Australian Capital Territory

Lifetime Care and Support (Catastrophic Injuries) Payments under the Scheme (Approved Providers and Special Circumstances) Guidelines 2026

Disallowable instrument DI2026 – 227

made under the

Lifetime Care and Support (Catastrophic Injuries) Act 2014, section 93 (LTCS guidelines)

---

1 Name of instrument

This instrument is the *Lifetime Care and Support (Catastrophic Injuries) Payments under the Scheme (Approved Providers and Special Circumstances) Guidelines 2026.*

2 Commencement

This instrument commences on the day after its notification.

3 Guidelines

I make the guidelines attached to this instrument. The guidelines are Part 18, *Payments under the Scheme (Approved Providers and Special Circumstances),* of the LTCS Guidelines made under the *Lifetime Care and Support (Catastrophic Injuries) Act 2014.*

Nicola Clark
Lifetime Care and Support Commissioner of the ACT

14 October 2026

Authorised by the ACT Parliamentary Counsel—also accessible at www.legislation.act.gov.au

Part 18: Payments under the Scheme (Approved Providers and Special Circumstances)

This Part of the Lifetime Care and Support Guidelines is made under section 93 of the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* (the Act), including sections 31 and 32.

Part 18 of the Lifetime Care and Support Guidelines (the LTCS Guidelines) applies to the provision of treatment, care, support or services by approved providers which commence on and from the date of commencement of the part in respect of any participant in the Lifetime Care and Support Scheme (the LTCS Scheme), whether interim or lifetime, and whether accepted into the LTCS Scheme before or after that date.

The Lifetime Care and Support Commissioner (LTCS Commissioner) may waive observance of all or part of this Guideline. Waiving observance of all or part of this Guideline in any particular circumstances is not an indication that the LTCS Commissioner will waive observance of this or any other parts of the Guidelines in any other circumstances.

The Lifetime Care and Support Authority (Lifetime Care) of NSW has entered into an agreement with the LTCS Commissioner to provide its services to the LTCS Scheme. Lifetime Care may direct employees to provide case management and assessment of care needs services to participants. This part does not apply to employees of Lifetime Care.

1 Approved providers of attendant care services

1.1 The LTCS Act requires that attendant care services are to be provided only by an approved provider.

1.2 Lifetime Care undertakes a competitive selection process on behalf of the LTCS Commissioner to appoint approved providers of attendant care services within NSW and the ACT.

1.3 Lifetime Care requires that an approved attendant care provider hold the *Australian Community Industry Alliance*, formerly known as the *Attendant Care Industry Association (ACIA*) endorsed certification to the Attendant Care Industry Standard or current equivalent.

1.4 Without limitation, the LTCS Commissioner will consider that special circumstances exist to justify payment to a non-approved provider with equivalent compliance to the Attendant

Authorised by the ACT Parliamentary Counsel—also accessible at www.legislation.act.gov.au

Care Industry Standard to deliver attendant care services if a participant permanently resides outside NSW and the ACT.

2 Approved providers of rehabilitation services (Case Management)

2.1 The LTCS Commissioner considers reasonable and necessary services for or in connection with rehabilitation, under Part 7 of the Guidelines, include case management services. Community-based case management services are to be provided only by a case manager approved by Lifetime Care unless special circumstances exist.

2.2 Without limitation, the LTCS Commissioner will consider that special circumstances exist to justify payment to a non-approved provider to deliver case management services if a participant permanently resides outside NSW and the ACT or outside Australia.

2.3 Case managers not employed by icare must submit an application to become an approved case manager (Lifetime Care) within NSW and the ACT.

2.4 Approved providers of case management services are required to meet Lifetime Care's expectations for case management service providers as available on Lifetime Care's website at: www.icare.nsw.gov.au.

2.5 Lifetime Care or the LTCS Commissioner may, at any time, further define the expectations of approved case managers to include areas of specialist service provision.

3 Approved providers for assessments of care needs

3.1 Assessment of a participant's care needs is to be completed by an approved provider when a participant's needs are complex or extensive.

