

Farewell from David Bowen Executive Director

I am writing to let you know that I have retired from my position as Executive Director of the Lifetime Care and Support Authority.

In doing so I want to thank and pay tribute to the many people who support this Scheme.

Over the last two years, I have been heavily involved in the national disability reform. In the submissions and evidence given to the Parliamentary Commission, it is apparent that far too many people with a disability and their families live in deplorable circumstances with little of the support and care that they need. It is a matter of great shame to Australia and a matter of great hope that we as a country are on the verge of fixing it up.

The Lifetime Care and Support Scheme is mentioned favourably throughout the Productivity Commission Report, and rightly so.

The scheme offers so much to participants compared to where they would otherwise be and I share with all of you the joy in being able to support people achieve goals that previously may have been unattainable.

The other real accomplishment is that the Scheme is viable and sustainable.

This is due entirely to the people providing services, helping participants and generally supporting the scheme. It does not matter how good our tools and process are if we do not have the right people involved. The Lifetime Care and Support Scheme's success is a tribute to the dedication and passion of the people who work in it.

I also take pride in the fact that the Lifetime Care and Support Authority has remained flexible and innovative. I believe that all of you will continue to make it so.

While I am retiring from the Public Sector after 30 years, there are other challenges ahead. I have recently been appointed as Chair of the National Injury Insurance Scheme Advisory Council and will remain involved in the disability reform program. I will be undertaking some consultancy work but I intend to do only the work that interests me. I also intend to do more things outside of work.

I will remain in contact with the Lifetime Care and Support Authority and the wider sector. I look forward to seeing the scheme grow and prosper.

Best wishes, David Bowen.

Attendant Care Finder

The Authority has 22 attendant care providers who provide services across NSW and in other states of Australia.

The panel is organised into three groups based on each organisation's experience – physical assistance, high clinical needs and brain injury recovery. Some attendant care providers have skills across all three types of services, and others specialise in one area. Some of the providers also offer registered nursing services.

So how do you find an attendant care provider who can deliver services where a participant lives?
Introducing the.....

ATTENDANT CARE FINDER

We are pleased to announce that the Attendant Care Finder search tool is now available on our website. This search tool enables searches based on where a participant lives, using postcodes or suburb information. It also enables a search based on the type of services required.

Feedback or comments on the tool can be provided to Jackie Sutherland. Click here to email [Jackie Sutherland](#) or phone Jackie on (02) 9394 1317.

Care and Needs Scale (CANS) – updated form and manual

The CANS has undergone a number of minor modifications since the training workshops that were run by Professor Robyn Tate for the Authority in 2011. Service providers who attended the workshops held in May, June and August 2011 can update themselves by consulting the revised manual, which is available on the Lifetime Care and Support website at http://www.lifetimecare.nsw.gov.au/Outcome_measurements.aspx.

In brief, the main changes are as follows:

- the manual now contains a set of operational definitions for each of the 24 items in the Activity Checklist
- item 14 of the Activity Checklist, “housework/home maintenance”, is now labelled “domestic” and includes preparation of the main meal.
- Item 12 of the Activity Checklist, “simple food preparation”, continues to refer to preparation of snacks and light meals
- the manual now contains a handy section on “Rating decisions” to provide guidance on common questions raised about the clinical decision-making process
- the CANS Levels of Support now range from 0 to 7 (rather than from 1 to 8, as in the original version). This score change was made to anchor “no support needs” to zero rather than 1
- we have now published another two papers on the CANS, attesting to its very good psychometric properties, both for its inter-rater and test-retest reliability (Soo et al., 2007, J Head Trauma Rehab, 22(5), 288-295), as well as its responsiveness and predictive validity (Soo et al., 2010, Arch Phys Med Rehab, 91(6), 905-912).

The latest version of the CANS scoresheet is available on the Lifetime Care and Support website http://www.lifetimecare.nsw.gov.au/Outcome_measurements.aspx. This CANS scoresheet is the version that is required to be submitted to the Authority.

A CANS is to be completed and submitted with each Care Needs Report for all adult participants with a brain injury. This is important because CANS is used as an outcome measure for the Scheme and assists with costing purposes. We will be scheduling CANS training workshops for 2012 and the Authority’s training calendar will be published in the E-News in early 2012.

Approved case manager (LTCS) update

Thank you to all those individuals who have applied for the approved case manager (LTCS) initiative. The Authority is pleased to report that we have received 103 applications from current case management providers and 66 applications from case management providers new to the scheme.

Applications for inclusion in this establishment process are now closed. You may still submit an application, however it will not be processed until this establishment process is complete.

Due to the number of applications, the establishment process is unlikely to be completed until February 2012 to allow time for the file audits to be conducted. We thank you for your patience and will inform you of the outcome of your application via mail. In the mean-time, please continue with your usual service provision arrangements.

Motor Accidents Authority Injury Management Grant Round 2011-2012

The MAA will soon be calling for applications for its 2011-12 Injury Management grant round. The level of funding for each grant will be in the vicinity of \$200,000 - \$350,000. Up to \$1.5 million is available in this round. The MAA's Injury Management grant round aims to support projects that focus on:

- improving the health and social outcomes for injured people in the MAA Scheme
- facilitating evidence based practice in injury management
- contributing to the cost effectiveness and efficiency of the Scheme.

Further information will be available at

<https://www.maa.nsw.gov.au/wfpreview.aspx?SiteRootID=86&Preview=True&MenuID=117&ContentID=4361>.

Christmas gifts

The Authority always appreciates the warm wishes sent by our service partners during the festive season. As we are a public agency, sending gifts to the Authority or individual staff members is discouraged however would be grateful if any providers wanting to pass on their good cheer this Christmas send us a note, or make a small donation to a registered charity instead.

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