

Information for Consumers: Wigs Frequently Asked Questions



[To use an interpreter over the telephone - Phone 131 450](tel:131450)

State-wide Equipment Program

Am I eligible for funding?

Wigs may be provided to persons with permanent hair loss as a result of disease or disability. You must be a Victorian resident, living independently in the community.

How do I apply for funding?

A SWEP application form allows SWEP to determine your eligibility. This is available on our website. <https://swep.bhs.org.au/other-relevant-documents.php>

Your doctor, Dermatologist, Medical Oncologist, or Radiation Oncologist will need to certify that you are suffering from permanent loss of hair as a result of disease or disability.

What is the subsidy level?

The maximum subsidy available is \$240 per 2 years for two basic synthetic wigs for adults or \$600 per 2 years for one human hair wig for a child 16 years and under.

Replacement of a wig will be available after a minimum of 2 years.

What does my wig supplier need to provide?

Your wig supplier must provide a quote that includes the following information:

- their name, address, contact details and ABN
- your full name and address
- the full name, description and cost of the wig
- GST
- estimated delivery timeframe
- quote validity – the quote must be valid for a minimum 30 days when received by SWEP. SWEP's preference is 90 days.

A quote template is available on the SWEP internet page if they would like to use that. <https://swep.bhs.org.au/for-suppliers.php>

How does SWEP get my application?

You or the supplier can forward the quote and SWEP application form directly to SWEP.

What if the wig costs more than the subsidy?

You will need to complete a SWEP Gap Funding Form if the cost of the wig is more than the maximum subsidy.

SWEP will send you a letter to tell you the status of your application. The Gap Funding Form will be included with the letter if gap funding is required.

Do I pay the supplier a deposit?

No. SWEP do not provide funds retrospectively, which means SWEP will not reimburse or subsidise any costs associated with a wig that you have committed to purchasing. If you commit to purchasing the wig at any time before SWEP raise the Purchase Order your application will be cancelled, regardless of your eligibility.

How long will I have to wait?

Once the application has been approved and SWEP has received confirmation of any gap funding required your application will be placed on a waitlist until funding becomes available. SWEP are unable to give a timeframe.

What happens when funding is available?

Once funding becomes available SWEP will raise a Purchase Order and send it, together with a Proof of Delivery form to the supplier and you will receive a letter advising this has happened.

What happens when the supplier gets the SWEP Purchase Order?

The supplier will contact you to confirm the order and arrange a suitable time for delivery or collection of the wig. The wig supplier will ask you to sign the Proof of Delivery form when you receive the wig.

When do I pay the amount that is over the SWEP subsidy?

The wig supplier may ask for payment of any amount over the SWEP subsidy once they receive the SWEP Purchase Order or they may wait until the wig is delivered or collected by you.

What does the supplier do with the Proof of Delivery form?

The supplier will get you to sign this then send it together with their invoice to SWEP for payment. They will not be paid unless the signed Proof of Delivery form is supplied.

How can I provide feedback?

If you wish to provide feedback about any aspect of SWEP, you should contact SWEP and speak to the relevant Program Manager.

If the matter cannot be resolved, you may wish to pursue the issue by following the SWEP grievance and complaint procedure on our website.