9.

References, Resources, Acknowledgements and Glossary

References and Resources…… 9.1

Acknowledgements..…… 9.3

Glossary of Terms….……9.5

REFERENCES AND RESOURCES

Case Management with Children in SAAP Services -A Family Orientated Approach Final Report	1997	Strategic Partners Pty Ltd
SAAP Case Management Project, National Report of Consultations	June 1995	Thomson, Goodall & Associates
SAAP Competency Identification Project	June 1995	Health and Community Services, Victoria
Needs of Children in SAAP Services	1994	Thomson, Goodall & Associates
Executive Summary -SAAP and Other Government Programmes	1994	Econsult (Australia) Pty Ltd & Dr Cecily Neil, CSIRO
Developing a User Rights Culture in SAAP Services	1996	Council to Homeless Persons, Victoria
Cultural Issues & Practise Standards	October 1996	SA Aboriginal Case Management Project
Time to Change, Doing More to Meet the Needs of SAAP Clients with Disruptive Behaviours	January 1994	Judy Hardy & Associates
A Case Management Framework for Supported Accommodation Assistance Program	May 1996	National SAAP Case Management Working Group
Case Management, Maintaining the Balance	1994	Commonwealth Rehabilitation Service
Homeless Young Single Women	1991	MSJ Keys Young
First National Strategic Plan SAAP 1995 -1998	1996	National SAAP Coordination & Development Committee
SAAP Strategic Directions	1993	Senior Officers Group

Final Report Case Management Coordination Project, Services for Young People who are Homeless and at Risk	1995	Thomson, Goodall & Associates
SAAP Case Management Discussion Paper	1994	National SAAP Case Management working Group
SA Case Management Resource Kit (draft)	1996	SACOSS
A SAAP Workers' Guide to Case Management,	1996	Technical Software Systems Pty Ltd
Case Management Training Curriculum Material, Queensland	1996	Learning Paradigms
Case Management in the Supported Accommodation Assistance Program NSW	1995	NSW Case Management Working Party

ACKNOWLEDGEMENTS

Thanks are given to all of the workers from SAAP services, Case Management Advisers, and members of the National, State and Territory SAAP Case Management Working Groups who have provided materials, suggestions and encouragement in the production of this Resource Kit.

Special thanks go to the National SAAP Case Management Working Group:

- Chairperson — Sharyn Casey
- Commonwealth Representatives — Doug Limbrick; Claire Sharry
- State Representatives -Victoria — Raymond Burnett; Brendan Smith
  - -NSW — Silvia Piazza
  - -SA — Julie Patterson
  - -ACT — Janine O'Dwyer
- Non-Government Representatives — Helen Riseborough; Yvonne Shipp; Sally Gibson
- Case Management Adviser — Joan Fuller
- Secretariat — Louise Wilson; Moira Sampson; Peggy O'Neill

Also to the following:

Helen	Bell	Koongoora	Qld
Jenny	Connolly	Case Management Adviser	NSW
Sharon	Cotterill	Albert & Logan Community Care	Qld
Marilyn	Crispin	Victoria Park Youth Accommodation	W A
Jude	Ellen	Case Management Adviser	NT
Lyn & Denis	Everett	Nathaneal House	Qld
Liz	Fritz	Blair Athol	Qld
Joan	Fuller	Case Management Adviser	Qld
Ema	Garcia	Women's Refuges Multicultural Service	W A
Sally	Gibson	Doris Women's Refuge	ACT
Claire	Grealy	Case Management Adviser	ACT
Andrew	Hall	Wanneroo Accommodation Support Services	WA
Sue	Hartree	Marillac	WA
David	Kernohan	St Bartholomew's House	WA
Kedy	Kristal	Patricia Giles Centre	WA
Diane	Lucas	Redlands Domestic Violence Service	Qld
Paul	Lucas	Sunnybank	Qld

Ray	McAllister	Case Management Adviser	NSW
Catherine	McClements	Case Management Adviser	NSW
Mary	O'Shea	Sunnybank	Qld
Major Laurel	Pearce	Byanda/Nunyara Women ' s Refuge	WA
Christine	Potito	MacLeod Women's Refuge	Qld
Wayne	Press	North Perth Migrant Resource Centre	WA
Sue	Purtell	YWCA	ACT
Vicki	Quinn	Wonthella	WA
Gloria	Reynolds	Byanda/Nunyara Women's Refuge	WA
Helen	Riseborough	Hanover Welfare Services	Vic
Doug	Robertson	Tranby House	WA
Karen	Schoenmaekers	Gold Coast Youth Services	Qld
Jan	Scott	STAY	WA
Catherine	Scott	Case Management Adviser	SA
Oili	Sharma	Case Management Adviser	NSW
Joanne	Spark	Orana	WA
Alice	Thompson	Youth & Family Services	Qld
Gabrielle	Whiteley	ANA WIM	WA
Russell	Young	StVincent'sCommunityServices	Qld

GLOSSARY OF TERMS

Admission — The process of entry to a service, program or residence.

Advocacy — Advocacy is the process of promoting, supporting and representing the rights and interests of people. It also involves the protection of an individual's rights and interests to obtain justice. Advocacy can involve acting, speaking, or responding on behalf of the person to ensure they have access to and receive services that meet their individual needs, and respect their right to choose.

