

Vocational rehabilitation and training (companion to Part 16)

Lifetime Care will pay for the reasonable and necessary vocational rehabilitation and training you need because of an injury sustained from a motor vehicle accident.

This companion explains what vocational rehabilitation and training 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

Vocational rehabilitation

Combined, coordinated services aimed at getting you back to or into employment. The aim is for you to do the maximum level of employment or other work-related activity you can manage or that you want to do.

Vocational training

Formal training that maintains or develops job-related and technical skills.

Work-related activity

Any activity that helps you gain skills to improve your ability to get work in the future.

Payments to help you start working

We may make payments of up to \$1,000 for incidental expenses to help you start work when:

- the payment addresses an immediate or short-term barrier that directly prevents you from starting work or accepting an offer of work
- you have received a written job offer
- you need something before you start work and get your first pay from your employer
- your employer won't be providing what you need.

We'll pay up to \$1,000 in total incidental expenses over the course of your participation in the Lifetime Care and Support Scheme.

What we don't fund

We don't pay for vocational rehabilitation and training:

- that is of no clear benefit to you
- that addresses needs that don't relate to the motor accident injury
- for a friend or family member
- you can access, or are required to access, under other state or federal legislation
- for a training course you were enrolled in or had started before the injury.

We don't pay for expenses for:

- assistance to keep a business open, such as paying for temporary staff to do your job
- standard furniture and other items associated with your place of work or work health safety requirements
- everyday living expenses associated with work, such as travel to and from your work, clothing/uniforms or lunches
- phone calls, photocopying, stationery, meals at training venues and all other expenses associated with training
- training that's related to maintaining an existing qualification, licence, registration or accreditation you already hold
- training that's part of induction, ongoing skill maintenance or development that's your own or your employer's responsibility
- training associated with voluntary career changes or personal development
- ongoing training costs where the training or education institution determines you are guilty of serious academic misconduct
- ongoing training costs where we and the education institution decide you haven't maintained satisfactory academic progress
- items or services that an employer has a legal obligation to provide, such as personal protective equipment or orientation training
- items or services an employer will give you at no cost to you, such as standard issue uniform
- household and everyday living costs
- income support.

How we decide

We follow Lifetime Care funding principles to decide which, if any, vocational rehabilitation and training you need and what we'll fund. We may also refer to other guidelines to help us in this process.

We'll pay for vocational rehabilitation and training if:

- a suitably qualified rehabilitation provider says you need it
- you can show us that the need relates to your motor accident injury
- you have clearly defined, specific, measurable, achievable, realistic and time-based vocational goals.

You must ask us in writing to fund your vocational rehabilitation and training. In your request, you must outline how the rehabilitation and training will help you progress towards your vocational goals. You must show how it will help you return to your job with your pre-injury employer or, if you can't go back to work with your pre-injury employer, how it will help you get a job with a different employer.

When we decide whether to pay for your vocational rehabilitation and training we'll consider:

- your life roles, career and intended study plans before your motor accident
- your ability to engage in vocational rehabilitation and/or training
- whether you and your medical/rehabilitation team agree with your choice of vocational goal
- what vocational rehabilitation services or training you can access
- your capacity to get and keep a job
- opportunities in the labour market after you've finished training
- your willingness to commit to the vocational training
- alternatives to training
- any previous vocational training we've paid for
- the cost and length of the vocational training
- the cost and time of any travel for you to attend the vocational training.

Our funding principles

When we're making decisions about funding vocational rehabilitation and training 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.
- Decisions are made within 10 working days.

We'll document our decisions and communicate them 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 vocational rehabilitation and training 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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