



PREQUALIFICATION SCHEME

Scheme Conditions

Approved Case Manager (Lifetime Care)

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More information

Contact the Insurance and Care NSW (icare)

- Telephone: (02) 7922 5315
- Email: GGSicareprocurement@icare.nsw.gov.au

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Why is the NSW Government creating the Approved Case Manager (Lifetime Care) Prequalification Scheme?

The Lifetime Care and Support Authority (Lifetime Care) provides lifetime care and support for people of any age in NSW severely injured in motor vehicle accidents, under the *Motor Accidents (Lifetime Care and Support Act) 2006 (NSW)*.

Operating along-side Lifetime Care but governed by the *NSW Workers Compensation Act* is the Workers Care Program. Workers Care provides care and support for severely injured workers in NSW. Workers Care may also seek Services from the Scheme.

Both Lifetime Care and Workers Care are managed by Insurance and Care NSW (icare).

In 2021, approximately 2,000 people are supported by the Lifetime Care and Workers Care programs, with approximately 130 people entering the schemes each year. Nearly 40% of injured participants and workers require the services of a prequalified case manager.

Approved Case Managers (Lifetime Care) are selected from the allied health sector. They may be from professions governed by the Australian Health Practitioner Regulatory Agency (AHPRA), or from professions which do not require AHPRA registration.

They are selected based on their specific experience in working with people with very severe injuries and/or disabilities from the Scheme eligibility groups of:

- traumatic brain injury
- spinal cord injury
- amputations
- blindness
- severe burns

Lifetime Care requires access to a panel of highly skilled, specialised and experienced case managers to deliver services to people with severe and permanent disability located across NSW and in border States of QLD, Victoria and ACT.

Lifetime Care has managed a panel of approved case managers since 2012. The panel is now being replaced by the NSW Government Approved Case Manager (Lifetime Care) Prequalification Scheme (**Scheme**).

Eligible Applicants

The NSW Government invites businesses who employ or contract allied health case managers who meet the essential case manager requirements to apply to the Scheme.

Businesses and sole traders will be eligible to apply if they:

- are a registered business (have an ABN)
- meet the evaluation criteria (essential business criteria and essential case manager criteria)
- can meet all of the terms and conditions outlined in the drafted Terms of Agreement - Case Manager Services

Where to start

Applicants

Applicants must be registered on eTendering before commencing the application process
<https://tenders.nsw.gov.au/?event=public.registereduser.new>.

Enquiries

For enquiries regarding the application process please contact:
GGSicareprocurement@icare.nsw.gov.au (icare's procurement team)

For enquiries regarding the Lifetime Care or Workers Care programs and the related case management services, please contact casemanagement@icare.nsw.gov.au (Lifetime Care's case management team).

Terms and definitions

Term	Definition
ABN or ACN	Australian Business Number or Australian Company Number (issued by Australian Securities and Investments Commission (ASIC))
Applicant	A business entity that has submitted an application for one or more of its employees/subcontractors for prequalification under the Scheme. Once approved for the Scheme, the Applicant thereafter is referred to as a Service Provider.
Approved Case Managers	The individual case managers employed by/contracted to the Applicant who are found by the Assessment Committee to meet the required evaluation criteria and therefore are approved to deliver the Scheme. The list of Approved Case Managers will be held by the Provider Engagement and Performance team at icare.
Assessment Committee	means the members of the Provider Engagement and Performance team at icare nominated to assess and determine the eligibility of businesses and their case managers to be admitted to the Scheme.
Case Management services	Services relating to the provision of complex case management as detailed in the Case Management Expectations
Participant	Injured person in the Lifetime Care Scheme. For the purposes of this documentation, participant refers to injured workers in the Workers Care Program
Scheme / Prequalification Scheme	A prequalification scheme is a list of prequalified Service Providers intended to be used more than once in procurements by one or more agency. This Scheme, will be used by Lifetime Care and Workers Care. The list of prequalified Service Providers will be maintained on the NSW eTendering Prequalification Scheme website.
Service Provider	Service Provider means the business entity who has one or more case managers approved for inclusion on the List

Services	Means the services required to be performed by the approved case manager as set out in the S Conditions, the Terms of Agreement and the Case Manager Expectations and any incidental se can be reasonably inferred as necessary or appropriate to satisfy the Scheme Conditions and T Agreement.
Terms of Agreement / Agreement	The Terms of Agreement – Case Manager Services is the Agreement executed by a successful entity and Lifetime Care

1 Scheme overview

The Scheme is established under Part 18 of the Lifetime Care and Support Guidelines (2018), under *Motor Accidents (Lifetime Care and Support Act) 2006* (NSW), and is designed to maximise efficiency in locating suitable case management services for Participants, ensure appropriate match of case manager skills to meet customer needs, and engage, where appropriate, the participant in the selection of their case manager.

