

# Lodging an Application

## How do I lodge an application?

### Initial prescription

The prescriber assesses the beneficiary's eligibility; that is their possession of either a Gold or a White card. Once the prescriber determines the continence or thickened fluid products required, an initial prescription can be completed either by submitting the Direct Order Form via fax, email, mail, or through the Independence Australia RAP Prescriber Portal, as follows. Re-order options include Independence Australia RAP portal or Direct Order Form via email, fax or mail.



### Direct Order Form

1. The prescriber is to complete the Direct Order Form for Continence Products or Non-nutritional Thickened Fluid Products which can be downloaded from the Resources tab at [www.iarap.com.au](http://www.iarap.com.au). Please ensure that all fields are completed and that the order meets the RAP Schedule requirements.
2. Please submit the completed Direct Order Form to Independence Australia.
  - @ [dvaportal@iagroup.org.au](mailto:dvaportal@iagroup.org.au)
  - 📞 1300 788 811
  - ✉ Independence Australia  
Reply Paid 9910  
MELBOURNE VIC 8060  
*(NB: No stamp required)*
3. Upon receiving the prescription, Independence Australia will deliver the order directly to the entitled person's place of residence. DVA orders will be delivered within 2 working days in metropolitan areas or 5-10 working days for rural areas.
4. The prescriber is required to provide the beneficiary with a copy of the Direct Order Form for re-ordering purposes.



### RAP Prescriber Portal

1. Go to [www.iarap.com.au](http://www.iarap.com.au)
2. Sign up to create a new prescriber account (if not yet registered)
3. Login using your account details
4. Select 'Create New Prescription'
5. Enter client details, search for product(s) and add item(s) to prescription
6. Once all fields have been entered, select 'Create Prescription' and the prescription will be placed along with an order to Independence Australia.

### Subsequent orders

As the initial prescription is valid for up to two years, subsequent orders can be made by a prescriber, the entitled person or their nominated representative. Orders can be placed via phone, email or fax, or by prescribers using the Independence Australia's RAP Prescriber Portal.

### What products are available?

To view the complete list of products available under the DVA RAP scheme, please refer to the Independence Australia DVA RAP product catalogue.

Or to view the product catalogue online, visit the Independence Australia RAP Prescriber Portal [www.iarap.com.au/pages/resources](http://www.iarap.com.au/pages/resources).

### Contact us

- 📞 **DVA Customer Phone**  
1800 980 936
- 💻 [www.iarap.com.au](http://www.iarap.com.au)
- @ [dvaportal@iagroup.org.au](mailto:dvaportal@iagroup.org.au)
- 📞 1300 788 811



## DVA Rehabilitation Appliances Program (RAP)

2021/22



# our Services

Independence Australia specialises in delivering quality health and wellness products to people in their homes to help them enjoy a better quality of life.

We stock an extensive range of continence and urology products across all the major brands to meet your needs under the Department of Veterans' Affairs (DVA) Rehabilitation Appliances Program (RAP).

## Why choose us?

### Prompt delivery

- Warehouses in each state for quick delivery nationwide
- DVA orders will be delivered within 2 working days in metropolitan areas or 5 - 10 working days for rural areas
- Discreet packaging available on request

### Extensive experience

- Over 30 years experience in delivering products throughout Australia
- A preferred supplier for all continence products available under DVA RAP

### Professional service for your convenience

- Customer Service is available Monday to Friday 8am to 7pm with extended hours during daylight savings
- A team of professional staff to provide advice and support

 **Quick and reliable delivery**

 **Discreet packaging available**

Conditions apply.  
Visit [store.independenceaustralia.com](http://store.independenceaustralia.com)

Shop for a good cause 

As a social enterprise, the income we make is invested back into the vital services we provide to help people with disabilities. Your purchases help us to enhance people's lives.

# what is RAP?

## What is the Rehabilitation Appliances Program (RAP)?

The Rehabilitation Appliances Program (RAP) is an Australian Government program administered by DVA, which provides aids and appliances to eligible members of the veteran community to help them maintain functional independence in their homes.

Independence Australia is a preferred supplier for the supply of continence and urology products under this program and can supply the full range to entitled persons nationally.

## Who is eligible?

RAP products are available to Gold and White card holders on the basis of an assessed clinical need made by an appropriately qualified health provider. The prescriber will need to determine the eligibility of White card holders for continence products by contacting the DVA RAP team on 1800 550 457.

## Who can order?

Continence products listed under the relevant item code in the RAP National Schedule of Equipment, may be prescribed using the Direct Order Form by healthcare professionals. These include continence nurses, registered nurses, general practitioners, urologists and, for some items, physiotherapists and occupational therapists.

Once a prescription has been submitted and approved, entitled persons can re-order goods directly by contacting the Independence Australia Customer Service team. The RAP Schedule lists the type of health provider able to prescribe products under the relevant item codes.

# how to Prescribe



The approved prescriber (nurse advisors, registered nurses, general practitioners, urologists and, for some items, physiotherapists and occupational therapists) assesses the beneficiary's eligibility; that is their possession of either Gold or White card.



The prescriber determines the continence or thickened fluid products required. To view the full product range either: **1)** Visit [www.independenceaustralia.com.au/dva](http://www.independenceaustralia.com.au/dva) or **2)** Log in to the RAP Prescriber Portal to download a DVA RAP product catalogue (details below).



An initial prescription can be completed by submitting the Direct Order Form via:

### Independence Australia's RAP Prescriber Portal

Visit [www.iarap.com.au](http://www.iarap.com.au) to create a new prescriber account (if not registered) or to login (if registered)

Once logged in select **'Create New Prescription'**

When the fields have been entered and the products have been selected complete the process by selecting **'Create Prescription'**

### Email, Fax or Mail

Prescriber completes Direct Order Form available from [www.iarap.com.au](http://www.iarap.com.au) under Resources

Submit completed form to:  
✉ [dvaportal@iagroup.org.au](mailto:dvaportal@iagroup.org.au)  
☎ 1300 788 811  
✉ Independence Australia  
Reply Paid 9910  
MELBOURNE VIC 8060  
(No stamp required)



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