

Workplace and education facility modifications (companion to Part 23)

Lifetime Care will pay for the reasonable and necessary modifications to your workplace or education facility that you need because of an injury you sustained from a motor vehicle accident.

This companion explains what modifications 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

Workplace modifications

We'll pay to modify your workplace when:

- the long-term impact of your motor accident injury prevents you doing your normal work in the existing workplace environment
- an employer has confirmed in writing that they'll provide permanent employment for you
- the workplace modification is the most cost-effective way to help you return to work, and all other alternatives have been considered
- a workplace assessment or work options plan has been completed and we've agreed to support your work goal.

Education facility modifications

Usually, costs for modifying education facilities are mainly the responsibility of the education facility.

We'll pay for an education facility modification when:

- there's no other source of funding and the modifications wouldn't be provided under any legislation or scheme
- the long-term impact of your accident injury prevents you from learning within the existing education facility
- it's the most cost-effective way for you to participate in the education activity, and all other options have been considered
- for adult learners, the education program has been identified through a work options plan and we've agreed to support your work goal.

Repairs and maintenance

We may fund the cost of repairs and maintenance for modifications:

- that you need for access or safety
- proportionate to the original costs paid, where we didn't fully fund the original modification. For example, when an employer or property owner also contributed to the original cost of the modification.

What we don't fund

We don't pay for modifications or expenses:

- to any workplace or education facility that is (or will result in) an illegal structure (illegal structures don't comply with relevant building and construction codes or local council planning guidelines, statutes and/or laws)
- that we haven't approved
- where permission is required by the owner, body corporate or other responsible authority and it hasn't been given
- required because of a condition that existed before the motor vehicle accident or that is not because of the motor vehicle accident
- that provide no clear injury-related benefit to you

- intended to add value to an existing workplace or education facility and aren't related to your motor accident injury
- related to upgrades of any materials needed for workplace or education facility modifications
- related to removal of modifications from a workplace or education facility
- related to any loss of property value as a result of any modifications to, or removal of, modifications from the property
- items that are normal workplace, education or household items (such as furniture or whitegoods, smoke alarms, surge protectors, towel rails, fans, security doors and windows)
- items not directly related to your need arising from your motor accident injury
- where we've funded substantial modifications in the past five years
- modifications that are the education provider's obligation as a type of reasonable adjustment under relevant disability discrimination legislation
- repairs and maintenance as a result of normal wear and tear (such as replacement of bathroom fittings/fixtures), for the upkeep of a workplace or education facility
- related to repairs and maintenance when you've left the workplace or education facility.

How we decide

We follow Lifetime Care funding principles to decide which, if any, modifications to your workplace or education facility you need and what we'll fund. We may also refer to other guidelines to help us in this process.

We'll consider:

- the physical and social environment of the workplace or education facility
- your physical, cognitive and behavioural impairments, such as reduced:
 - mobility (including the type of wheelchair you use)
 - arm and/or hand function
 - thermo-regulation (ability to regulate your body heat)
 - bladder and bowel function
 - cognition
 - behaviour
- whether any future improvement or change to your impairments is likely
- the effects of equipment, including wheelchairs, on your ability to function in your work or education environment.

We'll only consider funding modifications to your workplace or education facility when:

- we've confirmed the proposed modifications aren't available under another scheme or legislation, including any reasonable adjustments an employer or education provider may make
- a qualified occupational therapist has recommended the modifications to meet your injury-related need in a workplace or education facility modifications report
- the employer or education provider and the building owner (if different) both agree in writing to the modifications.

Workplace modifications

For workplace modifications we'll consider the following factors:

- any reasonable adjustments an employer may have to make under disability discrimination legislation
- whether modifications could be funded partly or wholly under another scheme or by another funder.

Education facility modifications

For education facility modifications, we'll consider the following factors:

- your ability to participate in educational activities, and access facilities such as bathrooms
- whether the education provider could partly or wholly pay for the modifications.

Information we may need to make our decision

We may ask you for information to help us assess your needs, including:

- your safety and the safety of others
- who owns the property
- any consents required from other parties such as a landlord, body corporate or local Council.

Workplace modifications

We may ask you for information about your workplace to help us assess your needs, including:

- where and how you enter and exit the workplace
- your access to all necessary areas of the workplace
- the cost and extent of the modifications compared to the likely benefit you'll receive and alternative employment options.

Education facility modifications

We may ask you for information about your education facility to help us assess your needs, including:

- how long you're likely to be attending the education facility
- reasonable adjustments available to timetable and class allocation, for example, shifting your classes to ground floor rooms
- your access to all necessary areas of the facility
- the cost and extent of the modifications and the likely benefit to you, and alternative options for education.

Our funding principles

When we're making decisions about funding modifications to your workplace or education facility 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 modifications to your workplace or education facility 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

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