



Australian Government

Department of Agriculture, Fisheries and Forestry

# National Rural Financial Counselling Conference



CASE MANAGEMENT

DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY

## Introduction

*Case management for clients of the Rural Financial Counselling Service Program will provide a structured framework for clients to identify the services they need and connect them with those services.*

*Rural financial counsellors will provide financial analysis, options and decision support to clients, and empower them, through an action plan process, to access resource and information networks.*



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## When do we start case management?

- **1 July 2008**
  - But a gradual introduction, starting with priority clients (those most at risk financially)



## What does case management involve?

- **More time spent with each client**
  - Prioritise workload
- **Moving a client through a series of logical steps towards an outcome**
  - Client meets the responsibilities they have identified for themselves through their action plan.
  - Client becomes independent of rural financial counselling



## Changes to the ARC database

- **Case management tab**
  - Case management – status
  - Case management – outcome
- **Additional outcomes**
- **More business details**
- **Record progress towards outcomes (milestones) without closing the client**



## Case management overview

- Starts for clients on 1 July 2008
- Moves clients through a process to a defined outcome
- Changes to ARC to allow full recording of actions and outcomes

