

# Disability Services

## The Victorian Aids and Equipment Program (A&EP)

### What is the Victorian Aids and Equipment Program (A&EP)?

The Victorian Aids and Equipment Program (A&EP) provides assistance to eligible people to access subsidised aids, equipment and home modifications to enhance their safety and independence, support their family and carers and prevent premature admission to institutional care or high cost services.

The A&EP is funded by the Department of Human Services and is provided through a range of issuing centres across the state.

### Who is Eligible?

You may be eligible if:

- You are a child or adult with a long term or permanent disability and/or are frail aged
- You are a permanent resident of Victoria or hold a temporary asylum seeker visa

You may not be eligible if:

- You are receiving aids and equipment through other government funded programs or
- You are receiving, or entitled to receive, any form of compensation or are able to claim the cost of the aid through a private health insurance provider.

You will be assessed to determine if you are eligible for this program.

[For further details about eligibility please contact your local A&EP issuing centre. \(See last page of brochure for details\).](#)

### What is the Application Process?

- An application form can be obtained from your local A&EP issuing centre.
- A health professional assessment is required to determine the most appropriate and cost effective type of aid or equipment needed.
- The assessment will also establish whether you or your carer have the capacity to safely and effectively use the equipment (eg wheelchair or scooter).

## What Types of Aids and Equipment are Included in the Program?

- Non disposable continence aids such as catheters, reusable pants and pads.
- Electrolarynxes and voice prostheses.
- Electronic communication aids.
- Environmental control units (electronic devices used to activate household appliances).
- Equipment for personal use such as shower chairs, home hoists, specialised beds.
- Basic home modifications such as grab rails and basic bathroom alterations to allow access.
- Lymphoedema compression garments.
- Breast prostheses.
- Mobility aids such as walking frames.
- Orthoses such as ankle foot orthoses, braces and surgical shoes.
- Oxygen.
- Pressure care equipment such as mattresses and cushions.
- Ramps (permanent and portable).
- Vehicle Modifications.
- Wheelchairs (manual / electric powered).
- Wigs.

## How Does the Program Operate?

- A&EP reissues reusable aids and equipment where possible.
- If the aids and equipment needed are not available to be reissued and there are funds available, the A&EP issuing centre may arrange the purchase of new aids and equipment.
- If funds are not available immediately you may have to wait for your equipment (except for some specific 'no wait' items). Your A&EP issuing centre will advise you if your name is to be placed on a waiting list.
- You may be required to make a non-refundable contribution to the cost of new items. Your A&EP issuing centre will advise you of what contribution is required.
- A&EP does not give you funds to cover the cost of aids or equipment you have bought yourself, either before or after you have applied for assistance from the program.
- You can apply for replacement aids or equipment at intervals as set out in the A&EP guidelines.
- Aids and equipment are to be maintained in good condition and used only for the purpose intended.
- Priority is given to those people with the greater need.

## Who Owns the Aids and Equipment?

A&EP retains ownership of aids and equipment when A&EP has contributed more than fifty per cent towards the cost of the item. If you have contributed more than fifty per cent towards the cost of the item, you can:

- Retain ownership of the item and be responsible for the cost of ongoing maintenance and repairs, or
- Transfer ownership of the item to A&EP and the costs of ongoing repairs (except tyres and tubes for wheelchairs) will be covered by the A&EP.

The aids and equipment arranged through A&EP are on indefinite loan for as long as the items are needed, except for:

- Home modifications, which become the property of the owner of the dwelling.
- Personal use items, such as surgical shoes, mammary prostheses and wigs, which are not required to be returned.

When you no longer need the aids and equipment you should contact your local A&EP issuing centre to organise the return of the equipment or call the 1800 number listed on the equipment label.

