

What is the role of your coordinator and case manager?

There are many people involved in your treatment, rehabilitation and care following a motor accident injury. Your **icare lifetime care** coordinator and your case manager will work closely together to support you, but how they work with you will be different depending on your circumstances and needs.

What does your coordinator do?

Your coordinator is your main contact at **icare lifetime care** and will:

- Keep in contact with you to monitor your progress. They'll make phone calls to you and your family, as well as see you at occasional home visits.
- Help you, your family and service providers understand the Scheme and what we can pay for.
- Help you, your family and service providers understand the processes for working with the Scheme. Your coordinator will also make sure all requests for services are submitted to us correctly.
- Make sure invoices submitted to us from your service providers are processed for payment.
- Help you access services if you no longer need the support of a case manager.

What does your case manager do?

Often you'll also have a case manager, especially in the early stages after your accident. Your case manager is paid for by **icare lifetime care** and is involved in coordinating your treatment, rehabilitation and care. Case managers need to have skills and experience in working with people with severe injuries and be approved by us to work with you.

Your case manager will:

- Help you understand and learn to manage changes that might have occurred due to your injury.
- Help you understand more about **icare lifetime care** and what we can pay for.
- Work with you and your service providers to identify your goals and your needs related to your injury.
- Assist you to select the most appropriate service providers to meet your goals and needs.
- Develop a *My Plan* with you and help you request services.
- Organise and monitor the services you're receiving.
- Review your progress and work with you to identify new goals.

What if I don't need a case manager?

You may be able to manage your own supports independently once your needs have stabilised, but a case manager can be very helpful in the early stages after your injury and during times of change. Your case manager will recognise when you no longer need their services and will help you to prepare for this change. Your coordinator will then become your main point of contact for your treatment, rehabilitation and care needs, and can help you arrange services. If at any time you feel that you need the assistance of a case manager again, you can ask your coordinator.

Who should I usually contact: my case manager or coordinator?

Who you contact depends on the situation:

- For general treatment, rehabilitation and care matters, contact your case manager, who'll talk with your coordinator. If you don't have a case manager you should contact your coordinator.
- If you have concerns about **icare lifetime care**, or any service providers we pay for, contact your coordinator.

If you wish to make a complaint you can contact your coordinator or our Assessment Review team on 1300 738 586. For more information about making a complaint, see information sheet: *Your feedback - tell us what you think*. This can be found on our website at www.icare.nsw.gov.au