Approved Case Managers will be engaged from a Service Provider in the Prequalification Scheme on a case by case basis, with selection based on match to the participant's needs. Match criteria include, but may not be limited to:

- Their skills and experience working with the disability type
- Their skills and experience working with specific age groups
- Their location
- Their availability (hours of work, ability to travel, workload capacity, access to telehealth platforms)
- Their ability to meet a range of cultural and diversity attributes – languages, gender needs, cultural sensitivity/experience
- Their access to a multi-disciplinary team

When offered a referral for Services, Service Providers will be required to provide a reasonable hourly rate quotation in a Service Request or Plan and will be approved for service delivery only where their proposal meets the “reasonable & necessary” criteria outlined in the Lifetime Care Guidelines.

Cost effectiveness will be managed on a case by case basis. The decision to engage a Service Provider is not based on cost alone, but on value-for-money which includes consideration of their skills and experience, their proposal of Services, their hourly rate and their proposal of hours required to deliver the Services.

The application process and acceptance into the Scheme do not bind Lifetime Care to offer the Service Provider or their approved case managers engagement opportunities.

Applicants to the Scheme are required to agree to the Scheme Conditions set out in this document. Approved Applicants will be required to execute a copy of the Terms of Agreement – Case Manager Services before they and their approved case managers can be added to the Scheme and to the List.

When a prequalified case manager is engaged to provide case management services, the Agreement comprises the Scheme Conditions and Terms of Agreement – Case Manager Services.

2 NSW Procurement Policy Framework

The NSW Procurement Policy Framework sets out the policy and operating framework for the NSW public sector procurement system. It provides a single source of guidance on the rules for procurement. <https://buy.nsw.gov.au/policy-library/policies/procurement-policy-framework>. These requirements must be complied with where applicable.

2.1 Conduct by suppliers

NSW Government procurement processes require suppliers to comply with relevant standards of behaviour and must report findings of dishonest, unfair, unconscionable,

corrupt or illegal conduct to the NSW Procurement Board. Refer to Procurement Board Direction [PBD 2017-07 Conduct by suppliers](#)

2.2 Confidentiality

Information submitted with an Application will be treated as confidential by NSW Government agencies unless otherwise required by law.

Information submitted with an Application may be subject to investigation, reference checking, searches, interview, enquiries, and confirmation. Applicants and nominated case managers are deemed to have authorised any such action.

3 Applications for prequalification

- 3.1 Applicants must complete an Application for prequalification in full.
- 3.2 Applicants must have their nominated case managers complete, independently, a Case Manager Application Form so they can be assessed as individuals against evaluation criteria. Group applications or applications not completed by the individual will not be assessed.
- 3.3 Applicants agree that, if accepted to the Scheme, the terms and conditions of any engagement for service delivery will be those of the Agreement and agree that it is not necessary to sign the Agreement for each or any engagement for Services.
- 3.4 Applicants are not entitled at law or equity to recover any costs or expenses associated with the submission of an Application.

4 Prequalification process

- 4.1 The Assessment Committee will consider each Application and the associated Case Manager Application Form/s and determine the membership of the Scheme.
- 4.2 The Prequalification Scheme will be composed of Service Providers who have demonstrated their commitment to comply with these Scheme Conditions.
- 4.3 Approved Case Managers who work for a prequalified Service Provider and have been assessed by the Assessment Committee as meeting the evaluation criteria
- 4.4 Applications may be made at any time for the Scheme. Applications will be assessed periodically at the discretion of the Assessment Committee.

5 Evaluation criteria

- 5.1 The Applicant must
 - have a current Australian Business Number (ABN) and/or an Australian Company Number (ACN) and be registered for Goods and Services Tax (GST).
 - Be financially solvent
 - Demonstrate a sound business structure, financial capacity, resources, management systems, recent experience and good performance history

-
- Not be under any form of external administration or subject to any insolvency proceedings

5.2 The Applicant must declare in the Application to the Scheme, and during the life of the Scheme whilst a member of the Scheme, if it is:

- (a) subject to an ICAC proceeding; or
- (b) being prosecuted or convicted of any breach of work health & safety legislation, Privacy legislation or Child Protection laws or any other laws that a prosecution or conviction would be relevant and material to the goods or services to be provided under the Scheme.

