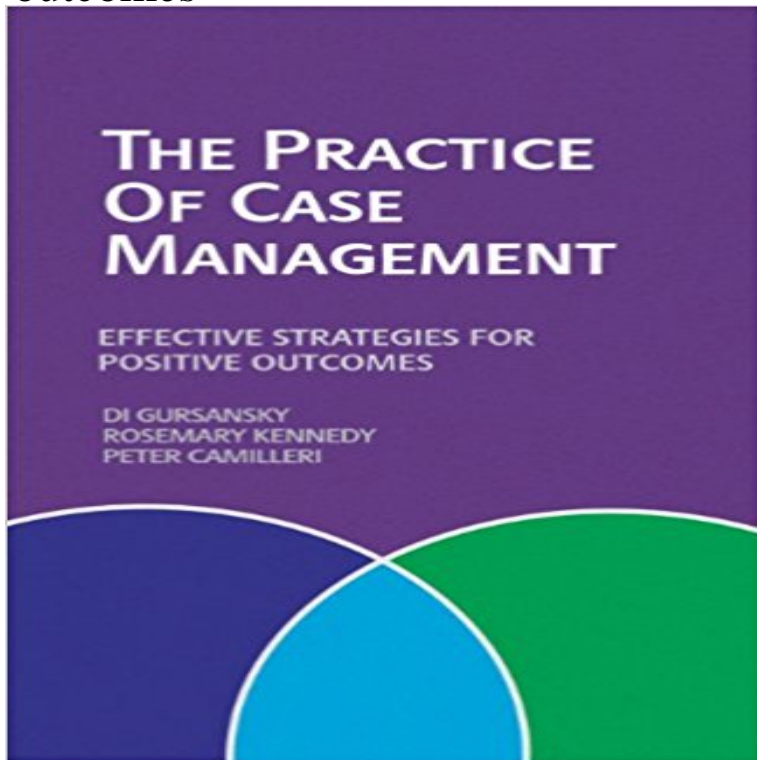


The Practice of Case Management: Effective strategies for positive outcomes



A practical guide to the professional skills and knowledge essential for effective case management. For students in a range of professional programs and practitioners in the allied health and human service sectors. Case management is used across a diverse range of organisational settings, from child protection to aged care; disability services; acute and community health; courts and correctional services; employment services; veteran services; education; and immigration programs. However, case management is not always successfully implemented, and practitioners often feel they are not given sufficient support. The Practice of Case Management draws on extensive practice research to identify the key characteristics of successful case management: organisational support; developing delivery models to suit individual client needs; preparation of staff at all levels; and affirmation of the central and active role of the client. The authors outline the challenges and complexities faced by case managers, acknowledging that their role is often poorly conceptualised and articulated. They demonstrate that true engagement enables effective service provision and offer practical strategies for everyone involved in the case management process to facilitate negotiation, accountability and the achievement of positive outcomes.

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