

FREE GUIDE

Continence support

Who to talk to, what funding you might get through CAPS, the NDIS or aged care, and how to choose products.

Bladder and bowel leakage is common, and it can be managed. Continence Health Australia says 7.2 million people over 15 in Australia experience incontinence, and 70% of them are younger than 65. You're not unusual, and you don't have to sort it out on your own.

This guide is general information only. Your GP or a continence nurse is the right person to talk to about your own situation.

Step 1: Talk to your GP or a continence nurse first

Before you settle on products, get checked. The NDIS's own guideline on continence says to talk to your doctor first, and Medicare helps with the cost of services to test and diagnose incontinence.

A continence nurse can do a continence assessment: preparing a continence plan, working out which products you need, and reviewing the plan over time.

National Continence Helpline: 1800 33 00 66. Free and confidential, staffed by nurse continence specialists, Monday to Friday 8am to 8pm AEST. They can help with funding schemes (CAPS, NDIS and My Aged Care), product recommendations, suppliers and samples. Interpreters and the National Relay Service are available. Out of hours, healthdirect is on 1800 022 222.

Step 2: Check whether CAPS can help with costs

The Continence Aids Payment Scheme (CAPS) is a yearly, non-taxable payment to cover some of the cost of continence products. For 2026–27 it's up to \$739.40 per person. To be eligible you must:

- be 5 years or older
- have permanent and severe incontinence confirmed by a registered health professional (such as a GP, continence nurse, registered nurse, physiotherapist or occupational therapist)
- be an Australian citizen or permanent resident
- have an eligible neurological condition, or another eligible condition plus a Pensioner Concession Card.



You can't get CAPS if your NDIS plan includes continence support, if you live permanently in an Australian Government funded aged care home, or if your incontinence is temporary, treatable or night-time bed wetting only. Veterans who can get help through the DVA Rehabilitation Appliances Program also can't get CAPS. You can get CAPS and Support at Home at the same time if you meet the CAPS rules.

To apply, your health professional fills in Section 3 (the Health Report) of the CAPS application form. Then apply through your Medicare online account in myGov, or post the paper form. CAPS is paid into your bank account, or a nominee's, once a year in July or twice a year in July and January. The CAPS line is 1800 239 309 (Monday to Friday, 8:30am to 5pm AEST).

NDIS continence supports

The NDIS may fund continence supports if they relate to your disability. They're treated as disability-related health supports. Products can include pads, nappies and bed protection, and catheter or stoma products such as bags, bottles and straps. The NDIS can also fund someone to help you manage continence, or a nurse to train a support worker or family member.

You'll need evidence, usually a continence assessment from a continence nurse or another qualified health professional. The NDIS has a continence-related assistive technology assessment template your health professional can use. Services Australia notes the NDIS won't cover incontinence that comes from a medical condition rather than your disability.

If you're NDIA-managed, you must buy from a registered NDIS provider. The NDIS publishes a continence provider list of registered providers to help you compare.

If you get aged care at home

If you receive Support at Home, ask your provider what your support plan can cover, and remember you may also be eligible for CAPS. If you live permanently in a government-funded aged care home, CAPS isn't available, so talk to the home about your continence care. For more on getting assessed, see our aged care help at home guide.

Aged care help at home guide:

kinshipunitingservices.com/free-guides/aged-care-help-at-home-guide/



Step 3: Choose products, and get the size right

Products range from liners and pads to pull-up styles, tab-style briefs (often called adult nappies), washable underwear, and bed or chair protection. Which one suits you depends on your needs, so ask your continence nurse or the Helpline before you buy in bulk. A few practical habits help:

- Measure your waist and hips, then check the supplier's size chart. Sizes vary between brands.
- If you sit between two sizes, ask the supplier or your continence nurse which to choose.
- Try a small pack before ordering a carton.
- Keep a note of what works, and your receipts.
- If you notice sore or broken skin, talk to your GP or nurse.

Equipit: continence products from our family of businesses

Equipit is the product-supply arm of Kinship Uniting Services, an NDIS registered and CHSP approved provider since 2017.

In plain words: Equipit is part of the same family of businesses as Kinship. It sells adult nappies (tab-style continence briefs) online at equipitdsp.com.

