

Lifetime Support Scheme Philosophy

What is the Philosophy of the Lifetime Support Scheme (LSS)?

The Lifetime Support Authority (LSA) in accordance with the LSS Rules is committed to:

- achieving and delivering a financially 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 or Decision Makers to be involved in choosing and controlling services and supports to meet their individual goals and to enhance their quality of life.
- respecting the individuality and diversity of Participants and in the case of children, the importance of Family to children's lives and well-being.

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 achieving outcomes to enhance your quality of life. A Person-Centred Approach provides you with opportunities to participate and contribute to your social and economic life.

How does the LSA preserve confidentiality?

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

What guides the LSA's behaviour?

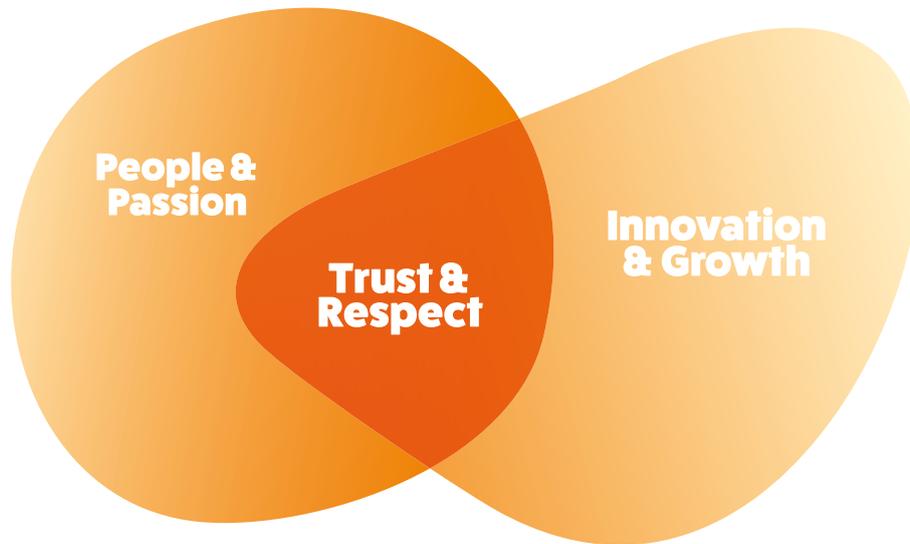
The LSA has developed LSA Participant Service Standards.

The Standards outline the values and behaviours that help the LSA ensure that your needs and preferences are at the center of our decision making to provide the best outcome for you, maintain respectful relationships and take a flexible, positive approach to service provision.

The Standards ensures the LSA provides services to you in accordance with the LSS Rules and relevant Legislation. It also outlines what you can do to help us provide the highest quality of service and support.

If you would like to learn more, the Participant Service Standards are available on the LSA website.

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What are the LSA's 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.



**For more information,
please contact your Service Planner
or the Lifetime Support Authority.**



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