



## How can a Case Manager help you?

### What is a case manager?

A Case Manager is a mental health professional employed by a community mental health service. Their responsibility is to look after your interests while you are a consumer of public mental health services. They act on your behalf to make sure you access the best services available for your recovery. Your Case Manager is there to help you and to ensure you make the best use of services that meet your identified needs quickly and efficiently.

Case managers help you with assessments and care needs. Your Case Manager will ensure you receive a full assessment from a clinician within your treatment team, which includes:

- a mental state examination
- a physical examination
- assessment of your need for services.

### Recovery Management Plan

Your Case Manager and other members of the treating team will prepare a recovery management/care plan and a crisis awareness plan to help meet your specific needs. You will be involved in planning your treatment and the treating team will take your preferences into account. You will be asked to sign your recovery management plan and be given a copy. If you have dependent children, your Case Manager will support you in ensuring their well-being by involving appropriate services that may also assist in this regard.

### Help to manage day-to-day issues

Part of the working relationship with your Case Manager involves looking at areas in your life that may cause daily stress and how best to deal with managing the stress, factoring:

- Your emotional and mental wellbeing
- How to deal with stress and illness
- Your safety and the safety of others
- Your friendships and relationships
- Your work, leisure and education
- Your living skills in managing daily tasks
- Your physical health
- Your income and housing
- Your rights and advocacy.

### Your Individual Recovery Management Plan

An individual recovery management/care plan is a working plan put together by you and your Case Manager with help from family members or other clinicians if necessary. It is a written summary of your goals and plans for you to achieve them. The plan may vary in length, depending on the types of needs you have and the time it takes your needs to be met. Carers are welcome to work with us on your recovery management plan where appropriate, and with your permission.

### Your Individual Crisis Awareness Plan (CAP)

An individual crisis awareness plan is a working plan put together by you and your Case Manager, which gives you the chance to take a more active role in managing your health

and well-being when you are vulnerable. It is a written summary of your plans and actions to help you and others when you are dealing with stress. The plan may vary in length, depending on the types of strategies identified for you and the number of people you have in your support network. Carers are welcome to work with us on the recovery management plan, where appropriate and with your permission.

### **Carrying out your individual recovery management and crisis awareness plans.**

The Case Manager will work with you to look at:

- Your current situation
- Establishing goals you want to work on to improve your situation
- The plans and actions needed to reach those goals
- Who will be involved
- How you will review your individual recovery management and crisis awareness plan, including a date for the review.

### **What happens at your review?**

At the review of your individual recovery management plan, you and your Case Manager and others involved in helping your recovery will:

- Check that the individual goals or plans and actions are working for you
- Review the goals or strategies and make any necessary changes
- Discuss with you whether your individual recovery management goals have been achieved and if you still need a mental health service.

### **How to end your involvement with the service?**

Ending your involvement with public mental health services is a decision made with you and your family, carer or chosen advocate. Your Case Manager will:

- Refer you to other services with your consent (for example a GP or family support services)
- Explain to you, your family and/or carer and other professionals why you no longer need an individual recovery management plan with public mental health services
- Send you a letter that confirms your involvement with mental health services on this occasion has ended
- Inform you, your family and others that your involvement with the service has ended and public mental health services can be used again, if /when needed.

### **Where to get help?**

- Your family doctor
- Health Care professional
- Other community services.

### **Things to remember**

- A Case Manager helps you look after your interests and reach your goals while you are a consumer of a public mental health service
- The Case Manager will prepare an individual recovery management plan and crisis awareness plan setting out your goals and plans and actions
- Your Case Manager may look at areas causing stress in your daily life and provide you with strategies to manage them.