

## Social Supports

The Lifetime Care and Support Scheme (Lifetime Care) pays for treatment, rehabilitation and care for people who have been severely injured in a motor accident in NSW. Following severe injury, it is not uncommon for participants to require support to address social issues as they progress through their rehabilitation journey.

For the purposes of this information sheet, Social Support is defined as the provision of practical assistance to address and alleviate social stressors. Social support can be provided by a person's informal and/or formal supports. Social stressors may include, for example, accommodation issues, financial difficulty, access to crisis services, or legal matters.

Lifetime Care recognises that in some exceptional circumstances, participants may require assistance to resolve social issues that are not treatment or rehabilitation related.

This Information Sheet relates to participants in the Lifetime Care Scheme and service providers engaged by the Lifetime Care Scheme.

It answers some frequently asked questions about the funding of social supports in Lifetime Care, and the circumstances where Lifetime Care may fund social supports that are not considered treatment or rehabilitation related.

### What social supports can Lifetime Care pay for?

Lifetime Care can fund reasonable and necessary social supports for participants in the scheme where the services are considered to be treatment, rehabilitation, and care and where they are related to the motor accident injury.

Social Supports that are treatment or rehabilitation-related are typically part of a rehabilitation plan. This includes associated capacity-building therapeutic goals (that are specific, measurable, achievable, realistic and time-based), strategies and outcomes to enable the participant to complete these tasks independently in the future.

Requests for social supports are reviewed on a case-by-case basis. This is done within our decision-making processes, based on our reasonable and necessary guidelines, and considering the participant's circumstances and context.

Lifetime Care does not support duplication of services. Where there is an existing treating team member who is able to address the participant's rehabilitation need for skill building, this should be explored. For example, an Occupational Therapist or Speech Pathologist may include skill-building therapeutic goals and strategies in their rehabilitation plans to facilitate a participant's independence in communicating with other services or agencies.

## What social supports are Lifetime Care unable to pay for?

Some requests for social supports involve supporting participants with tasks that are either not considered to be treatment, rehabilitation and care or not related to their motor accident injury.

Typically, these can include:

- accessing Centrelink
- completing finance/banking tasks
- liaising with the NSW Trustee and Guardian
- attending to rental or real estate matters
- attending to Department of Immigration/visa matters
- interacting with other government departments, including motor vehicle registrations, licencing, etc
- attending to legal or court matters, including completion of wills, power of attorney and/or enduring guardian documents

Although these tasks are helpful to the participant, they are generally not considered to be rehabilitation, treatment or care unless there is an associated capacity-building therapeutic goal and plan in place to enable the participant to complete these tasks themselves when required.

## Are there circumstances when Lifetime Care may be able to consider funding non-rehabilitation related social supports?

In some exceptional circumstances, Lifetime Care may fund non-rehabilitation social supports to assist a participant to address an acute housing-related need, and/or apply to other disability related schemes, for example, the National Disability Insurance Scheme (NDIS). This is because it is recognised that stable housing or accommodation facilitates a person's ability to engage in their rehabilitation activities, and accessing other disability support schemes can provide funding for activities that are not within the scope of Lifetime Care funding.

The reasons Lifetime Care might consider a request to manage these exceptional circumstances may include, for example, if a participant is unable to complete this task themselves due to the nature of their injury and they do not have a person responsible, appointed Guardian or informal supports like a family member or friend who can assist them.

Requests for these types of non-rehabilitation social support services require information on:

- the factors that present as barriers to the participant completing the task;
- the steps taken to date by the participant/their supports/their therapists to address or manage the task. For example, that the participant has made attempts to make contact or apply themselves, and one of their treating therapists has attempted a capacity building approach within their rehabilitation plan;
- reasons as to why other publicly funded services are not suitable to resolve the current issue;
- a clear outline of the plan for the intervention, including a breakdown of the steps, with information about the timeframe, goal of the intervention, and a transition plan to long-term and sustainable supports this area.

The request should outline a differentiation of the services, ensuring concurrent services are not being provided. Where publicly funded services are available to assist in resolving the issue, it is an expectation that

the participant is referred to the most appropriate service. Lifetime Care is unable to provide funding for services where this information is not clearly articulated.

In these situations, we may be able to provide a specific amount of funding for one of the participant's treating team to assist with addressing these social issues. This may include up to 4 hours to support NDIS applications, and up to 10 hours to support the resolution of an acute accommodation crisis (e.g. housing applications, referrals to specialist housing services, etc). Discussion with your icare contact is required about possible funding.

## Can Lifetime Care fund social support services in emergency situations or times of crisis?

Lifetime Care is not a crisis service. Speciality public services are available that are best suited to meet the needs of a person in crisis. For example:

- Domestic Violence Line - 1800 656 463
- Link2home Homelessness - 1800 152 152
- Child Protection Helpline - 13 21 11

Additional details for NSW crisis services can be found here - [Crisis numbers and helplines \(nsw.gov.au\)](https://www.nsw.gov.au/crisis-numbers-and-helplines).

Numbers for NSW mental health services and supports can be found here - [Mental health services and support contact list - Services and programs \(nsw.gov.au\)](https://www.nsw.gov.au/mental-health-services-and-support-contact-list-services-and-programs).

In instances where participants require additional assistance in an emergency situation as a result of their motor accident injuries, this would be considered on a case-by-case basis by the participant's Lifetime Care contact and team.

## Are there other services that can assist with non-rehabilitation social supports?

There are publicly available social support and advocacy services which may be able to assist a participant to address a social stressor.

Services include:

- **Advocacy:** Peak disability organisations like Spinal Cord Injuries Australia, Synapse have advocacy services. Disability Advocacy NSW are also a publicly available service.
- **Centrelink:** [In-house social work service](#)
- **Homelessness (or risk of homelessness):** Link2Home - statewide homelessness information and referral telephone service, available 24 hours a day, 7 days a week, every day of the year.
- **National Disability Insurance Scheme (NDIS):** Local Area Coordinators and Planners
- **Court and legal matters:**
  - Intellectual Disability Rights Service (IDRS)
  - Criminal Justice Support Network (CJSN)
  - Justice Advocacy Service (JAS).
- **Parenting/family support matters:**
  - The NSW Department of Communities and Justice
  - [Other government and non-government organisations](#)

- **NSW Civil and Administrative Tribunal (NCAT):** An advocate is the most appropriate service to assist a participant in accessing the NSW Civil and Administrative Tribunal (NCAT), the NSW Public Guardian or the NSW Trustee and Guardian.

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