



# Complex Case Support (CCS) Principles

The provision of CCS services is underpinned by the following principles:

**Respect** – Clients are individuals who have the inherent right of respect of their human worth and dignity.

**Client participation** – Clients are active participants in the case management process.

**Life strengths approach** – This approach acknowledges that every individual has strengths that should be the focus of the interaction between the case manager and the client. The delivery of services draws upon client strengths with the aim of assisting clients to participate fully and independently in the Australian economy and society.

**Individualised** – Outcome goals and activities are developed in collaboration with the client and are tailored to each client's needs and personal circumstances. A client's case management plan takes into account and responds to the needs of all individuals in that case.

**Flexibility** – Support is delivered in a way that suits individual client needs and is varied according to the changing needs of the client. This tailored case management approach identifies the need for and prioritises early intervention strategies as required.

**Children and young people** – The best interests of children and young people are considered as a priority in the development and implementation of all case management plans.

**A single point of contact** – The client has a case manager who is the single point of contact and assumes overall responsibility for the case. The relationship with the case manager is the foundation on which the case management process is based, working in partnership with the individual and their family or carer.

**Professionalism** – Clients receive services from appropriately trained and skilled case managers who deliver services in accordance with relevant professional and industry standards, codes and guidelines.

**Collaboration** – Case managers work collaboratively with other service providers and professionals involved with a client to ensure the best possible outcomes for that person. Case managers communicate effectively, and work transparently, cooperatively and professionally with any other case managers or professionals who deal with the client. It is vital that all involved parties are able to work together in a coordinated, cooperative and transparent manner in the best interests of the client and in order to facilitate seamless pathways between services.

**Resourcefulness** – Case managers draw upon all available resources, both formal and informal, to provide support in the most cost effective manner.

**Continuity of care** – Services are delivered in an orderly and uninterrupted manner and clients are satisfied with both the interpersonal aspects of care and the coordination of that care.

**Sustainable client outcomes** – CCS Services focus on achieving sustainable client outcomes by developing client skills and competency, supporting realistic service expectations and transitioning clients to independence, other settlement services and/or mainstream service systems. A key outcome of CCS services is that clients are linked to and understand how to access relevant services after their CCS intervention has ceased. The budgetary and any other constraints clients may have after CCS intervention are considered under this approach.

**Confidentiality** – Client confidentiality is maintained at all times in accordance with legislative requirements and program standards.

**Culturally appropriate** – Case managers have the skills to work appropriately with clients from culturally and linguistically diverse backgrounds and case management services are sensitive to and respectful of the cultural and linguistic background as well as the spiritual and religious values of clients. Information is communicated accurately to clients and clients have the opportunity to communicate their needs in the language of their choice.

**Accountable** – Case managers ensure that services, including sub-contracted and brokered services, are delivered to the required professional standards and in accordance with the CCS principles.