

Welcome to the Lifetime Care and Support Scheme

What is the Lifetime Care and Support Scheme?

The Lifetime Care and Support Scheme (the Scheme) pays for the treatment, rehabilitation and care of people who've been severely injured in a motor accident in NSW. This NSW Government scheme is funded by a levy on green slips (Compulsory Third Party insurance).

The Scheme has been running since 1 October 2006 for children under 16 and since 1 October 2007 for adults.

The Scheme is run by **icare lifetime care**, which is part of **icare** (Insurance & Care NSW). **icare** is made up of a number of schemes that deliver insurance and care services to the people of NSW.

How long will I be in the Scheme?

If you've met our eligibility criteria, you have been accepted as an 'interim participant'. This means we'll pay for your treatment, rehabilitation and care services for 2 years. Towards the end of the 2 years, you can apply to become a 'lifetime participant'. If you become a lifetime participant, this means we'll pay for these services for the rest of your life.

What does the Scheme provide?

The Scheme pays for treatment, rehabilitation and care services that you need as a result of to your motor accident injuries. Services can include:

- medical treatment, such as medication, hospital stays and doctor's appointments
- rehabilitation, such as physiotherapy, occupational therapy and speech therapy
- aids and equipment, such as wheelchairs
- home and vehicle modifications, such as ramps or bathroom rails
- attendant care services, including personal care, domestic services and home or garden maintenance
- assistance to return to study or work.

Treatment, rehabilitation and care services should help you with the things you want to do and achieve (your goals), increase your independence, and improve your ability to participate in your life and your community.

The services must be related to your motor accident injury and be 'reasonable and necessary'. For details on what is considered 'reasonable and necessary' see information sheet: *What is 'reasonable and necessary' treatment, rehabilitation and care?* This can be found on our website at www.icare.nsw.gov.au.

What happens when I leave hospital?

Before you leave hospital, your treating team will work with you to identify the treatment and rehabilitation services you need for the first 16 weeks after you leave hospital. They'll help you choose appropriate people to provide these services and submit a request to us for approval of these services. You'll be supported to choose an approved case manager who may be able to visit you before you leave hospital to begin to get to know you and understand your needs. If the case manager can't meet you before you leave hospital, you'll meet once you're home and they'll support you with your ongoing treatment and care needs.

If you need help to perform tasks you can no longer do as a result of your injuries, your treating team will also work with you to identify your care needs and request attendant care supports for when you leave hospital. You'll be supported to choose an approved attendant care provider and set up an attendant care program that suits your needs. For more details, see information sheet: *Starting an attendant care program*. This can be found on our website at www.icare.nsw.gov.au.

Who will I be working with?

You'll have an **icare lifetime care** coordinator, who'll be the contact at icare for you, your family and your case manager.

Your case manager will be your day-to-day contact for treatment, rehabilitation and care, and will work with you and your service providers. For more details, see information sheet: *What is the role of the coordinator and the case manager?* This can be found on our website at www.icare.nsw.gov.au

You may also be working with a range of other people, including:

- service providers, such as a rehabilitation specialist, occupational therapist, physiotherapist or psychologists
- if you have an attendant care program, you'll also work with an attendant care coordinator and support workers.

What about my ongoing treatment, rehabilitation and care needs?

Before the end of the 16 weeks after you leave hospital, your case manager will work with you and your service providers to develop a *My Plan*. This will outline the things you want to do and achieve (your goals) and the treatment and rehabilitation services needed to meet them. If you need ongoing care supports, they'll also arrange a review of your care needs and submit the appropriate forms to request paid attendant care.

It's important to get approval from us before any services are organised. You'll be supported by your case manager to choose your service providers. Your case manager will submit requests for these services on behalf of you and your service providers.

We'll send you a letter (called a certificate) to inform you whether we can pay for the treatment, rehabilitation and care services you've requested. For more details, see information sheet: *How to request treatment, rehabilitation and care services*. This can be found on our website at www.icare.nsw.gov.au