



EFFECTIVE SCHOOL CASE MANAGEMENT



(B) STRATEGIES

1. **Undeveloped** = This CM process/strategy/structure is *not* established at all
2. **Developing** = This CM process/strategy/structure is in the *process* of being established
3. **Developed** = This CM process/strategy/structure *is* established and operating effectively *most* of the time
4. **Well established** = This CM process/strategy/structure *is* established and operating effectively *all* of the time

5. IMPLEMENTATION

Circle level

Executing, coordinating, and monitoring the action plan

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| 1. A school-based case manager is designated (eg. student services manager, school counsellor/psychologist, principal) to ensure that there is a coordinated approach and follow up | 1 2 3 4 |
| 2. The appointment of a case manager takes into account a range of factors such as ability to relate to the student and family, and the level of skills required for the CM process | 1 2 3 4 |
| 3. If required, the appointment of a case manager is done in consultation with an Aboriginal and Islander Education Officer (AIEO) | 1 2 3 4 |
| 4. The case manager ensures that the action plan is implemented according to the strategies, time frames, periodic reporting, and stakeholder roles and responsibilities agreed upon | 1 2 3 4 |
| 5. When implementing the action plan, the case manager uses a collaborative approach. This involves active interaction, collaborative monitoring and reviewing of progress, mutual problem-solving, and collective strategising between all stakeholders | 1 2 3 4 |
| 6. In using a collaborative approach, the case manager ensures that the student's views have been heard and incorporated in the action plan process | 1 2 3 4 |
| 7. The case manager conscientiously shares individualised plans (behavioural and educational) with staff involved with the student, and regularly negotiates teaching and learning adjustments | 1 2 3 4 |
| 8. The case manager makes sure that appropriate standards of duty of care are applied | 1 2 3 4 |
| 9. In general, all stakeholders and school staff maintain a good rapport and communication with the student, and respect the student's legal and human rights, privacy and confidentiality within the bounds of safety and well-being | 1 2 3 4 |
| 10. The SCM team holds regular meetings to monitor CM processes, actions and case loads | 1 2 3 4 |

NOTES