

**INQUIRY INTO THE EXERCISE OF THE FUNCTIONS OF  
THE LIFETIME CARE AND SUPPORT AUTHORITY AND  
LIFETIME CARE AND SUPPORT ADVISORY COUNCIL -  
THIRD REVIEW**

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## **Submission for the Third Parliamentary Review of Lifetime Care & Support**

### **Authority (LTCS) and Advisory Counsel**

#### ***LTCS's ability to fulfil its role and assist participants***

Our experience as a private provider of rehabilitation services in dealing with the Lifetime Care & Support Authority has been a positive one in assisting Participants with both traumatic brain injury and spinal cord injury to participant in rehabilitation.

Generally, we have found that the Co-ordinators work collaboratively with us in solution-focussed planning for Participants, treatment and rehabilitation.

We have found their application of reasonable and necessary guidelines to be fair in most cases and we have successfully applied for a range of equipment and services to meet our Participants' needs.

We have found the difference in dealing with LTCS versus other third party funders, is that the participant is at the centre of the planning and decision-making, rather than financial or legal issues being the determining factor in decision-making.

Our experience has been that Lifetime Care & Support make decisions in the best interest of the Participant and we have experienced fairness in application of the reasonable and necessary guidelines. We have found that the LTCS Co-ordinators and project managers are very receptive to constructive feedback and are willing to take on board comments and concerns communicated to them.

We have experienced a mutual level of respect from all officers of the LTCS and have had no issue that has not been able to be solved through open and informal

communication. We have found many of the Co-ordinators to be highly supportive in the face of interactions with difficult participants.

### ***Procedures***

We have found all of the processes and procedures required by Lifetime Care & Support to be straight-forward and user-friendly. The forms and processes are clear, the timelines are fair and the amount of time allowed for completing the paperwork to be more than adequate. The use of electronic forms and submitting all documents electronically has increased efficiency and reduced the use of paper and mailing, all of which is appreciated by a small business.

We have found that Providers have been included in discussions and review of various forms and issues that we deal with day-to-day, which is appreciated, particularly as it is evident that the feedback and recommendations are quickly and promptly incorporated into practice, thus increasing efficiency for practitioners.

### ***Co-Ordinators***

We have found a variable level of knowledge between the different Co-ordinators at LTCS, ranging from those who are very experienced in complex issues relating to traumatic brain injury and spinal cord injury through to Co-ordinators with a more rudimentary knowledge of this highly complex and specialised area. We appreciate dealing with a Co-ordinators that have a high level of knowledge and understanding of the subtleties of treating a person with a traumatic brain injury and these cases tend to run smoothly and without difficulty. It becomes more time-consuming and sometimes frustrating to deal with a Co-ordinator who has limited understanding of such subtleties

as it requires more time for us to provide education and justification as to a particular service level or equipment.

### ***Approved Assessors***

We support the use of approved assessors early in cases where a Participant and their provider are at odds about a particular issue. We advocate for approved assessors to be involved on a more frequent basis with view to less disputes being initiated.

### ***Recreation & Leisure***

In community-based neuro-rehabilitation participation in recreation and leisure programs forms a major part of a Participant's weekly activity program. While LTCS do recognise the importance of leisure, we would hope that in the future, approval for funding for taxi transportation would be forthcoming, allowing Participants to access necessary recreation and leisure activities without using attendant care support.

### **SUMMARY**

In summary, as private practitioners we believe that LTCS well assists Participants following their catastrophic injury in providing necessary medical, care and rehabilitation services. Our experience with LTCS has always been positive and we appreciate the collaborative nature of our interaction with the Co-ordinators as well as the participant focus that LTCS adopts.

We would recommend that there be more uniformity with the skills of the Co-ordinators to ensure efficiency in providing treatment services to the participants. We also advocate for the use of approved assessors as early and often as possible when disputes arise between providers and Participants.

We find the systems and processes developed by LTCS to be user-friendly, efficient and can be completed in a reasonable timeframe.

We look forward to continuing to work with LTCS in providing evidence-based and outcome-based treatment services to their Participants.