

# Lifetime Support Authority and Scheme Principles

## What are the principles of the Lifetime Support Authority?

The Lifetime Support Authority (LSA) is committed to:

- achieving and delivering a financially responsible and sustainable Scheme, so it can continue to support people over the course of their lives and be available to people who are not yet injured but will be injured in the future
- providing necessary and reasonable treatment, care and support through a person-centred approach to enable participants to enhance their quality of life and to provide opportunities to participate and contribute to social and economic life
- respecting the individuality and diversity of participants and in the case of children, the importance of the family to children's lives and well-being<sup>1</sup>

The Authority acknowledges:

*"Recognising the importance for persons with disabilities of their individual autonomy and independence, including the freedom to make their own choices."*

*"Considering that persons with disabilities should have the opportunity to be actively involved in decision-making processes about policies and programmes, including those directly concerning them"<sup>2</sup>.*

<sup>1</sup> Lifetime Support Scheme Rules, gazette on 23 January 2014 and available on the LSA website at [www.lifetimesupport.sa.gov.au](http://www.lifetimesupport.sa.gov.au)

<sup>2</sup> United Nations General Assembly, Convention on the Rights of Persons with Disabilities, 13 December 2006, A/RES/61/106, Annex I

## What does 'person-centred' mean?

You, your family and friends play an active role in planning service delivery. This includes the choice of service provider, monitoring progress towards personal goals and outcomes to enhance your quality of life, and provide you with opportunities to participate and contribute to social and economic life.

## How does the LSA preserve confidentiality?

The LSA will only share information about you when you have given permission to do so. When information is shared with service providers or other external agencies, those service providers and agencies will be required to adhere to the same privacy and confidentiality obligations as the LSA staff, in accordance with guidelines set out by the South Australian Government.

## What guides the LSA's behaviour?

The LSA has developed a Code of Conduct and Participant Service Charter.

The Code outlines the values and behaviours that help the LSA provide the best outcome for you, maintain respectful relationships and take a flexible, positive approach to service provision.

The Charter ensures the LSA provides services to you in accordance with specified standards and conveys what you can do to help us to provide you with the highest quality of service and support.

The Code of Conduct and Participant Service Charter is available on the LSA website at [www.lifetimesupport.sa.gov.au](http://www.lifetimesupport.sa.gov.au)

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## What are the LSA's values?

In performing our duties we value:

### Respect

- We respect each other, our participants, their families and carers, our service partners and our community.

### Integrity

- We are fair and transparent, do as we say and say what we do, and build trust and respect among our participants, their families and carers, employees, providers and the community.

### Professionalism

- We display a high standard of professional behaviour that inspires public confidence and trust in our actions and decisions.

### Learning

- We see every task and interaction as an opportunity to learn and continually improve performance. We are reflective, ask for and act on feedback, and constantly evaluate our performance.

In providing services we value:

### Participation

- We work in partnership with participants, their families and carers to enable them and ensure they have a voice, choice and control.

## Responsibility

- We share a mutual responsibility with participants, the community and providers to make the most of the potential for independence, integration and inclusion in the community.

## Empathy

- We seek to understand, acknowledge and assist with the needs and difficulties of our participants, their families and carers, and to find ways to help them overcome challenges.

## Assurance

- We are committed to providing certainty of funding through responsible financial administration and ensuring that necessary and reasonable benefits are only accessed by those for whom the Lifetime Support Scheme is intended.

**For more information contact the Lifetime Support Authority.**