Case Management & the NDIS

Patrick Vasquez – Manager, Support Coordination & Capacity Building
Disability Case Management presentation

• Definition of case management.
• What is available and who funds the services, including non-funded services.
• How will case management be funded under the NDIS
• Key issues surrounding Case Management, including case studies.
• Impact of NDIS on Case Management – The big QUESTION???
• Open discussion
What is Case Management

• “A collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality cost effective outcomes”. (from The Case Management Society of Australia in "National Standards of Practice for Case Management")

• ADHC's definition of case management is:
  “a collaborative process in which an individual's needs are assessed, a plan is developed and services are agreed upon which are tailored to meet individual needs. Progress is monitored and reviewed”
Phases of case management

1. engagement and relationship building;
2. information collection and assessment;
3. planning and prioritisation of needs;
4. allocation, development and negotiation of resources; implementation of a plan;
5. monitoring of the plan; and
6. review of the plan,
7. case closure or reassessment.
National Disability Insurance Scheme (NDIS):

The NDIS will revolutionise the way people with a disability, their families and carers are supported in Australia. It is the biggest social reform since the introduction of Medicare. When fully implemented in 2019-20 the NDIS is expected to benefit approximately 450,000 Australians with disability and will have a total annual cost of $22.1 billion.

Why is it being introduced:

“The current disability support system is underfunded, unfair, fragmented and inefficient. It gives people with a disability little choice, no certainty of access to appropriate supports and little scope to participate in the community... this is a system marked by invisible deprivation and lost opportunities” (Productivity Commission report 2011)

Main recommendation: Set up a national system to be called the National Disability Insurance Scheme (NDIS)
Key issues

• The dreaded ‘waiting list’ – Will NDIS fix it?

• Emergency intervention? Does it exist?

• Support Coordination vs case management...

• Quality of service delivery

• Supply and demand
Impact of NDIS

• Uncertainty but big hopes. Support Coordination and Case Management

• Will ILC - (Information, Linkages and Capacity Building) be the answer = Not really.

• The new trends – Private and non-funded

• Macarthur Disability Services’ model – Support Coordination Unit
Is Case Management a ‘dirty word’? Why?

• “People who attend day, recreation and life skills programs as well as people who receive support from therapy, early or behaviour intervention programs or use case management services:

• Most people who currently access these supports living in year 1 districts are likely to move to the NDIS between 1 July and December 2016.

• These people do not need to apply for access to the NDIS. They will be contacted by the NDIA when it is their turn to access the NDIS”.

(Source: NWS FACS NDIS Service Provider Guide);
And more from ADHC

• “The majority of people currently receiving specialist disability supports will be able to access the NDIS in the first six months of each of the two year rollout periods, using a simplified access process.

• This includes people who might be living in supported accommodation, accessing a community access service such as a day program or case management service”.

• (Source FACS NDIS Communications Handbook, January 2016):
Support Coordination NDIS definition

• “Assistance to strengthen participants abilities to coordinate and implement supports and participate more fully in the community. It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, **resolving points of crisis**, parenting training and developing participant resilience in their own network and community.”
Support Coordination – benefits

Support Coordination will assist participants in complex situations or who want changes. This can include:

- Explore a way of life different to their current service delivery.
- Move from day activity to supported employment or from supported to open employment.
- Move to more independent living options e.g. out of home.
- Severe Disability requiring multiple supports/services.
- Young people in residential aged care.
- Conditions of a degenerative nature requiring regular adjustment to changing needs.
- Episodic, intensive health supports.
- Crisis resolution.
- Limited or no informal support network.
Support Coordination benefits continued...

- Child protection or criminal justice involvement.
- History of significant incident reports or crisis.
- Challenging behaviour requiring facilitated liaison between behaviour support professional and informal, mainstream and funded support providers.
- Homeless or at risk of homelessness.
- Public guardian/state trustee involved and unable to provide level of coordination required.
- High level disadvantage or vulnerability.
- History of regular service provision breakdown.

(Source NDIS Support Coordination presentation August 2016)
Sample Job Advertisement: Leisure Networks
SUPPORT COORDINATORS (CASE MANAGEMENT)

Numerous positions (full time or part time)
Commencing June to September 2016 (staggered commencement dates)
Highly engaged and professional team
Supportive and flexible working environment
North East Melbourne location

Are you a proactive, flexible team player with a willingness to learn within a supportive environment?
This is a fantastic opportunity for you to learn, be innovative and make a real difference to the lives of the people we work with and their families.

“Proven experience and confidence in disability case management will be well regarded, however is not essential”.

Source: https://www.leisurenetworks.org/sites/default/files/Support%20Coordinator%20NEMA_May%202016.docx_0.pdf
The importance of Advocacy as we transition into the NDIS:

• Disability Case Management is a legitimate intervention
• Disability Case Management can be a reasonable and necessary intervention
• How will the NDIS respond to ‘points of crisis’ requiring emergency intervention
• Keeping the NDIS Honest

• Finally: 2 Case Studies to be presented Verbally