

## Starting an Attendant Care program

### What is attendant care?

Attendant care services help support you in your home and community. The **icare** Workers Care Program will pay for reasonably necessary attendant care services to help you with tasks you need support to do as a result of your workplace injury. These may include:

- personal care (such as showering or dressing)
- domestic tasks (such as preparing meals and cleaning)
- help to attend your injury-related treatment and rehabilitation services
- support to participate in leisure activities (included in your My Plan and assessed as part of your Care Needs Report – see below)
- registered nursing assistance
- domestic assistance (such as gardening and general maintenance of your home).

### Who determines my needs?

If you think you need attendant care, talk to your **icare** Workers Care coordinator or case manager about organising a review of your care needs. This will be done by a health professional involved in your treatment, such as an occupational therapist. The amount and type of care depends on your needs relating to your injuries.

Sometimes attendant care isn't the only option, or the best option. The health professional will talk to you about your needs and complete a care needs report.

If you'd like attendant care, you or the health professional involved in your treatment will discuss the services you want and complete an attendant care service request form with you. We'll assess the request to make sure you receive reasonably necessary services that are related to your workplace injury, help you to do the things you want to do and achieve in your life.

### How do I find an attendant care provider?

**icare** has a panel of approved providers selected for the quality of their service to people with severe injuries. Attendant care can be provided by one of these approved providers or you can choose a different provider. Your **icare** Workers Care coordinator can give you a list of approved providers that offer services in your local area.

## How do I know which provider is best for me?

Choosing the attendant care provider that's best for you depends on where you live and the type of services you need. Your coordinator can give you information from each attendant care provider about their company, the area they cover and the services they provide. You may also want to speak to your doctor, service providers, rehabilitation case manager, or family members.

You can speak to a provider to help you make your decision and you may like to ask the following questions.

- Can you tell me about your company and its experience?
- What qualifications and experience do your attendant carer workers have?
- Do you have attendant care workers who are experienced working with people with my type of injury?
- What are your emergency procedures? For example, what is your after-hours contact?
- Can you provide registered nursing services (for example, changing my catheter)?
- How will I be involved in selecting the attendant carer workers who will be working with me?
- What are the working hours? For example, what is the earliest or latest time an attendant care worker can come to my home?
- If I have a problem with an attendant care worker, what should I do and who should I contact?
- How long will it take before the service starts?
- Are there any other clients or families I can contact for feedback about your services?

## How do services start?

Once attendant care services have been approved and you've selected a provider, the provider will visit you and develop a care plan with you. Called a WACA (worker attendant care agreement), it's based on what attendant care we have approved.

The WACA will include information about how and when you'll receive attendant care. You can negotiate with the provider about the times and days you'd like attendant care services to fit your lifestyle. The provider will also explain how the service works, including who to contact if you've any problems or questions.

Before the program can start, the attendant care provider will need to do a home safety audit to make sure your home is safe for the attendant carers to work in.

## Workers Care Program

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### What if my care needs change?

Your attendant care services will be reviewed regularly to make sure they're meeting your needs. If you'd like a review of your care needs, speak to your coordinator or case manager.

#### For more information or to contact the icare Workers Care Program

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