

What is a Service Planner and what do they do?

What does a Service Planner do?

There are many people involved in your treatment, care and support following a motor accident injury. The Lifetime Support Authority (LSA) employs Service Planners, who are allied health professionals, with expertise in the coordination of treatment, care and support needs for people with severe injuries.

A Service Planner will be assigned to work with you, your family, service providers and others. You will always have a Service Planner to contact at the LSA while you're in the Lifetime Support Scheme.

Your Service Planner will:

- keep in contact with you to monitor your progress, with occasional home visits as required
- help you, your family and service providers understand the Scheme and what it is able to pay for (see *Information Sheet P4: What is 'Necessary and Reasonable' Treatment, Care and Support?*)
- help you, your family and service providers understand the processes for working with the Scheme, make sure all identified needs are addressed and assist you to develop your goals for function and participation in daily life
- coordinate your treatment, care and support services
- support you to select the most appropriate service providers to meet your goals
- engage service providers in accordance with your identified needs, and provide details for invoicing or making reimbursement claims for preapproved items
- develop and maintain effective working relationships with you, your family and service providers. This may include face-to-face meetings, case conferences, phone calls and other electronic communications as required
- monitor the services you are receiving to make sure they are delivered according to your agreed treatment, care and support plan, for example, that you receive the correct amount of services
- review your progress towards your goals, and work with you to update your goals as required
- make sure invoices submitted to the LSA from your service providers are processed for payment
- in some circumstances, help you negotiate with other agencies, such as housing or Centrelink
- assist to link you into other service providers on occasions where your needs are not within the scope of the Scheme.

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What is my Service Planner unable to help me with?

Your Service Planner is not responsible for:

- helping solicitors or insurers (for example, for a compulsory third party claim) to fulfil their duties
- acting as an advocate on your behalf to protect and promote your rights and interests, though they can tell you where to access advocacy services if you wish (for details on advocacy see *Information Sheet P16: Advocacy*)
- managing your day-to-day life needs, such as services that are not treatment, care or support related to your motor accident injury

What if my needs and circumstances change?

Your needs and circumstances will be reviewed and assessed regularly to make sure you are receiving the treatment, care and support you need. These needs will be documented in your treatment, care and support plan.

If your needs change please contact your Service Planner to discuss whether changes are required to your plan.

Every identified need for a service is looked at on a case-by-case basis to make sure that you have the best quality of life possible with opportunities to participate socially and economically in the community.

For more information contact the Lifetime Support Authority.

Lifetime
SUPPORT

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