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## Contenance Provider List

The refreshed Contenance Provider List (CPL) has been published on 29 October 2024 to continue this initiative. Providers were required to meet a range of criteria and were evaluated by an evaluation team including a participant first member.

The providers listed on the new CPL have met the eligibility criteria and minimum requirements and will assist participants, their families and carers to get better access to:

- transparent pricing and product information to support informed choice
- compare continence products in one list, and giving them more confidence to choose products
- a wider range of products and services
- improved end-to-end customer service
- access to clinical support/advice about products (assessment is not included)
- affordable and timely delivery, including those in rural and remote geographical locations.

For further information, contact the Sector Capability Projects team at [SectorCapabilityProjects@ndis.gov.au](mailto:SectorCapabilityProjects@ndis.gov.au).

\*Providers have been listed in a randomised order.

## Providers

**HECSA**

[hecsa.com.au](https://hecsa.com.au)

Provider Registration Number: 4050092429

ABN: 16632755670

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email

## Delivery

Australia wide.

- Metro: 2-10 business days
- Regional: 3-10 business days
- Remote: 3-10 business days

See website for further delivery information

## Additional information

We offer a large range of brands and products complimented by a team offering amazing customer service

**IncontinenceProducts.com.au**

[incontinenceproducts.com.au](https://incontinenceproducts.com.au)

Provider Registration Number: 4050000940

ABN: 98050042772

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- In Person
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 1-3 days
- Regional: 3-5 days
- Remote: 3-5 days

See website for further delivery information

## Additional information

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

## Surgical House

[surgicalhouse.com.au/](https://surgicalhouse.com.au/)

Provider Registration Number: 4050002615

ABN: 23149499614

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

Order methods available

- Online
- Phone
- Email

## Delivery

Australia wide.

- Metro: 3-5 days
- Regional: 5-10 days
- Remote: 10-14 days

See website for further delivery information

## Additional information

View our complete range of continence products, including pricing or call one of our well trained customer service team.

## Brightsky Australia

[brightsky.com.au](http://brightsky.com.au)

Provider Registration Number: 4050001090

ABN: 42000355948

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection

## Order methods available

- Online
- Phone
- Email
- In Person
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 2-10 business days
- Regional: 2-10 business days
- Remote: 2-10 business days

See website for further delivery information

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## **Additional information**

Over 7,500 consumable items available in small and bulk quantities

### **Conni Australia**

[shop.conni.com.au](https://shop.conni.com.au)

Provider Registration Number: 4050005135

ABN: 27078006569

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Continence consumables
- Bed/chair/floor protection

## **Order methods available**

- Online
- Phone

## **Delivery**

Australia wide.

- Metro: Orders processed withing 1 business day of receipt of order
- Regional: Orders processed withing 1 business day of receipt of order
- Remote: Orders processed withing 1 business day of receipt of order

See website for further delivery information

## **Additional information**

Providing continence support products for NDIS participants

## Independence Australia

[www.independenceaustralia.com.au/](http://www.independenceaustralia.com.au/)

Provider Registration Number: 4050000274

ABN: 80973805243

### Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone

## Delivery

Australia wide.

- Metro: Orders placed on a business day will be dispatched within 24-36 hours. Orders placed on a weekend or public holiday will be processed the next business day.
- Regional: All orders will be processed within 3 business days if processed by 2pm
- Remote: Delivery to very remote areas may take a little longer due to services being limited to 1 delivery per week.

See website for further delivery information

## Additional information

Product details and informative reference material is available on our website to assist NDIS participants with the selection and ordering of products as well as managing funding, whether Agency, plan or self managed.

## Staydry

[staydry.com.au](https://staydry.com.au)

Provider Registration Number: 4050008527

ABN: 67167519039

## Products

- Re-usable/washable personal protection
- Contenance consumables
- Bed/chair/floor protection

## Order methods available

- Online
- Phone
- Email
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 1-2 days
- Regional: 3-4 days
- Remote: 5-7 days

See website for further delivery information

## Additional information



Staydry offer a premium range of bedding protection and washable continence underwear for kids, teens and adults in a wide range of styles, colours & sizes. We offer customer support via phone, email, website chat and an exclusive NDIS checkout for a smooth ordering process.

