

LSS Participant Service Provider Information

What is the Lifetime Support Scheme?

The Lifetime Support Authority (LSA) delivers the South Australian Government's Lifetime Support Scheme (LSS).

The no fault Scheme provides high quality Treatment, Care and Support for people who are seriously injured in a Motor Vehicle Accident in South Australia.

The Scheme is funded by the LSS levy, paid by motorists as part of motor vehicle registrations.

Who is eligible?

People who sustain a serious injury in a Motor Vehicle Accident in South Australia and meet the eligibility criteria, for the following injuries:

- brain or spinal cord injury
- amputations
- burns
- blindness.

Services we pay for

Necessary and reasonable Treatment, Care and Support services related to the Motor Vehicle Injury. All services are required to be approved before they are provided and may include:

- medical treatment including Pharmaceutical Products
- dental treatment
- rehabilitation services
- ambulance services
- attendant care and respite services
- Assistive Technology and aids
- prostheses
- education and vocational training
- home, motor vehicle and workplace modifications.



Who can provide services?

The LSA provides support to LSS Participants in partnership with Service Providers. Service Providers may include:

- medical practitioners
- allied health professionals and rehabilitation service providers
- attendant care providers
- home, motor vehicle and workplace modification providers
- other Service Providers including Assistive Technology suppliers and home maintenance providers.

A Participant or their Decision Maker may choose a provider to provide Treatment, Care and Support services from a list of approved providers, subject to the services being approved by the LSA as being necessary and reasonable.

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Information for new providers

New Providers are subject to the LSS Rules, Part 1, Rule 10, and the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013*, Section 29 of the Act. The LSS Rules and the Act may be accessed from the LSA website.

If you are providing services to a LSS Participant for the first time, please request and complete a vendor creation form. This is available by emailing our finance team via LSA.financials@sa.gov.au

Please do not charge or issue an invoice to a LSS Participant.

Submitting your invoice

Invoicing the LSA correctly means you will receive payment sooner. Your tax invoice must include:

- your ABN and registered business name
- the name of the LSS Participant
- the service order number
- the date of invoice and date of service
- the cost (including GST) which must not exceed the pre-approved service order.

If you do not know the service order number, please contact the LSA.

Where do I send my invoices?

Please email LSA.financials@sa.gov.au

How and when will I get paid?

We will pay you using Electronic Funds Transfer.

The LSA follows the SA Government's standard payment terms, which are on a 15 Business Day basis from the receipt of an invoice, provided:

- the invoice is correct and complete (if not, it cannot be processed and may be returned to you)
- the services or goods provided are within the contract and service order terms and are satisfactorily delivered.



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



Phone: 1300 880 849



Email: lifetime.support@sa.gov.au



Online: lifetimesupport.sa.gov.au