

Respite care services (companion to Part 10)

Lifetime Care will pay for the reasonable and necessary respite care services you need because of an injury you sustained from a motor vehicle accident.

This companion explains what respite care services we'll pay for, what we won't pay for, what we mean by certain terms, and how we make our decisions.

When we use the word 'you', we mean the person covered by the Lifetime Care and Support Scheme (also known as 'the participant') or someone representing them, such as a parent, guardian or legal representative.

What we fund

Respite care services

Respite care services are planned, short-term services that support your family or the usual living arrangements in your home.

Respite care services can provide you with a break from usual care arrangements or help with the support relationship you have with your family or carer.

Alternatives to respite care services

We'll consider funding alternative respite care services such as:

- a stay in a respite centre
- flexible respite.

We may consider funding other programs as alternatives to respite care when they are:

- appropriate to your age
- providing support you need
- assessed as a suitable alternative to meet your injury-related need
- designed to support and sustain you and your usual care arrangements.

We may also review your attendant care services as an alternative to respite care. If you'd like to request attendant care away from home on a short-term basis, see Attendant care services (companion to Part 8) when you're away from home.

What we don't fund

We don't pay for respite services or expenses:

- that you used before the motor accident injury or that are not a result of the motor accident injury
- for anything other than a short interval, although respite care services can be scheduled for set times during a 12-month period
- for attendant care or domestic services that we already fund (see Attendant care services (companion to Part 8))
- for holidays as respite care services, including travel, accommodation and activity costs for a holiday
- that exceed an injury-related need, such as additional costs incurred because you chose a respite option that offers a higher level of support than you need.

How we decide

We follow Lifetime Care funding principles to decide which, if any, respite care services you may need and what we will fund. We may also refer to other guidelines to help us in this process.

We fund respite care services if they:

- are appropriate to your age
- consider your needs in relation to other treatment and services provided, including attendant care and equipment
- consider the needs of your family unit or usual living arrangements, including who you choose to deliver your respite services
- consider the environment in which the respite services are delivered.

Information we may need to make our decision

To help us decide about funding respite care services, we may ask for information about:

- the motor accident injury, including its nature and severity
- any pre-existing or co-existing conditions that may also mean you need respite care
- relationships to other treatment and care needs such as attendant care, equipment and home modifications
- reasons for the type and level of respite care services you're asking for
- the service provider.

Our funding principles

When we're making decisions about funding respite care services we follow these guidelines.

- Planning, decision-making and risk assessment activities are collaborative, and this is evident in plans and requests for services.
- Our aim is to help you be as independent as possible and to participate in the community.
- The treatment or service must relate to the motor accident injury.
- Services should be flexible and tailored to meet your needs.
- The treatment, item or service benefits you, is appropriate, and is cost effective.
- The provider is appropriate to your needs.
- We'll make our decision within 10 working days.

We'll document our decisions and communicate them to you via a 'certificate' (a certificate is a letter we'll send you about the decisions we've made).

Your rights

- You have the right to refuse services.
- You have the right to dispute any decision we make about your needs.

Our process for making decisions

- We'll need to get some information about the respite care services you want us to pay for.
- After we get this information, we'll make a decision within 10 working days.
- We'll let you know our decision by letter. This is known as a 'certificate'.
- You don't have to agree with our decisions. You have the right to dispute any decision we make. That's OK and we can help you do this.

For more information contact Lifetime Care

9am to 5pm, Monday to Friday

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