

LSA Attendant Care Panel

A quick guide for Service Providers

Lifetime
SUPPORT



Government of
South Australia

01

Operations
&
Obligations



How we work with you

- All operational expectations, rates and requirements are set out in the [Attendant Care Obligations](#) on the LSA website.
- The [High Intensity Skills Descriptors](#) set out the required skills and capabilities on the LSA website.
- We will work with you to deliver responsive Attendant Care services that meet Participants' needs.

02

Referrals



How work comes to you

- You may receive an email from a Service Planner asking about your capacity to provide the required support.
- The Service Planner shares responses with the Participant, who chooses the provider they'd like to work with.
- You may be approached directly by a Participant to discuss their individual needs.

03

Invoicing



How you get paid

- Send all invoices and invoice enquiries to LSA.Financials@sa.gov.au
- Ensure invoices meet the LSA's requirements by following [invoicing and payments guidance](#) on the LSA website.
- Payments are processed within 15 days of receipt, provided the invoice aligns with approved funding and invoice requirements..

04

Compliance



Your WHS and incident obligations

- Report any Participant incidents via the [LSA website form](#) within 24 hours.
- Report any WHS incidents and hazards to LSAWHSPPrograms@sa.gov.au within 48 hours. Report urgent issues to the primary contact.
- Complete 6 monthly compliance reporting within the timeframe requested by the LSA.

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Key Contacts



Who you can contact

- We are here to help.
- The Service Planner is the primary contact for Participant care and day-to-day support.
- The Specialist Support team assists with complex attendant care and provider management matters via LSASpecialistSupport@sa.gov.au
- The LSA Procurement team assists with Head Agreement queries via lsa.procurement@sa.gov.au