

CASE MANAGEMENT - Accountability Framework

	1	2	3	4	5	6
	Inclusive	Self-Determination	Partnerships & Connections	Openness & Clarity	Aspirations & Direction	Health Literacy
	<i>Catalyst embraces consumer diversity, taking into account consumers' individual interests, customs, beliefs and backgrounds. Catalyst is all-encompassing regardless of race, religion, sexuality, gender identity, beliefs and health status.</i>	<i>Catalyst will support the removal of barriers that consumers may face in the pursuit of community participation and personal decision making.</i>	<i>Through the development of respectful and balanced partnerships, consumers will be able to make informed choices through self-direction. Catalyst acknowledges its own answerability to the partnership with accountable working processes.</i>	<i>Catalyst will willingly provide full and open disclosure to consumer and/or advocates, enabling consumers to make a true informed choice regarding support and service provision.</i>	<i>Catalyst understand while a consumer might experience challenges in their life, our wellness approach starts from the point of view that we will support people to achieve goals, have roles that are meaningful and continue to make a contribution to society through the enjoyment of life.</i>	<i>Catalyst recognises consumer rights to obtain, read, understand and use healthcare information to make appropriate health decisions. The healthcare information must be relevant to the consumer using inclusive language that recognises special cultural or individual requirements.</i>
Quick Policy Reference	Access to Services; LGBTI;	Access and Equity; Risk Management;	Client Rights and Service Charter; Client Intake and Referrals.	Communication Framework; Consumer Engagement Framework; Consumer Feedback. Privacy and Confidentiality.		

CASE MANAGEMENT - Accountability Framework

A	Information sharing and responsive communication	<p>Case Management Information products will be provided in a variety of languages and formats.</p> <p>Translation and interpreting services will be offered where required.</p> <p>Input will be sought from Catalyst staff and external sources where this may assist information provision /communication.</p> <p>Policy and performance information will be available to consumers on request in accordance with organisational policy.</p>	<p>The Case Manager(s) will work with individual consumers and their nominated advocates to identify and redress barriers to participation, and to facilitate personal decision making.</p> <p>Information on barriers which are systemic within the community will be recorded for potential advocacy.</p> <p>Policies and processes relating to self-determination will balance duty of care and dignity of risk principles.</p>	<p>Case Management services will be provided within in a “dignity in care” approach, recognising that consumers are expert in their own strengths, goals needs, capacities and preferences. The approach will be reflected in policies and procedures which guide the development of documentation and process, and the provision and supply of information.</p>	<p>Case Management staff will work with consumers and their representatives to identify and source or provide assistive information on a variety of topics and in a range of languages and formats.</p> <p>Information will not be withheld, unless its provision would breach Australian Privacy regulations.</p>		
B	Working collaboratively	<p>The Case Manager(s) will link with and or refer to other Case Management services, peak and representative bodies, specialising in areas of diversity to support best outcomes for consumers.</p>	<p>The Case Manager(s) will liaise and work collaboratively with nominated advocates and a range of organisations in order to assist consumers to redress barriers to participation and</p>	<p>The Case Manager (s) will encourage, recognise and respond to the input of the consumers’ nominated advocate or recognised carer, within the care partnership. Other involved service providers and support resources will be invited to provide input</p>	<p>Case Management processes and consumer outcomes will be enhanced by collaboration with relevant organisations.</p> <p>Consumer Information will not be shared without</p>		

CASE MANAGEMENT - Accountability Framework

			independent decision making.	into the partnership, subject to consumer consent.	consent, unless its release would be approved under Australian Privacy regulations.		
C	Responding to consumer need	Each consumer will be supported to identify and articulate their goals and needs at initial assessment, at review and throughout the case management process. Consumers with special or diverse needs will be encouraged to access and engage any additional supports required in the exploration and articulation of goals and needs. Plans developed and actions taken will align to goals and needs.	Each consumer will be supported to identify and work towards achieving their goals relating to personal decision making and level of participation as part of the Case Management assessment, planning, implementation and review process.	The Case Management service will recognise that different consumers could have varying levels of interest in participating in a partnership approach to service planning/implementation. The service will also recognise that an individual consumer's capacity to participate in this approach may vary from time to time. Preferred levels of engagement will be noted, and reviewed/ revised as required.	Information will be provided in a manner and at a level which promotes optimal participation and self-determination determination, but does not overwhelm.		