## Important Points to Remember!

- The A&EP is a subsidy program which aims to assist eligible people to access aids, equipment and home modifications. You may be required to make a non-refundable contribution toward the cost of new items.
- You will be assessed to determine if you are eligible for the program.
- Priority is given to those people with the greater need.
- A professional assessment is required to determine the most appropriate and cost effective type of aid or equipment needed.
- A&EP re-issues (recycles) aids and equipment whenever possible.
- If a new item is required and funds are not available immediately, your A&EP issuing centre will advise you if your name is to be placed on a waiting list.

If you think you, or someone you care for, may be eligible for the A&EP, please ring your local A&EP issuing centre and speak to the A&EP staff. The issuing centres are listed on the last page of this brochure.

## Aids and Equipment Program Issuing Centres

### Metropolitan

**Austin & Repatriation Medical Centre,**  
Heidelberg  
Tel: 9496 4094

**The Northern Hospital**  
Epping  
Tel: 8405 8594

**McKellar Centre, Barwon Health,**  
North Geelong  
Tel: 5279 2281

### Statewide

**Electronic Communication Devices Scheme,**  
Yooralla Society of Victoria  
Tel: 9362 6111

**Lymphoedma Compression Garment Program,**  
Mercy Hospital for Women  
Tel: 8458 4988

**The Peter James Centre**  
Box Hill  
Tel: 9895 3459  
Maroondah  
Tel: 9871 3506

**Western Hospital,**  
Sunshine  
Tel: 8345 1267  
Williamstown  
Tel: 8345 1529

**South West Healthcare,**  
Warrnambool  
Tel: 5564 4141

### Non-Metropolitan

**Caulfield Hospital,**  
Caulfield  
Tel: 9076 6316

**Bairnsdale Regional Health Service,**  
Bairnsdale  
Tel: 5150 3602

**Sunraysia Community Health Services,**  
Mildura  
Tel: 5022 5444

**Royal Children's Hospital**  
(Children only)  
Tel: 9345 5964

**Dandenong Hospital**  
Dandenong  
Tel: 9554 8238

**Ballarat Health Services,**  
Ballarat  
Tel: 5320 3715

**Swan Hill Health,**  
Swan Hill  
Tel: 5033 1450

**Vehicle Modification Subsidy Scheme,**  
Ballarat Health Services  
Tel: 1800 995 009

**Melbourne Extended Care & Rehabilitation Service,**  
Parkville  
Tel: 8387 2251

**Bass Coast Regional Health,**  
Wonthaggi  
Tel: 5671 3343

**Northeast Health,**  
Wangaratta  
Tel: 5722 0212

**Monash Medical Centre Moorabbin,**  
Bentleigh East  
Tel: 9928 8185

**Bendigo Health Care Group,**  
Bendigo  
Tel: 5454 8750

**Western District Health Service,**  
Hamilton  
Tel: 5551 8206

**Mount Eliza Centre,**  
Mt Eliza  
Tel: 9788 1261

**Gippsland Southern Health Service,**  
Leongatha  
Tel: 5654 2716

**Wimmera Health Care Group,**  
Horsham  
Tel: 5381 9112

**St Vincent's Hospital,**  
Fitzroy  
Tel: 9288 3858

**Goulburn Valley Health,**  
Shepparton  
Tel: 5832 2200

**Wodonga Regional Health Service,**  
Wodonga  
Tel: 02 6051 7459

### Further information

Please see the last page of the brochure to find out where your local A&EP issuing centre is or call your Department of Human Services Regional Intake and Response Service on 1800 783 783.

People requiring an interpreter can contact the Translating and Interpreting Service on 13 14 50 and quote the relevant telephone number.

People who have a hearing impairment or complex communication needs may contact the National Relay Service on 13 36 77 and quote the relevant telephone number.

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The Disability Services internet site at [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability) includes:

- The Aids and Equipment Program guidelines also available at: [www.dhs.vic.gov.au/ds/aep](http://www.dhs.vic.gov.au/ds/aep)
- Information about other Disability Services programs.