

# The Lifetime Support Authority Strategy 2018–2022

Updated in May 2021

**Lifetime**  
S U P P O R T



Government of  
South Australia

# The LSA's strategy

Working collaboratively, we manage and fund treatment, care and support services for LSS participants, which enhance the quality of their lives, are person-centred, financially sustainable, innovative and efficient.

**The Lifetime Support Authority (LSA) manages the Lifetime Support Scheme (the Scheme) to provide necessary and reasonable treatment, care and support for people very seriously injured in motor vehicle accidents in South Australia, regardless of fault. The Scheme has been in place since 1 July 2014.**



Scheme Participant  
Jayden 'Donny' Schulz

The Scheme is part of the state's arrangements for the National Injury Insurance Scheme (NIIS), which operates in conjunction with the Commonwealth's National Disability Insurance Scheme (NDIS) to provide national coverage for the care and support of people with disability.

The current actuarial model suggests that the Scheme will need to support approximately 50 new participants each year. This means that every eight days a person will sustain very serious injuries, sufficient to qualify them for the Scheme.

Our focus on early, intensive, targeted and coordinated services and supports for participants is embedded in our Scheme operations.

This strategy aims to ensure the continued delivery of a person-centred Scheme, which is well governed and financially sustainable.

We pride ourselves on our person-centred approach, always putting participants first. They (or their decision makers) are directly involved in the choice and control of the support and services they receive and are included at every step of the planning process. We have enshrined these principles in the LSS Rules, which govern both the eligibility criteria for the Scheme and the provision of treatment care and support services.

We greatly value our staff, because without motivated and engaged people we cannot be the leaders we aim to be in the sector. We take a responsible and sustainable approach to governance and financial management, ensuring the Scheme is funded, accountable, viable and managed to a high a standard.

We also have an important legislated function to fund research, education and programs which aim to strengthen the quality of participant services, contribute to the body of knowledge

in the disability and health sectors, and assist the LSA in managing the Scheme. Innovation is embedded in our approach to service planning and delivery, and our underlying business and technology systems.

This document sets out the strategic pillars that support our aim to further strengthen provision of high-quality services, to be a model for engagement with participants, stakeholders and the public, and ultimately to make a transformative contribution to the disability and health sectors in South Australia.

Achieving our vision to provide a level of service and care that is extraordinary will require continued focus on strengthening our relationships with participants, their families, service providers and stakeholders, as well as across South Australia's disability and health sectors.

*What follows is our path towards achieving these aims.*

# Our vision and purpose

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## Our vision

Our ordinary level of service is **extraordinary.**

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## Our purpose

Working collaboratively, we manage and fund treatment, care and support services for LSS participants, which enhance the quality of their lives, are person-centred, financially sustainable, innovative and efficient.

# How we work to achieve our strategic outcomes

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## People

Our people are our most valuable and important resource, and the greatest enabler of achieving our strategic outcomes.

Our People and Culture Strategy is a framework for aligning organisational performance key deliverables to the broader strategic focus, which includes a commitment to the wellbeing of our people and to being an 'employer of choice'.

To achieve these outcomes, we have defined our LSA values:

- Trust and respect
- Innovation and growth
- People and passion.

These values and associated behaviours have been designed with our staff, to help guide us in the pursuit of our strategic outcomes.

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## Enduring relationships

We recognise strong relationships are a critical component of any scheme providing support to participants for their entire lives.

With participants, we seek to continue trusting, honest and empathetic relationships, in a partnership approach.

With stakeholders and the community, we build effective relationships through honest, open, consistent and transparent communication.

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## Culture of innovation and continuous improvement

We are shaping a flexible and agile culture to seek, test and implement new ways of working to deliver on our vision, purpose, and embrace ongoing change.

We will learn how other successful organisations respond to change, provide support for participants, partners and staff to realise the benefits of innovation and improvement, and actively review our frameworks, systems and priorities.

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## Technology

We actively identify and leverage advancements in technology to:

- empower participants and increase their independence and quality of life,
- improve our service delivery and interactions with participants and service providers,
- support and enable our staff, and
- simplify and streamline processes.

We aim to be nimble, responsive and available through technology.

# Our service commitments

**We maintain the Participant Service Standards as a guide and resource for applicants and participants about our service to them.**

**Our service commitments to participants are at the core of the way we develop and deliver our services, and are consistent with our strategic priorities**

Scheme Participant Rosemary Short



# Our responsibilities under legislation

The LSA is established under the **Motor Vehicle Accidents (*Lifetime Support Scheme*) Act 2013**, and has the following specific functions:

- Operate and monitor the Scheme, and provide advice to the Minister
- Provide support and funding for programs, research and education relating to high quality services to participants in the Scheme
- Disseminate information about the LSS
- Keep the LSS Rules under review
- Be responsible for the LSS Fund.

The principles of the Scheme are articulated in the LSS Rules.

