

# LTCS E-NEWS

Issue 80

The Lifetime Care & Support Newsletter

03 December 2014

## Christmas period – important dates and information

The festive season is nearly here and we would like to wish all service providers a very Merry Christmas and Happy New Year. We hope you have a safe and enjoyable holiday period. We would also like to extend our thanks for all of your hard work supporting our participants in 2014, and we look forward to continuing to work with you in 2015. We do appreciate your best wishes at this time of year, but as a public agency, we are unable to accept any gifts or benefits.

### Requests

There will be no official close down for our frontline staff over the Christmas – New Year period, but there will be reduced staffing. If possible, please try to limit any requests coming in during this period. If you do need to send a request, please ensure it is sent to the [Requests](#) email address, not to the participant's coordinator. The participant's usual coordinator may be on leave, but there will be a duty system in operation to deal with any urgent requests. It is recommended to call the main switch number [1300 738 586](#) during this period to ensure your call is attended to by the duty coordinator.

### Payment of invoices

Other essential services such as Accounts will also be working on reduced staff from [22 December to 2 January](#). All invoices received, processed and approved in the payments system by [18 December](#) will be paid by [19 December](#).

## New Severe Injury Advice and Application Forms

The Severe Injury Advice Form (SIAF) and Application forms for interim and lifetime participation in the Scheme have recently been updated. The changes to these forms include:

- Updating of logos
- Streamlining content and layout across the forms
- Removing the need for witnessing the signing of the forms by a Justice of the Peace
- Changes to the medical certificate in the Application forms for interim and lifetime participation.

The updated SIAF and Application Form for interim participation are now available on the LTCSA [website](#) under 'Applying'. The Application Form and medical certificate for lifetime participation is provided to the participant and their physician by the participant's coordinator at the appropriate time before the end of the interim participation period.

## 2013-2014 Annual Report

The LTCSA annual report for 2013-2014 is now available on our [website](#). The report highlights our strategic priorities, key achievements and future directions.

We have also provided more detailed information and qualitative analysis on service delivery and the participant satisfaction survey, and expanded our performance reporting. There is also a number of interesting participant case studies. Please take the time to have a read, and if you have any feedback or questions please [email](#) us.

## In-Voc tender announcement

We are pleased to announce that [Royal Rehab's Spinal Outreach Service](#) has been awarded the tender to continue the In-Voc program to provide vocational early intervention services within the 3 Sydney Spinal Injury Units for the next 5 years. We will continue to work with the Units and Royal Rehab to ensure the continued success of the In-Voc Program.

For more information please email [Jacqueline Scott](#).

## New LTCS website and extranet

### Website

Before the end of December 2014 we will be deploying a new and improved LTCSA website. The website will meet international accessibility standards and will have improved functionality for providers and participants. The website layout and location of information will be different to the current website. This has been designed and tested to improve user experience and to make it easier to find relevant information. Web page content has been written with a participant focus in Plain English to facilitate understanding for all users, including participants with cognitive impairments. The new website will have the same address as the current website – [www.lifetimecare.nsw.gov.au](http://www.lifetimecare.nsw.gov.au). If you have any feedback or questions about the new website once it is deployed please [email](#) us.

### Extranet

The current LTCSA website also includes a login to our extranet which contains information for specific authorised services providers, such as: attendant care panel providers; dispute assessors; and building modification occupational therapists and project managers. There will still be a link to login to the extranet from the new LTCSA website home page. However, the extranet will operate as a standalone website for the short term and providers will be unable to access the new website content from the extranet. When you logout from the extranet you will be taken back to the new website. We apologise for any inconvenience. There will be further changes to the extranet next year as we are in the process of developing a new and improved provider portal.

## Launch of John Walsh Centre for Rehabilitation Research

On 17 October 2014, the Minister for Finance and Services, The Hon Dominic Perrottet MP and The Minister for Health and Medical Research, The Hon Jillian Skinner MLC officially opened the John Walsh Centre for Rehabilitation Research. The Centre, located at the Kolling Institute, St Leonards has grown out of the former Rehabilitation Studies Unit and is a key initiative of the MAA and LTCSA.

The NSW Government has committed \$5 million of funding to the Centre so the team can continue their invaluable contribution to improving treatment and care options for people with motor vehicle injuries. The Centre is led by Professor Ian Cameron, Chair in Rehabilitation Medicine, Sydney Medical School, University of Sydney and named after Mr John Walsh AM, our scheme actuary, a leading light in disability and injury management reform in Australia.

## New 'Living with Attendant Care' website

We are pleased to announce that the ['Living with Attendant Care'](#) website is now available. The website has a range of resources and stories about people with brain and spinal cord injury and what it is like to have attendant care workers in your home. We encourage providers to promote the site to newly injured people who are considering starting with attendant care services, so they can learn from the experiences of other injured people and their families. The site, funded by LTCSA, was developed collaboratively by Paul Bullen with ABI Services NSW and Paraquad NSW. Your feedback on the site is welcome, please email [Paul Bullen](#).

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