



Extraordinary Assistance Fund (EAF)

Fact sheet – EAF support categories

Australian Thalidomide Survivors Support Program

The information provided in this factsheet is for thalidomide survivors registered with the Australian Thalidomide Survivors Support Program (the Program)

This factsheet provides information about the goods and/or services you can receive support for under the Extraordinary Assistance Fund (EAF).

About the Program

The Program is an Australian Government program aimed at providing financial support to Australian thalidomide survivors. The Program includes a Health Care Assistance Fund (HCAF) and an EAF which provide health, medical and daily living support to eligible Australian thalidomide survivors.

What is the Extraordinary Assistance Fund (EAF)?

The EAF is intended to help cover the costs of goods and/or services supplied and received in Australia, to assist with activities of daily living, impacted as a likely consequence of thalidomide-related injuries. This may include:

- assistance with personal domestic activities and self-care activities;
- personal aids and appliances, such as wheelchairs, scooters and hoists;
- assistive technology, such as household aids and appliances, and computer software;
- vehicle modifications, such as accessories/adaptations for driver control, car access lifter/hoist; and
- home modifications, such as necessary renovations/installations, slip resistant coatings, grab and/or guide rails and ramps.

The EAF is intended to cover costs that you are not eligible to receive support for through existing mechanisms and schemes, such as the National Disability Insurance Scheme (NDIS) and/or any other relevant Australian, state or territory government schemes; or private insurance.

For information about the support available to help cover out-of-pocket health care expenses, please refer to [Fact sheet - Making a claim to the HCAF](#) and [Fact sheet – HCAF support categories](#).

What goods and/or services can I claim under the EAF?

The table following outlines examples of goods and/or services eligible or ineligible to be claimed under the EAF. Claims for goods and/or services that align with the intent and scope of the relevant fund, but are not specifically listed, will be considered on a case-by-case basis.



Consideration should be given to return/refund policies and procedures, especially if purchasing custom-made products.

Further information about how to make a claim under the EAF is available in the [Fact sheet Making a claim to the EAF](#).

Table 1: EAF support categories

EAF Category	ELIGIBLE goods and/or services* - examples
Assistance with daily living - Service and support	<ul style="list-style-type: none">• Assistance with personal domestic activities• House and/or yard maintenance• House cleaning and other household activities• Assistance with the cost of preparation and delivery of meals (<i>refer to EAF and HCAF - Program Guidelines, Part 6. Additional claiming guidance for complex services</i>)• Assistance with self-care activities• Registered assistance animal
Assistive Technology - Household aids and appliances – Toileting and hygiene	<ul style="list-style-type: none">• Toilet attachments and accessories - Seat and/or toilet raiser / toileting bidet• Bathing support• Shower commode
Assistive Technology - Household aids and appliances – Furniture and mobility devices	<ul style="list-style-type: none">• Bed furniture: Over-bed table or support• Specialised seating with sit-stand assistance• Electric / manual beds
Assistive Technology - Assistive products for household tasks	<ul style="list-style-type: none">• Adapted or assistive devices for phone/tablets/personal computers• Access / alarms / clocks / programmable memory• Purchase or adaptation of general household items (e.g. appliances and/or furniture) required to better accommodate daily living and disability requirements, in special circumstances (<i>refer to EAF and HCAF - Program Guidelines, Part 6. Additional claiming guidance for complex services</i>)
Assistive Technology - Personal aids and appliances – Mobility (including accessories)	<ul style="list-style-type: none">• Walking supports – Sticks / canes / crutches• Walking frame or walker• Rollator and wheeled walkers• Wheelchairs, including motorised• Scooters• Hoists