For the **benefit of all South Australians**, the 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.

The LSA provides necessary and reasonable treatment, care and support services directly relating to a participant's motor vehicle injury. Our person-centred approach enables participants (or their decision makers) to be involved in the **choice and control of evidence based support** and service arrangements that enhance the participant's **quality of life** and provide opportunities to participate and **contribute to social and economic life**.

The LSA works to respect the **individuality and diversity** of participants and in the case of children, the **centrality of the family** to children's lives and wellbeing.

The LSA acknowledges that the **Convention on the Rights of Persons with Disabilities** requires:

- *"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."*

**"Effective treatment, care and support delivery involves communication and cooperation with the participant, their family, service providers and the LSA."**

## Our strategic outcomes

We have identified three strategic outcomes to guide our direction towards 2022:

1. Person-centred services
2. Scheme sustainability
3. People and partnerships

# Person-centred services

## 1.1 — Best-practice supports

We will provide participants with necessary and reasonable best practice services and supports that maximise their outcomes and quality of life.

By 2022 we will:

- Review and map service planner and support roles to strengthen person-centred and efficient service delivery, and participant outcomes.
- Strengthen and invest in access to high quality services and supports, including continuity of care and plans for their mental health and overall wellbeing, and appropriate accommodation.
- Implement frameworks to ensure the consistency, quality and timeliness of support and service approvals.
- Measure objective long-term participant outcomes, including comparison to benchmarks and other schemes.
- Improve service planning approaches according to participant cohorts.

## 1.2 — Enabling participants

We will build participants' capacity to exercise choice and control, be independent and live their best lives, through increased social and economic participation.

By 2022 we will:

- Embed participant consultation and engagement into everyday operations.
- Implement pre-approved service bundles to improve the service approval workflows and timeframes.
- Implement the person-centred practice manual.
- Build participant capacity to participate in developing their MyPlan.
- Ensure participants have access to necessary and reasonable assistive and emerging technologies to increase independence and participation.

## 1.3 — Develop market capacity

We will strengthen the availability of appropriate and high quality supports and services for participants, now and in the future.

By 2022 we will:

- Investigate strategies to improve the capacity and expertise of regional services for participants.
- Foster partnerships with disability agencies to facilitate access to services for participants living in remote Aboriginal and other communities.
- Investigate strategies to increase market expertise in brain injury and spinal cord injury, including access to multi-disciplinary therapy services.
- Engage, collaborate and contribute to the community in terms of ensuring a seamless provision of services for people.

# Scheme sustainability

## 2.1 — Sound financial and operational management

We will manage the Scheme with a dynamic, prudent, long-term view of financial management, and ongoing innovation and improvement in our operations, to deliver a fully-funded and affordable Scheme for South Australia.

By 2022 we will:

- Increase the scope and analysis of experience, data and costs, to inform performance measurement, decision making and Scheme management.
- Manage the investment strategy framework to ensure optimal funds allocation in line with risk/return objectives.
- Ensure our decision making and communication about the funding position of the Scheme, including setting of the annual levy, is clear and transparent.
- Simplify and streamline financial management and analysis, and improve invoice processing to meet SA Government's payment performance benchmarks.
- Review and provide for physical and digital infrastructure to pursue operational effectiveness and efficiency, including automation.
- Maintain price setting approach to attendant care rates and other support and services costs.
- Develop and participate in policy associated with the state's National Injury Insurance Scheme.
- Develop and implement effective project and change management within the organisation.
- Complete a full review of LSA systems to improve the user experience and ease of use.
- Scope data analytics processes and establish in house data-analytics function to gain insights and improve participant experience/outcomes.

## 2.2 — Strong relationships with service providers

We will ensure service providers know who we are, and what we do, and how we work with and for participants.

By 2022 we will:

- Maintain strong relationships with the health sector and insurers for early and clear pathways to accept participants.
- Implement a framework to support and monitor service providers to improve participant service delivery and outcomes, minimise barriers to working with us, and promote innovation.
- Implement improved processes for provider registrations and screenings.

# People and partnerships

## 3.1 — Driving innovation through Research, Education and Programs

We will implement a best-practice research, education and programs framework, to drive innovation in high quality treatment, care and supports for participants and Scheme operations.

By 2022 we will:

- Translate the outcomes of research, education and programs together with our data and analysis to develop insights and inform decision making.
- Establish nationally recognised cross-disciplinary thematic areas that address key issues facing participants.
- Build knowledge exchange and co-creation in our research, education and programs through:
  - strategic partnerships (including with the tertiary sector, industry and other schemes).

Members of the Lifetime Support Scheme Participant Reference Group.



## 3.2 — People

We are committed to maintain and enhance our culture, values, leadership and processes to be 'employer of choice' for our people.

