

What is 'Necessary and Reasonable' Treatment, Care and Support?

The Lifetime Support Authority (LSA) will pay for the treatment, care and support you need, provided it is related to your motor vehicle injury and is 'necessary and reasonable'.

What does 'necessary and reasonable' mean?

The LSA will consider every identified need for treatment, care or support and decide whether it is 'necessary and reasonable' for you. In making its decision the LSA will consider a number of factors, including:

- **Injury related** – how the service relates to the injury you sustained in your motor vehicle accident (for example, whether the need for an X-ray is due to your motor accident, as opposed to another injury/ condition you already had before the accident).
- **Benefit to you** – how the service will help with your goals for function and participation in daily life (for example, how your ability to propel your wheelchair is helped by physiotherapy).
- **Appropriateness of the service** – whether the service is right for your injury (for example, what evidence is there that hydrotherapy is the most effective treatment for your injury and goals? What alternatives have been considered/ ruled out? How will it fit in with your other services?).
- **Appropriateness of provider** – whether the service provider is right for you and your injury (for example, is the service provider qualified and experienced in your type of injury? If possible, are they located near you?).
- **Cost effectiveness** – whether the service is the most cost-effective option to meet your needs (for example, how will a specialised piece of equipment reduce the need for attendant care?).

Does 'injury-related' always mean 'treatment, care and support'?

No. You may have needs that are related to your injury but are *not* treatment care and support. For example, you may need to see a solicitor about your insurance claim. Even though it's injury-related, it does not meet the definition of 'treatment, care and support' in the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* therefore, it cannot be paid for by the LSA.

What does the LSA pay for?

Treatment, care and support relating to your motor vehicle injury can include:

- medical treatment (including medicines, surgery, scans, specialist appointments and X-rays)
- dental treatment
- rehabilitation (including physiotherapy, occupational and speech therapy)
- ambulance transportation
- respite care
- attendant care and support services (including personal care and domestic services)
- aids and appliances (including wheelchairs, mobility aids, beds, respiratory equipment and communication devices)
- prostheses
- education and vocational training
- home, vehicle and workplace modification
- transport costs to and from treatment, care and support (such as taxi costs)
- counselling for family members relating to the motor vehicle injury
- transitional accommodation

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What does the LSA not pay for?

Services and items the LSA cannot pay for include:

- Services for injuries or medical conditions you had before the accident, unless there is evidence they have been made worse by the accident
- General household items such as standard furniture, clothes, shoes, textbooks, school fees, linen, household appliances, storage and whitegoods (unless the item is required for a therapeutic or disability management purpose)
- Purchase of houses, cars, or ordinary furniture and appliances
- Rent or bond for rental properties
- Treatment, care or support for medical services, equipment or medications not related to your injury from the accident (for example, general doctor's visits)
- Items that were lost or damaged in the accident
- Loss of wages or other weekly benefits
- Assistance to keep your business open, such as paying for temporary staff to do your job
- Additional expenses you might incur in hospital or rehabilitation, such as additional food, laundry, newspapers, magazines or TV hire
- Treatment, care or support for members of your family
- Treatment, care and support incurred prior to being accepted as a Scheme participant.

What if my needs and circumstances change?

Your treatment, care and support 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.