9.12	CASE MANAGEMENT

Applies to: Staff	**Version: 1**
Specific responsibility: HECIS Co-Ordinator	**Date approved: 25/9/18**
	Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to using a strengths-based family centred approach to case management to support clients/families to identify the child's individual needs and develop goals that will promote their independence and achieve optimal well-being and social participation.

HECIS is also committed to ensuring each client accesses responsive, timely, competent and appropriate supports/services to meet their individual needs, desired outcomes and goals.

The organisation will:

- clarify the role and responsibilities of client/families, child care workers and case managers and the purpose of the case management process

- with the client family consent, develop and maintain links with other providers of services (to the client) to share information and collaborate to meet the client's needs

- ensure that client/families are involved in case meetings

- gather information to enable screening and comprehensive assessment

- assist and support active involvement and decision making by the client/family, or advocates

- provide information about formal and informal support options that are based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet the client needs, and that help achieve the desired outcomes.

- Where reasonably possible involve the client family in the choice of their caseworker

- prepare an Individual Education Plan (IEP) and provide accessible up-to-date information about the service arrangements

- coordinate, monitor, review and document the plan

- support clients to transition to other services or cease services as needed

- support and monitor staff caseloads to ensure staff are able to deliver effective case management services

- employ case management staff that have the necessary skills and experience to undertake the role and provide them with regular structured supervision and staff development

PROCEDURES

Clarifying role and responsibilities

The HECIS Co-Ordinator will ensure that clients are informed and understand:

- the rights and responsibilities of the client and their families.
- the rights and responsibilities of the HECIS Staff managing the case – including the role of the practitioners in facilitating access to informal and formal supports.
- The HECIS grievance procedure.

Screening and Assessment

An initial assessment process will be undertaken by The HECIS Co-Ordinator (or another staff member delegated by the HECIS Co-Ordinator) under the Advisory Program and will determine the client eligibility for education support.

Prior to gathering any assessment information from a client, the organisation will get documented consent from the client guardian for assessment and services. The consent of the client guardian will also be sought prior to exchanging any client information with other services that will be involved in providing services to the client/family.

Case planning, records and documentation

An individual client file will be prepared by HECIS for each client receiving HECIS services.

The file will contain the client referral, assessments the client Individual Education Plan (IEP), reports from other professionals, notes from client meetings and case notes.

The IEP will include client/family goals, long term goals and short term strategies and steps for achieving goals, other agencies/professionals involved with the client/family and an evaluation of progress.

The client/family will also receive a copy of the IEP once it has been developed, including any updates as they are made.

Coordination, Monitoring and review

The HECIS case manager will liaise with all other service providers supporting the client/family to ensure that the client's needs are met through these services. Case managers will also maintain current information on service networks through participation in relevant local interagency groups.

The HECIS case manager will undertake regular monitoring of the client's progress against client goals and seek feedback from child care workers and other agencies/professionals supporting the client.. The HECIS case manager may conduct case coordination meetings to gather information from all relevant sources.

IEP's will be amended as required in discussion with the client/family and updated copies provided to client/family.

Exit and transition planning

Exit and transition planning will be included as part of the IEP, in particular where it relates to the client moving onto school.

Prior to client exit a service exit review will be conducted to ensure all appropriate formal and informal supports are in place.

(See also the Transition or Exit Policy and Procedure)

Staffing

HECIS Case managers will be provided with supervision by the HECIS Co-Ordinator, during which case loads will be reviewed, and will be supported to continually develop their case management skills and professional networks.

Staff development will be provided to HECIS Staff (case managers) to enable them to develop specialised skills and ensure their knowledge remains current.

DOCUMENTATION

Documents related to this policy	
Related policies	Transition or Exit, Client Assessment and Review, Client Rights, Client Decision Making and Choice, Client Safety and Security, Client Participation and Social Inclusion, Managing Challenging Behaviours
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	**Person responsible**	**Approval**
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	**Date Approved**	**Approved by**	**Next Review Due**
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	25.9.18	HECIS Committee	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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