5.3 Applications will be assessed according to the following evaluation criteria:

(a) Essential business requirements:

- (i) Process for maintaining insurances
- (ii) Process for compliance with statutory obligations
- (iii) Agreement to accept Conditions of proposed Agreement, including:
- (iv) a) compliance with requirement that all approved case managers have had a verified criminal record check at some time since employment by the business*, and
- (v) b) compliance that they will ensure that all case managers working with children will retain a current Working With Children Certificate, verified by the business*

*NB Service Providers and case managers do not need to get a new Police Check if they have already met this criterion, and do not need to include copies of these certificates with this application

(b) Essential case manager requirements:

- (i) Evidence of a minimum of 5 years of full-time (or equivalent) relevant qualifications, experience and expertise to delivery of the Services
- (ii) Nomination of areas of service delivery (categories, age groups)
- (iii) Nomination and evidence of expertise working with any of the specialty services – mental health, challenging behaviours
- (iv) Is available to deliver the Services at least 4 days/week

6 Notification of outcome

- 6.1 The Assessment Committee may accept an Application (with or without qualification) or reject the Application and Applicants will be notified in writing by the Assessment Committee.
- 6.2 Once approved, individual case managers will be requested to provide further details regarding attributes of their service provision to be added to the icare website data base. These details will assist participants and Lifetime Care to select an appropriate case manager to meet the participant's specific needs. Details will include, but not be limited to:
- areas they can deliver services to (ie regions of NSW and Australia)
 - specific location and contact details
 - a brief professional bio outlining their areas of expertise and interest
 - attributes which may assist in service delivery to people of culturally diverse backgrounds, languages and/or first nations

7 Changes to service provider status

7.1 Changes to Service Provider's circumstances

Service Providers and their approved case managers must advise of any material change in circumstances. They must:

- Update their online profile in e-Tendering to reflect any change in contact details or physical address.
- Notify Lifetime Care, in writing, of any substantial change in, for instance, their financial capacity, technical capacity, capability or ownership status, or any convictions or breaches of legislation or statutory regulations.
- Email full details of any substantial change, with full email signature to ggsicareprocurement@icare.nsw.gov.au

7.2 Changes to ACN or ABN

Any entity that changes its ACN or ABN after prequalification is deemed to be a new entity. As such:

- the prequalified entity will be removed from the scheme (as it is no longer eligible to contract with government using the registered ABN or ACN)
- the new entity must re-apply for prequalification.

7.3 Changes to Approved Case Managers

Services may only be delivered by the Approved Case Managers. The Services cannot, under any circumstances, be re-allocated, delivered by or sub-contracted to any case manager not approved by Lifetime Care for inclusion on the List.

At any time:

- The Service Provider may apply to amend their nature of prequalification by submitting a separate application via the [eTendering system](#).
- This includes the removal of any/all of their approved case managers.
- Any proposal to add a case manager will need to include a completed Case Manager Application Form and supporting documentation.

-
- Lifetime Care may, at its discretion, amend the nature of prequalification, based on the Service Provider and/or their approved case manager's demonstrated capacity and capability, and unsatisfactory performance.

8 Performance Monitoring and Management

8.1 Insurances

The Applicant is required to provide evidence of and maintain for the Term the insurances set out in the Terms of Agreement – Case Management Services.

Failure to hold the necessary insurances, when required, may result in their approved case manager/s being suspended or removed from the scheme.

8.2 Working with Children Checks and Police Checks

The Applicant may be required to provide that every case manager had a certified "Police Check" at the commencement of their employment and for case managers who will be working with people under 18 years of age has a current, verified "Working with Children Check" certificate.

Failure to hold the necessary clearances, when requested, may result in their approved case manager/s being suspended or removed from the scheme.

8.3 Service Provider performance

All Service Providers should establish procedures that enable all contractual obligations to be met and address unsatisfactory performance in a timely manner.

In lodging an application, Service Providers consent to ongoing monitoring of performance.

8.4 Case Manager Performance

The performance of approved case managers will be monitored and managed by:

- (a) monitoring performance against the Case Management Expectations, using staff feedback, customer feedback and complaints, file reviews, outcome measures, and performance discussions
- (b) applying the procedures detailed in the Provider Engagement Framework – Part 2 Provider Performance when concerns or issues arise in a case manager's performance (see Schedule 5, Terms of Agreement)
- (c) revoking an approved case manager and/or Service Provider's membership of the Scheme, following due consideration of the circumstances, where performance is determined to be unsatisfactory and unresponsive; and
- (d) providing the opportunity for an approved case manager and/or Service Provider to request a review of the decisions referred in paragraph (c) above.

