

## 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.

### Am I eligible?

If you've been severely injured in a motor accident in NSW since 1 October 2006, you may be eligible for the Scheme. Severe injuries can include:

- brain injury
- spinal cord injury
- amputations
- burns
- permanent blindness.

To be eligible, you need to meet specific criteria for both your injury and the motor accident. These criteria are outlined in the *Lifetime Care and Support Guidelines* (the Guidelines). These can be found on our website at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au).

### 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 doctors' 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, such as personal care, domestic services and home or garden maintenance
- help 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](http://www.icare.nsw.gov.au).

## I have severe injuries – what should I do?

You (or your family member) need to tell **icare lifetime care** as soon as possible that you have severe injuries from a motor accident. To do this, you (or your family member) need to fill out a *Severe Injury Advice* form with help from your treating team. This form asks for information about your accident, as well as medical information from your treating doctor.

The form also includes a consent form asking you to give us permission to get further information about your injuries and accident.

The form can be found on our website at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au).

## How do I apply for the Scheme?

After receiving the *Severe Injury Advice* form, we'll appoint an **icare lifetime care** coordinator who'll contact you (or your family member) to find out more about your injuries and the accident, and give you more information about the Scheme, including the eligibility criteria. They can help you (or your family member) complete an *Application* form.

The form also includes a medical certificate that needs to be signed by your treating specialist. Your treating team may also need to complete some specific assessments for your particular type of injury to help determine if your injury will meet our eligibility criteria.

## How do I know if I'm eligible?

Once you've applied, we'll look at your *Application* form, the medical certificate, the assessment by your treating team, the police report on the accident and any other relevant information. We'll then decide if you're eligible to become a participant in the Scheme according to the *Guidelines* and write to you with our decision.

## What happens if I'm eligible?

If you're eligible, you'll be accepted as an 'interim participant' in the Scheme for 2 years. During this time we'll pay for any reasonable and necessary treatment, rehabilitation and care related to your motor accident injury. After 2 years, you may be eligible to become a 'lifetime participant'.

When you become an interim participant, your coordinator can help you choose a case manager to support you with your treatment, rehabilitation and care needs. The case manager will work with you and your treating team, and will submit requests to us on your behalf to pay for treatment, rehabilitation and care services.

You should be involved in making these requests. Over time, your treatment, rehabilitation and care needs will be reviewed as they change.

## What happens if I'm not eligible?

If you're not eligible, you may still have your treatment, rehabilitation and care provided by local public health services or an insurer, if you have a claim (for example, through Compulsory Third Party or workers compensation insurance).

If you disagree with our decision about eligibility, you can ask for a review. For more information phone our Assessment Review Manager on 1300 738 586.