



Continence

It is common for continence issues to arise following a catastrophic injury. The Insurance Commission supports clients to enhance their continence independence. This fact sheet details the supports provided.

Assessment and Assistance

The continence team in hospital will meet with you as part of your treatment and discharge planning. The team will do a continence assessment, produce a continence plan and draw up a list of continence products you required.

If further support is required following discharge from hospital, your Care Services Coordinator at the Insurance Commission will arrange it. Sometimes, it may be necessary to see a Continence Specialist which the Insurance Commission will also arrange.

Your Care Services Coordinator is available to arrange further support as required.

Choosing Suppliers and Opening Accounts

There are a range of continence equipment and products available which are designed to promote continence independence.

The hospital continence team or your Care Services Coordinator can provide further information.

If you require ongoing continence products, the Insurance Commission can organise an account with your chosen supplier which allows you to order directly from the supplier without incurring out of pocket expenses.

Ordering Products

During the hospital discharge planning process you will be given a continence products list (if you require that support), a copy of which will also be given to your Care Services Coordinator. Orders can be placed online or over the phone.

Your Care Services Coordinator can assist with this if required until you can do it independently.

Please notify your Care Services Coordinator of any changes to your continence requirements. This will enable the Insurance Commission to ensure you receive the support required, and avoid the risk of out-of-pocket expenses.

Please forward receipts to the Insurance Commission for out-of-pocket expenses you may have incurred.

What is not covered?

The Insurance Commission does not fund:

- supports for injuries or medical conditions not related to your crash; and
- general hygiene items such as personal toiletries, cleaning products, toilet paper, and feminine hygiene products.

Please contact the Insurance Commission if you have any queries.