



TRANSPORT  
ACCIDENT  
COMMISSION

Information for providers



# The Independence Plan



*Providers play a critical role in helping clients to maximise their independence.*

The TAC works to support seriously injured clients under a model of care known as *Independence*. The Independence model involves the TAC playing an active role in helping clients achieve better health, vocational and quality of life goals for greater independence.

Under the Independence model, the TAC works collaboratively with our clients to identify their goals and, along with the client's treating team, ensure services are aligned to what the client wants to achieve. The goals identified by the client then form the basis of what is known as the client's Independence Plan.

### **About the Independence Plan**

The TAC recognises that you play a critical role in helping your client to maximise their independence and achieve their desired health, vocational and quality of life goals. The Independence Plan documents the work being undertaken by you and other members of the client's treating team, the client, their family, their friends and the TAC, to support the achievement of the client's goals. The Independence Plan contains a clear set of short and longer-term goals relating to the client's home and living arrangements, health, work and activities

of daily living. Each goal has a corresponding action plan, detailing the role of the client, their treating team and the TAC. It also details the specific services and supports necessary to assist the client in achieving their goals. All members of the client's treating team receive a copy of the Independence Plan.

The TAC's Support Coordinators will drive the independence planning process, working with the client and their treating team to identify appropriate services and supports. It may not, however, always be the TAC's responsibility, under the *Transport Accident Act 1986*, to fund them.

The Independence Plan will:

- Act as a central reference point for the treating team, the TAC, the client, their family and friends;
- Serve as approval for the services listed within it;
- Clearly set out the client's own goals and the steps to achieving those goals;
- Explain the role of each member of the treating team and details how they contribute to achieving the client's goal;
- Provide visibility of all work being undertaken by the treating team, the TAC, the client and others to support the achievement of the client's goals;
- Allow for greater collaboration between the TAC, the treating team, the client and their family and friends.

The Independence Plan will be reviewed and updated every 6-12 months, depending on the client and their goals. The TAC will request outcome measures to track the progress of client goals and ensure the support provided is assisting them to achieve greater independence.

Some severely injured clients do not have an Independence Plan. The TAC is committed to supporting these clients through collaboration with the treating team directly to plan and discuss the services required to support the client's needs.

## Approval for services

During the Independence Planning phase, the TAC Support Coordinator will discuss the goals identified by the client with you and how you can support the client to achieve these goals.

You will be asked to articulate the functional and measurable actions you will complete with the client to assist them to achieve their goals. These will be recorded within the Independence Plan. You will receive a copy of your client's Independence Plan. This acts as the approval for your services listed within the Plan. There is no need to contact the TAC for approval of these listed services.

## Working together

Your role is to:

- Explain how you will work with the client to assist them to achieve their goals by outlining your functional and measurable actions;
- Take part, when required, in group planning meetings and reviews involving the client and the TAC;
- Submit initial baseline outcome measures within 10 working days of Independence Plan approval;
- Maintain outcome measures during treatment and submit these at the end of each plan phase or when requested by the TAC;
- Provide approved services to support clients to maximise their independence, in line with their individual goals and your identified actions within the plan.

## The role of the TAC

The Independence Plan will assist the TAC in playing a more active role than ever before in helping clients achieve better health, vocational and quality of life goals and greater independence.

The role of the TAC is to:

- Lead the independence planning process, while working collaboratively with the client, their family and the treating team;
- Initiate and conduct face-to-face meetings with clients and their treating teams;
- Help clients identify their goals;
- Work closely with the treating team to ensure services are aligned to help a client achieve their goals;
- Provide approval for services required to address client needs and goals articulated in the Independence Plan.

## The role of the client

The Independence Plan enables a client to take ownership of their life goals and to focus on what they *can* do, not on what they *can't*.

The role of the client is to:

- Play a key role in the development of their Independence Plan;
- Play an active role in working towards the goals they have identified;
- Talk to their treating team about their goals and the services and supports that may help them achieve these goals;
- Participate in the review of their Independence Plan to ensure it remains relevant to their life and changing goals;
- Notify the TAC if their needs change throughout the Independence Plan phase.

## Contact us

### Telephone

8.30am to 5.30pm, Monday to Friday

**1300 654 329** (local call)

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1300 138 639

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