

Education support services (companion to Part 9)

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

This companion explains what education support services we 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

Education support services

If you're a student, education support services help promote independence in your learning. They are in addition to what all students are entitled to under state or federal legislation.

Education support services include assistance with attending:

- preschool
- childcare (including before and after school care)
- primary and secondary schools
- other education institutions such as higher education.

It may also include assistance with short-term needs such as:

- helping you catch up on missed curriculum because you spent time in hospital
- teacher release time so they have time to adapt and modify programs to accommodate your individual learning needs
- professional support (such as training) for education providers so they can modify programs to meet your needs.

It can also include supporting you with specific needs such as:

- helping you transition from primary school to high school
- learning across the curriculum or in specific subjects.

We also pay for:

- a school learning support officer or attendant care worker to go on overnight excursions/camps with you
- specialist support services such as therapists, special education teachers or other professionals when the education services are delivered at the same time as rehabilitation services.

We consider the education provider to be responsible for education support services, appropriate to a student's capacity.

Tutoring

Tutoring is a service provided in addition to a school program. It offers individual support in a specific subject or study skill. The aim is to help you get back to the level of your academic achievement before the accident, or to a level that is consistent with your motor accident injury.

We'll consider paying for tutoring when:

- it relates to a specific need for education support because of the motor accident injury
- it promotes your independence in the education setting
- we identify it as the most effective approach after we've considered what the education facility has already implemented
- it helps you achieve measurable learning outcomes and goals
- It complements other education support services and specialist services such as neuropsychology, psychology, speech pathology and occupational therapy.

What we don't fund

We don't pay for:

- education support services or expenses for a condition that existed before the motor accident or that is not a result of a motor accident
- education support services or expenses you accessed, were assessed as needing, or were on the waiting list for before the motor accident
- school fees, fees for excursions or school camps, stationery and uniforms
- travel that isn't related to your treatment or care need, such as travel to and from school
- support or services that are available to all students and are part of the school curriculum
- support or services that would be funded by the employer or education provider, such as continuing professional development for teachers and other staff
- education materials or resources you don't need
- tutoring or other programs if you don't have an identified learning support need
- tutoring requests that aren't supported by the school
- education support that's the responsibility of your parent or guardian, such as supervising homework, accessing the local library or doing school projects.

How we decide

We follow the Lifetime Care funding principles to decide which, if any, education support 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
- help you return to school or study
- help you safely develop new skills in a way that suits your lifestyle
- support your independence and are based on measurable outcomes.

We consider your needs in the context of other treatment and services you're receiving, such as:

- rehabilitation
- attendant care services and equipment
- the environment where the education supports will be delivered
- your ability to perform or be assisted with tasks.

Because your needs may change over time, we expect that they will be reviewed by the people delivering the service. Your needs may change when:

- you achieve measurable outcomes
- your education program changes
- your needs or circumstances change
- the service is no longer the best way to meet your needs.

We'll decide how long to provide funding for education support by assessing your injury-related needs and stage of rehabilitation.

How we decide whether to fund tutoring

We follow our funding principles to make a decision about whether to pay for tutoring. We also consider:

- any evidence of additional tiredness or anxiety you've experienced since your motor accident injury
- whether the service is subject-specific and linked to the curriculum
- whether it supports the goals and outcomes of your individual learning plan
- whether the content is personalised and delivered one to one or in small groups
- whether sessions are scheduled outside regular class hours
- whether the service provider has knowledge of the curriculum, subject content and current teaching practice
- whether the provider can provide outcome measurements or progress reports as required
- whether the service is time limited.

Information we may need to make our decision

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

- how your needs relate to the motor accident injury, including the type and seriousness of your injury
- your pre-accident development and learning history
- services you've already accessed, were on the waiting list for, or were assessed as needing before the motor accident
- pre-existing or co-existing conditions that may contribute to a need for education and support services
- measurable changes in your ability to engage in education and training because of your motor accident injury
- other needs such as rehabilitation and attendant care services
- the status or outcomes of any application for assistance through the NSW Department of Education, Association of Independent Schools of NSW or Catholic Education Commission of NSW
- reasons for the type and level of education support you have asked for
- the service provider.

Our funding principles

When we're making decisions about your need for education support 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 education support 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

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