

NSW Government Response to the fifth review of the Lifetime Care and Support Authority by the Legislative Council Standing Committee on Law and Justice

Recommendation 1

That the Lifetime Care and Support Authority publish clear information on its website regarding stakeholder consultation groups that have been established by the Authority, and note that no advisory committee has been established.

Response:

Supported. The Authority has published advice regarding its stakeholder groups in the Lifetime care and Support E-Newsletter for service providers, and Momentum Newsletter for approved case managers. The Authority has also published information on its website regarding its stakeholder groups including advice that no advisory committee has been established.

Recommendation 2

That the Lifetime Care and Support Authority ensure that future annual reports provide detailed information and qualitative analysis on service delivery and the participant satisfaction survey.

Response:

Supported. The 2013/14 Annual Report for the Lifetime Care and Support Authority contains substantially more detail than the 2012/13 Annual Report. The Authority is committed to providing publicly available information about the quality of the services it delivers and participant satisfaction with these services.

Recommendation 3

That the Lifetime Care and Support Authority report using key performance indicators in its annual reports.

Response:

Supported. The Lifetime Care and Support Authority has developed, and will report against, a set of interim key performance indicators contained in its 2013/14 Annual Report. The Authority is also developing a broader set of key performance indicators that will cover participant satisfaction levels, timeliness of service delivery and efficiency of the Scheme for future annual reports. The Authority will need to make system changes in order to collect the data and introduce the reporting capabilities that will be needed to report against these.

Recommendation 4

That the Lifetime Care and Support Authority commit to the long term funding of the In-Voc program.

Response:

Supported. The Lifetime Care and Support Authority will fund \$2 million from December 2014 to December 2019 for the continuation of the In-Voc program.

Recommendation 5

That the Lifetime Care and Support Authority report on the usage of the Accident Advice Support Grant in its annual report.

Response:

Supported. The Lifetime Care and Support Authority will report on the usage of the Accident Advice Support Grant in its annual report. The amount reported in the 2013/14 Annual Report is \$0. The Authority is committed to liaising with the Law Society, the Bar Association and the Australian Lawyers Alliance on a range of matters including the Accident Advice Support Grant.

Recommendation 6

That the Lifetime Care and Support Authority work with stakeholders to examine the feasibility of implementing a more robust and independent dispute resolution process for disputes concerning eligibility and treatment.

Response:

Supported. The Lifetime Care and Support Authority will work with stakeholders to look at the feasibility and merits of alternative models for dispute resolution regarding both eligibility and treatment and care decisions.

Recommendation 7

That the NSW Government establish a working group with representatives from relevant government agencies to examine interim accommodation options for individuals so they can be discharged from hospital in a timely manner, and in doing so, investigate models in other jurisdictions, including Queensland.

Response:

Supported. The Lifetime Care and Support Authority will establish and lead a working group from relevant Government agencies to examine options for interim accommodation, including models that are being used in other jurisdictions such as Queensland. The Authority is committed to supporting the development of feasible service models for scheme participants.

Recommendation 8

That the Lifetime Care and Support Authority explore and report on the feasibility of providing participants with periodic sums for treatment and care needs, or for the purchase of low cost items, for the purpose of promoting greater self-management of care.

Response:

Supported. The Lifetime Care and Support Authority is currently undertaking a pilot program where participants receive periodic lump sum payments to directly purchase their attendant care. This pilot is being formally evaluated by the University of NSW Social Policy Research Centre.

The Authority is also investigating the feasibility of providing participants with lump sum payments to directly manage their treatment costs, now that the Australian Taxation Office has expanded its tax ruling with regard to the status of such payments.

Recommendation 9

That the Lifetime Care and Support Authority consult with the Participant Reference Group and liaise with stakeholders to increase the focus of participant information on its website.

Response:

Supported. As part of the Safety, Return to Work and Support website review project, the Authority's website will be reviewed. The Authority will seek feedback from the Participant Reference Group and other stakeholders to increase the focus of participant information on its website.

Recommendation 10

That the Lifetime Care and Support Authority liaise with stakeholders to produce an information sheet on its website regarding supported accommodation options for scheme participants.

Response:

Supported. The Lifetime Care and Support Authority has produced information sheets and an application form for its houses providing shared in-home support services. The Authority will liaise with the Physical Disability Council on its knowledge of supported accommodation options for participants.