

RECOMMENDATIONS FROM THE ABI CASE MANAGEMENT REVIEW 2007

The following recommendations have implications for the further development of ABI case management, other ABI supports, relationships with other specialist sectors (such as mental health) and other disability and generic community providers. It is the coordinated contribution of all of these components which, as a conclusion of the current review and consistent with MICH, are needed to provide the best ongoing and timely support to people with an ABI post acute and rehabilitation phases of recovery. The recognition of the critical role of ABI case management in secondary consultation and partnership with other providers, as a means to support both an efficient and appropriate throughput model of delivery and the reality of demand and priority access, is an important development proposed from this review. Throughput refers to the process of transition from specialist ABI services and supports to those available more generally in the community.

8.1 Establish guidelines for priority of access and the allocation of resources for ABI case management service by

- Defining the core business of ABI case management services, including the functions of short and long term case management, secondary consultation and priority of access to services.

Action: Case Manager's Action Group (CMAG) to address.

- Defining the pathways between ABI case management services and generalist disability case management services.

Action: CMAG to address.

- Increasing the capacity to provide an early intervention response to people with an ABI on the waiting list for ABI case managers including short term intervention and access to discretionary funds to support diversion. This includes the capacity to respond in a timely manner to crises across multiple ABI case management services.

Action: CMAG to address.

- Review targets and associated unit prices within current ABI case management. This review will be undertaken to further understand and address the funding and target anomalies that currently exist across the ABI case management system. The review will address the range of functions provided by case management services, such as, intake

and secondary consultation and will enable implementation of throughput strategies and engagement of and support to other disability generalist supports and the generic service system.

Action: DSD and Regions

8.2 In the context of the Disability Act (2006), clarify service access and promote systemic service development by

- Documenting service pathways for people with an ABI, consistent with the throughput model of service relationships proposed in this report (Figure 3).

Action: CMAG to address.

Establishing within ABI case management services, enhancement of intake management strategies, specifically short-term case management, priority of access criteria and consideration of integrated intake functions.

- Develop protocols between ABI case management and other disability and generic services (such as Community Health Centres) defining secondary consultation roles of ABI case managers (through staff training, information dissemination, modelling of practice including promoting skills development, supervision of staff in other organisations, mentoring, problem solving and expert assessment and intervention) and the implications for the capacity to engage and provide support to people with an ABI by more generic providers.

Action: CMAG to address.

- Reviewing existing partnership arrangements and protocols between ABI case management and
 - mental health
 - drug treatment services
 - acute and sub acute health
 - DHS Intake and Response, Disability Client Services

Action: DSD and DHS- N&W to address

- Ensuring that all protocol development within and between ABI case management, ABI support providers and wider sectors includes:
 - statement of service eligibility and service scope all community service organisations and DHS
 - agreement on processes to determine priorities and resource allocations
 - agreement on processes to manage wait lists
 - agreement on throughput strategies
 - protocols/partnership arrangements across services to support agreed processes
 - review mechanisms
 - workforce development strategies.

Action: CMAG to address.

8.3 Build and strengthen links to other ABI Disability Supports by

- Coordinating growth between ABI case managers and other ABI supports (through behaviour support, family therapy, neuropsychological assessment) to ensure coherent service development.

Action: DSD to address.

- Realigning the priorities for ABI case managers and other disability ABI supports to priorities identified in this review.

Action: CMAG to address.

8.4 Build and strengthen links to Disability Support by

- Monitoring and strengthening access to wider disability resources, such as, ACL packages and Individual Support Packages for people with an ABI, in particular through the use of the Disability Support Register.

Action: N&W and Regions to address

- Using this review as an opportunity to re-shape ACL packages consistent with the findings of the review.

Action: DSD to address.

- Ensure formal pathway exist between ACL packages and access to Individual Support Packages to meet on going support needs.

Action: N&W and Regions to address.