

Guide to completing Education Support Requests

What supports can Lifetime Care pay for?

Lifetime Care contribute to the cost of additional reasonable and necessary education and training support services for participants who are students in preschools, schools (infants, primary and secondary), TAFE or other tertiary education facilities, in line with the Lifetime Care and Support Authority legislation and guidelines.

We pay for reasonable and necessary supports which promote independence in learning environments for participants while they are in school, and in their transition to post-school options, including:

- support for the student to return to school
- school learning and support officer / teacher's aide one to one support, that is additional to that funded by the education authority
- teacher release time for developing and modifying learning programs
- transitional support
- specialist equipment not available through the school or education facility
- subject specific tutoring required as part of a learning plan
- specialist support, such as therapists.

The Lifetime Care and Support legislation and guidelines outline that these supports are only for services that are unable to be met by resources available through the school or education facility. **The services are for learning needs that are a result of the motor accident injury.** We are unable to fund services which the student is entitled to under the applicable state or federal legislation.

We will only consider Education Support Requests that meet the criteria outlined in the Lifetime Care and Support Guidelines available on the *Guidelines and policies* page on the icare website, [Guidelines and policies | icare \(nsw.gov.au\)](#)

The **Education Support Request** form is available on the *How to request services on behalf of an injured person* page on the icare website, [How to request services on behalf of an injured person | icare \(nsw.gov.au\)](#) Go to the *Returning to work and study requests* section on this page to locate the form.

What supports is Lifetime Care unable to fund?

We are unable to pay for supports or services that a student is entitled to under the applicable state or federal legislation, and the Disability Standards for Education (2005). These include:

- staff development costs such as professional development and specialist educators employed by the education authorities available to attend and/or support schools
- education materials or resources that are not specifically required by the student due to their injury-related learning needs, including tablets and personal computers required by all students
- programs or tutoring for needs that are not related to learning difficulties resulting from the motor accident injury
- school excursions and camps fees, stationery, education materials and uniforms travel to and from school, school excursions, school sports events or school camps
- teacher's aide or school learning support officer assistance available and funded through a school, TAFE or university to all other students with a disability

For details on travel costs we pay for, see our information sheet: **Travel to attend treatment and**

rehabilitation services. This can be found on the *Forms and resources* page on the icare website, [Forms and resources | icare \(nsw.gov.au\)](#) Go to the *Resources* tab on this page and the information sheet is located under Lifetime Care.

What is the role of the Lifetime Care Contact?

The Lifetime Care contact assists the school in developing the education support request. They can provide advice on Lifetime Care Guidelines and our reasonable and necessary criteria. With consent, they can provide appropriate documentation to outline the student's injury related needs to the student's parents and school to assist with any application for funding from the relevant education authority.

The Lifetime Care contact is the contact for the school in relation to approval for education support requests and payment of invoices. The school should advise the Lifetime Care contact of any extended absences, suspension or concerns the school may have regarding the provision of education support.

Who should complete the Education Support Request?

The school or education facility is responsible for completing the request and submitting it to Lifetime Care. The request is to be completed by the principal or delegated to the deputy/assistant principal, the student's teacher, or the learning and support teacher by the principal. If the Education Support Request is not completed by the school principal, it is expected that the principal is aware of the request and endorses the requested supports in part 5.1 of the form.

Education Support Requests are developed in consultation with the student, their parents or guardians, their teacher and the school principal. Consultation may also occur with other groups including specialist support teachers, health and allied health providers, and the student's Lifetime Care contact and case manager.

What period does the Education Support Request cover?

Education Support Requests are initially submitted for up to 1 semester to ensure learning needs are reviewed. Once it has been determined that learning needs are stable consideration can be given to requests for a calendar year. We do not usually consider requests for longer periods as student's needs can change, as can education settings and programs, and we want to ensure all supports funded are the most appropriate services to meet the student's needs.

You will need to include the start and end dates of the period of requested education support, and only include days that students are at school.

If a student is absent at the start of a semester or returning to school part time after their injury the Education Support Request is completed from the date of their return to school until the end of that semester. Include information on the proposed hours and days of their return. If a student is gradually returning to school, education support requests should be submitted for shorter periods of time, such as on a term basis. Regular communication with the Lifetime Care contact will enable adjustments to any additional support as the student increases attendance.

When should the Education Support Request be completed?

Submit the Education Support Request to Lifetime Care at least 4 weeks before the end of the semester to avoid delays in funding for supports.

We review all requests and confirm each request meets the Lifetime Care and Support Guidelines. We have up to 10 working days to review each completed request, and the student's parents and school will be advised of the outcome through provision of a certificate with an approval number. This approval number needs to be included when you submit invoices for approved services together with an attendance record for the student.

We are unable to pay for education supports that do not have prior approval.

What supporting documents are required for the Education Support Request?

You'll need to attach the following documents to the Education Support Request form as indicated in part 4.4:

- Information on any application for funding support from the student's school to the education authority
- The student's individual education plan or personalised learning and support plan developed at the school
- The student's most recent school report.

Lifetime Care may also request:

- The student's attendance records for the previous semester. These are to be provided with invoices.
- Additional information on how the requested support was used by the school and may include attendance log of the identified SLSO if funded by icare.

How can Lifetime Care support unmet learning needs?

When applying for support from Lifetime Care the school needs to articulate the unmet learning needs of the student that are related to their motor vehicle accident injuries, in part 4.1, and propose what supports are required to meet these needs, in part 4.2.

Consideration needs to be given to ensuring that all support and funding resources that are available to schools has been accessed from the appropriate education authority and the school is providing reasonable adjustments to the teaching and learning the student receives.

What is the Lifetime Care salary contribution rate for a teacher's aide (TA) or school learning and support officer (SLSO)?

School Learning Support Officer (SLSO)	Lifetime Care funding rate per hour
Short term temporary	\$53 per hour

What is the Lifetime Care salary contribution rate for a classroom teacher?

Teacher release from face-to-face teaching RFF*	Lifetime Care funding rate per day
1 day per semester	\$466 per day

*Salary contribution rate for a classroom teacher, itinerant support teacher or other specialist teacher.

Lifetime Care considers one day teacher release from face to face teaching each semester to be a reasonable amount of additional time for attending meetings, amending plans and reviewing progress. Additional time is only approved in exceptional circumstances

What do I do if a student is absent from school?

Planned absences, such as family holidays or scheduled surgery, should be noted on the Education Support Request form in section 4.3 and services should not be requested for the period of absence.

The school should advise the Lifetime Care contact and the case manager if a student has unplanned extended absences, including suspensions. During unplanned extended absences, additional supports funded by Lifetime Care are to be put on hold.

icare
GPO Box 4052, Sydney, NSW 2001
General Phone Enquiries: 1300 738 586
Email: care-requests@icare.nsw.gov.au
www.icare.nsw.gov.au