




**dust diseases care / hbcf / lifetime care / self insurance / workers insurance**

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**Updated February 2017**

 = complete or no action required

 = work to be done

**The exercise of the functions of the Lifetime Care and Support Authority – Fifth Review**

Recommendation	Government Response	Status	Notes
<p><b>1</b></p> <p>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.</p>	<p>Supported</p> <p>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.</p>	<p>Complete</p>	<p>There is information available on the Lifetime Care website about:</p> <ul style="list-style-type: none"> <li>- the Participant Reference Group</li> <li>- the Lifetime Care Advisory Group, and</li> <li>- the dissolution of the Lifetime Care and Support Council.</li> </ul> <p><a href="http://www.lifetimecare.nsw.gov.au/about-us/advisory-groups">http://www.lifetimecare.nsw.gov.au/about-us/advisory-groups</a></p>
<p><b>2</b></p> <p>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.</p>	<p>Supported</p> <p>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.</p>	<p>Complete</p>	<p>The Lifetime Care 2014/15 Annual Report contains information and qualitative analysis on service delivery and the participant satisfaction survey.</p> <p>Note that future organisational reporting will be restructured, following the <i>State Insurance and Care Governance Act 2015</i>.</p>
<p><b>3</b></p> <p>That the Lifetime Care and Support Authority report using key performance indicators in its annual reports.</p>	<p>Supported</p> <p>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</p>	<p>Complete</p>	<p>Lifetime Care reported against key performance indicators in its 2013/14 and 2014/15 Annual Reports.</p> <p>Note that future organisational reporting will be restructured, following the <i>State Insurance and Care Governance Act 2015</i>.</p>

	system changes in order to collect the data and introduce the reporting capabilities that will be needed to report against these.		
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<p><b>4</b></p> <p>That the Lifetime Care and Support Authority commit to the long term funding of the In-Voc program.</p>	<p>Supported</p> <p>The Lifetime Care and Support Authority will fund \$2 million from December 2014 to December 2019 for the continuation of the In-Voc program.</p>	<p>Complete</p>	<p>\$2 million has been committed and the In-Voc program is continuing.</p>
<p><b>5</b></p> <p>That the Lifetime Care and Support Authority report on the usage of the Accident Advice Support Grant in its annual report.</p>	<p>Supported</p> <p>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.</p>	<p>Complete</p>	<p>Lifetime Care reported on the Accident Advice Support Grant in its 2013/14 and 2014/15 Annual Reports.</p> <p>Lifetime Care met with legal stakeholders from the Law Society, the Bar Association and the Australian Lawyers Alliance in December 2015 and will continue to liaise with these stakeholders on an ongoing basis.</p>
<p><b>6</b></p> <p>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.</p>	<p>Supported</p> <p>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</p>	<p>Complete</p>	<p>Lifetime Care engaged an external consultant to review the existing disputes processes and make recommendations for improvement. The consultant engaged with external stakeholders in the second half of 2015 as part of the review, which was completed in January 2016. Lifetime Care is implementing recommendations arising from the review.</p>
<p><b>7</b></p> <p>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.</p>	<p>Supported</p> <p>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.</p>	<p>Complete</p>	<p>Lifetime Care engaged an external consultant to examine options for interim accommodation, in consultation with a working group from relevant government and non-government agencies. The external consultant prepared a report about existing service models and opportunities for interim accommodation. The first interagency working group meeting was held in August 2015 and Lifetime Care reconvened the working group to consider the outcomes of this work in 2016.</p> <p>Lifetime Care is currently implementing strategies to improve participant access to interim accommodation.</p>
<p><b>8</b></p> <p>That the Lifetime Care and Support Authority explore and report on the feasibility of</p>	<p>Supported</p> <p>The Lifetime Care and Support Authority is currently undertaking a pilot program where participants receive</p>	<p>Complete</p>	<p>Lifetime Care's pilot program for direct funding of attendant care services has completed and was externally evaluated in 2015. The final report was</p>

<p>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.</p>	<p>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.</p> <p>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.</p>		<p>received in early 2016 and Lifetime Care has factored in the report's recommendations in its implementation strategy for self-directed support.</p> <p>Lifetime Care is committed to expanding this approach and ensuring that participants are also able to self-manage other treatment and care services beyond attendant care.</p> <p>Lifetime Care is currently implementing a range of self-management models, which commenced in 2016 and is continuing in the first quarter of 2017.</p> <p>The option for participants to select their own provider means that any number of health providers (such as physiotherapists) may be engaged. To manage the payments process, without placing the burden on the participant for book-keeping, requires a technology solution such as use of a payment card by the participant. Solutions are also being scoped to enable this extension of self-directed care.</p>
<p><b>9</b></p> <p>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.</p>	<p>Supported</p> <p>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.</p>	Complete	<p>Feedback was sought from Participant Reference Group and the new Lifetime Care website was launched in December 2014.</p> <p>Icare is currently in the process of revising its website in consultation with participants and stakeholders.</p>
<p><b>10</b></p> <p>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.</p>	<p>Supported</p> <p>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.</p>	Complete	<p>Meetings have been held with the Physical Disability Council, represented on the Participant Reference Group, and information sheets about Lifetime Care's shared in-home support services have been produced and distributed to inpatient rehabilitation units in NSW. Lifetime Care has also published this information on its website.</p>