

Approved providers and special circumstances (companion to Part 18)

Lifetime Care only makes payments to approved providers of attendant care services in NSW and the ACT. We choose these approved providers through a competitive selection process.

This companion explains what kinds of providers need to be approved. It also explains the special circumstances that might mean we pay non-approved providers.

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.

Approved attendant care providers

An approved attendant care provider is an organisation that has been certified by the Australian Community Industry Alliance, formerly known as the Attendant Care Industry Association (ACIA), as meeting the Attendant Care Industry Standard.

Only approved attendant care providers can provide services to you – unless we've made a different agreement with you. If you live outside NSW or the ACT, we'll consider paying non-approved providers to deliver attendant care services.

Approved providers of rehabilitation services (case management)

Case management services need to be provided by approved case management providers. If you live outside NSW and ACT, we'll consider paying non-approved providers to deliver case management services.

Case managers can find out what we expect of them on the case managers page of our website.

Approved providers of assessments of care needs

An assessment of care needs is completed by an approved provider when your needs are complex or extensive. If you permanently live outside of Australia, we'll consider paying non-approved providers to assess your care needs.

Approved providers of major modifications to homes, workplace and education facility

A major modification to your home, workplace or education facility is any building modification that:

- changes the inside or outside structure of a residence
- is complex
- involves multiple tradespeople and requires a detailed plan or council approval
- costs over \$25,000

Making major modifications of this sort might involve the services of an occupational therapist and building modifications project manager.

These services must be provided by an approved building modifications occupational therapist and an approved building modifications project manager. However, this doesn't apply if you live outside Australia.

Special circumstances

In special circumstances, such as because of your geographic location or cultural or religious beliefs, we'll consider paying a non-approved provider. We decide this on a case-by-case basis.

We'll need a written request from the person or organisation seeking to deliver services. The request must include:

- why none of the approved providers are appropriate
- their suitability to provide services to you, including experience and training
- the circumstances that justify them being approved to provide services to you
- your agreement with that provider
- any other information we think is relevant and ask for.

If we decide to pay a non-approved provider, we'll state how long the approval is for and the rates of payment in our written agreement to fund the services.

What we don't fund

We don't pay for services delivered before a provider has been approved.

For more information contact Lifetime Care

9am to 5pm, Monday to Friday

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Email: enquiries.lifetimecare@icare.nsw.gov.au

Web: www.icare.nsw.gov.au