

## Attendant care services (companion to Part 8)

Lifetime Care will pay for the reasonable and necessary attendant care services you need because you were injured in a motor vehicle accident.

This companion explains what attendant 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

### Attendant care services

Attendant care services provide the help you need with everyday tasks because of your injury. This includes:

- personal assistance with daily tasks
- nursing
- home maintenance
- domestic services.

### Personal assistance

Help with daily tasks such as:

- personal hygiene
- preparing meals
- banking and shopping
- taking medication
- exercise
- using any equipment, you need for your injury
- planning activities that help you to participate in the community, recover from your injury or get from one place to another.

### Nursing

We'll pay for the services of a registered nurse if you need one.

### Home maintenance

Routine, seasonal or occasional services needed to maintain the property you live in. Tasks like clearing external gutters, cleaning windows, and changing light bulbs and smoke alarm batteries.

### Domestic services

Regular tasks at the property you live in, such as:

- cleaning
- gardening
- lawn mowing
- car washing
- swimming pool cleaning.

To ensure you have safe and easy access to your home we'll pay for these services as often as we think is reasonable.

### Attendant care services when you're away from home

If you're away from home for a long time or if you're going on holidays, we'll need to know so we can make sure your attendant care services continue meeting your needs.

We'll also consider funding extra attendant care related to your travel because you're away from home and in a different environment.

We think 28 calendar days of extra attendant care expenses each year is reasonable. You can take the time in one break or split it into a few shorter breaks over the year. If you want a longer break, you can combine the days from two or more years.

### Travel

If you can't travel in economy class because of your motor accident injury, we'll consider funding the difference between economy class travel and the class of travel necessary to meet your needs. We consider that funding this cost difference for one domestic and one international return flight per calendar year is reasonable.

## Funding for carers

If you're a parent or a caregiver, we can support you. For example, an attendant care worker could help you take your child to and from school. However, the attendant care worker would not take the children to school without you being there.

## Alternatives to attendant care services

We'll consider funding school holiday programs, child care, community-based groups or community access programs instead of attendant care services if they are injury-related, age appropriate and cost effective.

## What we don't fund

We don't pay for services or expenses:

- related to an injury you had before the accident
- that are of no clear benefit to you
- that are unsafe for you or the attendant care worker
- for members of your family or people who live with you
- that replace parenting or direct caring responsibilities
- related to job training or that replace your job tasks
- when you're in hospital or inpatient rehabilitation
- requiring a qualified tradesperson
- for upkeep of a farm or farming activities
- that are home improvements, such as renovating or decorating
- such as direct care or supervision of family members
- for travel, unless it's for a treatment and rehabilitation service, or is travel to an activity we've paid for
- for domestic services that are part of a daily bed fee or residential accommodation fee
- for cleaning products, materials or equipment
- for waste removal or tip fees

- for holiday expenses such as travel costs, meals, accommodation, visas or immunisations.

## Children

For children, we'll only pay for attendant care services for children who have a need related to the motor accident injury.

This doesn't include:

- babysitting
- child care
- out-of-school hours care costs.

## How we decide

### How we decide whether you need attendant care services and which ones you need

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

We'll pay for services if they help you with your everyday needs. We'll also pay for services if they're needed to help you safely return to work or learn new skills to support your independence.

## Our funding principles

When we're making decisions about your need for attendant care services we follow these guidelines.

- Everyone involved in your care collaborates on planning, decision-making and risk assessment activities, and there is evidence of this collaboration in any 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, represents value for money, 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 your care needs and the attendant 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.

## Other info

We follow the best practice guidelines developed by the Australian Community Industry Alliance, formerly known as the Attendant Care Industry Association (ACIA) to decide on the type of attendant care or nursing support for you.

### For more information contact Lifetime Care

9am to 5pm, Monday to Friday

**Phone:** 1300 738 586

**Email:** [enquiries.lifetimecare@icare.nsw.gov.au](mailto:enquiries.lifetimecare@icare.nsw.gov.au)

**Web:** [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)