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We've put together a list of providers to help you, your family and carers find trusted information on continence products and providers more easily.

To be considered for the list, providers had to submit an expression of interest and meet our specific service requirements. An evaluation panel, which included a participant representative, reviewed all submissions and selected providers who met the requirements.

You can use the list to get better access to:

- transparent pricing and product information
- pricing discounts
- a wider range of products and services
- improved customer service
- clinical support and product advice (assessment is not included)
- affordable and timely supply to your chosen address, including those in rural and remote areas.

With the information in one place, you can compare various continence products more easily and choose products with more confidence.

You don't have to limit yourselves to the providers in this list – you can continue using your current provider or switch to another provider of your choice. This is an additional resource to help you purchase your continence products.

We hope you find the list useful. If you have any questions or general feedback about the continence provider list, please email [assistive.tech@ndis.gov.au](mailto:assistive.tech@ndis.gov.au).

## Providers

### IncontinenceProducts.com.au

Address: 9 Box Road, Caringbah NSW 2229

Phone: +61 2 9531 2011

Products: Absorbent pads, mats and liners; urinary catheters and related products and services like urinary care and continence management; technical support

Delivery: Australia-wide. See the website for delivery information and timeframes.

[Visit the website \(External website\)](#)

## **Independence Australia**

Address: Building 1, 9 Ashley Street, West Footscray VIC 3012

Phone: 1300 788 855

Products: Absorbent pads, mats and liners; urinary catheters and related products, urinary care; urinary continence management

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **mySupply Store**

Address: Unit 1, 4-6 Lilian Fowler Place, Marrickville NSW 2204

Phone: 1300 850 431

Products: Absorbent pads, mats and liners; urinary catheters and related products, urinary care; urinary continence management; technical support

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **Coloplast**

Address: Level 4, 1 Acacia Place, Notting Hill VIC 3168

Phone: 1800 316 651

Products: Urinary catheters and related products for insertion, urinary care and urine collection; urinary continence management/monitoring; technical support and services

Delivery: Australia-wide. See the website for delivery information and timeframes

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[Visit the website \(External website\)](#)

## **BrightSky Australia**

Address: 6 Holker Street, Newington NSW 2127

Phone: 1300 886 601

Products: Absorbent pads, mats and liners; urinary catheters and related products, urinary care; urinary continence management; technical support

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **Atlas McNeil Healthcare**

Address: 1/52 Fox Drive, Dandenong South VIC 3175

Phone: 1800 888 541

Products: Absorbent pads, mats and liners (disposable and/or washable); urinary catheters and related products for insertion, urinary care and urine collection; urinary continence management/monitoring; technical support and services

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **Trugrade Medical Supplies**

Address: Unit 3 / 168-170 Bannister Road, Canning Vale WA 6155

Phone: +61 8 9455 7834

Products: Absorbent pads, mats and liners; urinary catheters and related products, urinary care; urinary continence management

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **Conni Australia**

Address: 50 Cowie Street, North Geelong Vic 3215

Phone: 1300 721 710

Products: Absorbent pads, mats and liners; urinary catheters and related products, urinary care

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **Aged Care & Medical**

Address: 46/107 Wells Road, Chelsea Heights Vic 3196

Phone: 1300 003 930

Products: Absorbent pads, mats and liners disposable and or washable; technical support and services

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **ConfidenceClub**

Address: Suite 503, 55 Grafton Street, Bondi Junction NSW 2022

Phone: 1800 233 523

Products: Absorbent pads, mats and liners

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## **Aleva**

Address: 36 Priddles Lane, Wattamolla NSW 2535

Phone: 1300 253 821

Products: Absorbent pads, mats and liners; urinary catheters and related products, urinary care; urinary continence management; technical support

Delivery: Australia-wide. See the website for delivery information and timeframes

[Visit the website \(External website\)](#)

## Disclaimer

The information on this list is subject to the [NDIA disclaimer](#) and provided for your convenience only.

- The NDIA does not endorse any third party platforms, links to other Internet sites are for your convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.
- There may be additional providers not listed. Some continence providers chose not to submit an expression of interest.
- You should find and compare providers using a variety of information, including online reviews, before deciding which provider to work with.
- The NDIA doesn't accept liability for any claims or losses arising directly or indirectly from services provided by third party platform providers.

## Provider selection process

We invited registered providers of continence supports to submit an expression of interest (EOI) to be part of the list.

Our evaluation panel, which included a participant representative, carefully reviewed all submissions and selected these providers based on specific service requirements.

To be eligible, providers demonstrated that they have:

- current and ongoing provider registration in Assistive Products for Personal Care and Safety
- met accessibility requirements, including complying with Web Content Accessibility Guidelines Version (WCAG) 2.0.

Minimum requirements included:

- product offer being able to cover specific urinary continence categories
- transparent pricing, including delivery

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- broad geographical area coverage
  - detailed description of proposed customer interaction with NDIS participants
  - information on how they plan to carry out their reporting and data obligations.

Providers will be on the list, subject to regular review and compliance with the minimum requirements.

If you would have any questions, please email [assistive.tech@ndis.gov.au](mailto:assistive.tech@ndis.gov.au).

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