

Welcome to the icare Workers Care Program

The Workers Care Program is an **icare** initiative to provide the best possible support to workers with severe injuries.

In 2015, the NSW Government made some changes to the NSW Workers Compensation Scheme. This included starting Insurance and Care NSW (**icare**) to deliver the State's insurance and care schemes. **icare** acts for the Workers Compensation Nominal Insurer.

icare has started the Workers Care Program to improve the way treatment and care services are delivered to workers with severe injuries.

What does Workers Care provide?

As a worker in the icare Workers Care Program, your treatment and care will be managed by Workers Care, in accordance with NSW workers' compensation legislation. Workers Care will manage your treatment and care services. Your employer's workers compensation insurance agent will continue to manage your weekly payments and all other types of compensation.

We'll manage and pay for treatment and care to meet needs related to your workplace injury. Services may include:

- medical treatment (such as hospital stays and doctor's appointments)
- rehabilitation (such as physiotherapy, occupational therapy and speech therapy)
- aids and equipment (such as wheelchairs)
- home and vehicle modifications (such as ramps and bathroom rails)
- attendant care services (including personal care, domestic assistance and registered nursing)
- workplace rehabilitation (including return to work programs and modifications).

The services must be for "reasonably necessary" treatment and care to meet needs related to your workplace injury.

All services, apart from your immediate treatment following your injury, require pre-approval. Your rehabilitation case manager will work with you to submit the required information whenever you make a claim for treatment and care. For details on what "reasonably necessary" means in the Workers Compensation Scheme, refer to *Information Sheet W04: What is reasonably necessary treatment and care?*

Who will I be working with?

You will be given the details of an **icare** Workers Care coordinator, who will be your main point of contact with the Workers Care Program. You'll always have a coordinator while you're part of the program. They'll work with you, your family, service providers and others who are involved in your treatment and care.

In the early stages after your injury you may also have a rehabilitation case manager, who will be your day-to-day contact person for your treatment and care. Your rehabilitation case manager will work with you, your coordinator and your service providers to help manage your

treatment and care needs. For further details, see *Information Sheet WO3: What is the role of the icare Workers Care coordinator and the rehabilitation case manager?*

How long will I be in the icare Workers Care Program?

You've been accepted into the program for an initial period of two years. This means that we'll pay for your treatment and care services for two years. Towards the end of the two years, your injury will be reassessed to determine if:

- we'll continue to manage your treatment and care for the duration of your claim
- the management of your treatment care will return to your employer's workers compensation insurance agent (who manages all of your weekly compensation payments and entitlements).

What happens when I leave hospital?

While you're in hospital, your treating team will work with you to develop a treatment plan and provide you with treatment and rehabilitation services. Before you leave hospital, your treating team will work with you to identify the treatment and care services you need in the initial 16 weeks after you leave hospital. These services will be requested on a discharge service notification form. The treating team will also refer you to the appropriate service providers.

If you need help to perform tasks you can no longer do as a result of your workplace accident injuries, the team will work with you to assess your care needs and put in a request for attendant care. Attendant care services include personal care, domestic assistance and registered nursing. These services must be pre-approved by us.

What about ongoing treatment and care?

Before the end of the 16 weeks, your rehabilitation case manager will work with you and your service providers to develop a plan to help identify and achieve your treatment and care goals, including options for returning to work.

It's important to obtain approval from us before any services are organised. Your rehabilitation case manager will involve you in preparing and submitting the request on behalf of you and your service providers or you can submit a request yourself.

Our decision about whether we can fund the requested treatment and care services will be sent to you in a notice. For more information on requesting services, see *Information Sheet WO5: How to request treatment, and care services.*

For more information or to contact the icare Workers Care Program

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