

Svelte

HOW TO CLAIM

For NDIS Self-Managed and Plan-Managed Participants

What is Svelte?

Svelte supplies continence consumables for routine daily use by adult participants. No clinical services, assessments or therapy are included.

Svelte products may be purchased in line with a participant's current NDIS plan where funded and appropriate to their individual needs.

NDIS support details

NDIS Support Category

Core Supports – Consumables (Continence)

Support type

Continence consumable (pull-up absorbent underwear)

GST status

GST-free

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 eligibility, approve funding or determine clinical suitability.

If a participant is agency-managed, Svelte is not able to process the order directly at this stage. Agency-managed participants or their representatives may contact Svelte for general ordering guidance.

How to claim: Self-Managed Participants

- Purchase directly through the Svelte website.
- Receive a GST-free invoice.
- Submit the invoice through the usual NDIS self-managed claiming process.

How to claim: Plan-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 • [GetSvelte.com.au](https://www.GetSvelte.com.au)

Svelte

- Provide your order details to our team.
- Svelte issues a **GST-free invoice** to your plan manager.
- Your plan manager reviews and processes the invoice in line with your plan and their usual process.

Plan-managed invoices confirm that:

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

Dispatch occurs after payment has been received from the nominated plan manager. Payment can be made via secure checkout link or bank transfer. Details are provided on the invoice.

What is included on Svelte invoices?

All Svelte invoices include:

- legal supplier name and ABN
- date of supply (dispatch date)
- product description and pack size
- GST-free declaration
- NDIS support category
- statement confirming continence consumables, with no clinical services, assessments or therapy included

This information is provided to support smooth processing and help reduce administrative delays.

Important notes:

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

Need help?

For ordering, invoicing or documentation enquiries:

Email: info@getsvelte.com.au

Phone: 1800 783 583

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