

What is Case Management?

Case Management is used to develop a service plan which is based on individual choice and preference.

A Case Manager is a person who coordinates, consults and advises clients and their families. A case manager also works in partnership with other services so that the service plan is developed and delivered effectively.

The case management approach assumes that clients with complex and multiple needs will access services from a range of service providers and the goal is to achieve seamless service delivery.

How does Case Management work?

*We work with the person and their family where appropriate to identify needs and establish goals

* Develops individualised case plan and coordinate services

* Assist people to be linked with existing services

* Purchase services through brokerage funding

* Assist people to maximise their independence and maintain links in the community



Woodville Community Services Inc.

Case Management and Brokerage

Referrals can be made by:

- * Carers
- * Assessment Teams
- * Community Health Centres
- * Doctors
- * Disability Services
- * Local Hospitals
- * Juvenile Justice
- * Police
- * Other Community Based Services
- * Schools