

Self-directed planning and case management

The Victorian State Disability Plan 2002 – 2012 outlines the policy direction for Disability Services in Victoria. A priority strategy in the Plan is to make disability supports more flexible and individualised. Disability Services is working to redevelop how people with a disability are able to access supports, including the introduction of self-directed approaches to service delivery. The components of this approach are:



What is self-directed planning?

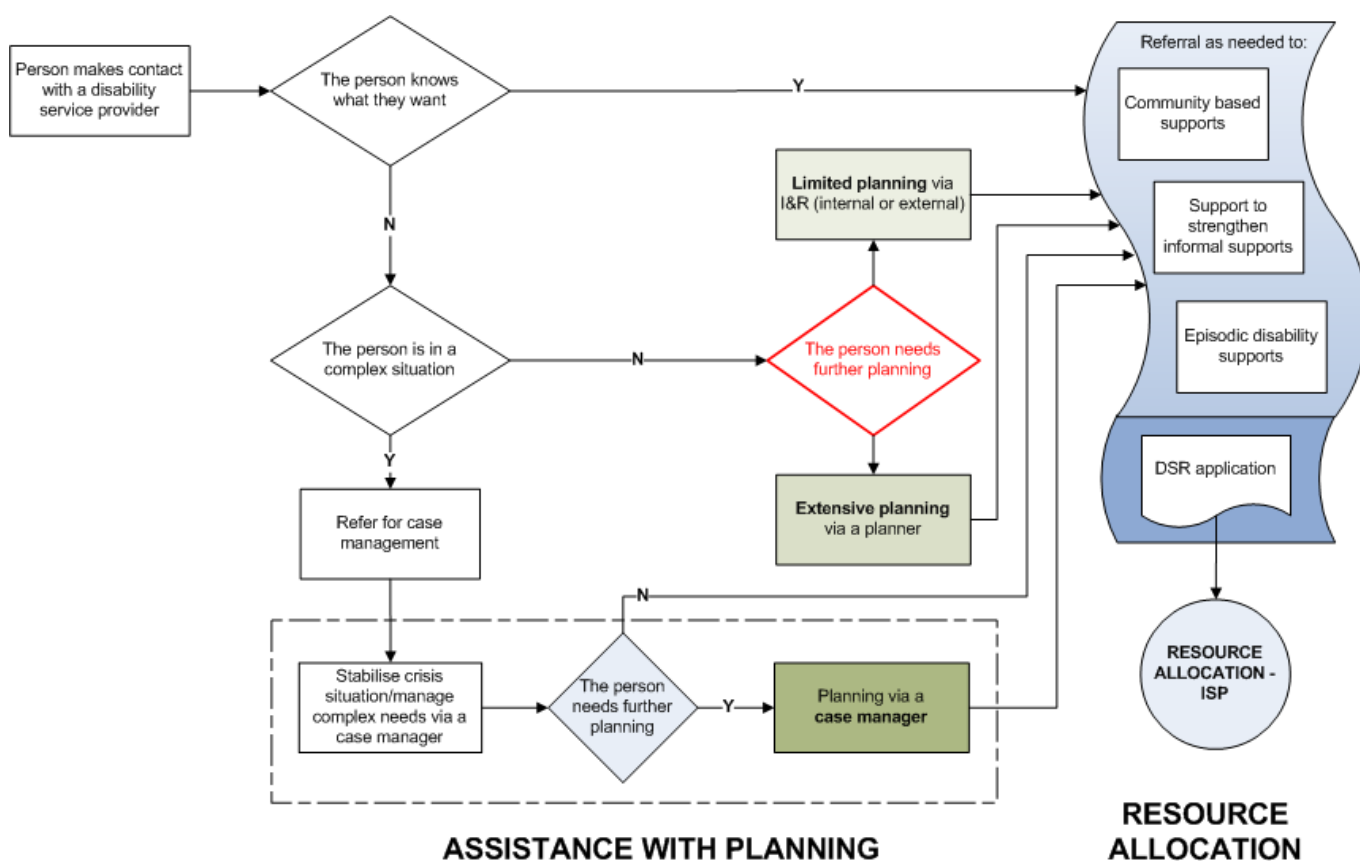
Self-directed planning is planning that is personalised and directed by the person, with the support of the person's family, carer/s or other support people if required. Disability services aims to provide supports in such a way that planning is self-directed to the maximum extent possible.

