28 October 2024

The refreshed continence provider list is now available.

The continence provider list – a collation of NDIS registered providers, and their service offerings – helps participants, their families and carers to find trusted information on continence products. The list is an additional resource to help with finding and comparing continence products and providers.

To be considered for the list, providers had to apply and meet additional service requirements which included accessibility, transparent pricing, range of products and customer service.

An evaluation panel, which included a participant representative, reviewed all submissions and selected providers who met the service requirements.

Participants, their families and carers can use the list to gain better access to:

- transparent pricing and product information to support informed choice
- compare continence products in one list
- a wider range of products and 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.

Not all continence providers chose to apply to be considered for the list. Participants are free to use their provider of choice or switch providers.

To find out more about the list, visit the Continence provider page on the NDIS website.

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