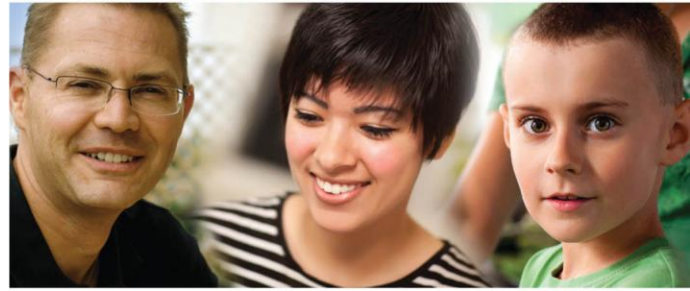


# What is 'Reasonable and Necessary' Treatment, Rehabilitation and Care?



The Lifetime Care and Support Authority pays for a range of treatment, rehabilitation and care services, but they must 'reasonable and necessary' and 'injury-related'.

## What does 'reasonable and necessary' mean?

Services requested must meet all of the following criteria to be 'reasonable and necessary':

- **Benefit to you** – how the service will help with your goals for function and participation in daily life (for example, how your ability to propel your wheelchair is helped by physiotherapy)
- **Appropriateness of service** – how the service is right for your injury (for example, what evidence is there that hydrotherapy is the most effective treatment for your injury and goals? What alternatives have been considered/ruled out? How will it fit in with your other services?)
- **Appropriateness of provider** – how the service provider is right for you and your injury (for example, is the service provider qualified and experienced in your type of injury, and if possible located near you)
- **Cost-effectiveness** – how the service is the most cost-effective option to meet your needs (for example, how will a specialised piece of equipment reduce the need for attendant care)
- **Injury-related** – how the service relates to the injury sustained in the motor accident (for example, the need for an X-ray is due to your motor accident, not due to another injury/condition you already had before the accident, unless there is evidence it has been made worse by the accident).

## Does 'injury related' always mean 'treatment, rehabilitation and care'?

No. You may have needs that are related to your injury but are *not* treatment, rehabilitation and care. For example, you may need to see a solicitor about your insurance claim. Even though it's injury-related, it does not meet the definition of 'treatment, rehabilitation and care' in the Lifetime Care and Support Guidelines (available on the website, [www.lifetimecare.nsw.gov.au](http://www.lifetimecare.nsw.gov.au)). Therefore, it can't be paid for by the Authority.

## What services does the Authority pay for?

Treatment, rehabilitation and care services can include:

- Medical treatment (for example, medicines, surgery, scans, specialist appointments, X-rays)
- Dental treatment
- Rehabilitation (for example, physiotherapy, occupational therapy, driver retraining)
- Ambulance journeys
- Attendant care services and respite
- Domestic assistance (for example, help with laundry or shopping)

- Aids and appliances (for example, wheelchairs, hoists, continence equipment)
- Prostheses
- Educational and vocational training
- Home and vehicle modifications
- Workplace and educational facility modifications.

## What does the Authority *not* pay for?

Services and items the Authority cannot pay for include:

- Services for injuries or medical conditions you had before the motor accident, unless there is evidence they have been made worse by the accident
- Accommodation costs (for example, rent or bond for rental properties)
- General household items such as standard furniture, clothes, shoes, textbooks, school fees, linen, household appliances, storage and whitegoods
- Purchase of houses or cars
- Treatment, rehabilitation, medical services, equipment or medications not related to your injury from the motor accident (for example, general doctor's visits)
- Items that were lost or damaged in the motor accident
- Loss of wages or other weekly benefits
- Assistance to keep your business open, such as paying for temporary staff to do your job
- Extra expenses you might incur in hospital or rehabilitation, such as additional food, laundry, newspapers, magazines or TV hire
- Treatment, rehabilitation and care or any other services for members of your family
- Transport costs other than to approved treatment and rehabilitation services.

There may be other examples to those listed above. Contact your Coordinator if you have any questions.

## What if my needs and goals change?

Your treatment, rehabilitation and care services will be reviewed regularly to ensure they are helping with your goals for function and participation in daily life. If your goals or needs have changed, speak to your treating team, your Case Manager or your Coordinator.

***For more information or to obtain copies of information sheets or the Lifetime Care and Support Guidelines, contact the Lifetime Care and Support Authority***

***Address*** Level 24, 580 George Street, Sydney NSW 2000 ***Phone*** 1300 738 586 ***Fax*** 1300 738 583

***Email*** [enquiries@lifetimecare.nsw.gov.au](mailto:enquiries@lifetimecare.nsw.gov.au) ***Web*** [www.lifetimecare.nsw.gov.au](http://www.lifetimecare.nsw.gov.au)