

Welcome to Lifetime Care and Support Scheme

What is the Lifetime Care and Support Scheme?

The Lifetime Care and Support Scheme (Lifetime Care) 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).

Who can be part of Lifetime Care?

You may be eligible for Lifetime Care if you sustained one or more of the following injuries from a motor vehicle accident in NSW:

- spinal cord injury
- brain injury
- amputation
- burns
- permanent blindness

How will Lifetime Care benefit me?

We will:

- fund specialised treatment and care services, including a planning process to make sure that you are receiving the best, most appropriate, and most current care available
- fund consistent quality of treatment and care, giving you access to the same range and quality of services as people who are severely injured in motor accidents
- focus on injury management and improved quality of life at home, work, and in the community

How long will I be in Lifetime Care?

If you've met our eligibility criteria, you have been accepted as an 'interim participant'. This means we'll pay for your treatment, rehabilitation and care services for 2 years. Towards the end of the 2 years, you can apply to become a 'lifetime participant'. If you become a lifetime participant, this means we'll pay for these services for the rest of your life.

What does Lifetime Care fund?

Lifetime Care 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 doctor's 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, including personal care, domestic services and home or garden maintenance
- assistance 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 P03: *What is 'reasonable and necessary' treatment, rehabilitation and care?* This can be found on our website at www.icare.nsw.gov.au.

What happens when I leave hospital?

Before you leave hospital, your treating team will work with you to identify the treatment and rehabilitation services you need for the first 16 weeks after you leave hospital. They'll help you choose appropriate people to provide these services and submit a request to us for approval of these services. We will work with you to help you decide if you have a case manager who is a Lifetime Care staff member or an external case manager. A case manager may be able to visit you before you leave hospital to begin to get to know you and understand your needs. If the case manager can't meet you before you leave hospital, you'll meet once you're home and they'll support you with your ongoing treatment and care needs.

If you need help to perform tasks you can no longer do as a result of your injuries, your treating team will also work with you to identify your care needs and request attendant care supports for when you leave hospital. You'll be supported to choose an approved attendant care provider and set up an attendant care program that suits your needs. For more details, see information sheet P06: *Starting an attendant care program with Lifetime Care*. This can be found on our website at www.icare.nsw.gov.au.

Who will I be working with?

You'll have a contact person from Lifetime Care for you and your family. You may also have a case manager closer to your local community. For some participants, your Lifetime Care contact and your case manager may be the same person. For more details, see information sheet P02: *What is the role of the icare contact and the case manager?* This can be found on our website at www.icare.nsw.gov.au

You may also be working with a range of other people, including:

- service providers, such as a rehabilitation specialist, occupational therapist, physiotherapist or psychologists
- if you have an attendant care program, you'll also work with an attendant care coordinator and support workers.

What about my ongoing treatment, rehabilitation and care needs?

Before the end of the 16 weeks after you leave hospital, your case manager will work with you and your service providers to develop a *My Plan*. This will outline the things you want to do and achieve (your goals) and the treatment and rehabilitation services needed to meet them. If you need ongoing care supports, they'll also arrange a review of your care needs and submit the appropriate forms to request paid attendant care.

It's important to get approval from us before any services are organised. You'll be supported by your case manager or Lifetime Care contact to choose your service providers. Your case manager will submit requests for

these services on behalf of you and your service providers.

We'll send you a letter (called a certificate) to inform you whether we can pay for the treatment, rehabilitation and care services you've requested. For more details, see information sheet P04: *How to request treatment, rehabilitation and care services*. This can be found on our website at www.icare.nsw.gov.au



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