

Choosing a service provider

What is a service provider?

A service provider is any individual, company or organisation that CTP Care pays to deliver agreed services that meet your treatment and care needs.

Examples of service providers are doctors, physiotherapists, pharmacists and psychologists. Sometimes the providers you work with are referred to as your treating team.

Who chooses the service provider?

You choose your service provider, and if you wish we can help you find a suitable provider. A current provider may recommend a service provider to you who are people they have experience working with.

You should consider providers who are local to you and have the skills and experience to meet your needs.

How can I find a service provider?

You may wish to ask your current providers or friends and family for recommendations. Publicly available online databases and directories are a good place to look for a service provider.

You can search by location or post code to find someone close to where you live, or search by specialty area – for example psychology or physiotherapy.

Registered health practitioners

The Australian Health Practitioner Regulatory Authority (AHPRA) website www.ahpra.gov.au lists registered health practitioners. Some of the most commonly accessed health practitioners by CTP Care clients that are regulated by AHPRA include:

- GPs / Medical practitioners
- Physiotherapists
- Psychologists
- Chiropractors
- Pharmacists
- Osteopaths
- Dentists
- Occupational therapists

Professional associations

Professional association websites and private practice directories list allied health providers who are accepted members. Members abide by a professional code of conduct to be included on these types of directories. Some of the most commonly accessed directories by CTP Care clients include:

Physiotherapists:

Australian Physiotherapy Association
www.australian.physio

Exercise Physiologists/Exercise Scientists:

ESSA – Exercise & Sports Science Australia
www.essa.org.au

Occupational Therapists:

Occupational Therapy Australia
www.otaus.com.au

Chiropractors:

Australian Chiropractors Association
www.chiro.org.au

Psychologists:

Australian Psychology Society
www.psychology.org.au

General directories online

These are popular online search tools that may help find providers:

- www.healthdirect.gov.au
- www.yellowpages.com.au
- www.google.com

What questions should I ask a potential service provider?

You may want to ask questions about:

- their experience working with your type of injury
- their approach to working with people with your type of needs
- what days of the week/hours they work
- where their premises are located and if it is accessible
- whether they speak your preferred language
- whether they can provide evidence of their qualification/s
- whether they can provide evidence that they have a current Working With Children Check certificate?¹ (for providers who will be working with children)
- whether they are currently registered²
- what level of current professional indemnity and public liability insurance they have

How much you explore a potential provider is up to you and the support people around you. Remember that you have the right to:

- ask as many questions as you like
- be given all the important, correct information about the provider
- take your time in deciding
- be treated fairly during your enquiries

To help you manage your interviews with potential service providers, consider writing down the questions you would like to ask before you make contact.

Who can help me to choose a service provider?

Asking questions can be hard. It's useful to remember choosing a service provider now is no different to when you have chosen your GP or dentist in the past.

Family and close friends are often good supports and can help you to choose a service provider because they know you and can help decide what questions you would like to ask.

Identifying and choosing service providers will be discussed with you at the time you request a service from us. Make sure you let us know the level of involvement you would like to have in provider choice.

¹ Parents can verify Working With children Check numbers at the Kids Guardian Website (or the relevant State equivalent if you are not located in NSW)

² This is only relevant for registered professions which are listed on the AHPRA website

What to do if I am not happy with a service provider?

Service providers aim to deliver a high-quality service tailored to meet your individual needs. The treatment and care you receive from a service provider should help you to get back to your usual activities.

If you are not happy with the service you are receiving, it is a good idea to talk to the service provider. Having a conversation may clear up any misunderstandings or improve their service to meet your needs and expectations. People from your own network can be a support to you. Family may have a good understanding of your expectations and be able to assist you in potentially difficult conversations.

If you are still not happy with the services you receive, you can change to a different provider.

Your CTP Care contact can help you – either by speaking with the service provider on your behalf, or helping you consider alternatives and facilitating transfer to a new service provider.

You may wish to make a formal complaint about a service provider. This may be through your CTP Care contact or Customer Resolution Team, or you may feel strongly enough to take the matter up with an external body such as the provider's registration or accreditation agency, consumer protection agencies or even the Health Care Complaints Commissioner (HCCC) www.hccc.nsw.gov.au

For more information on how to make a complaint, see our information sheet 'Feedback and complaints' – on the icare website www.icare.nsw.gov.au

State Insurance Regulatory Authority

For general information and support about your CTP claim, or to access the *Motor Accident Injuries Act 2017* and all State Insurance Regulatory Authority (SIRA) Motor Accident Guidelines please contact SIRA's help centre, CTP Assist by:

Phone: 1300 656 919

Email: ctpassist@sira.nsw.gov.au

Website: www.sira.nsw.gov.au

Need more information about choosing a service provider?

For any questions or concerns about your treatment or care services or providers, please talk with your CTP Care contact.

CTP Care
GPO Box 4052, Sydney, NSW 2001
General Phone Enquiries: 1300 738 586
Email: ctpcare@icare.nsw.gov.au
www.icare.nsw.gov.au