

# Information for Consumers: Wigs Frequently Asked Questions



[To use an interpreter over the telephone - Phone 131 450](#)

## 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 and meet our eligibility criteria.

### How do I apply for funding?

If you are applying for a wig for the first time a SWEP eligibility form needs to be completed to allow SWEP to determine your eligibility. Your Doctor, Dermatologist, or Radiation Oncologist will need to certify that you are suffering from permanent hair loss as a result of disease or disability.

You must also complete a wig application form. These documents are available on our website [here](#)

### What is the subsidy level?

The maximum subsidy available for adults is \$240 per 2 years for two basic synthetic wigs or one human hair wig.

The maximum subsidy available for children (16 years and under) is \$240.00 per 2 years for two basic synthetic wigs or \$600 for one human hair wig.

### 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 website [here](#) if they would like to use that.

### How does SWEP get my application?

You or the wig supplier can forward the quote and application form directly to us via email or post.

### 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?

SWEP do not provide funds retrospectively, which means SWEP will not reimburse or subsidise any costs associated with a wig for which you have paid a deposit. 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 accepted and SWEP has received confirmation of any gap funding required, an order will be placed as soon as funding is available.

### What happens when funding is 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 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 form then send it together with their invoice to SWEP for payment. They will not be paid unless the signed proof of delivery form is sent back to us.

### How can I provide feedback?

If you wish to provide feedback about any aspect of SWEP, please contact us on 1300 747 937, or email us: [swep@gh.org.au](mailto:swep@gh.org.au)