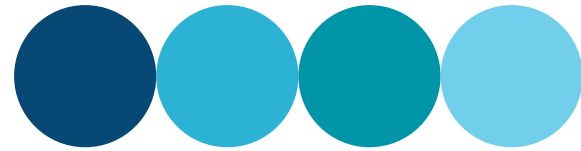


Medical Assist



Frequently asked questions

What is it?

Medical Assist is a financial assistance program for households that have a person with kidney disease undertaking home dialysis. An allowance of up to 30,000 litres of water is available free of charge on every two-monthly bill.

WA Home Therapies provide us with a list of all West Australian residents on home dialysis. This is to ensure we can maintain water services, and to allow us to help people undertaking home dialysis with their water bill.

Making an application or cancellation

Medical Assist is automatically applied; you don't need to do anything. When we receive notification by WA Home Therapies your home dialysis treatment has begun, we will automatically start applying the financial benefit from your next bill.

When you receive your bill, you will see the financial benefit referenced as 'Medical Assist'. The bill will be reduced by the value of the benefit.

If and when home dialysis treatment stops, WA Home Therapies will advise us and we will discontinue the financial benefit after this time.

What if I'm a tenant?

Don't worry, on application with WA Home Therapies you consent to letting the landlord know about your circumstances to allow for the equipment to be installed. The advice from WA Home Therapies provides us with the details we need to automatically apply your benefit.

If you do not receive the bill directly because it is sent to the owner or agent, they will see the financial benefit referenced on the bill as 'Medical Assist'. The bill will be reduced by the value of the benefit.

For more information contact us at:

Phone: **1300 659 752** (8am-5pm weekdays)

Email: watercorporation.com.au/contact

Website: watercorporation.com.au

National Relay Service - **13 36 77** (for customers with hearing or speech difficulties)

Translating and Interpreter Service - to arrange an interpreter call us on **13 13 85**.