CASE MANAGEMENT - Accountability Framework

		1	2	3	4	5	6
		Inclusive	Self-Determination	Partnerships & Connections	Openness & Clarity	Aspirations & Direction	Health Literacy
		<i>Catalyst embraces consumer diversity, taking into account consumers' individual interests, customs, beliefs and backgrounds. Catalyst is all-encompassing regardless of race, religion, sexuality, gender identity, beliefs and health status.</i>	<i>Catalyst will support the removal of barriers that consumers may face in the pursuit of community participation and personal decision making.</i>	<i>Through the development of respectful and balanced partnerships, consumers will be able to make informed choices through self-direction. Catalyst acknowledges its own answerability to the partnership with accountable working processes.</i>	<i>Catalyst will willingly provide full and open disclosure to consumer and/or advocates. Enabling consumers to make a true informed choice regarding support and service provision</i>	<i>Catalyst understand while a consumer might experience challenges in their life, our wellness approach starts from the point of view that we will support people to achieve goals, have roles that are meaningful and continue to make a contribution to society through the enjoyment of life.</i>	<i>Catalyst recognises consumer rights to obtain, read, understand and use healthcare information to make appropriate health decisions. The healthcare information must be relevant to the consumer using inclusive language that recognises special cultural or individual requirements.</i>
D	Building capacity	The Case Manager will consult with the consumer and appropriate others to ensure that all plans developed and all services provided focus on building consumer capacity in a manner which is sensitive to special and diverse needs. Services will focus on	Consumers will be assisted to identify and access information, opportunities and supports (including aids, equipment and technology) that will enable them to expand their capacity to make personal decisions, and to participate at their	Consumers will be provided with the opportunities, information on or access to the supports and resources required in order to achieve their desired levels of partnership participation. Resources may include peer learning and peer support opportunities.	Consumers and their representatives will be advised of and have ready access to a range of Catalyst, Departmental and other relevant information products. Assistance will be provided to ensure the information is provided in		

CASE MANAGEMENT - Accountability Framework

		working “with” consumers, rather than “for” them.	desired level. The Catalyst Wellness Framework will guide the provision of services and supports which will assist consumers to maintain improve and restore physical, cognitive, emotional and social wellbeing.		languages and formats that best benefit them.		
E	Developing knowledge and skills	Case Manager(s) will maintain and seek opportunities to expand their knowledge and skills relating to engaging with consumers with special needs or from diverse backgrounds. The Case Manager will foster opportunities for consumers with special needs or from diverse backgrounds to maintain and expand their own knowledge and skills, and to contribute to the knowledge and skill of others (e.g. through	Case Manager(s) will proactively maintain, expand and share their skills and knowledge relating to the facilitation of consumer self-determination. Consumers will be informed of, and supported to access opportunities, information and supports to enable them to reach and maintain their optimal level of self-determination.	Case Manager(s) will proactively maintain, expand and share their skills and knowledge relating to the facilitation of partnership approaches in care. Consumers and their representatives will be informed of, and supported to access opportunities, information and resources to enable them to reach and maintain their optimal level partnership participation.	Information required for accountability and or reporting purposes will be collected, stored and transmitted in secure formats. Information analysis will contribute to service development. Consumers and will be informed about information products that might assist them to partner in the Case Management process at their optimal level. Consumers will be		

CASE MANAGEMENT - Accountability Framework

		Peer Support opportunities).			encouraged to share information /resources that might be of interest to other consumers.		
F	Encouraging change and continuous improvement	Catalyst staff with expertise in special needs and diverse communities will be consulted in the set-up and review of the Case Management Service. Input from external experts will be welcomed. Feedback on the responsiveness of the Case Management service will be sought and acted upon.	Feedback on the degree to which the Case Management service facilitates consumer self-determination will be sought and acted on. Input from internal and external experts will be welcomed. Learning will be shared with others.	Feedback on the degree to which the Case Management service demonstrates a partnership approach in Case Management will be sought and acted on. Input from internal and external experts will be welcomed. Learning will be shared with others.	Consumers will be informed of the Catalyst Feedback Process. Consumer, staff and key stakeholder consultation processes will provide opportunities for formal feedback. Informal feedback will be welcomed. All feedback will be used to enhance service development and quality.		