



FULL CASE MANAGEMENT PROTOCOL

Working agreement between		and	
Effective date		Client	

AIM OF THE PROTOCOL

The protocol is an agreement to provide an understanding and direction for all parties participation in coordinated case management including an efficient and effective working relationship.

SCOPE OF THE PROTOCOL

The protocol extends to include the following areas of effective a\case management in a working agreement:

- 1 Definition of coordinated case management
- 2 Principles of effective case management
- 3 Definition of a Key Case Manager
- 4 Role of Case Manager
- 5 Selecting Key Case Manager
- 6 Commitment to case management process and individual responsibilities
- 7 Definition of an action plan
- 8 Confidentiality Agreement
- 9 Grievance process
- 10 Communications
- 11 Case Meetings
- 12 Review
- 13 Commitment and sign off

1. DEFINITION OF COORDINATED CASE MANAGEMENT

Coordinated case management is an approach to service delivery, which enables clients with a range of complex needs to access services from a number of services providers in a coordinated and systematic fashion.

2. PRINCIPLES OF EFFECTIVE CASE MANAGEMENT & CLIENT EMPOWERMENT

2.1	The aim of providing case management services is to empower the client to develop and put in place self management strategies
2.2	The client is an integral part of the case management procedures, and is involved in decision making. In situations which the client is unable to make decisions (eg: a very young child, or a client with a impeding disability), someone (family member, case worker) may need to act on their behalf of the client, but with the understanding that the focus of the process is on meeting the clients needs, protecting the client's rights and providing optimal conditions for the client.
2.3	The client is aware of their roles and responsibilities and is accountable for decisions made and action taken.

3. DEFINITION OF A KEY CASE MANAGER

The key case manager coordinates the case management process, in consultation with the client, other involved carers and formal service providers. The key case manager acts to provide an effective, organized, monitored and contracted services to a client, which is accountable in terms of cost and in terms of its ability to meet the client's needs.

4. ROLE OF KEY CASE MANGER

4.1	coordinates the case management process, in consultation with the client, other involved carers and formal service providers
4.2	acts to provide an effective, organised, monitored and contracted service to a client, which is accountable in terms of cost and in terms of its ability to meet the clients needs
4.3	has overall responsibility for coordinating the communications, meetings, monitoring and review processes of case management.
4.4	has licence in monitoring to hold accountable each party to this agreement and their intended commitments and actions as documented and agreed to in a action plan. This function is performed in partnership with the client.
4.5	will arrange for necessary meetings as determined within the action plan and may be required to facilitate such meetings.

5. SELECTING THE KEY CASE MANAGER

Selecting the key case manager can take into consideration a number of elements

- Has statutory responsibilities for the young person
- Holds the funding for the young person
- Most contact/best report with the young person
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6. COMMITMENT TO CASE MANAGEMENT PROCESS AND INDIVIDUAL RESPONSIBILITIES

6.1	Signing of this case management protocol indicates an intention to commitment to all parts of the protocol including the role of the key case manager and individual/organizational responsibilities as listed in the action plan.
6.2	Individuals/organizations as parties to this agreement will to the best of their ability meet timeframes, actions and other responsibilities in the agreed action plan.
6.3	In the event that a party is unable to fulfill commitment of the action the situation will be presented to the key case manager. The key case manager will be responsible for exploring options with the party and the client to seek the best alternative arrangement.
6.4	The parties to this agreement acknowledge the role of the key case manager to hold accountable the actions or inactions of each party to this agreement. This will always be in consultation with the client.
6.5	The parties to this agreement will acknowledge and implement honesty, flexibility and conflict resolution practices to best assist the client to achieve identified and desired outcomes
6.6	The parties to this agreement will make every effort to meet the needs of the client as discussed and agreed to in an action plan. Individual organizational limitations imposed on a party to this agreement will be discussed at the stage of action plan development and addressed as necessary.

