

Dispute assessors

What is the role of a dispute assessor?

A dispute assessor resolves disputes for applicants and participants in the Lifetime Care and Support Scheme (the Scheme) about:

- eligibility to become a participant in the Scheme
- treatment and care needs for participants already in the Scheme.

The dispute assessor must follow a set assessment process. This process is outlined in the *Lifetime Care and Support Guidelines* (the *Guidelines*). An assessor's decision is legally binding. This makes a dispute assessment different from any other type of assessment (such as an assessment by a treating therapist).

The *Guidelines* are on our website www.icare.nsw.gov.au.

When will we refer to a dispute assessor?

A dispute about **eligibility** can be received from an injured person. Another party, such as a relevant Compulsory Third Party (CTP) insurer, may also disagree with our decision on eligibility for participation in the Scheme.

We'll refer the dispute to a panel of three dispute assessors for eligibility disputes.

If a dispute is about **treatment and care needs**, it will be from a Scheme participant who disagrees with a decision we have made about treatment and care services they have requested.

We refer to a single dispute assessor for treatment and care needs disputes.

Who are the dispute assessors?

Dispute assessors are health or medical professionals, such as occupational therapists, physiotherapists or doctors. They're selected by us because they have demonstrated specific expertise in assessing and treating people with brain injury, spinal cord injury, amputations, burns, or blindness.

A dispute assessor **must not** have assessed or treated the participant before or have a personal or business relationship with the participant.

How does a health professional become a dispute assessor?

We'll advertise when we're seeking to appoint dispute assessors. A health or medical professional has to submit an application to us and meet specific selection criteria. Dispute assessors are appointed by us for a 3-year period.