



***Safety, Rehabilitation and Compensation Act 1988 (SRCA)***  
***Military Rehabilitation and Compensation Act 2004 (MRCA)***

## Household Services

### Overview

This Factsheet explains household services that may be available to you if you have an accepted claim for compensation under the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) **OR** the *Military Rehabilitation and Compensation Act 2004* (MRCA).

### Who is entitled to household services?

Household services are provided to meet the reasonable needs of members and former members of the Australian Defence Force (ADF) who have incapacitating medical conditions that have been accepted under the SRCA or MRCA.

### Why are household services provided?

Household services are provided to minimise the impact of injury, disease and illness on your ability to perform pre-injury tasks.

You are encouraged to maintain your independence wherever possible.

### What types of household services *can* be provided?

Household services are those services which are required for the proper running and maintenance of a household and may include cooking, cleaning, laundry, ironing, lawn-mowing and gardening. Requests for any other similar services can also be considered.

### What types of services *cannot* be provided?

Home maintenance services such as painting, decorating, repairs, plumbing and electrical work are *not* provided.

### How are my needs for household services determined?

In deciding whether you have a reasonable need for compensation for household services, an assessment by a suitably qualified professional (most often an Occupational Therapist) is usually obtained.

## Household Services, *continued*

When determining your 'reasonable requirements', the following issues are among those considered:

- the extent to which various tasks such as those mentioned above were performed by you before the injury was sustained (or a disease or illness became apparent) and the extent to which you are able to perform those tasks at the time your request for assistance is made
- the number of people in the household, their ages and their need for the household services
- the extent to which members of the household might reasonably be expected to perform necessary tasks for themselves and for you
- the need to avoid substantial disruption to the employment or other activities of family members.

The provision of household services is regularly reviewed, even when a medical condition is considered to be long-term or permanent. This is to ensure not only that the appropriate amount of compensation is being awarded but also to ensure that the level of assistance provided is appropriate to your needs.

If your condition is considered to be short-term or resolving, your household services will be reviewed more frequently in line with your recovery and your increased ability to perform tasks that were beyond your ability during the more acute phase of your condition.

### **How much compensation can be paid for household services?**

The amount of compensation payable for household services is capped by a statutory limit.

For the maximum amount payable under the SRCA for household services, please see Factsheet:

- *MRC43 Compensation Payment Rates (SRCA)*

For the maximum amount payable under the MRCA for household services, please see Factsheet:

- *MRC04 Compensation Payment Rates (MRCA)*

### **What arrangements are made for the payment of compensation for household services?**

Payment for household services is normally made by reimbursement to you. However, in cases where long term care is required or where you or your family are unable to meet the necessary costs before seeking reimbursement, arrangements may be made for the provider of the household services to invoice DVA directly.

## Household Services, *continued*

### Disclaimer

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### More information

All DVA Factsheets are available from DVA offices, and on the DVA website at [www.dva.gov.au](http://www.dva.gov.au).

You can phone DVA for the cost\* of a local call on 133 254 or free call 1800 555 254 if you are outside a major city

Note: \*Use a normal landline phone if you can. Mobile phone calls may cost you more. Local call rates vary depending on your phone service provider.

You can send an email to DVA at: [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

You can get more help from any DVA office.