

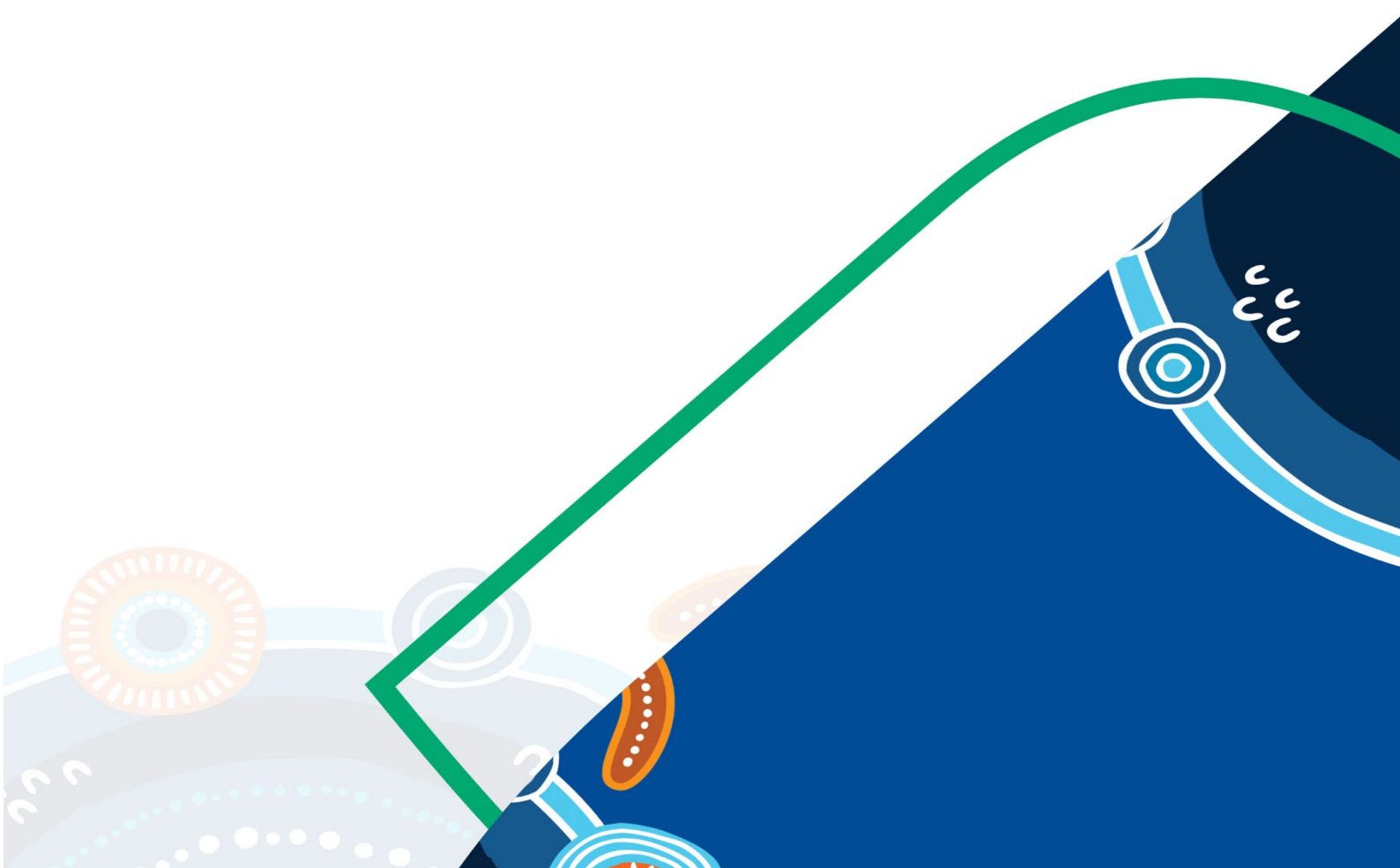


Provider travel when delivering treatment and rehabilitation services

Lifetime Care

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1. Purpose

Lifetime Care developed this guidance to help participants and providers understand when it will fund travel for providers delivering a treatment and rehabilitation service to a participant.

Lifetime Care considers that many treatment and rehabilitation services can be provided in clinical settings designed for effective service delivery. Visiting a local provider can also assist a participant to engage with the community and thereby increase their independence. Lifetime Care will fund a participant's travel to attend approved treatment and rehabilitation services.

Where a treatment and rehabilitation service is required to be delivered within the participant's home, Lifetime Care will consider funding the provider's travel for a fixed period of time with the expectation that services will transition to community-based delivery when appropriate.

2. Scope

This guidance applies to any provider delivering a treatment and rehabilitation program to a participant in the Lifetime Care and Support Scheme.

This guidance does not apply to providers delivering:

- Case Management
- Independent assessments requested by Lifetime Care
- Care Needs Assessments
- Dispute or Eligibility assessments
- Attendant Care.