3.2 Approved providers of assessments of care needs are required to meet Lifetime Care's expectations for these assessments as available on Lifetime Care's website at: www.icare.nsw.gov.au

3.3 Lifetime Care will undertake a competitive selection process on behalf of the LTCS Commissioner to appoint approved providers of assessments of care needs.

3.4 Lifetime Care or the LTCS Commissioner may, at any time, further define the expectations of approved providers of assessments of care needs.

3.5 The LTCS Commissioner may consider that special circumstances exist to justify payment to a non-approved provider to conduct an assessment of the participant's care needs if a participant permanently resides outside Australia.

Authorised by the ACT Parliamentary Counsel—also accessible at www.legislation.act.gov.au

4 Approved providers of major home, workplace and educational facility modifications

4.1 In this Part, and in Parts 14 and 23 of the Guidelines, a major home, workplace or educational facility modification refers to:

a) any building modification that alters the internal or external structure of a residence;
b) is complex;
c) involves multiple tradespeople;
d) requires a detailed plan or Council approval; and
e) costs over $30,000 (exclusive of GST).

4.2 Reasonable and necessary services in connection with major home, workplace and educational facility modifications include the services of an occupational therapist and building modifications project manager.

4.3 Occupational therapy as a service in connection with these major modifications is only to be provided by an approved provider, referred to in the Guidelines as a building modifications occupational therapist.

4.4 Project management as a service in connection with these major modifications is only to be provided by an approved provider, referred to in the Guidelines as a building modifications project manager.

4.5 Clauses 4.2 to 4.4 of the Guidelines do not apply if the participant requiring major home modifications permanently resides outside Australia.

4.6 Lifetime Care will undertake a competitive selection process on behalf of the LTCS Commissioner to appoint approved providers who are building modification occupational therapists and building modification project managers.

5 Other approved providers

5.1 The LTCS Commissioner and Lifetime Care may, at any time, include additional service provider types to be subject to approval.

5.2 In the event a new provider type becomes subject to approval, the terms of approval, expectations of the role and application process will be made available on Lifetime Care's website at: www.icare.nsw.gov.au.

6 Payments under the Scheme – Special circumstances

6.1 This part of the Guidelines makes provision with respect to determining whether special circumstances exist that justify payment to a person who is not, at the time of the provision, an approved provider.

6.2 The LTCS Commissioner will consider whether any special circumstances exist to justify payment of a non-approved provider, where a service is required to be provided by an

Authorised by the ACT Parliamentary Counsel—also accessible at www.legislation.act.gov.au

approved provider.

6.3 Special circumstances may exist based on a participant's geographic location or because of cultural or religious reasons. This is not an exhaustive list of special circumstances.

6.4 The LTCS Commissioner will consider whether any special circumstances exist on a case-by-case basis. The existence of one of the circumstances specified in clause 6.3 will not necessarily result in the approval of payments to a non-approved provider.

6.5 To determine whether special circumstances exist, the LTCS Commissioner requires a written request from the person or organisation seeking to deliver services. The request must include:

a) the reason(s) why none of the approved providers are appropriate;
b) their suitability to provide services to the participant. This may include their relevant experience and training;
c) the circumstances said to justify approval of that person or organisation to provide services to the participant;
d) the participant's agreement to the provision of services by that provider; and
e) any other information Lifetime Care or the LTCS Commissioner considers relevant.

6.6 If approval is granted to pay a non-approved provider, the LTCS Commissioner's written agreement to fund the services will set out the duration of the approval. The LTCS Commissioner will not pay expenses for services delivered before a provider has obtained written approval.

6.7 If approval is granted to pay a non-approved provider, the LTCS Commissioner's written agreement to fund the services will set out the rates of payment.

Provisions of the LTCS Act applicable to this Guideline	
Part 18 - LTCS Guidelines	LTCS Act reference
Approved Providers	Sections 9, 23, 31, 32

Authorised by the ACT Parliamentary Counsel—also accessible at www.legislation.act.gov.au