

Approved Attendant Care Provider Launch 2011

The Authority is pleased to be hosting three events to introduce the new panel of approved attendant care providers. The same presentation will be repeated at each of the Authority's offices on the following dates:

- **Parramatta Office** - Monday 4 April 2011 - 10.30 am - 1pm
Level 3, 35 Smith Street, Parramatta
- **Sydney CBD Office** - Wednesday 6 April 2011, 10.30am- 1pm
Level 24, 580 George Street, Sydney
- **Newcastle Office** - Friday 8 April 2011, 10.30am- 1pm
Suite 1, 24 Beaumont Street, Hamilton.

There are 23 attendant care providers, with 10 new providers being added to the Authority's panel through this tender. Each attendant care provider will give a short presentation about their organisation. This is a great opportunity to meet the new providers on the Authority's panel, discover the strengths of each organisation and to ask questions. If you are interested in attending, click [here](#) to access the registration form on the Authority's website.

'Red flag' management of spinal cord injury

Article by Jenni Johnson, Manager Spinal Outreach Service, Royal Rehabilitation Centre Sydney

Individuals with Spinal Cord Injury (SCI) are at high risk of suffering a serious health event due to the complexity of the impairment and the multiple body systems which are affected. These health events may include respiratory compromise, urinary tract infection, development of a pressure ulcer, bowel impaction, falls, the presence of suicidal thoughts, autonomic dysreflexia, etc. They require early recognition and a degree of urgency of response to minimise the risk for further deterioration and a possible hospital admission. A poor outcome, for example, an unrecognised and unmanaged pressure area, may progress very rapidly to requiring an extensive hospital admission (a median of 31 days (range 1-627 days) in NSW) for flap surgery to rectify this problem. The impact of this on family, work and other lifestyle issues is enormous and should not be underestimated. On the flip side, since this is a preventable condition, it may all be averted with rigorous and immediate attention to the management, and the often laborious process of finding the cause, so that recurrence or further progression is averted.

A recent initiative of the Lifetime Care and Support Authority in collaboration with the Spinal Outreach Service (SOS) has been the establishment of 'Red Flag' pathways, the aim of which is to enable immediate and appropriate action to facilitate risk minimisation. For current **clients of SOS who are Scheme participants**, direct contact with the Authority regarding any one of these urgent issues will result in immediate approval for intervention. So for example, a client who develops a respiratory infection will be granted automatic access to SOS physiotherapists to teach and supervise the assisted cough technique and to look at best methods of sputum clearance. This will optimise the participant's chances of managing the infection at home without having to go to hospital. Similarly, a participant who experiences autonomic dysreflexia will have immediate access to SOS nursing and/or medical staff, to ensure that the cause has been identified and an action plan is in place should the event occur subsequently.

In 2011, SOS will conduct an education programme for case managers and LTCS coordinators about a range of health issues which impact on the lives of participants with SCI as described above. Please contact Jenni Johnson, Manager Spinal Outreach Service, Royal Rehabilitation Centre Sydney for further information on (02) 9808 9666, or by email to Jenni.Johnson@royalrehab.com.au.

LTCS Workshop in Coffs Harbour

The Authority will be running a workshop in Coffs Harbour on **Tuesday 5 April 2011** for all current service providers and case managers and those who are interested in becoming a service provider for participants in the Scheme. The workshop will run from 8.45am for registration with a 9am start until 4pm. The workshop will cover:

- current profile and future directions of case management in the Lifetime Care and Support Scheme;
- definition, expectations and models of case management in the Scheme;
- role of a case manager and service provider in the Scheme;
- avoiding the pitfalls of case management; and
- practical session on completing the LTCS forms- understanding the LTCS request requirements and how the LTCS guidelines are applied to decision making.

The workshop will be held at Neighbourhood House, Bruce King Drive, Boambee East NSW 2452. If you are interested in attending this workshop, click here to email [Enquiries](#) and provide information on the name, venue and date of the workshop that you are interested in attending along with your details. There is no cost to attend this workshop. The Authority will confirm your place and workshop details approximately 2 weeks before the scheduled date.