7. DEFINITION OF AN ACTION PLAN

An action plan is the written document that outlines the actions required for the case management process. It details roles and responsibilities of all involved parties, and timelines for achieving described goals. It accommodates the recording of review meetings and dates and findings as well as newly established goals and actions. It will also record details of termination dates or indicators. It can serve as a goal planning document with the client. The form can also serve as a contractual function with partnering services, and will therefore need to be read and signed by all involved parties

8. CONFIDENTIALITY AGREEMENT & INFORMED CONSENT

8.1	Parties to this agreement will adhere to a common understanding of Client Confidentiality
8.2	It is acknowledged that individual organizations may have in place Confidentiality policies that may differ from the parameters agreed to in this protocol. In this case, it is necessary for the participating agency to name the conflicting part of the agreement and consider whether they have capacity within organizational limitations to commit to this agreement. This issue needs to be discussed with the key case manager and the client prior to commitment to the action plan.
8.3	Parties to this agreement will not discuss any matter of the action plan or client details with another party other than as outlined in the client consent form attached to this agreement.
8.4	Sharing of information will always be bound by “ a need to know basis”
8.5	Parties to this agreement acknowledge that in situations where the client or community are at immediate risk or potential risk of harm – a breach of confidentiality is considered appropriate. In this situation the party should contact the key case manager to take immediate action to ensure the safety of those at risk.
8.6	When changes to an action plan occur, it is necessary that all parties consult the informed consent of the client to ensure it provides capacity for current relevance. If a new party is engaged in the action plan at any stage it may be necessary for a revised informed consent process to occur.

9. GRIEVANCE PROCESS

Each party to this agreement has the right to lodge a complaint about actions or processes which they believe have caused them concern or breached their individual rights.

The Grievance Process:

9.1	In the first instance all grievances should be brought to the attention of the key case manager either in writing or verbally. A written record will be maintained detailing the nature of the grievance and any steps that may have already been taken to resolve the issue.
9.2	Upon receipt of the grievance the key case manager, shall consult with the parties concerned and attempt to resolve the grievance. A written response will be provided to all parties about the outcome within 5 days.

9.3	The person making the complaint will have 7 days to determine their satisfaction with the outcome or if they wish to pursue the complaint to a higher level. This may be at any one of the following levels e.g organizational, legislative or legal level. The key case manager or a person nominated by the complainant will provide written documentation about the grievance and any steps taken to resolve the complaint to the necessary body. At this point, the grievance may impede the delivery of case management and a special meeting may be called to determine best actions to take in relation to continued case management. At each step of the process, a focus will be on client best interests and empowerment.
9.4	Outcomes of any aspect of the grievance process shall be documented and attached to the action plan.

10. COMMUNICATIONS

Communication is an essential part of case management coordination and as such a common understanding about accepted and efficient communication is agreed to below.

10.1	All parties to this agreement commit to open and honest communication in attempting to assist clients to achieve identified goals.
10.2	All parties will utilize the key case manager for indicating variations to agreed actions, attendance at meetings, agenda items for meetings, issues, problems and concerns with any aspect of case planning and action plan implementation.
10.3	All parties will accept that in order to monitor and ensure best practice for case management that regular _____ phone calls will be made by the key case manager to parties to monitor actions and achievements. In some cases and as clearly defined at the time of case planning communication may be by fax, or email instead of phone communications. It is up to all parties to this agreement to determine the most suitable communication mode.
10.4	Regular meetings will be arranged to monitor and review the current action plan and all parties are expected to attend and provide a summary update of actions taken to assist the client with the action plan goals
10.5	The key case manager will develop an agenda and provide this to parties 5 days prior to the meeting.
10.6	It is important that the key case manager be utilized as the conduit for communications between agencies and the client. It is appropriate however, that individual interactions to fulfill the action plan objectives e.g appointments that direct client agency communications occur. If this presents as a problem for either an agency or the client the key case manager will review the situation with both parties and a suitable resolution to effective communication will be arranged.

11. CASE MEETINGS

11.1	Case meetings may be called by either the key case manager or the client at anytime reasonable through out the delivery of case management.
11.2	The key case manager will inform parties of any meetings, either planning, review or closure and provide all details of location, time and agenda.
11.3	Meetings are an opportunity to provide updates, discuss issues for any party involved in the action plan and to modify action plans where necessary.
11.4	Parties to the action plan should come prepared with all information to discuss as necessary and according to the agenda
11.5	Client and key case manager will negotiate length of time for meetings and will ensure all rights of participants are observed.
11.6	All meetings will be minuted and all parties to receive copies of these minutes within 24 hours of the meeting concluding.
11.7	All parties at the meeting will sign of attendance and agreements on outcomes from the meeting
11.8	The case manager will have license to facilitate meetings and manage any conflict arising at meetings.
11.9	All parties commit to respect, honesty, up holding rights for all parties participation and to discuss issues of concern with a focus on creating positive outcomes for all concerned.

12. REVIEW

12.1	Case reviews will be agreed to at the time of planning and may change according to the progress of client outcomes.
12.2	Case review meetings will be conducted