By 2022 we will:

- Implement strategies and programs to empower our people, support their employment experiences and delivery of outcomes, and foster connection with our vision, purpose and values.
- Develop and promote programs and initiatives that support the wellbeing, resilience and safety of our people including the opportunity for staff to develop an individual wellbeing plan.
- Strengthen the skills, capability and networks of our people through targeted development and succession planning programs.
- Develop engagement and recognition programs to ensure we build a workplace where our people feel valued, trusted and supported.
- Implement plans and actions that support our commitment to being a diverse, inclusive and accessible workplace.
- Implement a university placement program.

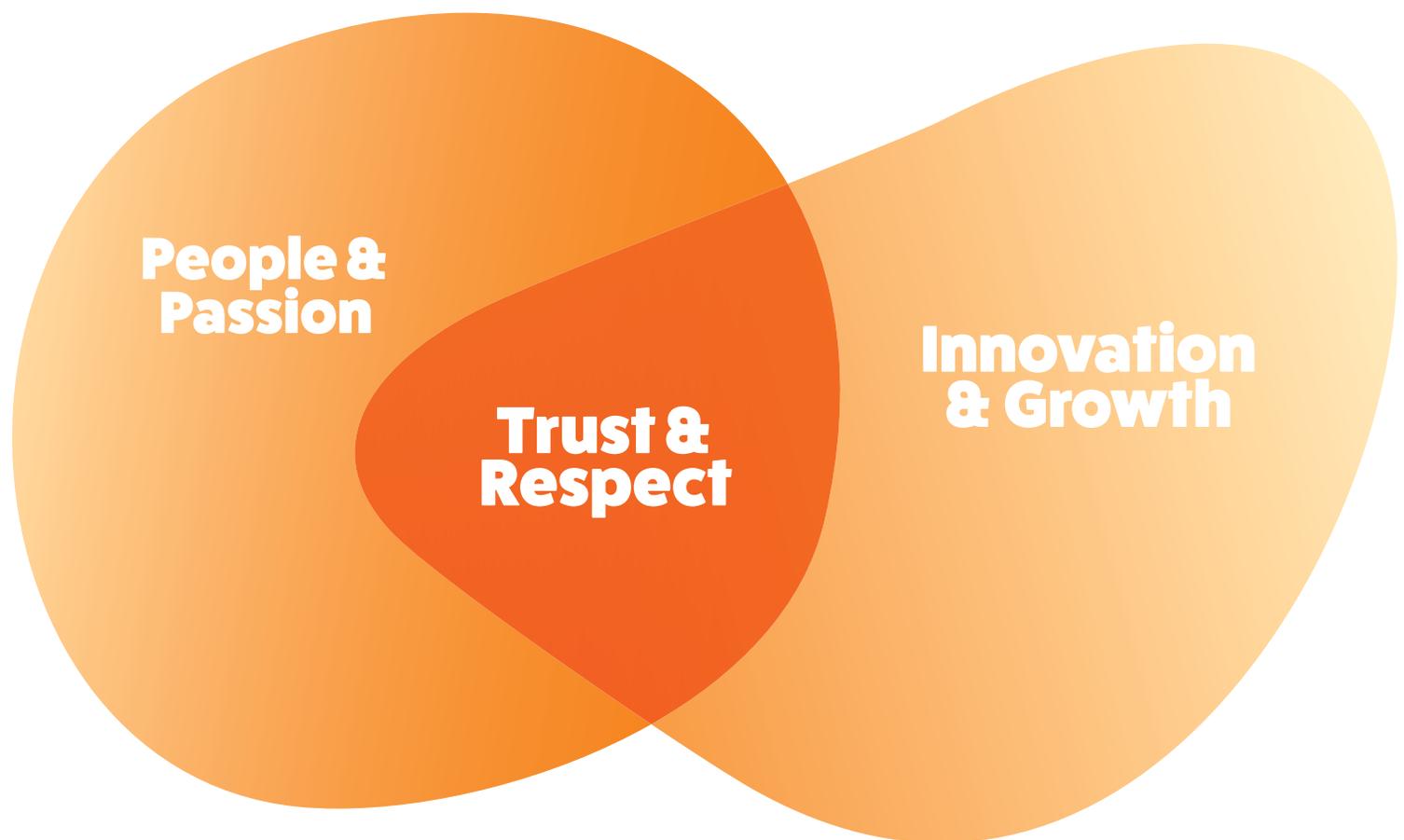
## 3.3 — Scheme awareness

We will strengthen our partnerships with our key stakeholders and ensure that they are aware of the Scheme.

By 2022 we will:

- Implement targeted initiatives to increase Scheme awareness with current and potential service providers, the health and disability sectors, South Australian government, and other relevant stakeholders.
- Grow the International Day of People with Disability (IDPWD) event into the biggest IDPWD event in Australia.
- Continue to engage and work with our key stakeholders including disability sector representatives to support service delivery and share knowledge.

# The Lifetime Support Authority's Values



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