Care and Needs Scale (CANS) workshops – New dates in 2011

The Authority will be running three workshops in 2011 for CANS training in conjunction with Professor Robyn Tate. Please note that the CANS workshop previously advertised for Wednesday 25 May has been cancelled, and two new dates have been confirmed. These workshops will run from 9.00 to 11.30am, and will be held on:

- Wednesday 4 May 2011 - LTCS offices in the Sydney CBD (new date) – this date is **fully booked**
- Wednesday 15 June 2011 - LTCS offices in the Sydney CBD (new date)
- Wednesday 24 August 2011 - LTCS offices in Parramatta (as previously advertised)

If interested in attending a workshop, click here to email [Enquiries](#) and provide information on the name, venue and date of the workshop that you are interested in attending along with your details. There is no cost to attend these workshops. The Authority will confirm your place and workshop details approximately 4 weeks before the scheduled date.

Recruitment: LTCS Coordinators, Assessments Officer

The Authority is now advertising for LTCS Coordinators to fill vacant positions at the Parramatta and Sydney offices. There is also a newly created position of Assessments Officer that will assist to resolve disputes and complaints. Applications close on **Sunday 3 April 2011** for both positions. For more information and to apply, go to the website www.jobs.nsw.gov.au and choose the organisation 'Compensation Authorities Staff Division'. For queries about the LTCS Coordinator positions, contact Justine Keir, Senior Coordinator (Sydney) on (02) 9394 1356. For queries about the Assessments Officer position, contact Catherine Bain, Manager Assessment Review on (02) 9394 1307.

Equipment Loan Pool: MOTomed

The Authority is pleased to announce that it has purchased a MOTomed for use by Scheme participants for short-term loan. The purpose of the loan of a MOTomed is to allow participants a trial of this equipment if the purchase of a MOTomed is being considered. This initiative is in response to feedback from the Exercise and Fitness Advisory Group, and follows detailed cost-benefit analysis of data collected over the past 3 years on MOTomed requests for participants.

Other items considered for the Lifetime Care and Support Authority's Exercise and Fitness Equipment Loan Pool (ELP) included tilt tables, plinths and standing frames. Following analysis, data did not indicate a positive cost-benefit outcome to be purchased as part of the ELP. Standing Frames and Tilt Tables are also currently available for hire in NSW. The Authority will consider adding these items of equipment to the ELP in future, if data supports their inclusion.

I am a physiotherapist- what do I need to do to request the loan MOTomed for a participant? Like any item of equipment for a participant, loan of the MOTomed requires assessment and the Authority's prior approval. Service providers with the appropriate qualifications will need to complete and submit an Equipment Request Form. Participants interested in trialling this equipment should talk to their treating physiotherapist or case manager about loan of the MOTomed.

What does the participant need to do? The participant will need to sign a Participant Agreement form which outlines the responsibilities of the participant when using the loan MOTomed. Service providers will need to submit the signed Participant Agreement form, along with the Equipment Request Form, to access the loan MOTomed. Both forms are available on the Authority's website [here](#).

How long can I loan the MOTomed for? The period of loan of a MOTomed will not be longer than 3 months.

What happens at the end of the participant's loan period? The MOTomed will be collected by the supplier at the end of the trial period. If the Authority has approved the purchase of a MOTomed for the participant before the end of the trial, the loaned MOTomed may be retained for long term use by the participant and therefore not collected. The ELP will then be back-filled with a new MOTomed. This ensures that there is no interruption in the participant's use of the MOTomed if approved for purchase, and also means that the Authority has a new (or near new) MOTomed available for loan.

It should be noted that trial via loan may become a prerequisite for purchase of a MOTomed in future, in order to demonstrate outcomes from consistent use of the equipment. For more information about the ELP (MOTomed), call Dianne Croker on (02) 93941344 or email [Dianne Croker](#), or David Gonzalez on (02)93941320 or email [David Gonzalez](#).

Productivity Commission Draft Report Disability Care and Support

The Productivity Commission have released the draft report into the enquiry into a National Disability Care and Support Scheme which has been released for further public consultation and input. The summary is available at the link below: <http://www.pc.gov.au/projects/inquiry/disability-support/draft>

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