

**A Good Life In Action**

**Uniting*Care* Community Options**



*community participation strengths creativity  
right relationships partnership person centred  
imaging better community capacity building  
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# Towards 2010

A Case  
Management  
Odyssey



# A Good Life In Action

## Uniting *Care* Community Options

## Overview

- Case management critiques
- Questions about case management's ability to deliver and measure interventions effectiveness
- Expensive vs. cost effective alternative
- New community care case management approach outline
- Our new direction



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## Our history

- 1989- Community Options Victoria, operating in Kew, Camberwell and Waverley
- Consistent organisational growth, with provision of individualised services across the Eastern Metropolitan Region



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### Our history cont'd

- 2005- Provision of Commonwealth Carelink Centre and Commonwealth Carer Respite Centre services for the Eastern Metropolitan Region
- An additional \$2.5 million funding, 21 CACPs and 15 EACH packages



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### Appreciative Enquiry- assumptions

1. In every society, organisation or group, something works
2. What we focus on becomes our reality
3. Reality is created in the moment and there are multiple realities



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## Appreciative Enquiry cont'd

4. The act of asking questions of an organisation or group influences the group in some way
5. People have more confidence and comfort to journey to the future when they carry forward parts of the past



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### Appreciative Enquiry cont'd

6. If we carry parts of the past forward, they should be what is best about the past
7. It is important to value differences
8. The language we use creates our reality



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# Appreciative Enquiry - steps

- Discover
- Dream
- Design
- Deliver

Hammond & Hall, 1998



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### Policy context

- The State Disability Plan, 2002 – 2012
- The Commonwealth, “The Way Forward: a new strategy for community care”
- HACCC “Active Intervention” focus



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### Our new service model - influences

- Right relationships (Kendrick, M., 2004)
- Local Area Coordination reviews (WA)
- Better Practices Project “A Unique Life to Live” (SA)



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### Our new service model cont'd

- Life strengths approach (Kivnick, H. & Stoffel, S., 2002)
- Key characteristics: short-term assistance or ongoing partnership



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# Our new service model cont'd

Levels of service:

- Single point of entry
- Information and linking self determined
- Good informal networks
- Seeking intermittent support
- Short-term or time limited
- Transition planning



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## Our new service model cont'd

### Person-centred Practice: a case study



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### Evaluation so far

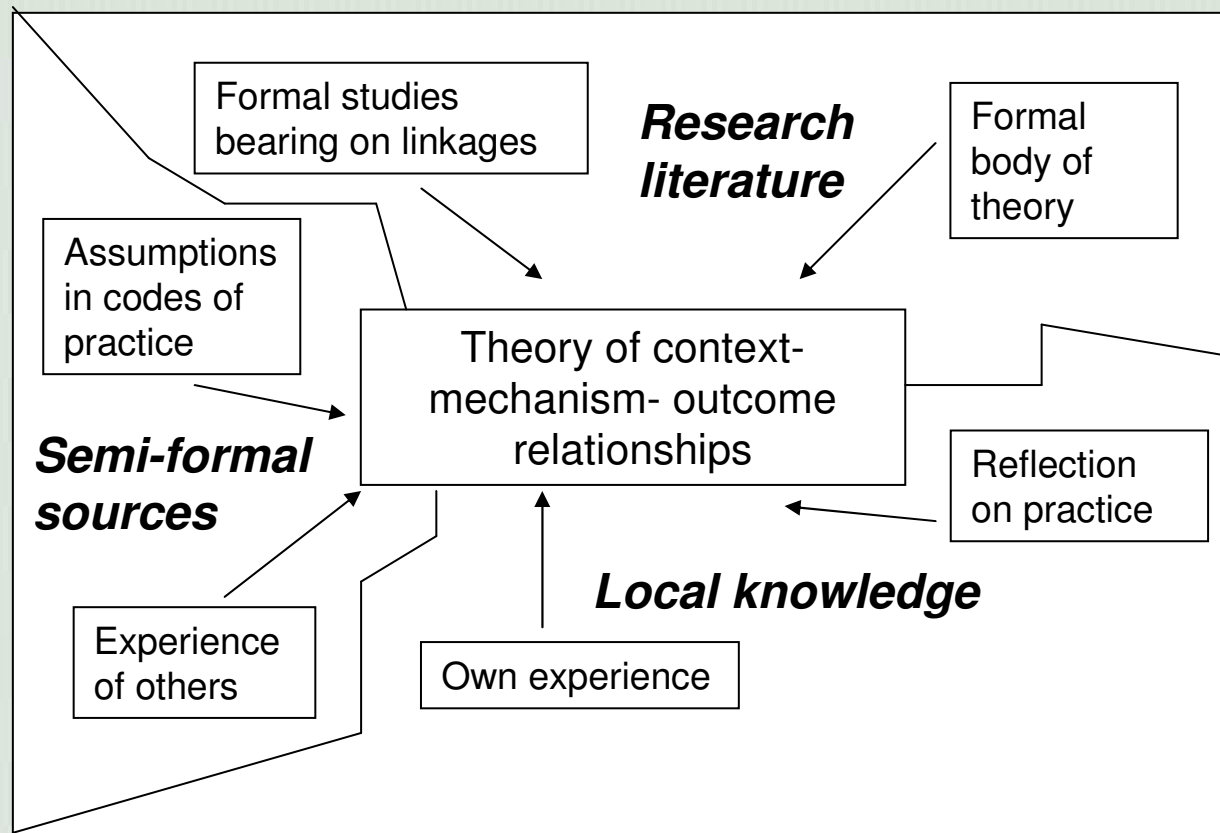
- Service Impact Reviews
- Formative evaluation ongoing
- Summative evaluation after 12 months
- Measuring social capital



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### A model of evidence-based practice



Sources of theory in health and social care practice.

(Burton, M., & Chapman, M.J., 2004)