



Care Services Coordination

The Insurance Commission is focused on providing care and compensation to people injured in vehicle crashes so they can return home, to work and the community. A Care Services Coordinator from the Insurance Commission will assist you to plan and coordinate treatment, care and support during your rehabilitation journey. This fact sheet will inform you how the coordinator will work with you.

Coordinating treatment, care and support

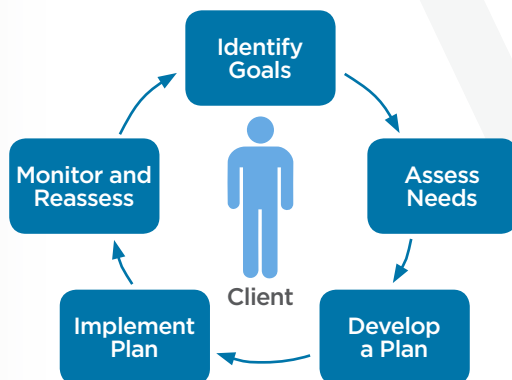
People who sustain catastrophic injuries in vehicle crashes require ongoing treatment, care and support.

Our Care Services Coordinators have extensive experience supporting people to recover and participate in rehabilitation following injury. They understand that treatment, care and support options vary at different stages and must be designed to meet the unique requirements of the individual.

A Care Services Coordinator will meet with you, your family and your treating team early in hospital, at home, or in the community. Your coordinator will be your main contact during your rehabilitation and will:

- provide information about treatment, care and support;
- assess needs and establish treatment, care and support plans;
- assist with discharge planning from hospital;
- coordinate treatment, care and support services in the community in consultation with you, your providers and support network; and
- monitor and review ongoing needs.

Client Planning



Care Service Coordinators use a person-centred approach to client planning.

Client planning includes assessing your needs, identifying treatment, care and support goals, planning and coordinating the treatment, care and support services you will receive, and monitoring and evaluating outcomes.

Client Plan

You will receive a care plan that outlines agreed treatment, care and support goals and actions for your approved services.

Plans are reviewed regularly to assess whether your needs are being met, and to check progress against treatment, care and support goals. Your plan will adapt as your needs change.

Please contact your Care Services Coordinator for further information.