- **You're free to buy from any supplier.** Use whoever suits you best.
- **Equipit is not a registered NDIS provider**, so NDIA-managed (agency-managed) NDIS funds can't be spent with Equipit.
- **Self-managed or plan-managed?** Check with your plan manager before you buy.
- **CAPS** is paid to you, so you decide where to spend it.

Visit the Equipit store: equipitdsp.com

Your continence checklist

- ☐ Book a GP appointment, or call the National Continence Helpline on 1800 33 00 66.
- ☐ Ask about a continence assessment with a continence nurse.
- ☐ Ask your health professional whether you might be eligible for CAPS.
- ☐ If so, ask them to complete Section 3 (Health Report) of the CAPS form.
- ☐ If you're an NDIS participant, ask whether continence supports belong in your plan and what evidence you need.
- ☐ If you get Support at Home, ask your provider what your support plan covers.
- ☐ Measure your waist and hips and check the supplier's size chart.
- ☐ Try a small pack before buying in bulk.
- ☐ If you're NDIA-managed, buy only from a registered NDIS provider.
- ☐ Keep receipts and a note of what works.

Questions people ask

Is incontinence common?

Yes. Continence Health Australia says 7.2 million people over 15 in Australia experience incontinence, and 70% of them are younger than 65.

Who should I talk to first?

Your GP, a continence nurse, or the National Continence Helpline on 1800 33 00 66. The Helpline is free and confidential and staffed by nurse continence specialists, Monday to Friday 8am to 8pm AEST.

How much is the Continence Aids Payment Scheme (CAPS)?

For 2026–27, CAPS is up to \$739.40 per person. It's a yearly, non-taxable payment, paid in July, or in July and January if you choose two payments.

Who can get CAPS?

People aged 5 or older with permanent and severe incontinence confirmed by a registered health professional, who are Australian citizens or permanent residents, and who have an eligible neurological condition, or another eligible condition plus a Pensioner Concession Card.

Will the NDIS pay for continence products?

The NDIS may fund continence supports, such as pads, nappies and bed protection, if they relate to your disability. You'll usually need a continence assessment from a continence nurse or another qualified health professional as evidence.

Can I get CAPS and NDIS continence funding?

Generally no. Services Australia says you can't get CAPS if your NDIS funding includes continence support. You can get CAPS and Support at Home at the same time if you meet the CAPS rules.

Can I use my NDIS funds with Equipit?

Not if your plan is NDIA-managed, because Equipit is not a registered NDIS provider. If you're self-managed or plan-managed, check with your plan manager first.

Do I have to buy from Equipit?

No. Equipit is part of the same family of businesses as Kinship, and you're free to buy continence products from any supplier.

Talk to a real person. Call Kinship Uniting Services on **0437 733 744** or email info@kinshipunitingservices.com. Deaf, or have a hearing or speech impairment? Contact us through the National Relay Service: Speak & Listen 1300 555 727, TTY 133 677, SMS relay 0423 677 767.

Sources

Services Australia: Continence Aids Payment Scheme —

<https://www.servicesaustralia.gov.au/continence-aids-payment-scheme>

Services Australia: CAPS, how much you can get —

<https://www.servicesaustralia.gov.au/how-much-you-can-get-continence-aids-payment-scheme>

Services Australia: CAPS, who can get it —

<https://www.servicesaustralia.gov.au/who-can-get-continence-aids-payment-scheme>

Services Australia: CAPS, not meeting eligibility —

<https://www.servicesaustralia.gov.au/not-meeting-eligibility-for-continence-aids-payment-scheme>

Services Australia: How to apply for CAPS —

<https://www.servicesaustralia.gov.au/how-to-apply-for-continence-aids-payment-scheme>

Continence Health Australia: National Continence Helpline —

<https://www.continence.org.au/get-support/national-continence-helpline>

Continence Health Australia (home page figures) — <https://www.continence.org.au/>

NDIS Our Guideline: Continence supports — <https://www.ndis.gov.au/media/7806/download?attachment>

NDIS: Continence-related assistive technology assessment — <https://www.ndis.gov.au/participants/assistive-technology/assistive-technology-assessments/what-continence-related-assistive-technology-assessment>

NDIS: Continence provider list —

<https://www.ndis.gov.au/participants/working-providers/finding-providers/continence-provider-list>

NDIS: What is a provider (registered providers for NDIA-managed funds) —

<https://www.ndis.gov.au/participants/working-providers/get-know-your-providers/what-provider>