

# Svelte

## HOW TO ORDER SVELTE USING NDIS FUNDING

### For NDIS Self-Managed and Plan-Managed Participants

#### What is Svelte?

Svelte supplies pull-up continence consumables for routine daily use by adults. No clinical services, assessments or therapy are included.

Svelte can accept self-managed and plan-managed NDIS orders where continence consumables are funded and appropriate to the participant's plan, needs and funding arrangements. Svelte is not an NDIS-registered provider and does not claim NDIS approval.

#### NDIS support details

##### NDIS Support Category

Core Supports – Consumables (Continence)

##### Support type

Continence consumable (pull-up absorbent underwear)

##### GST status

GST-free where the requirements for a GST-free NDIS supply are met

#### Who this information may be relevant for

This information may be relevant where a participant:

- has continence consumables funded within their current NDIS plan
- is self-managed or plan-managed
- uses continence consumables as part of daily living supports

Svelte does not assess NDIS eligibility, approve funding, confirm reimbursement or determine clinical suitability.

If a participant is NDIA-managed, sometimes referred to as agency-managed, Svelte cannot currently process the order directly. Participants, nominees, support coordinators or providers may contact Svelte for general product and ordering information.

#### How to order: Self-Managed Participants

##### Svelte Health Pty Ltd

2 Portside Crescent, Maryville, NSW 2293, Australia. • ABN 44 689 091 307.  
1800SVELTE (1800 783 583) • [info@GetSvelte.com.au](mailto:info@GetSvelte.com.au) • [GetSvelte.com.au](https://www.GetSvelte.com.au)

# Svelte

- Purchase directly through the Svelte website using the standard checkout process.
- Payment is completed at checkout.
- Svelte provides a GST-free invoice or receipt where the requirements for a GST-free NDIS supply are met.
- Keep the invoice or receipt and follow the participant's usual NDIS self-managed claiming process.

## How to order: Plan-Managed Participants

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# Svelte

- Provide your order details and nominated plan manager details to Svelte.

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# Svelte

- Svelte confirms the participant, order and plan manager details with the nominated plan manager before dispatch.

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# Svelte

- Once the nominated plan manager confirms that they manage the participant and will process Svelte's invoice, Svelte prepares and dispatches the order to the nominated delivery address.

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- Following delivery, Svelte sends the GST-free invoice electronically to the nominated plan manager.

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- The nominated plan manager processes the invoice in line with their usual payment process.

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# Svelte

## Plan-managed invoices can confirm:

- the goods are supplied under Core Supports – Consumables (Continence)
- the goods supplied are continence consumables
- no clinical services, assessments or therapy are included

Dispatch and delivery information can be provided to support invoice processing and record-keeping.

Payment can be made by secure checkout link or bank transfer using the details provided on the invoice.

## What can be included on Svelte invoices?

Plan-managed Svelte invoices can include:

- legal supplier name and ABN
- invoice date and invoice number
- participant details, product description, pack size and quantity
- applicable GST treatment
- NDIS support category, where requested
- statement confirming continence consumables, with no clinical services, assessments or therapy included

A receipt can be provided following payment. This information supports plan manager review, processing and record-keeping.

## Important notes:

- Svelte supplies products only.
- Goods supplied are continence consumables.
- No clinical services, assessments or therapy are included.
- This document provides general ordering and administrative information only. It does not replace participant-specific decision-making, NDIS plan interpretation, funding approval, claiming advice or clinical assessment where required.

## Need help?

For ordering, invoicing or documentation enquiries:

**Email:** [info@getsvelte.com.au](mailto:info@getsvelte.com.au)

**Phone:** 1800 783 583

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