

THINGS TO CONSIDER WHEN THINKING ABOUT CASE MANAGEMENT SERVICES

Picking a case manager is an important part of working towards long term rehabilitation goals. It is important to set clear expectations and be comfortable working with your case manager over a period of time.

Some questions to consider when meeting with or deciding on a case manager:

- What are the most important things you expect from your case manager?
- Does your case manager work as a sole trader/ individual or within a team?
- What type of contact do you prefer from your case manager (face to face, email or phone).
- What things did you like about you're last case manager?
- What things frustrated you/ were challenging when working with you last case manager/ service providers?
- Do you have any cultural or other requests that it would be helpful to share with your case manager?
- What leave arrangements will be in place if my case manager takes leave?
- How much understanding/ experience does your case manager have regarding the Lifetime Care and Support Guidelines and associated paperwork?

This handout was created following feedback families that reported difficulty selecting a case manager. It is hoped that it will provide some guidance as to the types of questions that might be helpful to consider during the process of case manager appointment.