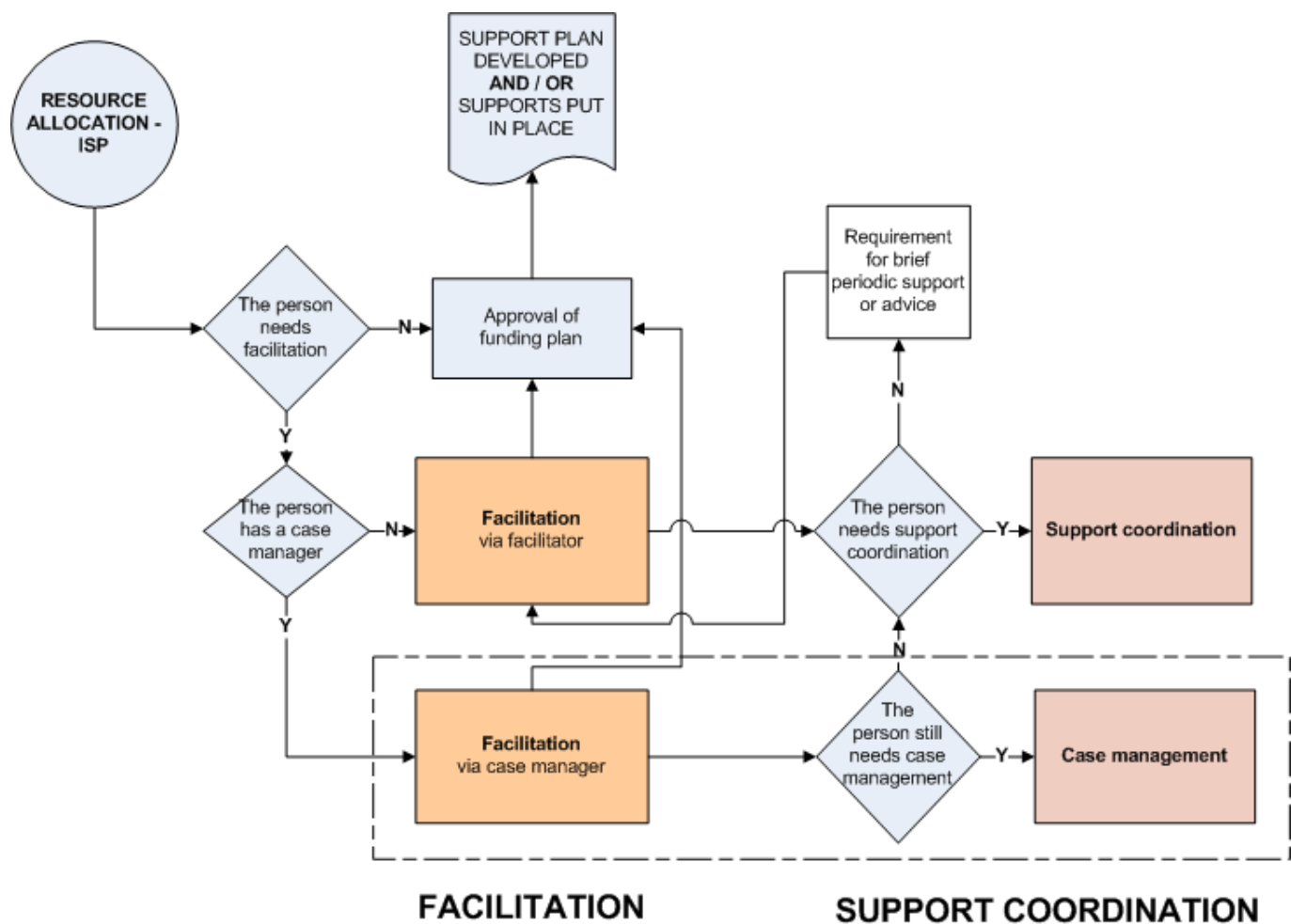
The Disability Services' model for self-directed planning provides a framework in which a person is able to plan, access, implement and monitor supports. It has three components:

- **Assistance with planning** – a comprehensive planning process that supports a person to identify their goals and needs. In most cases it takes place when a person first enters the disability service system.
- **Facilitation** – a process that supports a person to plan for, review and implement their individual support package.
- **Support coordination** – is a service that is available to a person that requires ongoing assistance to coordinate support arrangements related to their individual support package.

