

## Starting your Attendant Care Services

### What is attendant care?

Attendant care services help support you in your home and community. Lifetime Care pays for 'reasonable and necessary' attendant care services you need as a result of your motor accident injury. Attendant care services provide the help you need with everyday tasks, including:

- personal care, such as showering or dressing
- domestic tasks, such as preparing meals and cleaning
- help to attend your injury-related treatment and rehabilitation activities or appointments
- support with engaging in family and community activities
- registered nursing assistance

Attendant care services are often also called support services. To find out more about attendant care, including what a support worker does, and what it is like to have support workers in your home, visit the website [www.living-with-attendant-care.info](http://www.living-with-attendant-care.info)

### Words you may hear

**Approved care** - the amount of care we have approved to meet your injury-related needs

**Attendant care provider** - the organisation responsible for managing your attendant care services, including the staff on your program. Their role is to support you to live as independently as possible.

**Care plan** – the document outlining activities that you require help with because of your injury and icare has agreed to fund.

**Attendant Care Support Agreement (ACSA)** - the document you and your attendant care provider will sign before services begin.

**Support workers** - the people employed by your attendant care organisation to help you with your care needs. This can include, personal care, managing medication, home rehabilitation programs and community activities.

### How do you know what care services you need?

We will organise a health professional to complete a care needs assessment. Your need for attendant care will be assessed when you enter the Lifetime Care Scheme and then periodically as needed. A care needs assessor, who is a health professional, such as an occupational therapist, will identify your care needs. They'll meet with you and your family at your home to talk about the support you need. They may also talk to your case manager and any other service providers working with you to make sure they understand your needs.

The care needs assessor will use this information to send us a report with a request for services to meet your care and support needs related to your injury.

For further information about what's involved in a care needs assessment, see information sheet "*Care Needs Assessment – information for participants*" available on our website [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au) > Injured or ill people > Motor accident injuries – Lifetime Care > Attendant care > Working with attendant care

## What happens next?

With this information we'll make a decision on your care and support needs related to your motor accident injury and communicate that decision to you on a letter called a certificate. We consider your injury, goals and personal circumstances (including where you live and who you live with) when making our decision.

To find out further information about how we decide whether you need attendant care services and which services you need, refer to the Lifetime Care and Support Guidelines available on the icare website. Go To [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au) > Injured and ill people > Motor accident injuries – Lifetime Care > Guidelines & policies. Part 8.

## How do I find an attendant care provider?

You can select an attendant care provider from our panel providers using the attendant care finder on our website. We have selected them for their experience providing services for people with brain injuries and spinal cord injuries. There is information from each attendant care provider about their company, the geographical area they cover and the services they provide.

The [attendant care finder tool](#) can be found on our website at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au) > Injured or ill people > Motor accident injuries > Attendant Care > Find an attendant care provider.

You can also speak with your Lifetime Care contact or case manager for help with selecting an attendant care provider in your area.

## How do I know which provider is best for me?

Deciding which attendant care provider is best for you depends on where you live and what support you need. You can look at the provider's website and/or speak to the providers to get more information to help you make your decision. You may also want to speak to other people, such as your rehabilitation team, case manager, Lifetime Care contact or family members.

When you speak to a potential attendant care provider, you may like to ask the following questions:

- Can you tell me about your company and its experience?
- Do you have support workers experienced in working with people with my type of injury?
- What are your emergency procedures? (For example, what is your after-hours contact?)
- Can you provide registered nursing services? (For example, changing my catheter?)
- How will I be involved in selecting the support workers who'll be working with me?
- What are the working hours? (For example, what are the latest and earliest times a worker can come to my home?)

- If I have a problem with a support worker, what should I do?
- How long will it take before the service starts?
- Are there any other clients or families I can contact to get feedback about your services?

## **I've selected a provider what happens next?**

Your selected provider will visit you to develop a care plan. You can negotiate with the provider about the times and days you'd like to fit in with your lifestyle. This plan is called an Attendant Care Support Agreement (ACSA), which you and the provider will sign before services begin.

The provider will also assess your home to make sure services can be delivered safely. You will be able to speak with them about:

- the types of services the support worker will provide and how they will be delivered
- when your care and support program will start
- how the service works (such as who to contact if you have any problems or questions)
- your rights and responsibilities

## **What if my care needs change?**

Your care needs will change over time. We will review your services regularly to adapt to your changing circumstances. If you think you need a change in the attendant care you're receiving or you'd like a review of your care needs outside of a planned review time, speak to your Lifetime Care contact or case manager.

## **How do we work well together?**

Having attendant care in your home can require some adjustment for you and members of your household. It can take some time to get used to. It's important to understand that your home is also a workplace for your support workers, so everyone in your home needs to feel comfortable and understand their role and responsibilities.

If you're having any difficulties with your care service, it's important to talk to the provider directly. You can also speak to your Lifetime Care contact or case manager. We/they can help you to raise any concerns and resolve any issues with your provider. By working together, we can overcome most challenges.

If you continue to have difficulties, you can request to change attendant care providers. Speak to your Lifetime Care contact or case manager. Changing providers usually takes at least 4 weeks. Sometimes it may take longer, for example, if there are problems recruiting and training support workers. Your Lifetime Care contact or case manager and your current attendant care provider will work together to help you transition your services to the new provider.

## **Where can I find more information?**

For further information about attendant care visit our website [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au) > Injured or ill people > motor accident injuries > attendant care > working with an attendant care provider.

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