



## QUALITY CASE MANAGEMENT AND COMMUNITY CARE PILOT

The department is improving the management of individual clients in response to Palmer and Comrie Report recommendations and is establishing a best practice model for case management and community care.

These improvements include better case management for clients with exceptional circumstances and an increased ability to rapidly locate client details and identify their visa status.

The improvements will ensure that cases are progressed fairly and promptly and to a nationally consistent standard.

Clients in need will be assigned a case manager to specifically determine their needs and monitor and update the client's case plan until their immigration status is resolved.

A case management framework branch has been set up to manage the development of a national policy and framework. DIMA has also developed an interim IT system to support the case management workload in the first half of 2006 until permanent new systems are in place.

Skilled case managers have already been placed in New South Wales and Victoria, with further staff to be deployed to other states and territories in coming months.

The case management approach is being phased in across the country, with Brisbane-based staff beginning work this month. It will initially target specific groups of people, mainly those involved with compliance, detention and removal services.

A major element of this new case management approach is the community care pilot being launched in Sydney and Melbourne in March. The pilot will assist DIMA clients within the community who need access to medical, welfare, mental health, housing and living assistance while their immigration status is being decided.

Services provided under the pilot will meet basic needs such as accommodation, food and medical assistance, with the services provided tailored to each client's situation based on their case management plan.

The pilot is expected to run for about a year and decisions on the future of community care will be made as part of its evaluation.

[www.immi.gov.au/department/dima\\_improvements/index.htm](http://www.immi.gov.au/department/dima_improvements/index.htm)