b>	Reduced supply may occur depending on the type and packaging e.g. applicants requiring a combination of disposable pads and disposable catheters will receive a reduced supply of pads and catheters).	Prescriber to advise applicant of possible reduced supply.
<b>Requested continence aids not on the MASS Standing Offer Arrangement (SOA) approved continence aids list</b>	<ul style="list-style-type: none"> <li>Applicant to consider that they may receive a reduced supply in comparison to that of a similar continence aid on the SOA.</li> <li>MASS will consider a combination of non SOA continence aids if it meets specific criteria including packaging and product usage.</li> </ul>	<ul style="list-style-type: none"> <li>Prescriber to define the clinical appropriateness of the non SOA product which includes why the comparable SOA aids are not suitable.</li> <li>Prescriber to advise applicant of possible reduced supply in comparison to an SOA product.</li> </ul>
<b>Miscellaneous continence products</b>	MASS only considers supply of containment aids, conduction aids and occlusive devices.	<b>MASS does not subsidise:</b> <ul style="list-style-type: none"> <li>Disposable liners or booster pads.</li> <li>Miscellaneous items used for catheter or bowel management/treatment/evacuation.</li> <li>Products for catheter change including catheter pack and lubricant.</li> <li>Disposable gloves.</li> <li>Urinals.</li> </ul>

# Reference Documents

Prescribers are directed to the MASS website [health.qld.gov.au/mass](https://health.qld.gov.au/mass) for details of additional documents to support with the selection of continence aids on the MASS SOA. This includes:

- SOA Approved Continence Aids List.
- Continence Aids Supplier List.
- Continence Product Information Sheets.

## Additional Prescriber Responsibilities

Additional Information	MASS Subsidy	Prescriber Responsibilities
<b>Subsidy funding levels</b>	MASS provides subsidy funding assistance for applicants and is not intended to provide all continence needs, rather, to assist as many eligible persons as possible.	Prescriber must advise applicants where additional continence aids can be privately purchased.
<b>Packaging quantities</b>	Quantities of subsidised products allocated to individual applicants will vary slightly in number due to the variety of commercial packaging quantities.	Prescriber and applicant should consider carton quantities as indicated on the Approved Continence Aids List which will assist in ensuring maximum subsidy funding levels.
<b>Incorrect prescription</b>	MASS will not exchange or substitute continence aid/s once an order has been placed with the commercial supplier/s	If inappropriate continence aids have been prescribed for the applicant, MASS will refer applicant/carer back to the prescriber's agency for their consideration.