## Homehealth & Medical Supplies

[hhmedicalsupplies.com.au](http://hhmedicalsupplies.com.au)

Provider Registration Number: 4050149140

ABN: 91639810281

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Subscription
- Email
- In Person

## Delivery

Australia wide.

- Metro: Next day
- Regional: 2-7 days
- Remote: 3-7 days

See website for further delivery information

## **Additional information**

We offer an expansive range of continence products from all leading brands. Product support is available online, over the phone or in person at our retail store

### **Confidence Club**

[confidenceclub.com.au/ndis-continenence-provider](https://confidenceclub.com.au/ndis-continenence-provider)

Provider Registration Number: 4050032704

ABN: 45622222959

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Continence consumables
- Bed/chair/floor protection

## **Order methods available**

- Online
- Phone
- Email
- Subscription

## **Delivery**

Australia wide.

- Metro: 1-3 business days
- Regional: 2-5 business days
- Remote: 3-12 business days

See website for further delivery information

## Additional information

Comprehensive advice from Product Specialists and AI tools to assist in product selection and returns (if applicable).

### First Aid Distributions

[Firstaiddistributions.com.au](http://Firstaiddistributions.com.au)

Provider Registration Number: 4050081670

ABN: 54153377185

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- In Person

## Delivery

Australia wide.

- Metro: 2-7 days
- Regional: 2-7 days

- Remote: 6-10 days

See website for further delivery information

## **Additional information**

Absorbent pads, mats, liners, urinary catheters, urinary care and continence management. Phone, email and live chat available.

### **Health N Home**

[healthnhome.com.au](http://healthnhome.com.au)

Provider Registration Number: 4050072995

ABN: 23140988549

#### Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## **Order methods available**

- Online
- Phone
- Email
- Subscription

## **Delivery**

Australia wide.

- Metro: 1 week
- Regional: 1-2 weeks
- Remote: 2 weeks

See website for further delivery information

## **Additional information**

All continence, catheter and wound care related products. Continenence Nurse to help with suitability of the products

### **BedGuard**

[bedguard.com.au/shop/](https://bedguard.com.au/shop/)

Provider Registration Number: 4050011906

ABN: 38124024620

## **Products**

- Bed/chair/floor protection

## **Order methods available**

- Online
- Phone
- Email

## **Delivery**

Australia wide.

- Metro: 5 business days
- Regional: 7 business days
- Remote: 10 business days

See website for further delivery information

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## Additional information

Selection per participant weight

### Ausmed Health

[Ausmedhealth.com.au](https://ausmedhealth.com.au)

Provider Registration Number: 4050117044

ABN: 71643436177

## Products

- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care

## Order methods available

- Online
- Phone
- Email
- In Person

## Delivery

Australia wide.

- Metro: 1-2 days
- Regional: 1-2 days
- Remote: 2-3 days

See website for further delivery information

## **Additional information**

Absorbent pads, mats and liners, urinary catheters, care and urinary continence management, wound care and related products.

### **Topcat Healthcare Pty Ltd**

[Topcathealthcare.com.au/collections/all](https://topcathealthcare.com.au/collections/all)

Provider Registration Number: 4050041185

ABN: 40627423910

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## **Order methods available**

- Online
- Phone
- Email
- In Person
- Subscription

## **Delivery**

Australia wide.

- Metro: 1-3 days
- Regional: 3-5 days
- Remote: 3-10 days

See website for further delivery information

## **Additional information**

Contact Us page - can advise of technical issues and or discuss product choice - no current online chat function. Products display with line item numbers they represent.

### **Alpha Medical Solutions**

[alphamedicalsolutions.com.au/ndis-registered-provider](http://alphamedicalsolutions.com.au/ndis-registered-provider)

Provider Registration Number: 4050086066

ABN: 57643006366

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## **Order methods available**

- Online
- Phone
- Email



## Delivery

Australia wide.

- Metro: 3-10 business days
- Regional: 3-10 business days
- Remote: 3-10 business days

See website for further delivery information

## Additional information

NDIS consumables & assistive technology products including incontinence aids.