Note: The groups above that are approved providers with Lifetime Care should consult relevant agreements for information on provider travel.

3. Guiding principles

Clinical settings provide access to the appropriate equipment and relevant resources and allow for the safety, privacy and wellbeing of participants and providers. Lifetime Care considers the following services can be delivered in a clinical setting in most circumstances:

- Physiotherapy
- Psychology
- Dietician
- Speech pathology
- Podiatry
- Medical assessments and consultations
- Dental services
- Occupational Therapy (e.g. hand therapy)
- Vocational rehabilitation assessments and consultations (not including workplace visits)

- Complementary therapies.

Lifetime Care can fund a participant's travel to and from approved treatment and rehabilitation services. For additional information, please refer to the *Travel to attend treatment and rehabilitation services* information sheet, on the icare website at [Claiming out of pocket expenses](#) | icare.nsw.gov.au

Lifetime Care considers the following services may be effectively delivered in a home-based setting:

- occupational therapy programs for independent living
- design and implementation of Positive Behaviour Support programs
- physiotherapy development and review of home exercise programs
- home modification assessments and management
- equipment prescription for use in home/community
- assessment and set up of assistive technology for communication and management of the home environment (for example, environmental controls, computer switches and access technologies).

4. Key concepts

Services delivered in the participant's home

Lifetime Care may fund provider travel for a fixed period if it is determined reasonable and necessary for the treatment and rehabilitation service to be delivered in the participant's home. Lifetime Care will fund provider travel at the provider's hourly rate for travel or the mileage at a per kilometre rate.

When planning services for a participant, Lifetime Care expects providers should be selected with consideration that the participant will transition from services being delivered at home to attending services in an appropriate local and accessible clinical setting.

Lifetime Care will not fund provider travel if the only reason a home-based service is needed is because the provider does not have accessible premises in which to deliver their services.

Plane travel to deliver a treatment and rehabilitation service to a participant

Lifetime Care considers that treatment and rehabilitation services should be provided via the most appropriate service delivery model based on the participant's circumstances. This can include in-person, via phone, tele/video conferencing, or emails/text. Plane travel to accommodate in-person service delivery will only be considered when all other options are not appropriate.

When services are required to be delivered in-person and Lifetime Care considers the provider's expertise to be essential, Lifetime Care may approve reasonable plane travel for the provider. In these instances, Lifetime Care will fund the provider's hourly rate to cover reasonable travel time. Lifetime Care will fund airport transfers at the destination end to allow the provider to deliver the approved service. Taxis, if available, should be used in the first instance for these airport transfers. The use of hire cars may be considered when this is the most cost-effective option.

Lifetime Care considers that costs associated with car parking at airports and transport to the outgoing departure airport are usual business expenses. It is the provider's responsibility to make their own way to and from the outgoing departure airport.

How Lifetime Care assesses provider travel for treatment and rehabilitation services

Lifetime Care will assess:

- the requested service to determine if it is reasonable and necessary; and
- the requested provider travel to determine if it is reasonable and necessary.

Lifetime Care will consider the following factors when assessing the request for provider travel to deliver a service:

- the provider's proximity to the participant's home
- the appropriateness of the setting for the delivery of the requested service
- the participant's ability to attend a service in a clinical setting due to their motor vehicle accident injuries
- other treatment and rehabilitation services that are available in clinical rooms in the participant's local community
- planning to support the participant to transition to community-based services at an appropriate time.

Lifetime Care will consider the above factors in all circumstances including when:

- an in-patient team or case manager is assisting the participant to select an appropriate provider
- the participant is selecting their own provider
- Lifetime Care is supporting a participant to locate an appropriate provider.

Lifetime Care generally expects that an appropriate provider should be located within 60 minutes of the participant's residential address in a metropolitan area, regional centre or regional area.

For participants living in remote and very remote areas, an appropriate provider may need to be sourced further than 60 minutes from the participant's residential address.

Area	Definition
Metropolitan Area	Major city e.g. Sydney, Newcastle, Wollongong, Albury, Coffs Harbour
Regional Centre	Within 20km (road distance) of a centre with a population 15,000 and 50,000 e.g. Dubbo, Bathurst, Goulburn
Regional Area	Within 10km (road distance) of a town with population between 5,000 and 15,000
Remote and very remote	Outside of a regional area

5. Related Policies and Procedures

Lifetime Care and Support Guidelines

<https://www.icare.nsw.gov.au/injured-or-ill-people/motor-accident-injuries/guidelines-and-policies>

Telehealth Practice Guide

<https://www.icare.nsw.gov.au/practitioners-and-providers/forms-and-resources/lifetime-care>

Participant travel to attend treatment and rehabilitation services

<https://www.icare.nsw.gov.au/injured-or-ill-people/motor-accident-injuries/services-and-support/expense-claims>

Version	Date	Authors	Summary of changes
V0425	April 2025	Service Innovation and Excellence Team	New Guide