

Starting an Attendant Care Program

The Lifetime Support Authority (LSA) will pay for the treatment, care and support you need, provided it is related to your motor vehicle injury and is 'necessary and reasonable'.

What is attendant care?

Attendant care services are those that help you maintain health and wellbeing. The LSA will pay for 'necessary and reasonable' attendant care services to help you perform tasks you can no longer do as a result of your motor accident injury. These may include:

- Personal care such as showering or dressing
- Help to attend your injury-related treatment services
- Support to participate in approved leisure activities
- Health care support.

Who determines my needs?

Your Service Planner will talk with you about your needs in relation to attendant care. The amount and type of care depends on your needs relating to the injuries you sustained in your motor vehicle accident.

Sometimes attendant care is not the only option, or the best option. Your Service Planner will talk to you about your needs.

Your Service Planner will assess your needs to make sure you receive necessary and reasonable services that are related to your motor accident injury and that assist with your goals for daily functioning and participation in daily life.

How do I find and choose an attendant carer?

The LSA has a panel of approved providers selected for the quality of their service for people with severe injuries. Attendant care can only be provided by one of these approved providers.

Your Service Planner will be able to help provide this information.

How do I know which provider is best for me?

Deciding which attendant care provider is best for you depends on where you live and what services you need. On the LSA's website you'll find information from each attendant care provider about their agency, the geographical area they cover and the services they provide. You can speak to a provider to help you make your decision. You may also want to speak to other people, such as your doctor, Service Planner, service providers or family members.

When you speak to a potential attendant care provider, you may like to ask the following questions:

- Can you tell me about your agency and its experience?
- What qualifications and experiences do your attendant care workers have?
- Do you have attendant care workers experienced in working with people with my type of injury?
- What are your emergency procedures (for example, after-hours contact)?
- Can you provide health support services (for example, changing my catheter)?

Starting an Attendant Care Program

- How will I be involved in selecting the attendant care workers who'll be working with me?
- What are the working hours (for example, the latest or earliest times a worker can come to my home)?
- If I have a problem with an attendant care worker, what should I do?
- How long will it take before the service starts?
- Are there any other clients or families I can contact to get feedback about your services?

How do I start a program?

Once attendant care services have been approved and you've selected a service provider, your Service Planner will arrange a meeting with you and the provider to develop your service delivery plan.

This will include information about how and when you'll receive attendant care. You can negotiate with the provider about the times you'd like attendant care services. The provider will also explain how the service works, such as who to contact if you have any problems or questions.

What if my needs and circumstances change?

Your attendant care needs will be reviewed regularly to ensure you are receiving the services you need. If your goals or needs change, speak to your Service Planner.

For more information contact the Lifetime Support Authority.