Advocate — Is a person who supports or represents a client with regard to a particular issue, ensuring that their interests and rights are given proper consideration.

Assessment — Whilst assessment is an ongoing process, it is useful to differentiate between crisis assessment necessary for crisis intervention and a more detailed assessment with a view to planning.

Crisis/initial assessment involves looking at a person's needs in relation to their immediate situation including safety, health, income and well-being, food, warmth and shelter.

Assessment with a view to ongoing planning is more comprehensive and involves an holistic approach incorporating strengths, hopes and preferences, as well as needs. It occurs over a period of time and is an ongoing process.

Case closure/exit planning — Case closure/exit planning involves planning for when a person will cease to be supported by SMP. It also involves planning for when a person will exit SAAP accommodation for stable long term accommodation and identifies any follow- up that may be required.

Case management — Case management is an approach to service delivery which emphasises working with clients in a way which respects them as individuals and which ensures their particular needs are being met.

Case workers — Refers to the staff person who is responsible for assisting the client with the development, implementation and the management of their Support Plan.

Client file

A client file is the documented information that is recorded by the service about the client. This includes case notes, plans and client history, and refers to both, information kept on paper and electronically.

Client focus

Being 'client focused' means starting with the needs and wishes of the client rather than what services you can provide.

Services should be flexible and provide an individual response to client needs.

Code of conduct

Guidelines for staff on appropriate behaviour within their work environment.

Competency

Having the required skills to perform a task.

Complaint

A documented process and established procedure identified by mechanism the service, for clients to express any dissatisfaction about the service.

Consent

Permission from the client should be given before any information about them, or their children is given to another agency.

Wherever possible this permission should be in writing. When it is not possible to gain consent in writing, e.g. if the contact is by telephone, the worker should make a note in the case file recording the details outlined in the consent form.

There are exceptions when it is not possible or appropriate to obtain consent from a client before involving another agency.

Consent form

A form that documents written consent. Written consent requires the person to sign and date the form.

Coordination

Coordination in relation to Case Management involves having an understanding of the role of other services and developing co-operative working relationships with relevant services. It also means knowing when you have a shared client and who is doing what (with the client's consent).

Critical incident

Is a significant event that threatens the safety of one or more people and/or causes them psychological disturbance.

Debriefing

Is the support provided to an individual or group and discussion following a critical incident. Debriefing aims to assist the individual/s to identify their feelings related to the event and to reach some resolution about it, in order for them to be able to resume their usual roles and responsibilities.

Debriefing may also involve the service in analysing the incident and making a decision about how to respond to any clients involved, and an examination of the service's policy and procedures.

Direct service

Direct service in SAAP involves actual work with, and for service users. This includes children accompanying adults.

Duty of care

Is the obligation to take reasonable care to avoid injury to a person who it can reasonably be foreseen might be injured by an act, or omission. It is the basis for the civil (court) action of negligence.

Elements of case management

The key elements of case management in SAAP are:

- entry/screening.
- assessment.
- planning
- direct service.
- coordination
- monitoring and review
- case closure, exit planning and fo11ow-up
- evaluation

Entry/screening

The entry/screening process is to make sure that the service is able to provide the service/s requested. This means checking that the client and the service requested matches the target group, and the capacity of the service. It may also mean consideration of the needs of current clients to ensure compatibility.

Ethics

Ethics include principles on standards of behaviour which are acceptable to the community at large, as right and proper conduct.

Evaluation

Evaluation is a process which analyses client feedback and outcomes of a service with a view to improving service delivery. Client feedback is a key element for case management

Exit planning

(As in case closure above.)

Follow-up	Follow-up is a limited service that is provided to a client after they leave SAAP accommodation to support them to live in independent accommodation.
Goals	An achievable statement about what a client hopes to achieve. Goals may be crisis, short-term, medium-term and long-term.
Guardian	Is a person identified as having the legal status to make decisions in consultation with and on behalf of a person.
Intake procedures	The process by which an individual enters and is assessed for eligibility to a service.
Monitoring & Review	Monitoring is the process of reassessing needs and revising the support plan to keep it up to date with the current needs of the client, and any accompanying children. The support plan is also regularly reviewed to check on achievements and explore ways of getting over any barriers which have arisen. Support plans are regularly changed to reflect achievements, new priorities or changing goals.
Networking	A formal or informal process of people with common concerns to share ideas, information and to form relationships.
Outcome	Is a change in the quality of life achieved by a client between entry into and exit from a program.
Planning	Planning is a process focused on identifying client needs, clarifying goals and hopes, setting priorities, and identifying steps/actions necessary to achieve these. It is client driven and empowers the client. Goals may be very small and concrete as well as longer-term and broad.
Policy	A framework of principles that guides decision-making, activity and practice.
Supervision	Is a process that allows for the evaluation and enhancement of staff member's performance of their role and responsibilities.
Support needs	The level of assistance required by an individual to carry out a task or participate in an activity.
Support plan	Is a written plan of action. It specifies agreed upon priorities, goals and strategies designed to meet the needs of the person who receives service.