

About My Plan

What is My Plan

'My Plan' is the person-centred planning tool that the **icare** Workers Care Program uses to help you plan for the things you need or want to do, as well as the assistance and support you require. For example, this could include planning to return to work or participating in household tasks.

What does it involve?

To prepare your My Plan, you'll meet with a planning facilitator (as well as anyone else you'd like for support) to work out your goals and how they can best be achieved.

What is a planning facilitator?

A planning facilitator is someone who is paid by the **icare** Workers Care Program to assist you with My Plan. The planning facilitator will usually be your rehabilitation case manager or your **icare** Workers Care coordinator.

When will I see a planning facilitator?

You'll usually have your first meeting with your planning facilitator either before you leave hospital or soon after the management of your treatment and care has been transferred to the **icare** Workers Care Program. They'll visit you and ask how you're doing, what's been helping you and how you're managing your day-to-day activities. They'll also talk with you about what your goals are, as well as the steps you need to take to achieve those goals.

How can I prepare for My Plan activities?

Ask yourself:

- What do I want to achieve?
- What will help me get back to work?
- What works well for me now and what would I like to do next?
- What am I interested in?
- What's important to me?

What if I have trouble coming up with goals?

Don't worry. Your planning facilitator will guide you through My Plan and help you to identify your goals. They'll ask you about what works well for you, what things you're good at and what difficulties you have.

After I've done my plan, what happens next?

Once you've developed your plan, your planning facilitator will give you a copy. They'll also give a copy to the **icare** Workers Care Program, so we understand what's happening and (if needed) can help you apply for funding for specific treatment and care services. Your planning facilitator may also help you to start the activities you've laid out in your plan.

Who will help me achieve my goals?

Your planning facilitator will ask you what assistance and support you think you need in order to achieve your goals. This may include involvement from family to help you with particular tasks, or support from friends so you can be involved in local community activities. There may also be services that relate to your injury and are reasonably necessary that we can pay for (such as specific equipment, treatment and attendant care services).

Will I get a chance to do more plans?

Yes. At the planning session, you'll identify a good time for the planning facilitator to review your progress towards your goals. When you do the review, you can add a new goal or write a whole new plan for the next stage.

Do I need to do a My Plan?

You don't need to have a My Plan. If you prefer, you can continue with your Injury Management Plan. Your insurance agent would have previously completed your Injury Management Plan. This plan will now be completed by **icare** Workers Care Program with you.

The benefit of My Plan is that it allows you to talk with your planning facilitator about your goals and gives you the opportunity to make choices. These may be everyday choices (such as what you have for breakfast), lifestyle choices (such as where you shop), or significant choices (such as returning to work or modifications to your home to assist you to undertake daily tasks).

You will be able to set goals; setting goals means writing down what you want to achieve. After setting your goals, you can then plan to achieve those goals. Planning means working out the steps you need to take, as well as the assistance and support you need. Your involvement in the planning process will allow you and your family to develop the knowledge, skills and abilities you all need to identify problems and find solutions.

Workers Care Program

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Who can I contact for more information?

You'll be given details of an **icare** Workers Care coordinator, who's your contact at the **icare** Workers Care Program. Your coordinator can provide you with general information about the program, as well as anything relating to your treatment and care. If you have questions about any other aspect of your claim, including your weekly entitlements, you should contact the insurance agent. Also, you can contact our Customer Support Service on 13 44 22.

For more information or to contact the icare Workers Care Program

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