

New procedures to request treatment, rehabilitation and care

The Authority has released a new version of the procedures for requesting treatment, rehabilitation and care in the Lifetime Care and Support Scheme. This document outlines what services the Authority pays for, what is reasonable and necessary and how services can be requested. The document also explains the different types of requests. It is highly recommended that all service providers familiarise themselves with the new procedures. The document is available on the website at: http://www.lifetimecare.nsw.gov.au/Requesting_services_for_a_Scheme_Participant.aspx. If you would prefer a hard copy, this can be requested by phoning the Authority on 1300 738 586 and the document will be posted.

New request forms

The Authority has updated four of its request forms:

- Community Living Plan (CLP)
- Care Needs Assessment (CNA)
- Service Request
- Assessment Request

Changes have been made to make it easier for providers and assessors to complete the forms and provide the information required by the Authority. The main changes are:

- Addition of a section on all forms to record whether the participant is a lifetime or interim participant.
- Addition of a section on all forms to note any pre-accident information that is relevant to the request.
- On all forms the participant's name and number will now auto-populate to the footer. The footer will update when the user does a 'print preview', prints the documents or saves and closes the document. There is no need to change the footer.
- Care Needs Assessment – addition of question regarding whether the assessment has been discussed with the attendant care provider.
- Service requests & Assessment requests – addition of dates for delivery of the service/assessment.
- Community Living Plan – in section 3 there is now a question about the participant's long-term goals. This section allows the Case Manager to record the participant's long-term goals, life goals or to describe the context of the short-term goals in the plan.

The main change to formatting is that the forms no longer need to be locked and unlocked. The form is now password protected so it cannot be locked and unlocked. All sections where free text is required are unprotected. The only protected sections of the forms are those where there are check-boxes or drop-down boxes. This is mainly the front page of each form and the drop-down boxes on the CNA. The service provider declaration section is also unprotected so that electronic signatures can be inserted.

The Authority has also updated the instructions for completing the Community Living Plan and the Care Needs Assessment. These documents and the forms are available at:

http://www.lifetimecare.nsw.gov.au/Forms_to_request_services.aspx. Service providers are asked to please ensure they update any electronic forms or templates with the new version.

It is hoped that these changes will enable providers to complete the forms more efficiently. Any questions about using the forms can be directed to the LTCS coordinator. General feedback about request forms can be directed to Gemma Lloyd on (02) 9394 1318 or via email to [Gemma Lloyd](mailto:Gemma.Lloyd@lifetimecare.nsw.gov.au) or Jane Baker on (02) 9394 1360 or via email to [Jane Baker](mailto:Jane.Baker@lifetimecare.nsw.gov.au).

Approved Attendant Care Provider Appointment

The Authority has appointed 23 Attendant Care Providers. The Authority is pleased to welcome 10 new providers and welcome back 13 providers who have been working with LTCS participants. The next edition of the E-News will be a special "Attendant Care Provider" edition with information about each provider.

Introduction to the LTCS Scheme Workshops in 2011

The Authority will hold its introductory workshops about the Lifetime Care and Support Scheme for service providers on:

- Friday 18 March 2011 at the LTCS offices in the Sydney CBD; and
- Wednesday 21 September 2011 at the LTCS offices in Parramatta. Further details will be provided closer to the time.

The workshops provide information on the Scheme, the role of the Authority, eligibility criteria and the application process as well as assessment, planning and approval of services in the Scheme. The workshops are designed for staff from rehabilitation, attendant care or support organisations that are not already familiar with the Scheme.

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.

The Authority will hold two workshops about the Lifetime Care and Support Scheme in regional and rural NSW in 2011. These workshops will cater to new and experienced service providers and will cover topics from the introduction to the LTCS Scheme and Case Management workshops along with specific service provider training. The dates and venues that have been scheduled at this stage include:

- Tuesday 5 April 2011 in Coffs Harbour, and
- In Goulburn at a date to be confirmed.

Additional workshops will be scheduled as required in 2011. If your service is interested in hosting a workshop please contact Jane Baker on (02) 9394 1360 or via email to [Jane Baker](#) to discuss training need.

FIM™ and WeeFIM® workshops in 2011

The Authority encourages current and interested service providers of participants in the Scheme to become credentialed in FIM™ and WeeFIM® as the demand for assessments will steadily increase.

The Authority will be running three workshops in 2011 for the adult FIM™. These FIM workshops will be held on:

- Friday 4 March 2011 at the LTCS offices in the Sydney CBD, and
- Friday 17 June 2011 at the LTCS offices in Newcastle, and
- Friday 2 September 2011 at the LTCS offices in Parramatta.

The Authority will also be running a workshop in the WeeFIM®:

- Friday 5 August at the LTCS offices in the Sydney CBD.

If interested in attending a workshop, click here to email [Jane Baker](#) 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 if you are currently or plan to become a LTCS service provider. The Authority will only pay for the cost of the credentialing exam for dispute assessors and approved assessors. The Authority will confirm your place and workshop details approximately 4 weeks before the scheduled date

Any of the Authority's dispute assessors and approved assessors who are unsure of their credentialing status can click here to email [Catherine Bain](#) or phone Catherine on (02) 9394 1307.

Care and Needs Scale (CANS) workshops in 2011

The Authority will be running two workshops for CANS training. These workshops will be run by Professor Robyn Tate of the Rehabilitation Studies Unit, University of Sydney and held on:

- Wednesday 25 May 2011 at the LTCS offices in the Sydney CBD, and
- Wednesday 24 August 2011 at the LTCS offices in Parramatta.

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.

LTCS Recruitment for Service Development & Review Officer

The Authority is now advertising for a Service Development and Review Officer (temporary full-time for 2 years) at the Parramatta office. Applications close on **27 February 2011**. For more information and to apply, go to the website www.jobs.nsw.gov.au and choose the organisation 'Compensation Authorities Staff Division'. For more information, contact Megan McDonald, Senior Service Development and Review Officer (Mon, Thu, Fri) on (02) 9394 1304.

Vocational Service Provider Tender reminder

As announced in the previous LTCS E-News, the Authority has commenced its tender for Vocational Service providers for the Early Access to Vocational Rehabilitation Services Pilot Program. This is a two year pilot and will involve the provision of vocational rehabilitation services to people in NSW Spinal Cord Injury Units. Tenders close Friday 8th March 2011 at 5pm. Tender enquiries can be directed to Felicity Wotton on (02) 9394 1308 or via email to [Felicity Wotton](#). For full details about the tender, refer to the website:

<https://tenders.nsw.gov.au/?event=public.rft.show&RFTUID=A5B153FE-F2E9-9246-ED1486C39E1BB7AA>

About the E-News

[Click here](#) to enter your details to receive future copies of this E-News. Subscribing to this newsletter is the best way of keeping up to date on the Scheme and opportunities where your organisation can have input.

[Click here to unsubscribe](#)