



## Case Management Services

Case Management Services provides support and assistance to frail older people, people with dementia and younger people with disabilities so they can remain living in their homes.

Support is provided via programs called individual 'packages of care'. These programs support individuals with complex care needs to live independently in the community. Sometimes funds can also be used to purchase additional services for people whose needs cannot be met entirely by other community and health services.

### Case Managers

Case Managers work in partnership with clients and carers to develop a support plan that promotes the person's independence, physical health and emotional well being. Care plans are developed and reviewed to ensure they continue to meet both the clients and carers needs. The Case Manager also manages services included in the care plan, such as respite, personal care and transport services.

### Linkages

Linkages is a program intended to meet the needs of people who might otherwise require admission into long term residential care. Each program is specifically developed to meet the goals and needs of the person requiring it. Linkages programs are individually written and flexible.

### Community Aged Care Packages

Community Aged Care Packages (CAPS) are individually planned and coordinated programs of care, customised to help older people remain

living in their own homes. They are designed to help individuals who might otherwise require admission to a low level aged care residential facility.

### Individual Support Packages

Individual Support Packages (ISP's) are allocated by the Department of Human Services to people with disabilities. The package is designed by the person it is allocated to, ensuring it therefore meets their individual and unique disability related support needs. The person with the support package may include access to a Case Manager as part of their package, to assist them with coordinating services and achieving their goals and aspirations.

### Who can use these services?

Different programs have different eligibility or entry criteria. In general, individuals may be eligible if they:

- Wish to remain living in their home
- Require ongoing case management to plan, coordinate and monitor services
- Have complex needs and need more flexible and extensive services than are currently available through other programs



## How much does it cost?

- Fees apply for all programs and are based on a client's ability to pay. Under certain circumstances fees may be waived or reduced to assist clients when financial difficulties arise.
- Service providers can also purchase case management on a fee for service arrangement by contacting the Case Management Team Leader on: (03) 9304 9221

## For further information contact:

- Commonwealth Respite and Carelink Centre / CarerLinks North run by Merri Community Health Services on: 1800 052 222
- North West Aged Care and Assessment Service on: (03) 8387 2193
- Department of Human Services, Disability Client Services Intake and Response Service on: (03) 9412 2741