

Selecting Service Providers

What is a Service Provider?

A service provider is any individual, company or organisation that Lifetime Care pays to deliver the agreed services to meet your treatment, rehabilitation or care needs.

Examples of service providers are doctors, physiotherapists, external case managers, psychologists and attendant care providers.

Who selects service providers?

You have the choice to be involved in selecting your service providers, just as you have previously chosen your own GP, dentist, hair dresser or house cleaner. You can consider the providers that are local to you and ask them if they have the right skills and experience to meet your needs.

Support is available to find potential providers and identify someone suitable for you. The people working with you may make recommendations to you of providers they have had past experience with, however you don't have to choose these, and you may want to consider other options.

Some service providers require approval by Lifetime Care to be able to work with you. Provider groups currently requiring pre-approval by us are:

- External Case Managers
- Attendant Care Providers
- Building Modifications Occupational Therapists (BMOTs) and Project Managers (BMPMs)
- Care Needs Assessors

You can be involved in selecting the most suitable case manager or attendant care provider from these panels to meet your needs.

Due to the specific nature of the service and level of specialisation required by Building Modification Occupational Therapists (BMOTs), Building Modifications Project Managers (BMPMs) and Care Needs Assessors, Lifetime Care will allocate an approved provider from the panel for you.

Other provider groups not subject to approval by us include physiotherapists, occupational therapists, doctors, dieticians, dentists, tutors etc. There are no panels for these providers and you can choose a local provider to meet your need for these services.

How can I find out my options?

Directories for approved case managers and attendant care providers are available on our website. The directories allow you to see who is available in your local area, read about the services they provide and find their contact details. You have the option to interview service providers before agreeing to work with them.

Case Managers

www.icare.nsw.gov.au

Go to: Injured or ill people > motor accident injuries > case managers > find a case manager.

Attendant care providers

www.icare.nsw.gov.au

Go to: Injured or ill people > motor accident injuries > attendant care > find an attendant care provider.

To search for providers not subject to pre-approval, publicly available data bases and directories are a good place to start.

You can search by location/post code (to find someone close to where you live) and/or search by specialty area – for example domestic assistance or physiotherapy. Some current web sites are:

- www.healthdirect.gov.au
- www.yellowpages.com.au
- www.google.com.au

You can also access providers working in professional, allied health roles, by private practice directories on their professional association websites. Providers must be registered or accepted as a member and abide by a professional code of conduct to be included on these directories.

Occupational Therapists:

Occupational Therapy Australia

www.otaus.com.au

Go to: Find a private practice OT

Physiotherapists:

Australian Physiotherapy Association

www.australian.physio

Go to: Find a Physio

Psychologists:

Australian Psychology Society

www.psychology.org.au

Go to: Find a Psychologist

Speech Pathologists:

Speech Pathology Australia

www.speechpathologyaustralia.org.au

Go to: Resources for the public > Find a Speech Pathologist.

Social Workers:

Australian Association of Social Workers

www.aasw.asn.au

Go to: Quicklinks > Find a Social Worker

Dietitians:

Dietitians Association of Australia:

www.daa.asn.au

Go to: Find an accredited practicing Dietitian.

Exercise Physiologists/Exercise Scientists:

ESSA – Exercise & Sports Science Australia

www.essa.org.au

Go to: ESSA search function > Find an accredited Exercise Professional near you

Chiropractors:

Australian Chiropractors Association

www.chiropractors.asn.au

Go to: I'd like to find an ACA Chiropractor

What questions should I ask potential service providers?

You may want to ask questions about

- Their experience working with your injury type
- Their approach to working with people with your type of disability/needs
- What days of the week/hours they work
- Where their premises are located and if it is accessible
- Whether they speak your preferred language

For providers not on our approved panels could also ask about:

- Whether they can provide evidence of their qualification/s
- Whether they can provide evidence that they have a current Working With Children Check certificate?¹ (for providers who will be working with children)
- Whether they are currently registered²
- What level of current professional indemnity & public liability insurance they have

How much you explore this is up to you and the support people around you. Remember that you have the right to:

- ask as many questions as you like
- be given all the important, correct information about the provider
- take your time in deciding
- be treated fairly during your enquiries

To help you manage your interviews with potential service providers, consider writing down the questions you would like to ask before you make contact.

Who can help me with service provider selection?

Asking questions can be hard. It's useful to remember choosing a service provider now is no different to when you have chosen your GP or dentist in the past.

Family and close friends are often good supports in selecting service providers because they know you and can help decide what questions you would like to ask.

If you are getting ready to leave hospital, often the treating team that you have been working with can make suggestions and assist you with interviewing providers.

People who have a case manager can ask them for ideas. Case managers should know your local area and the service providers available. If they don't, they can assist you to explore who might be available, using the data bases listed above.

Identifying and selecting service providers is often discussed with you at the time of your plan development. Make sure you let the case manager know the level of involvement you would like to have in provider selection.

1 Parents can verify Working With Children Check numbers at the Kids Guardian website (or the relevant State equivalent if you are not located in NSW)

2 This is only relevant for registered professions which are listed on the AHPRA website <https://www.ahpra.gov.au>

Does Lifetime Care have a list of non-approved service providers for me to choose from?

We only keep lists of approved case managers and attendant care providers. It is not possible for us to keep up-to-date with all the potential providers to meet the very wide range of service needs of participants across Australia.

What do I do if I am not happy with a service provider?

Service providers aim to deliver a high-quality service tailored to your individual needs. If you are not happy with the service you are receiving, it is a good idea to talk to the service provider. Having a conversation may clear up any misunderstandings or improve their service to meet your needs and expectations.

People from your own network can be a support to you. Family will have a good understanding of your expectations and may be able to assist you in potentially difficult conversations.

If you are still not happy with the services you receive, you can change to a different provider.

Your case manager or coordinator can help you – either in speaking with the service provider on your behalf, or helping you consider alternatives and/or facilitating transfer to a new service provider.

If you have a My Plan, your next planning session is a great opportunity for you to reflect on the services you have had and discuss if you are happy with the services and providers.

You may wish to make a formal complaint about a service provider. This may be through your icare contact or the Assessment Review team, or you may feel strongly enough to take the matter up with an external body such as the provider's registration or accreditation agency, consumer protection agencies or even the Health Care Complaints Commissioner (HCCC) www.hccc.nsw.gov.au

For more information on making a complaint, see our Information Sheet

Your Feedback – on our website at www.icare.nsw.gov.au

Go to: www.icare.nsw.gov.au > injured or ill people > motor accident injuries > complaints and disputes > complaints and feedback

Who can I contact for more information about service provider selection?

For any questions or concerns about your treatment, rehabilitation or care services or providers, please talk with your icare contact.

icare Lifetime Care
GPO Box 4052, Sydney, NSW 2001

General Phone Enquiries: 1300 738 586

Fax: 1300 738 583

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