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| Case management 17028 |
| Outcome objective: Victorians have the capabilities to participate  Output group: Disability services  Output: Disability services |

# 1. Service Objective

Case management services aim to support people who have complex needs and who require assistance to become more independent and active in community life.

# 2. Description of the service

Funding for this activity is being withdrawn progressively as clients transition to the National Disability Insurance Scheme (NDIS).

Case management services provide case managers to work collaboratively with people to identify, link with and organise the supports required to achieve their goals.

# 3. Client group

The client group this activity is targeted at is people with a disability as defined under the Disability Act 2006 and considered a priority for access to services.

# 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

## 4a. Registration and Accreditation

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.
* Registration under the Disability Act 2006.

## 4b. Program requirements and other policy guidelines

* [Disability Support Register (DSR) Guidelines – October 2015](https://services.dhhs.vic.gov.au/disability-support-register-guidelines-word)

<https://services.dhhs.vic.gov.au/disability-support-register-guidelines-word>

* [Disability services access policy](https://providers.dhhs.vic.gov.au/disability-services-access-policy-word)

[< https://providers.dhhs.vic.gov.au/disability-services-access-policy-word >](http://providers.dhhs.vic.gov.au/access-supports)

* [Disability Services Access Policy – an implementation guide](https://providers.dhhs.vic.gov.au/disability-services-access-policy-implementation-guide-pdf)

[< https://providers.dhhs.vic.gov.au/disability-services-access-policy-implementation-guide-pdf>](http://providers.dhhs.vic.gov.au/sites/dhhsproviders/files/2017-08/Disability-Services-access-policy-an-implementation-guide.pdf)

* [Senior Practitioner – Authorised Program Officer practice advice](https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice)

[<https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice>](https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice)

* Senior Practitioner – [Independent](https://dhhs.vic.gov.au/publications/senior-practitioner-disability-independent-person-toolkit) Person toolkit

[<https://dhhs.vic.gov.au/publications/senior-practitioner-disability-independent-person-toolkit>](https://dhhs.vic.gov.au/publications/senior-practitioner-disability-independent-person-toolkit)

* [The Positive Practice Framework](https://providers.dhhs.vic.gov.au/positive-practice-framework-word)

<<https://providers.dhhs.vic.gov.au/positive-practice-framework-word>>

# 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement. Performance is measured as follows:

## Key performance measure: Number of clients

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| Aim/objective | The aim of this performance measure is to monitor the number of new clients who received case management in the reporting period. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative |
| Counting rule | Count the number of new clients who received case management during the reporting period.  When reporting through service delivery tracking, on 1 July of each financial year count all individuals receiving case management as ‘new clients’, and thereafter, from August to June each year, count only new clients. |
| Data source(s) collection | Quarterly data collection  Service delivery tracking - Monthly |
| Definition of terms | A client, for the purpose of this performance measure, is an individual with a disability as defined under the Disability Act 2006 who is receiving case management through this activity.  A 'new client' is defined as a person who:  as never received a service, or  has recommenced services no less than three months after their last episode of support was closed.  Case management is defined as time-limited assistance for individuals to achieve their goals, become more independent and active in community life and to deal with problems they may be encountering.  Note: This does not include administrative activities such as phone calls arranging meetings or providing updates on requests for support. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system | Data set | Reporting cycle |
| --- | --- | --- | --- |
| Service delivery tracking (SDT) | FAC/SAMS2 | Service delivery tracking data set | Monthly |
| Quarterly data collection –disability | Quarterly data collection – tool | Quarterly data collection – minimum data set | Quarterly |

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