In addition to the draft planning framework, a draft definition of case management has been developed.

The following flow charts summaries how these services work together, followed by a more detailed explanation of each service.





Assistance with planning

What is it?

- Proactive and comprehensive assistance for a person to identify their goals and needs.
- It considers informal and community supports, in addition to any disability funded supports that may be required to meet a person's needs.
- It may be either:
 - **Limited assistance with planning** involves the identification of goals and needs, information provision, and referral to services and supports.
 - **Extensive assistance with planning** involves both the assistance to identify the person's goals and needs, and significant support to build their informal networks, link them into the community and build the skill and capacity of people with a disability and their networks.
- In most circumstances it is undertaken prior to the identification of need for, or receipt of, disability supports.
- The aim of assistance with planning is to build earlier and stronger links with the community.

Who is it for?

- People entering the disability service system for the first time to assist them to build a vision for the type of life they would like lead.
- People already in receipt of disability services who:
 - wish to make significant changes to their goals
 - want to explore different support options, or are anticipating or experiencing major change.

How long does it go for?

- It is an episodic support based on whether a person needs limited or extensive planning.

Who provides it?

- Limited assistance with planning may be provided by any disability service provider. It may include advice, information provision and referral.
- Extensive assistance with planning is provided through disability service providers with planning and case management support as one of their core functions

Other things to know:

- Pilot of funded, extensive assistance with planning is currently happening in Gippsland, Loddon Mallee and Eastern Metropolitan Regions.

Facilitation

What is facilitation?

- Facilitation takes place after the offer of an Individual Support Package (ISP), has been accepted by a person.
- Facilitation includes:
 - supporting a person to plan for and implement their ISP, including developing their funding plan and support plan
 - supporting the person to review their ISP and support plan
 - providing the person with periodic assistance and advice (if required).

Who is it for?

- Facilitation is only available to people in receipt of an ISP who have multiple service providers involved in the delivery of their supports.

How long does it go for?

- Facilitation is an episodic support. An episode is considered to be any one of the activities listed above.

Who provides it?

- Facilitation is provided by facilitators (may be employed by DHS or a CSO).
- A person is asked to nominate a facilitator or facilitation agency when accepting the offer of an ISP. DHS will provide the person with a list of facilitators to choose from.

- Where a person has an active case manager, the case manager will undertake all facilitation functions.

Other things to know

- Facilitation includes the development and review of a person's support plan
- Funded in addition to a person's ISP where a person has multiple service providers involved in the delivery of their supports.

Support coordination

What is it?

- Support coordination coordinates and monitors a person's ISP arrangements, including management of their chosen funding administration option

Who is it for?

- Support coordination should be considered for people in receipt of an ISP who may have one or more of the following characteristics:
 - a limited family network or circle of support
 - a limited capacity to deal or negotiate with the service sector
 - a need to coordinate a large number of providers
 - multiple or other needs that require coordination across other service systems
 - a need for administrative support to manage their financial administration option.

How long does it go for?

- Provided for the length of time that the person receives the package.
- The need for support coordination is regularly reviewed.

Who provides it?

- Provided by a person's facilitator.
- Where a person is in receipt of case management, support coordination functions provided by the case manager.

Other things to know

- The need for support coordination should be considered during assistance with planning, and included in a person's DSR application.
- A person's need for support coordination may change at any time.
- Funded as part of a person's ISP – costs to be included in DSR applications.

Case management

What is it?

- A specialist service targeting people in complex situations requiring intensive and comprehensive support.

- Provides focused, short term response to situations of critical need and/or manages situations characterised by complex, multiple needs requiring intensive and comprehensive coordination across a number of service systems.
- Builds the capacity of the person (and network) to manage their issues and supports.
- Comprises the phases of stabilisation, assessment, planning, implementation & monitoring, and closure.

Who is it for?

- People in complex situations requiring intensive assistance to:
 - identify issues
 - plan for and implement solutions and strategies.

How long does it go for?

- It is an episodic support, with the length of time the service is provided being determined by the needs of the person.
- In limited circumstances, may be ongoing.

Who provides it?

- Case managers may employed either through DHS or community service organisations.

Other things to know:

- Where a person requires case management, and also requires planning, facilitation or support coordination, there is an expectation the case manager will provide this.