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## 9.

# References, Resources, Acknowledgements and Glossary

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|-------------------------------|-----|
| References and Resources..... | 9.1 |
| Acknowledgements.....         | 9.3 |
| Glossary of Terms.....        | 9.5 |

**REFERENCES AND RESOURCES**

|   |              |  |
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| SAAP Competency Identification Project  | June 1995    | Health and Community Services, Victoria              |
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| SAAP Strategic Directions   | 1993         | Senior Officers Group                                |

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|---|------|---|
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| SA Case Management Resource Kit (draft)   | 1996 | SACOSS                                      |
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| 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  
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Brendan Smith  
-NSW Silvia Piazza  
-SA Julie Patterson  
-ACT Janine O'Dwyer
- Non-Government Representatives Helen Riseborough  
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Moirra Sampson  
Peggy O'Neill

Also to the following:

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| 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 |

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| Ray          | McAllister    | Case Management Adviser             | NSW |
| Catherine    | McClements    | Case Management Adviser             | NSW |
| Mary         | O'Shea        | Sunnybank                           | Qld |
| Major Laurel | Pearce        | Byanda/Nunyarra 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/Nunyarra 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**

|                                   |  |
|-----------------------------------|--|
| <b>Admission</b>                  | The process of entry to a service, program or residence.   |
| <b>Advocacy</b>                   | 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.  |
| <b>Advocate</b>                   | 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.  |
| <b>Assessment</b>                 | <p>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.</p> <p>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.</p> <p>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.</p> |
| <b>Case closure/exit planning</b> | 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.  |
| <b>Case management</b>            | 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.   |
| <b>Case workers</b>               | Refers to the staff person who is responsible for assisting the client with the development, implementation and the management of their Support Plan.  |

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| <b>Client file</b>       | 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.   |
| <b>Client focus</b>      | <p>Being 'client focused' means starting with the needs and wishes of the client rather than what services you can provide.</p> <p>Services should be flexible and provide an individual response to client needs.</p>  |
| <b>Code of conduct</b>   | Guidelines for staff on appropriate behaviour within their work environment.  |
| <b>Competency</b>        | Having the required skills to perform a task.   |
| <b>Complaint</b>         | A documented process and established procedure identified by mechanism the service, for clients to express any dissatisfaction about the service.   |
| <b>Consent</b>           | <p>Permission from the client should be given before any information about them, or their children is given to another agency.</p> <p>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.</p> <p>There are exceptions when it is not possible or appropriate to obtain consent from a client before involving another agency.</p> |
| <b>Consent form</b>      | A form that documents written consent. Written consent requires the person to sign and date the form.   |
| <b>Coordination</b>      | 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).   |
| <b>Critical incident</b> | Is a significant event that threatens the safety of one or more people and/or causes them psychological disturbance.  |

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| <b>Debriefing</b>                  | <p>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.</p> <p>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.</p> |
| <b>Direct service</b>              | <p>Direct service in SAAP involves actual work with, and for service users. This includes children accompanying adults.</p>   |
| <b>Duty of care</b>                | <p>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.</p>   |
| <b>Elements of case management</b> | <p>The key elements of case management in SAAP are:</p> <ul style="list-style-type: none"><li>• entry/screening.</li><li>• assessment.</li><li>• planning</li><li>• direct service.</li><li>• coordination</li><li>• monitoring and review</li><li>• case closure, exit planning and follow-up</li><li>• evaluation</li></ul>   |
| <b>Entry/screening</b>             | <p>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.</p>  |
| <b>Ethics</b>                      | <p>Ethics include principles on standards of behaviour which are acceptable to the community at large, as right and proper conduct.</p>   |
| <b>Evaluation</b>                  | <p>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</p>   |
| <b>Exit planning</b>               | <p>(As in case closure above.)</p>  |

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| <b>Follow-up</b>               | 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.  |
| <b>Goals</b>                   | An achievable statement about what a client hopes to achieve. Goals may be crisis, short-term, medium-term and long-term.  |
| <b>Guardian</b>                | Is a person identified as having the legal status to make decisions in consultation with and on behalf of a person.  |
| <b>Intake procedures</b>       | The process by which an individual enters and is assessed for eligibility to a service.  |
| <b>Monitoring &amp; Review</b> | 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. |
| <b>Networking</b>              | A formal or informal process of people with common concerns to share ideas, information and to form relationships.   |
| <b>Outcome</b>                 | Is a change in the quality of life achieved by a client between entry into and exit from a program.  |
| <b>Planning</b>                | 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.   |
| <b>Policy</b>                  | A framework of principles that guides decision-making, activity and practice.  |
| <b>Supervision</b>             | Is a process that allows for the evaluation and enhancement of staff member's performance of their role and responsibilities.  |
| <b>Support needs</b>           | The level of assistance required by an individual to carry out a task or participate in an activity.   |
| <b>Support plan</b>            | 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.  |