

## How to Access Treatment, Care and Support Services

The Lifetime Support Authority (LSA) will pay for 'necessary and reasonable' treatment, care and support you need as a result of your motor accident injury. For details on what is considered 'necessary and reasonable' see *Information Sheet P4: What is Necessary and Reasonable Treatment, Care and Support?*

### How do I access treatment, care and support?

Discuss your needs with your Service Planner to make sure it is treatment, care and support that is necessary and reasonable and relates to your injury as required in the LSS Rules (available on the website, [www.lifetimesupport.sa.gov.au](http://www.lifetimesupport.sa.gov.au)).

It's important to get approval from the LSA before organising any services. You will be involved in exploring the need with your Service Planner and relevant service providers.

### Do I have to fill in a form?

No, you will need to contact your Service Planner by telephone or email, to discuss the need identified. You may need to meet with your Service Planner to assess the need in detail. Each identified need will be considered in relation to the following:

- Your injury-related needs
- Your current ability to function in daily life
- Your goals for function and participation in daily life
- How the need addresses these goals and meets the 'necessary and reasonable' criteria
- Who will provide the service
- When, where and how the service will be provided
- How long the service will continue
- The costs associated with the service.

### How is a decision made?

Your Service Planner will assess each need identified with you on a case-by-case basis to decide if the service is 'injury-related treatment, care or support' and meets the 'necessary and reasonable' criteria. For more information on how a decision is made see *Information Sheet P17: Understanding the LSA's Decision Making Process*.

### How will I be informed of the decision?

Your Service Planner will contact you and you will receive a copy of your service delivery plan. You can also review your treatment, care and support services online through a 'Participant Portal' available from the LSA webpage ([www.lifetimesupport.sa.gov.au](http://www.lifetimesupport.sa.gov.au)).

### What if my needs and circumstances change?

Your treatment, care and support needs will be reviewed regularly to ensure you are receiving the items and services you need. If your goals or needs have changed, speak to your Service Planner.

### What if I disagree with a decision?

If you disagree with a decision, you should contact your Service Planner to discuss your concerns.

For further information on disputes see *Information Sheet DC2: Resolving Disputes about Treatment, Care and Support Needs*.

**For more information contact the Lifetime Support Authority.**