8.5 Suspension from scheme

Lifetime Care will suspend a prequalified Service Provider and/or its approved case manager/s prequalification, for any non-compliance with scheme conditions or the Terms of Agreement (e.g. non-compliance with Scheme Conditions).

- Lifetime Care is not obliged to, but will usually advise the Service Provider before deciding to suspend

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- As soon as practicable, icare will provide information to the Service Provider about the reasons for the suspension
 - The suspension will remain in force until the Service Provider addresses the reasons for the suspension.
 - New engagement opportunities will not be offered to the Service Provider during the period of suspension.
 - If the actions required to end the suspension have been implemented the Service Provider should provide full details, in writing, to ggsicareprocurement@icare.nsw.gov.au

Lifetime Care will:

- reinstate the Service Provider's rights and benefits if the issue is resolved, or
- recommend further action to resolve the issue, or
- remove the Service Provider and/or its applicable approved case managers from the scheme if the reason for the suspension cannot be resolved to the satisfaction of Lifetime Care.

8.6 Removal from scheme

Lifetime Care may revoke a Service Provider and/or its approved case manager's prequalification to the Scheme by terminating the Agreement and the ability to accept referrals. This is detailed in the Agreement.

Reasons for revoking approval may include, but not limited to:

- breached the Scheme Conditions; or
- been the subject of substantiated reports of unsatisfactory performance or
- been determined by the Assessment Committee as not suitable for future work; or
- rejected opportunities to provide the Services to such an extent that it is considered unsatisfactory by the Assessment Committee; or
- experienced an adverse change in capacity or capability; or
- experienced an adverse change in business status; or
- been convicted of any breach of its obligation under work health and safety legislation, privacy legislation, child protection law and any other laws, which the Assessment Committee finds the conviction of which necessitates removal from the scheme; or
- otherwise failed to meet the standards required of the Scheme in terms of its business management systems, client satisfaction and ethical business practices, or
- has acted in breach of icare's Statement of Business Ethics.

Before a Service Provider and/or its case manager's membership of the Scheme is removed under clause **Error! Reference source not found.**, Lifetime Care will advise the Service Provider of the matters prompting the proposed action and will give the Service Provider the opportunity to provide reasons as to why the removal should not occur.

8.7 Review of decision to suspend or remove

Except for cases of illegal conduct if a Service Provider is not satisfied with a decision made by Lifetime Care regarding suspension or removal from the scheme, they may request a formal review. The request must be sought, in writing, within 20 business days of receipt of notification. The Service Provider must provide full details of the reasons for the request and, if applicable, include supporting documentation.

- Email full details to casemanagement@icare.nsw.gov.au

Any person (or subordinate of that person) cannot participate in the review if they were involved in:

- the making of the original decision, or
- the investigation of the breach or performance issue that gave rise to the original decision.

9 Legal

9.1 Applicant's acknowledgment

In applying for prequalification, the Applicant (and on behalf of its employees/subcontractors named in the Case Manager Application Form) agrees to accept all scheme conditions including the terms and conditions of the Terms of Agreement.

- Lodging an application will evidence an eligible Service Provider's agreement to comply with the framework, system, guidelines, and scheme conditions when prequalified.
- Service Providers must also ensure their employees, subcontractors, consultants and contractors comply with all relevant legal obligations.
- Any compliance breach may result in the termination of an engagement and/or suspension or removal from the scheme.

Prequalified Service Providers must execute the Agreement once the approved case manager/s names are added to the Agreement by Lifetime Care.

9.2 Confidentiality

Confidential information submitted by an applicant or prequalified Service Provider and their employees/subcontractors named in the Case Manager Application Form I will be treated as confidential by agencies unless otherwise required by law. All information submitted may be subject to due diligence, including reference checking, searches, interview, enquiries and confirmation, and applicants, by applying for prequalification, are taken to have authorised any such action.

9.3 Disclosure

In applying, the Applicant agrees to permit the NSW Government to:

- Publish information about the application and the Applicant
- Disclose certain information in accordance with Division 5 of the *Government Information (Public Access) Act 2009*.

9.4 Disclaimer

Lifetime Care reserves the right at its absolute discretion to:

- accept an application, with or without additional conditions
- reject an application
- suspend or remove a Service Provider and/or its Case Manager/s from the scheme.

In the exercise of such discretion, Lifetime Care, icare and the NSW government will not be liable for any costs or damages incurred by the Service Provider.

