

# LSA Strategic Plan

2022 to 2026



## Our Vision

Making a difference in the lives of participants, who are at the centre of what we do



## Our Purpose

We plan and fund person-centred treatment, care and support services to make a positive difference to participants' recovery and independence

## About Us

The Lifetime Support Authority (LSA) plans and funds person-centred treatment, care and support services to make a positive difference to the recovery and independence of the Lifetime Support Scheme (LSS) participants. The LSS commenced on 1 July 2014 and supports the state to deliver on the National Injury Insurance Scheme (NIIS), which operates in conjunction with the Commonwealth's National Disability Insurance Scheme (NDIS).

Our 5 strategic themes focus on strategies to support and benefit current and future participants and LSS sustainability. We aim for productive relationships with key stakeholders and service providers and engage in research, education and programs that ultimately aim to make a positive difference for participants and the LSS.



around  
**70%**

of participants have  
traumatic brain injuries  
as a result of a motor  
vehicle accident

# Values

## People and passion

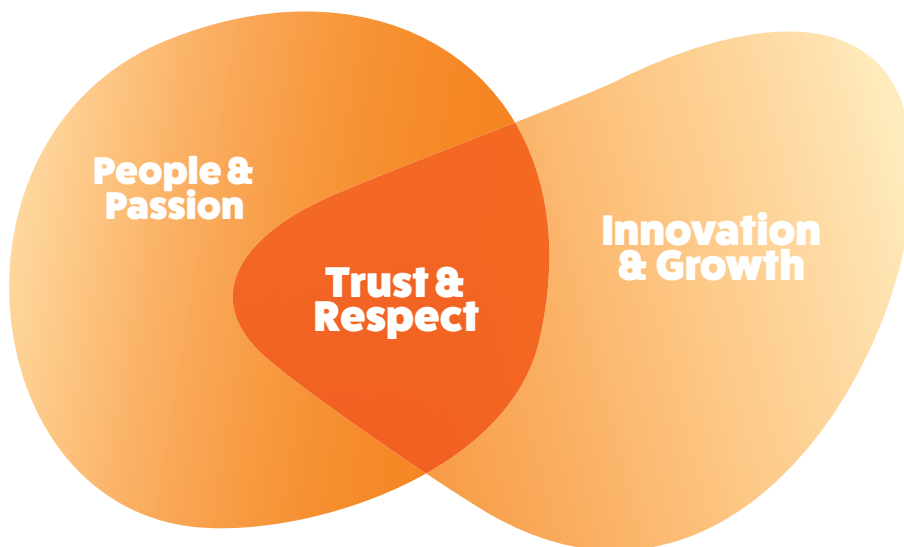
Our dedicated team offer valuable skills and a like-minded community, always working to better the lives of others. Fuelled by passion, and with a true sense of purpose and solidarity, we work towards our shared long-term vision. Together we're committed to building authentic relationships with each other, participants, their families and carers.

## Trust and respect

At the LSA we are accountable and lead by example. We understand trust is earned when actions meet words, so our colleagues, participants and their families can always expect honest, open communication and a genuine sense of care. We build mutual respect by treating everyone with dignity and kindness.

## Innovation and growth

Inspired by the courage and determination shown by participants and their families, we're always searching for new ways to make a difference. With our innovative mindset and curious nature we encourage growth by asking; if not, why not? We empower those around us with knowledge and resources to overcome obstacles and reach new goals, so together we can look to the future with enthusiasm and optimism.



# Strategic Themes



Person-centred treatment, care and support for participants



Staff and systems which make a positive difference for participants



A sustainable Scheme for current and future participants



Strong and productive relationships with key stakeholders and service providers, to benefit participants and the Scheme



Research, Education and Programs that ultimately aim to make a positive difference for participants and the Scheme

around  
**5%**

of participants are expected to require more than \$10 million of treatment, care and support over the course of their lives



# Key Strategies

## Strategic Themes

## Key Strategies

### 1 Person-centred treatment, care and support for participants

- 1.1 Improve operational support for Service Planning staff, focused on person-centred practice which makes a positive difference to participants' recovery and ongoing independence.
- 1.2 Improve access to and availability of quality supported accommodation for participants that meet short and long term stay needs.
- 1.3 Address access and skill gaps in provider markets, particularly for participants residing in regional, remote and very remote regions.

### 2 Staff and systems which make a positive difference for participants

- 2.1 Improve technological capability and infrastructure that supports improved decision-making, administrative effectiveness, information security and automation.
- 2.2 Improve people and culture processes that support the LSA as an employer of choice.
- 2.3 Improve governance and risk management practices throughout the LSA.

### 3 A sustainable Scheme for current and future participants

- 3.1 Ensure compliance with AASB17 requirements, in accordance with time frame requirements.
- 3.2 Improve operational and corporate processes that deliver better outcomes, increased productivity and efficiency.
- 3.3 Investigate the feasibility for the Lifetime Support Authority to manage participants from other categories of the National Injury Insurance Scheme (NIIS).

### 4 Strong and productive relationships with key stakeholders and service providers, to benefit participants and the Scheme

- 4.1 Improve communication and engagement with key stakeholders and service providers.
- 4.2 Deliver robust and outcome focused contract management of service provider services and performance.

### 5 Research, Education and Programs that ultimately aim to make a positive difference for participants and the Scheme

- 5.1 Deliver targeted and effective Research, Education and Program strategy and approach.



# Key Performance Indicators

KPI	Target	Measurement methodology
<b>Participant survey – experience</b>	≥ 80%	Participant survey conducted by an independent external provider assessing participant experience with the Lifetime Support Scheme, based on a statistically valid and representative sample.
<b>Current MyPlan in place for active participants</b>	100%	Measured at 31 December and 30 June each year, that valid* active participants have a MyPlan in place.
<b>Staff engagement – Teamgage</b>	≥ 70%	The average staff engagement result from the Teamgage** survey over the past 12 month period.
<b>Performance measurement – bi-annual reviews</b>	100%	The number of staff performance reviews completed as a percentage of the total number of established and ongoing staff at the date the performance reviews are due.
<b>Research Education and Programs – delivery of contractual milestones</b>	≥ 80%	Measured using the quarterly contractual milestone requirements in place at the time that the milestone applies. A quarterly contractual milestone is met if the subject matter of the milestone is delivered.
<b>Funding ratio</b>	80% to 120%	LSS Fund investment assets as a proportion of outstanding claim liabilities, calculated using a risk-free discount rate, exclusive of any risk margin.
<b>Investment returns since inception</b>	≥ 6.25%	The actual investment return for the LSA's investments (after the deduction for fees and costs) since inception, as reported by Funds SA.
<b>Net expense ratio</b>	≤ 12.5%	Administration expenses (service delivery costs and depreciation/amortisation) as a proportion of net earned levy revenue (gross earned levy less reinsurance expense, committed REP funds and stamp duty).
<b>Costs managed against budget</b>	Favourable variance	The LSA expense budget less the LSA's actual expenditure for reinsurance, service delivery costs and depreciation/amortisation.

*\*There are some exclusions for example participants who have been recently accepted into the Scheme and are still in hospital*

*\*\*An online tool managed by an external provider*

# Lifetime

S U P P O R T



Government of  
South Australia