

Self-directed planning and case management

The Victorian State Disability Plan 2002 – 2012 describes how disability services should work in Victoria. An important part of the State Plan is how to make disability supports work so that people with a disability can plan what they need and decide how they want to use their supports.

What is self-directed planning?

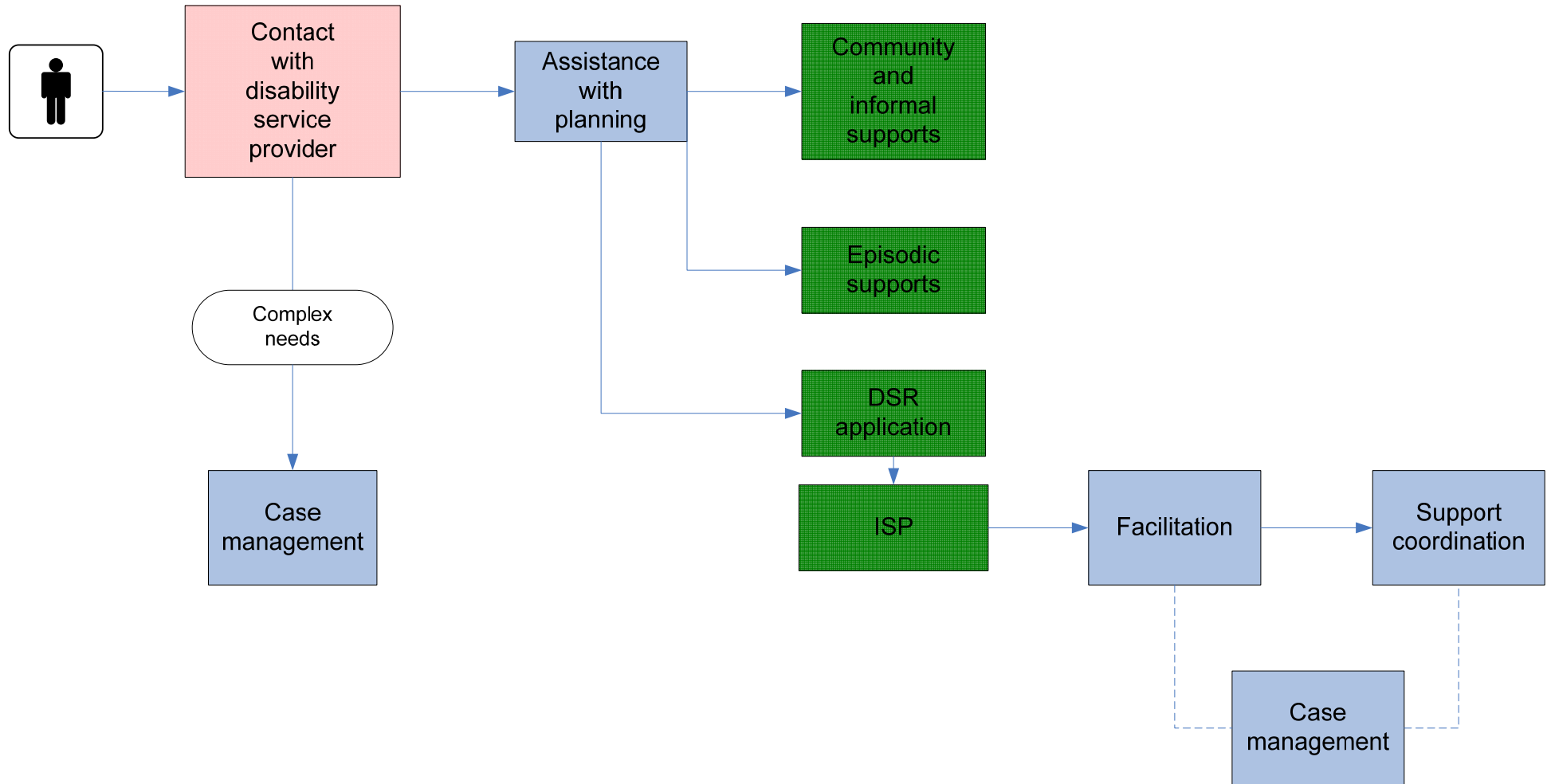
Planning means deciding what you want from life, working out who will help you make it happen, and how and where you will get the supports you need. Self directed planning means that the person with a disability and their family is in charge of planning process as much as possible. Sometimes a person may need support to say what they need, and helped to work out what supports they might want. Disability Services wants people with a disability to have as much choice as possible.