EAF Category	ELIGIBLE goods and/or services* - examples
Assistive Technology - Personal aids and appliances	<ul style="list-style-type: none">• Postural aids and appliances• Pressure reduction aids• Clothing alterations
Assistive Technology - Personal aids and appliances – Communication and accessibility	<ul style="list-style-type: none">• Mobile phone with voice output and text enlargement• Adapted landline telephone• Hearing devices and accessories• Vision devices and accessories• Head pointer• Note-taking / braille / tactile displays• Personal reader - Speech and visual output
Assistive Technology - Safety devices	<ul style="list-style-type: none">• Adapted smoke detector• Vibrating doorbells• Personal safety alarms, including fall detection devices
Home Modifications - Access and safety (Refer to EAF and HCAF - Program Guidelines, Part 6. Additional claiming guidance for complex services)	<ul style="list-style-type: none">• Slip resistance coating• Grab and/or guide rails• Ramps• Widening doorways• Stair climber or stair / platform lift• Elevator• Structural modifications to improve safety and access to frequently used areas
Home Modifications – Adaptive fixtures	<ul style="list-style-type: none">• Switches / taps
Vehicle modifications (Refer to EAF and HCAF - Program Guidelines, Part 6. Additional claiming guidance for complex services)	<ul style="list-style-type: none">• Accessories / adaptations for driver control (e.g. steering / braking / accelerator)• Vehicle hoist – wheelchair (driver / passenger)• Wheelchair carrier / trailer•
Respite Care	<ul style="list-style-type: none">• Short term respite care for survivors, for example, during events such as:<ul style="list-style-type: none">○ death of a primary carer;○ major illness of a primary carer; and○ urgent situations where usual care is unable to be provided.

* Any associated delivery, set up, training, repairs and/or maintenance costs would also be covered.



EAF INELIGIBLE goods and/or services - examples

Any goods or services required, but not as a result of a survivor's thalidomide-related injuries – for example, general household furniture and appliances.

Note - Please refer to [EAF and HCAF Program Guidelines, Part 6. Additional guidance for complex services](#) for further information about purchasing or adapting general household items (e.g. furniture and/or appliances) required as a likely result of thalidomide-related injuries.

Support already received through the NDIS, and/or any other relevant Australian, state or territory government schemes; or private insurance.

Vehicle modifications that are not required as a result of thalidomide-related injuries, including accessories such as roof racks.

Home and building modifications that are not required as a result of thalidomide-related injuries.

Solar panels.

Swimming pools, spas or saunas.

Travel and accommodation costs.

Note – Please refer to the [Fact sheet - HCAF support categories](#) regarding the eligibility of reasonable travel and accommodation costs associated with attending or accessing health services, as well as to [EAF and HCAF Program Guidelines, Part 6. Additional guidance for complex services](#).

Home or vehicle modifications that have already been claimed within a 5-year period.

Expenses that are not considered reasonable or cost effective – for example, high end bathroom/kitchen finishes.

Any goods and/or services supplied or received outside Australia.

EAF – Further information

The Extraordinary Assistance Fund (EAF) and Health Care Assistance Fund (HCAF) - Program Guidelines provide further information about:

- eligibility to the EAF;
- making a claim under the EAF;
- the requirements for pre-approval of an EAF claim;
- supporting documentation; and
- the goods and/or services eligible to be claimed under the EAF, including guidance for complex claims (such as home and vehicle modifications).



How can I get more information?

Thalidomide Support Service

For queries about the EAF or the HCAF, including eligible support categories, or general queries concerning the Program, you can contact the Thalidomide Support Service by calling 1800 643 787 or via email at thalidomide.support@benevolent.org.au.

For further information about the Thalidomide Support Service, please visit the Thalidomide Support Service website at: www.benevolent.org.au/thalidomidesupportservice.

Services Australia

Information about the EAF and the HCAF, including how to make a claim, can also be found on the Services Australia website at www.servicesaustralia.gov.au/thalidomide.

Alternatively, for more information, you can call Services Australia on 1800 565 863 or email at thalidomide.claims@servicesaustralia.gov.au.

Australian Thalidomide Survivors Support Program

General information about the Program can be found on the Department of Health and Aged Care website at www.health.gov.au/initiatives-and-programs/australian-thalidomide-survivors-support-program.