### Molmike Medical

[molmike.com.au/shop/](https://molmike.com.au/shop/)

Provider Registration Number: 4050133106

ABN: 27130845224

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Contenance consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Contenance control/monitoring

## Order methods available

- Online
- Phone

- Email
- In Person
- Subscription

## Delivery

Australia wide.

- Metro: 3-5 days
- Regional: 4-7 days
- Remote: 7-10 days

See website for further delivery information

## Additional information

Molmike Medical is a provider of high quality, specialised medical consumables. Each product is handpicked and tested by our team to ensure quality, reliability and that they meet our customer's needs.

**mySupply Store**

[mysupplystore.com.au](https://mysupplystore.com.au)

Provider Registration Number: 4050005463

ABN: 27130845224

Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email

## Delivery

Australia wide.

- Metro: 1-4 days
- Regional: 4-5 days
- Remote: 7-10 days

See website for further delivery information

## Additional information

Extensive product range, superior customer service

**Independently You by Brolly Sheets**

[independentlyyou.com.au/pages/ndis](https://independentlyyou.com.au/pages/ndis)

Provider Registration Number: 4050015980

ABN: 68613902829

## Products

- Re-usable/washable personal protection
- Contenance consumables
- Bed/chair/floor protection
- Contenance control/monitoring

## Order methods available

- Online
- Phone
- Email
- Subscription

## Delivery

Australia wide.

- Metro: 2-5 days
- Regional: 3-7 days
- Remote: 7-12 days

See website for further delivery information

## Additional information

Quality cotton surfaced bedding and clothing for assistance in managing daily continence needs.

### Caremmunity

[caremmunity.com.au/shop/](https://caremmunity.com.au/shop/)

Provider Registration Number: 4050000418

ABN: 35947860028

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection

## Order methods available

- Online
- Phone
- Email
- In Person
- Subscription

## Delivery

Australia wide.

- Metro: 1-2 days
- Regional: 3-5 days
- Remote: 3-5 days

See website for further delivery information

## Additional information

Supply and delivery of Contenance Aids, Nutrition, Skincare to clients homes. Backed by a national team of Nurse Contenance Specialists conducting Contenance Assessments in-home and by telehealth.

### Bedding for All

[beddingforall.com.au](https://beddingforall.com.au)

Provider Registration Number: 4050102147

ABN: 20274511313

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Contenance consumables
- Bed/chair/floor protection

- Continence control/monitoring

## Order methods available

- Online
- Email

## Delivery

Australia wide.

- Metro: 5-10 days
- Regional: 10-12 days
- Remote: 10-15 days

See website for further delivery information

## Additional information

Disposable and washable mats, waterproof bedding and contingency products. Support via Whatsapp & email.

### The Chooze Shop

[www.chooze.com.au/continence-and-toileting-aids](http://www.chooze.com.au/continence-and-toileting-aids)

Provider Registration Number: 4050125273

ABN: 76643602617

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories

- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 2-3 days
- Regional: 3-4 days
- Remote: 4-5 days

See website for further delivery information

## Additional information

Customer success team can support directly or obtain relevant info

### Atlas McNeil Healthcare

[amhcommunity.com.au](https://amhcommunity.com.au)

Provider Registration Number: 4050007260

ABN: 70097973290

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths

- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- Subscription

## Delivery

Australia wide.

See website for further delivery information & timeframes

## Additional information

Continence, Urology, skincare, bedding protection, washables, odour & stain removal, bed wetting alarms, continence support & product support

### Livingstone

[ndis.livingstone.com.au](https://ndis.livingstone.com.au)

Provider Registration Number: 4050034589

ABN: 6605201144

## Products

- Re-usable/washable personal protection
- Disposable personal protection



- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- In Person
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 1-3 business days
- Regional: 3-7 business days
- Remote: 7-14 business days

See website for further delivery information

## Additional information

Your provider for incontinence, SIL and home care needs

**Down Under Care**

[downundercare.com.au](https://downundercare.com.au)

Provider Registration Number: 4050014983

ABN: 37982177550

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Continence consumables

## Order methods available

- Online
- Phone
- Email
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 3 business days
- Regional: 7 business days
- Remote: 10 business days

See website for further delivery information

## Additional information

Huge selections of high capacity nappies in either white or fun designs

**Medical Store**

[medicalstore.com.au](https://medicalstore.com.au)

Provider Registration Number: 4050102286

ABN: 63095196562

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## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- Subscription
- Mail out

## Delivery

Australia wide.