Disability Services is working out how this planning will happen. There are three kinds of planning that take place at different times:

- assistance with planning
- facilitation
- support coordination.

As well as looking at planning, Disability Services is also looking at how case management works, and how it connects with planning.

The following chart gives a summary of how these services work together and following this there is more information about each of the services.



Assistance with planning

What is it?

- Assistance with planning helps a person and their family to work out what they want in life and how they will get it.
- It includes supports in the community as well as supports from Disability Services.
- It may be:
 - **limited assistance with planning** includes supporting the person to work out what they want and information about how they can get the help and supports they may need
 - **extensive assistance with planning** involves working with the person to work out what they want, and supporting them to put in place the things they need to make it happen.
- For most people planning happens before they are getting any other help from Disability Services.
- Assistance with planning will help the person with a disability to be more involved with their community, as well as work out the supports they need.

Who is it for?

- People who are new to Disability Services to work out what they want from life.
- People who already get disability services and:
 - wish to make changes to what they want from their life
 - want to look at different ways of getting support or are going through major changes in their life.

How long does it go for?

- Assistance with planning lasts as long as takes for a person to get the information they need.

- Extensive assistance with planning lasts as long as it takes to develop a person's plan and put in place anything they need to make it happen.

Who provides it?

- Limited assistance with planning may be provided by any disability service provider.
- Extensive assistance with planning is provided by workers called planners, who may work with the department or a community service organisation.

Facilitation

What is facilitation?

- Facilitation takes place after the person has been given an Individual Support Package (ISP).
- Facilitation includes:
 - helping a person to plan and use their ISP, including working out a support plan
 - supporting the person to work out if their support plan or ISP needs to change over time
 - giving the person help and information if they need it.

Who is it for?

- Facilitation is only for people who have an ISP and have a number of people providing supports.

How long does it go for?

- Facilitation is provided for as long as it takes to work out the support plan and put the supports in place.

Who provides it?

- Facilitation is provided by workers called facilitators who may work with the department or a community service organisation.
- A person is able to choose a facilitator when they are given an ISP. If the person wants to they can ask the department to help them choose a facilitator.

- Where a person has a case manager, the case manager can help with facilitation.

Other things to know

- Facilitation includes working out the person's support plan and help to change it if they need to.
- The person does not need to pay for facilitation from their ISP.

Support coordination

What is it?

- Support coordination is help for the person to keep their supports running smoothly.

Who is it for?

- Support coordination is for people who have an ISP who may:
 - not have family or friends to help them
 - need help to deal with services
 - be involved with a large number of services
 - have medical or other needs that mean they need support from a large number of services
 - need help to manage their ISP funding.

How long does it go for?

- It is provided for as long as the person has an ISP.
- The need for support coordination is checked regularly.

Who does it?

- It is done by a person's facilitator or a support coordinator.
- When a person has a case manager, the case manager will help with support coordination.

Other things to know

- The need for support coordination should be talked about during assistance with planning, and included in the person's application for an ISP if it is needed.
- A person's need for support coordination may change at any time and they can ask for it to be checked or to finish.

- It is paid for as part of a person's ISP and needs to be included in the person's application for an ISP.

Case management

What is it?

- A service for people in difficult, complex situations who require a large amount of support.
- Provides help when the person needs help very quickly to deal with a difficult situation and in times of when they have a lot of issues and need a large amount of support.
- Aims to help the person (and the people they know well) to manage their issues and supports.

Who is it for?

- People in complex situations requiring a large amount of help to:
 - work out their issues and how to deal with them
 - put the supports and services they need in place.

How long does it go for?

- The length of time a person is able to get case management depends on their needs.

Who provides it?

- Case Managers may work for either the Department of Human Services or a community service organisation.

Other things to know:

- When a person needs case management, and also needs planning, facilitation or support coordination, the case manager will do this.