

Support, Attendant Care and Domestic Services

The Lifetime Support Authority (LSA) will pay for 'necessary and reasonable' injury related support, attendant care and domestic services to help you perform tasks you can no longer do as a result of your motor accident injury.

What are 'support services' and what will the LSA fund?

Support services are those that complement rehabilitation services and focus on interventions that engage natural and community supports. They aim to support you to undertake activities at home and in your community.

Services may include:

- assistance with correspondence and organisation, such as undertaking banking activities
- community access and activities such as participating in community craft or hobby groups
- selecting and planning activities such as preparing a shopping list
- establishing informal networks to reduce the need for formal paid services when engaging in activities
- assisting you to care for dependents
- going to rehabilitation or medical appointments.

Some support services may be appropriately delivered by Assistance Dogs used to reduce reliance on human caregivers and to overcome social isolation.

What are 'attendant care services' and what will the LSA fund?

Attendant care services are those that help you maintain health and wellbeing. Services may include:

- personal care such as bathing, dressing, grooming, eating and toileting
- fitting and use of aids and appliances, hearing and communication devices

- help to attend your injury-related treatment services
- support to allow you to participate in approved leisure activities.

What are 'domestic services' and what will the LSA fund?

Domestic services are those that help you manage household tasks. Services may include:

- preparing meals and associated tasks
- cleaning, ironing and similar tasks involved in the everyday operation and maintenance of a household
- routine home maintenance that assists in the up-keep of your home, and ensures safe and easy access
- gardening where necessary to ensure safe and easy access.

Domestic services that the LSA will pay for will depend on household jobs that other people who live with you can reasonably do.

Support, attendant care and domestic services for child participants

If you are the parent of a child participant, the LSA will pay for support, attendant care and domestic services for your child, taking into account the ordinary care needs of a child of the same age, and the amount of additional care needed because of their motor vehicle accident.

The LSA will not pay for services in place of ordinary parenting duties, or for age-appropriate services that parents ordinarily use such as babysitters, nannies, child care costs or out of school hours care.

The role of an attendant care or support worker for your child is to provide care services to your child and not provide direct care or supervision to any other siblings or children.

In the case of your child, the LSA may pay for the necessary and reasonable expenses of support or domestic services in place of attendant care so that you can provide care to your child.

Support, Attendant Care and Domestic Services

Support and attendant care services for participants with caring responsibilities

If you need assistance to carry out parenting or carer responsibilities because of your motor accident injury, the LSA may pay for necessary and reasonable support and attendant care services to assist you to carry out these duties.

The services that the LSA will pay for will depend on the caring or parenting tasks that other people that live with you can reasonably do, as well as the availability of other suitable and age appropriate alternatives.

This support will only be available where you lived with and provided care to a member of your immediate family before the motor vehicle accident, and they continue to live with you afterwards.

Alternatives to support and attendant care services

The LSA may pay for school holiday programs, community based groups or community access programs as an alternative to support and attendant care services for a child participant if the service is:

- age appropriate
- provides the right level of support
- in the LSA's opinion, a good value alternative that meets your care and support needs.

The LSA will not pay for everyday activities.

Support and attendant care training for family members

The LSA recognises that family members will often want to help you with personal care in addition to paid carers.

The LSA will pay for training for members of your immediate family or people who live with you if the LSA thinks that it would be beneficial to you and to your family as a whole. When deciding whether the training is appropriate, the LSA will take into account the type and cost of the training, your preferences and any risks to you.

Support and attendant care while away from home

The LSA will pay for the necessary and reasonable expenses of support and attendant care services should you go on holiday or are otherwise away from your usual place of residence. This doesn't include any nursing, support or attendant care if you go into hospital or if you are a rehabilitation inpatient.

If you are going on holiday or will otherwise be away from home and you need extra support and attendant care services, the LSA may pay for this in certain circumstances.

For example, you may require support to travel that is beyond that provided by airline cabin crew, boat crew, bus or train drivers or where continuity of support or care is required.

While away from home the LSA won't pay for things like:

- expenses for recreational activities or equipment or entry to tourist attractions
- personal holiday expenses such as travel, meals, accommodation or insurance
- international travel expenses such as passports, visas or immunisations
- travel expenses for attendant carers where you have been assessed as being able to travel without support or attendant care (or with assistance by airlines, bus, boat or rail systems).

Approved providers of support and attendant care services

The LSA has a panel of approved providers selected for the quality of their services for people with severe injuries. Support, attendant care and domestic services can only be provided by one of these approved providers, except in exceptional circumstances.

Your Service Planner will be able to help you access this information.

What if my needs and circumstances change?

Your support, attendant care and domestic services needs will be reviewed regularly to ensure you are receiving the services you need. If your goals or needs change, speak to your Service Planner.

For more information contact the Lifetime Support Authority.