



icare™
dust diseases care



**Domestic
Assistance**



DOMESTIC ASSISTANCE

If you receive compensation benefits from Dust Diseases Care, you may also be entitled to receive domestic assistance in your home.

Domestic assistance compensates you for your inability to complete domestic responsibilities that you undertook prior to your disability.

We can arrange and pay for domestic assistance tasks that you can no longer do yourself: :

- where you've been medically assessed as having a disability level of 15% or greater
- where your doctor has provided us with a medical certificate certifying that your dust disease prevents you from doing domestic jobs you previously did around your home.
- only when you're living in the home where the assistance is to be provided.

Domestic assistance may include:

- household cleaning (both internal and external)
- laundry
- meal preparation
- shopping
- lawn and garden care

We can not provide domestic assistance:

- to replace tasks that you previously didn't do yourself
- to or for other members of the household
- when you're absent from your home (for example, if you're hospitalised)
- where a family member is providing that assistance to you (unless that person can prove they've lost income or forgone employment as a result of providing you with assistance)

We can also help with exterior maintenance of your home for up to eight (8) hours every six (6) months for services such as:

- pruning
- mulching
- trimming
- sweeping and cleaning
- pool cleaning
- car washing
- cleaning gutters

Some limits may apply to domestic assistance so please contact us to discuss your individual circumstances.

How to arrange domestic assistance

- **Step 1** – Call us on (02) 8223 6600 to talk about your needs for help with domestic tasks around the home. Once we have spoken to you we may ask you to get a recommendation from your doctor or specialist describing how your dust disease limits your capacity to perform domestic tasks.
- **Step 2** – We will arrange for a specialist to assess the type and amount of domestic assistance to be provided.
- **Step 3** – We'll organise for the services to be provided to you by one of our contractors. Or you can choose your own service provider and forward your bills to us for payment.

Would you like more information?

If you have any questions at all or would like more information, please contact the Dust Diseases Care by calling **(02) 8223 6600**, or emailing DDAenquiries@icare.nsw.gov.au.

You can also find more information about Dust Diseases Care and our services on our website www.icare.nsw.gov.au