- Metro: 1-7 days
- Regional: 2-7 days
- Remote: 2-10 days

See website for further delivery information

## Additional information

Medical Store provides phone, online and in person (by appt) support with product advice and technical support, as well as providing samples and images to assist with your selection

**Acacia Medical**

[acaciamedical.com.au](http://acaciamedical.com.au)

Provider Registration Number: 4050006792

ABN: 59911597580

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## Order methods available

- Online
- Phone
- Email
- Subscription

## Delivery

Australia wide.

- Metro: 2 days
- Regional: 2 days
- Remote: 3 days

See website for further delivery information

## Additional information

Sales, service and maintenance of continence products

## Day & Night Healthcare Pty Ltd

[dnhc.com.au](https://dnhc.com.au)

Provider Registration Number: 4050015080

ABN: 59763173024

### Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

### Order methods available

- Online
- Phone
- Email
- In Person

### Delivery

Australia wide.

- Metro: Next day
- Regional: 2-7 days
- Remote: 3-7 days

See website for further delivery information

### Additional information

Day & Night Healthcare works with all major continence brands to provide exceptional service, support and product offerings. Support is available online, over the phone or in person.

## Country Care Group

[countrycaregroup.com.au/products/continence](https://countrycaregroup.com.au/products/continence)

Provider Registration Number: 4050002686

ABN: 26088222226

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bed/chair/floor protection

## Order methods available

- Online
- Phone
- Email
- In Person

## Delivery

Australia wide.

- Metro: next day
- Regional: 1-2 days
- Remote: 5-10 days

See website for further delivery information

## **Additional information**

We offer a comprehensive range of adult continence products available from any one of our 44 showroom locations across Australia and via our expansive personalised home delivery service.

**Medisa**

[medisa.com.au](https://medisa.com.au)

Provider Registration Number: 4050086102

ABN: 64169434244

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## **Order methods available**

- Online
- Phone
- Email
- In Person
- Subscription
- Mail out

## **Delivery**

Australia wide.

- Metro: 1-3 business days
- Regional: 2-5 business days
- Remote: 3-10 business days

See website for further delivery information

## **Aleva Continence & Health Care Products**

[aleva.com.au](http://aleva.com.au)

Provider Registration Number: 4050006497

ABN: 82105367342

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## **Order methods available**

- Online
- Phone
- Email
- Subscription

## **Delivery**

Australia wide.



- ACT & NSW 3-4 days
- VIC & QLD 3-5 days
- SA & TAS 4-6 days
- NT 5-7 days
- WA 6-7 days

See website for further delivery information

## **Additional information**

Aleva offers a comprehensive range of technically advanced continence and related products, together with personalised product guidance to meet individual needs.

### **Prime 1 Care**

[Prime1care.com.au](https://prime1care.com.au)

Provider Registration Number: 4050096236

ABN: 93642687474

## **Products**

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection
- Continence control/monitoring

## **Order methods available**

- Online
- Phone
- Email

## Delivery

- NSW Metro
- Vic Metro

See website for further delivery information

### My Online Medical Supplies

[myonlinemedicalsupplies.com.au](https://myonlinemedicalsupplies.com.au)

Provider Registration Number: 4050090057

ABN: 80646138383

## Products

- Re-usable/washable personal protection
- Disposable personal protection
- Catheters/sheaths
- Drain/leg bags
- Continence consumables
- Urinary collection items and accessories
- Bowel care
- Bed/chair/floor protection

## Order methods available

- Online
- Phone
- Email
- Subscription

## Delivery

- Australia wide.
- Metro: 1-3 days
- Regional: 3-5 days

- Remote: 5-10 days
- See website for further delivery information

## Additional information

Premium Continence Management products

## 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.
- The NDIS is not responsible for providing accessible content on third party sites.

## 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
  - 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 [sectorcapabilityprojects@ndis.gov.au](mailto:sectorcapabilityprojects@ndis.gov.au).

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This page current as of  
31 October 2024