

Workers Care Program

Care Needs Assessments

What is a care needs assessment?

A care needs assessment is the way we review what support you need to help you at home or in the community as a result of the injuries sustained in the motor vehicle accident.

The assessment is completed by a care needs assessor who has the right skills and experience to review your care needs. The care needs assessor will meet with you in your own home, and find out what support you need with any of the following activities:

- personal care, such as showering or dressing
- domestic tasks, such as preparing meals and cleaning
- support to attend your injury-related treatment and rehabilitation activities or appointments
- support with engaging in family and community activities
- registered nursing assistance
- gardening and general maintenance of your home.

What does a care needs assessment involve?

| When | What happens |
|---|---|
| Before the care needs assessment | Your Workers Care contact will arrange for a care needs assessor. The assessor will contact you to make a time to meet with you at your home. Let the assessor know if you would like someone who knows you well, like a family member, to be with you during the assessment. |
| During the care needs assessment | The assessor will: <ul style="list-style-type: none"> • speak with you and your family and ask about your support needs • observe you moving around the inside and/or outside of your home and may ask you to complete simple tasks • ask about what is important to you and goals that you are working towards. <p>The assessment may take several hours.</p> <p>The assessor will also talk to you about what attendant care services you would like us to fund.</p> |
| After the care needs assessment | The care needs assessor might need to speak to others such as your case manager, physiotherapist, or other allied health clinicians. This helps them to fully understand your needs and they will obtain your permission before they speak to these people. If you already receive attendant care services, the assessor will need to speak to the provider(s) delivering these services. |

After the assessment, the care needs assessor will send two documents to us:

1. A **care needs assessment report** – this is a report of the care needs assessor’s findings from the assessment.
2. An **attendant care service request** – this is a request for the attendant care services that you would like to have funded.

We may also need quotes for domestic or gardening tasks if you are requesting funding for these. The care needs assessor will speak to you about who is the best person to obtain these quotes. You may be involved in locating your own service providers for domestic or gardening tasks, or your case manager or the care needs assessor can help with this.

How often will my care need to be assessed?

If you are in hospital, the hospital team will usually assess your need for care services before you return home. In the first 12 months following your initial stay in hospital, your care may be assessed multiple times as your support needs may change frequently during this time.

After the first 12 months, your care need will be assessed periodically as needed.

Will my care stay the same?

You might need more or less care as things change in your life. For example, you might need less care as you become more independent in some day-to-day activities or you might need more care if you have a surgery or are working towards a new goal. We organise regular comprehensive care needs assessments to ensure you get the right amount and type of care.

The care needs assessor will recommend when your care should be reassessed. If you think you need a different type or amount of care before this time, you can speak to your Workers Care contact and a care needs assessment can be arranged sooner.

What happens next?

We make a decision on your care and support needs related to your motor vehicle injury and communicate that decision to you on a letter called a certificate. We consider your injury, goals and personal circumstances (including where you live and who you live with) when making our decision.

Your Workers Care contact or case manager will then work together with you to help you select attendant care providers in your area.

We also have information sheets about finding and working with attendant care services available on the icare website:

- *P06 Starting an attendant care program*
- *P25 Working with attendant care: information for a successful program*

Go to www.icare.nsw.gov.au > Injured and ill people > Workplace injuries > Severe workplace injuries > Services & support > Attendant care.

To find out about how we decide whether you need attendant care services and which ones you need, refer to the icare website. Go to www.icare.nsw.gov.au > Injured and ill people > Workplace injuries > Guidelines and policies.

Workers Care Program

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