

# Nursing and personal care



**icare**<sup>™</sup>

Dust Diseases Care

## Dust Diseases Care

If you receive compensation benefits from icare Dust Diseases Care, you may also be entitled to claim nursing and personal care to be provided in your home.

We can arrange and pay for nursing and personal care to be provided in your home to help you manage your health and independence. Because we care about your health and wellbeing we have access to a network of nursing agencies that can provide registered nurses, enrolled nurses and nursing support staff to ensure that you receive the right level of care for your needs when you need it.

### How to make a claim for nursing and personal care

Call us on (02) 8223 6600 to talk about your needs for nursing and personal care. We will arrange for a health specialist such as an occupational therapist or registered nurse to visit you at home to discuss your requirements. After talking to you, the specialist will determine the type and frequency of nursing and personal care that you need and refer this to Dust Diseases Care.

We will arrange for your nursing and personal care to be provided by one of the nursing agencies in our network. We will pay the agency directly for the services you receive. Your nursing care will be reviewed regularly with you so we can be sure that as your circumstances change you continue to receive the level of care that you need.

### What should I do if I have a problem or concern about the services I am receiving?

Please contact us if you are unhappy with the nursing and personal care that you are receiving. We will talk to you and the nursing agencies about your concerns to help us find a solution that works best for you.

### What happens if I am away from home?

Please contact us as soon as you know that you will not be at home. We will arrange to have your services suspended until you return to your home.

### Respite care services

We understand that you may have a family member or friend living with you who helps you with the care, and support you need to continue living in your own home. Family and friends may sometimes need to take a short break from providing this care and support for many reasons including attending to their personal needs or recovering from an illness.

We can arrange for respite care to be provided in your own home by a qualified carer or your doctor may recommend that you stay in an accredited health care facility for the time that your family member or friend is away.

### How do I apply for respite care?

You will need to provide us with a written recommendation from your doctor or specialist confirming that respite care is required to support you with your dust disease for the time that your family or friend is taking a break from providing your with care. Your doctor may ask an Aged Care Assessment Team to visit you at home to discuss your care needs as part of making a recommendation for respite care.

Once we have received a written recommendation, we will arrange for your respite care to be provided by one of our nursing agencies in your home. We will pay for this directly.

If your doctor has recommended that you stay in an accredited health care facility we can reimburse you for up to 28 days accommodation.

### Your privacy

Your privacy is important to us and your personal information is protected by law. We cannot use or disclose your personal information unless you've agreed to its use or disclosure, or it is otherwise allowed under the *New South Wales Privacy and Personal Information Protection Act 1998*.

## Dust Diseases Care

You can learn more about the personal and health information icare and Dust Diseases Care holds and how we manage it by referring to our Privacy Management Plan on the icare website or contacting us at [privacy@icare.nsw.gov.au](mailto:privacy@icare.nsw.gov.au).

### **Would you like more information?**

If you have any questions at all or would like more information, please contact Dust Diseases Care by calling (02) 8223 6600 or 1800 550 027 (toll free), or emailing [DDAenquiries@icare.nsw.gov.au](mailto: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](http://www.icare.nsw.gov.au)