

Working together – understanding responsibilities

This information outlines your rights and responsibilities as a participant in the Lifetime Care and Support Scheme (Lifetime Care), and Lifetime Care's commitment to you and your family.

Your rights

You have the right to:

- always be treated with dignity and respect
- access quality treatment, care and support which meets your individual needs
- where possible, make choices about the providers you use, including to ask for different providers
- have your privacy respected and protected
- request access to information we keep about you
- open, flexible communication options that suit your needs
- have information presented to you in a language or format you understand
- access an interpreter if you need one
- have your cultural identity and personal preferences respected
- provide feedback, make a complaint or disagree with a decision that's been made without it impacting your services

Your responsibilities

We ask that you:

- play an active role in your recovery or rehabilitation
- provide us with accurate and up-to-date contact information
- provide us with an update on any changes in your situation that may require us to make changes to your treatment, rehabilitation, and care arrangements
- let us know if you cannot attend a pre-arranged meeting with us
- only submit claims for approved treatment and services and provide us with all receipts
- communicate with us and your service providers with courtesy and respect
- provide a safe environment for staff and service providers if they come to your home
- let us know if you need any information explained, or presented in a different format

Lifetime Care's responsibility to you

As part of our commitment to providing you with services that meet your motor accident injury-related needs, we will:

- recognise you as an individual and treat you with dignity, empathy and respect
- support you in a positive, fair, honest, and professional way
- respect your cultural and linguistic needs
- ensure you receive quality treatment and care services in a timely manner with a focus on advancing your recovery
- provide you with information so you can make informed choices
- give you adequate notice for appointments or meetings with us
- make timely and informed decisions in relation to your treatment, rehabilitation and care requests
- keep you up to date and informed about decisions we make and respond promptly to your enquiries
- wherever possible, provide you with advice on other supports which may be available to you
- respond promptly to serious incidents involving you, family members, service providers or our staff

- provide you with information on making a complaint and how to apply for a review of a treatment, rehabilitation and care decision
- process payment of invoices and out-of-pocket expenses for approved treatment and care services as soon as possible
- respect and protect your privacy
- handle your personal and health information in accordance with your consent
- act in line with icare values and the relevant pieces of legislation that govern(s) the Lifetime Care and Support scheme

The rights of Lifetime Care staff

Our staff have the right to feel safe while at work. If we consider there to be a risk to staff or a service provider's safety, we may modify the way we communicate with you. Safety risks may include:

- threatening, harassing, abusive or intimidating behaviour including swearing or yelling
- presenting to us under the influence of alcohol or an illicit substance
- making derogatory, discriminatory, or defamatory remarks
- unreasonable persistence and demands in relation to phone calls and emails

If we identify risks to a service provider's or staff member's safety, we will communicate with you and your supports around how we will mitigate these.

If you have questions about your rights and responsibilities, please ask your Lifetime Care contact.

Contact details:

GPO Box 4052, Sydney, NSW 2001

General Phone Enquiries: 1300 738 586

Email: care-requests@icare.nsw.gov.au

www.icare.nsw.gov.au