

OFFICIAL

Lifetime Support Authority of South Australia

Participant Service Standards

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Lifetime
S U P P O R T



Government of
South Australia

What is the Lifetime Support Scheme?

The Lifetime Support Authority (LSA) delivers the South Australian Government's Lifetime Support Scheme (LSS).

The LSS is a no-fault Scheme that provides necessary and reasonable Treatment, Care and Support services for people who are seriously injured as a result of a Motor Vehicle Accident in South Australia.

What are the Participant Service Standards?

The Participant Service Standards:

- Define what the LSA will do when working with participants as well as what the LSA asks Lifetime Support Scheme (LSS) Participants do when working with the LSA.
- Set out the LSA'S commitment to providing person-centred Treatment, Care and Support services to LSS Participants and to establishing effective working relationships between participants and the LSA staff.

It is intended that this document satisfies the requirement for a Code of Conduct (section 23 of the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013*).

Our Interactions

The LSA commits to:

- Treating LSS Participants with dignity and respect.
- Assessing eligibility for the LSS in a timely and fair manner, in accordance with the requirements of the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* and the LSS Rules.
- Responding to requests in a timely manner.
- Ensuring that LSS Participant needs, and preferences are at the centre of LSA's decision-making, and consistent with the LSS Rules.
- Providing relevant and timely communications.

Eligibility Assessment

The LSA assesses eligibility for participation in the LSS after considering:

- An application provided by the Applicant, a person on behalf of the Applicant, or an insure.
- Relevant Motor Vehicle Injury information.
- Relevant medical assessment information.

The LSS Rules prescribes the eligibility criteria as part of the assessment process.

During the assessment process, the LSA will:

- Communicate with applicants during the eligibility assessment process, to keep applicants updated.
- Assist applicants with collecting documentation the LSA requires when assessing eligibility, where reasonable and practical.

Assessment of Participant Needs and Necessary and Reasonable Support

The LSS funds necessary and reasonable Treatment, Care and Support expenses that are related to a LSS Participant's Motor Vehicle Injury.

The LSA:

- Makes decisions regarding Treatment, Care and Support in a timely manner and in accordance with the LSS Rules.
- Explains decisions made about Treatment, Care and Support to LSS Participants.
- Provides decisions in writing when a request is made In Writing to the LSA about funding Treatment, Care and Support.
- Assists LSS Participants to identify whether there are other avenues of support to pursue where the LSA is unable to meet LSS Participant needs. This may include Commonwealth or State Government supports.

Concerns with Services

If you are concerned about the service you are receiving from the LSA or contracted service providers, we encourage you to please let the LSA know.

This can be done by either speaking to your Service Planner. Alternatively, you can submit your concern to the LSA using the Feedback

online form located on the LSA website as follows:

<https://www.lifetimesupport.sa.gov.au/about-us/complaints-and-feedback>

The LSA will:

- Acknowledge your concern within two Business Days of the date that it is received.
- Investigate your concern in a timely manner.
- Communicate with you during the investigation process.
- Explain the outcome of the investigation to you.

Management of Complaints and Disputes

If you disagree with a decision we have made regarding your eligibility or Treatment, Care and Support services, you can:

- Make a complaint or provide feedback
- Seek a reassessment of the decision.

We will:

- Acknowledge your complaint or request for a reassessment within 14 Calendar Days of the date that it is received.
- Investigate your complaint or request for a review in a timely manner.
- Communicate with you during the investigation or review process.
- Explain the outcome of the investigation or review to you.

Independent Review

You also have the right to seek an independent review for eligibility and Treatment, Care and Support decisions.

If you wish to seek an independent review, please use **lsareview@sa.gov.au**.

We will:

- Acknowledge your request for an independent review within 14 Calendar Days of the date that we received your request for an independent review.
- Appoint members of an Expert Review Panel to consider your request.

- Communicate with you during the review process.
- Explain the outcome of the review to you.

How You Can Help Us

We ask that you:

- Treat LSA staff and service providers with dignity and respect. Offensive or insulting language and/or behaviour will not be tolerated.
- Tell us if you require more information or are unhappy with our communications or services.
- Tell us if your situation or details change or are about to change.
- Attend appointments or provide adequate warning that an appointment will be missed.
- Actively work with us in developing your Treatment Care and Support plan.
- Provide consent for the LSA to access relevant medical information. This can assist in the decision-making process for necessary and reasonable Treatment, Care and Support services.

More information

You can contact the Lifetime Support Authority on 1300 880 849 or visit the website **www.lifetimesupport.sa.gov.au**

The *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* establishes the Lifetime Support Authority (the LSA) and authorises the making of the Lifetime Support Scheme Rules (the LSS Rules).

The LSS Rules and the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* can be found via the following link:

<https://www.lifetimesupport.sa.gov.au/about-us/the-lifetime-support-scheme/about-us>