9.5 No guarantee of work

The application process and acceptance into the Scheme does not guarantee a Service Provider:

-
- continuity of the prequalification over the duration of the scheme
 - receipt of opportunities for engagement
 - that engagements or work of any kind or quantity will be offered.
 - Lifetime Care may, from time to time, in its absolute discretion, appoint other case managers under an agreement to supply case management services similar to the Services.

9.6 Precedence of documents

When a prequalified case manager is engaged to provide case management services, the agreement comprises the Scheme Conditions and Terms of Agreement.

10 Review and development of the scheme

The scheme will be monitored by Lifetime Care to assess whether the objectives and intent of the scheme are being met. Modifications to the scheme may be made at the discretion of Lifetime Care at any time during the life of the scheme.

- The Service Provider will be notified of any changes or transitional arrangements that have been made.
- The scheme is subject to continuous review and any aspect of the scheme is subject to change based on the requirements of Lifetime Care.
- The Service Provider accepts that scheme modifications may be implemented in the future. Should this occur affecting a Service Provider's scheme compliance or ability to receive referrals for future work this will be at the sole risk of the Service Provider.

11 Schedule of Rates

There is no schedule of rates applicable to this Prequalification Scheme.

Service Providers must present to Lifetime Care (or Workers Care where appropriate), a proposal for the services, hourly rates and duration of services, matched to the referral, and Lifetime Care (or Workers Care) will apply the relevant statutory criteria in making a decision whether to approve or not the proposed services and costs – on a case by case basis.

Attachment 1 – Case Manager Application Form

This Application Form is to be completed by the individual case manager (employee/subcontractor) nominated by the business owner

If more than one case manager (employee/subcontractor) is nominated, a separate Application Form must be completed by, and submitted for, EACH of the individuals.

Case Manager Name:

Applicant (Business) Name:

(for sole traders, the case manager and the business names may be the same)

1. Service Delivery Criteria

You must demonstrate that you have appropriate training/qualifications for, and at least 5 years of experience in, the delivery of person-centred case management for people with severe and/or complex injury/disability-related needs.

1(a) I have previously been assessed by Lifetime Care as meeting this Service Delivery Criteria and have been on the Lifetime Care approved case manager panel for some or all the period 1 September 2017 to the current date.

☐ YES Proceed to 2 – Nomination of categories of service

OR

☐ NO Please complete 1(b) & 1(c)

1(b) Describe your relevant clinical experience and expertise specific to the provision of person-centred case management for people with severe and/or complex disabilities (such as, but not limited to traumatic brain injury, spinal cord injury, severe burns, permanent blindness and/or amputations).

Please note that Lifetime Care requires at least 5 years of relevant clinical experience.

(max 400words)

1(c) I have attached my resumé that specifies my qualifications and training for delivery of complex case management for people with severe injuries/disabilities; and which demonstrates at least 5 years of full time (or equivalent) experience in the delivery of person-centred case management for people with severe and/or complex disability-related needs applicable to the categories, age ranges and areas of specialty I am nominating below.

☐ YES ☐ NO

2. Nomination of categories of service

2(a) Please indicate the disability category/s* you are able to provide case management services for:

- ☐ Traumatic Brain Injury
- ☐ Spinal Cord Injury
- ☐ Permanent blindness
- ☐ Amputations
- ☐ Burns

*refer to icare NSW website for definitions of these disability groups in Lifetime Care context

2(b) Please indicate the age group/s you are able to provide case management to:

- ☐ Adults (18 and over)
- ☐ Children under 15years
- ☐ Young people transitioning to adulthood (approx. 15-18years)
- ☐ Working with people who are aging with disability (i.e. over 65years)

2(c) Please check which of the following areas of specialty (if any) you are able to offer services as a case manager for:

- ☐ Working with people with a primary or secondary mental health condition
- ☐ Working with people with behaviour that challenges

3. Compliance with availability criteria

Please provide details of your hours of availability for delivering case management services (please write n/a for any days you are not available)

Monday	Tuesday	Wednesday	Thursday	Friday	weekend on-call
Hours:	Hours:	Hours:	Hours:	Hours:	Hours:

4. Referees

Please provide details below of two people willing to act as referee to your standard of performance in relation to your ability as a provider of the required Services. The nominated referees should be in the position to confirm claims made in relation to evaluation criteria.

Referee 1

Name: _____

Position: _____

Company: _____

Telephone No: _____

Mobile No: _____

Email Address: _____

Referee 2

Name: _____

Position: _____

Company: _____

Telephone No: _____

Mobile No: _____

Email Address: _____