

Changes to approval period for services for discharge

Lifetime Care and Support have increased the approval period for services required for participants on discharge from hospital. This includes increasing the Discharge Services Notification (DSN) and the first Care Needs Report/Attendant Care Service Request (CNR/ACSR) period from 12 weeks to 16 weeks. This applies for all participants in the Scheme (children and adults). All preapproved services in the DSN have been increased on a pro-rata basis (e.g. preapproved hours for occupational therapy for adults have increased from 18 hours for 12 weeks to 24 hours for 16 weeks). These changes were made based on feedback from service providers to allow more time for participants to settle in at home after discharge from hospital and to help get a better idea of their needs and goals for their first plan.

The new DSN and CNR/ACSR forms for adults and children, and the updated procedures for these forms are available on our website under ['Forms to request services'](#). These forms and procedures can be used immediately. Thank you to the spinal, brain and paediatric rehabilitation units who provided us with feedback on these changes.

Update on the Paediatric Care and Needs Scale (PCANS-2)

The PCANS-2 is designed to measure the type, extent and intensity of support needs of young people aged 5 to 15 years who have an acquired brain injury. This tool was launched in late 2012, and since then Lifetime Care and Support and the Rehabilitation Studies Unit (RSU) have run several training workshops for over 100 service providers and LTCS staff. Based on feedback from these workshops and questions raised from attendees, there have been some changes and new developments from the RSU and Lifetime Care including:

- Updates to the PCANS-2 Manual and scoring forms (minor formatting);
- Development of an electronic Excel scoring form (ePCANS-2) to assist with score calculations and to enhance the interpretation of the results, and an information sheet on how to use the ePCANS-2;
- Development of an information sheet with answers to Frequently Asked Questions about the administration, scoring and interpretation of the PCANS-2; and
- Development of a revised Care Needs Report for children aged 5 -15 years to align with the PCANS-2 domains and reduce duplication of information required for care needs reviews. This form should only be used by providers who have attended PCANS-2 training, and submitted with the most recent PCANS-2 and the results referred to in the Care Needs Report.

The PCANS-2 was designed for young people with brain injury. It can also be used to assess support needs for young people with other injury types. The age norms are from a typically developing population so can still be used for comparison but it has only been validated for acquired brain injury. All participants aged 5 -15 years should have a PCANS-2 completed within the first 4 months following discharge from hospital and at least yearly after then. If support needs are changing more frequently, it could be completed every 6 months.

We have arranged one more training workshop for the PCANS-2 this year, which will be on [Thursday 9th October](#) in our Sydney office. Details are on our website under ['Training and Workshops'](#). [From the end of October 2014, only providers who have attended PCANS-2 training can complete Care Needs Reviews for participants aged 5 -15 years in the Scheme.](#)

All of the other information about the PCANS-2 including the updated manual, forms, ePCANS-2 and FAQ information sheet is available on our website under ['Assessment Tools'](#).

For any questions or enquiries about the administration, scoring, interpretation and use of the PCANS-2, we have a new email address: pcans2@lifetimecare.nsw.gov.au.

We would like to thank the RSU for all their hard work with developing this tool and the new resources, and particularly Donna Wakim for all her support with the training.

In-Voc vocational services provider – proposed request for tender notice

The Authority is proposing to release a tender inviting vocational services providers to deliver the In-Voc program for up to 5 years from November/December 2014. This will be an extension of the existing In-Voc program to provide vocational early intervention services within the 3 Sydney Spinal Injury Units. This service has been provided by CRS Australia since 2011, this contract expires 30th November 2014.

The tender is expected to be released on 1st September 2014 on the NSW Government's eTendering [website](#). The tender documents will be available from the date of release and will include the scope of requirements, service specifications and all other relevant tender details.

Clarification about approval of providers in the Scheme

There has been some recent confusion about the status of approved or registered providers in the Scheme. All service providers must complete a "New Supplier File Addition" form enabling electronic payment of invoices by our accounts department. We have noticed that some providers are mistaking completion of this process as having been 'registered' or 'approved' as a provider in the Scheme.

Being an approved provider in the Scheme means that the provider has applied for and been specifically appointed by Lifetime Care and Support to this role (usually for set time period), either by an individual application or by a competitive tender process. These providers include:

- approved Case Managers (LTCS), who apply for individual approval that is not time limited;
- attendant care providers who are approved following a competitive tender for a set time period;
- dispute assessors, who apply for individual approval for a set time period.

We also have a panel of building modifications occupational therapists who apply individually and building modifications project managers who are appointed following a competitive tender for a set time period.

Providers other than those listed do not need to be approved or registered to work with Scheme participants. We will advertise in E-News when applications or tenders are available for these roles.

If case managers or other services receive any misleading or concerning promotional material from another provider regarding their 'approval' or 'registration' status with Lifetime Care, please email us at feedback@lifetimecare.nsw.gov.au and we can follow this up with the provider concerned.

Last Goal Training workshop for 2014

Lifetime Care and Support and the Motor Accidents Authority (MAA) will be running one more Goal Training workshop for clinicians and funders on [Tuesday 18th November](#) in Sydney. The MAA will be taking registrations for this workshop. For workshop details and to register your interest, see their '[Workshops & Seminars](#)' webpage. There are limited places available, and we will be allocating places to maintain a balance of clinicians and insurer/funder staff. If we are unable to offer you a place, we will keep you on a waiting list for further workshops in 2015.

2014 Participant Survey

Lifetime Care and Support completes an annual survey of a sample of Scheme participants. The 2014 survey will be commencing soon in two stages, first in mid August and then second in early October 2014. All participants in the survey sample (or their nominated contact person) have been sent a letter with information about the survey. If participants have any questions about the survey, or wish to opt out of participating in the survey, please ask them to call their LTCS Coordinator on 1300 738 586 or Liza Maclean on 9394 1353.

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