

PURPOSE

This policy outlines the service delivery framework for the provision of case management support services at Evolve Housing Limited and its controlled entities described in clause 4 of this policy (referred to as the Company).

POLICY REFERENCE	SP002
POLICY OWNER	Group General Manager Resident Services
APPROVED BY	Group Executive Team
APPROVAL DATE	September 2025
REVIEW DATE	September 2028

1. SCOPE

The scope of this policy includes all service users of the Support Pathways program at Evolve Housing.

2. POLICY STATEMENT

Evolve Housing is committed to using a collaborative, coordinated case management process that is person-centred, strengths-based and grounded in trauma-informed care principles.

2.1 Principles

The principles underpinning Evolve Housing's case management practice include:

- Ensuring the service user is at the centre of discussions and decision making throughout the case management planning process
- Working collaboratively with service users to identify their strengths, needs and goals
- Assisting individual service users to recognise, develop and use their strengths to overcome barriers
- Working with the Tenancies at Risk Panel (TARP) members to identify strategies that support sustaining service users tenancies.
- Supporting individual service users to develop strategies to achieve realistic and achievable goals (specific, measurable, attainable, relevant and time bound)
- Involving key people in the service user's support network, such as, family, carers and other health professionals where appropriate
- Developing the capacity of the service user to self-manage and access required supports independently
- Reviewing progress at appropriate intervals, including identifying any challenges or obstacles and how they can be addressed, and also acknowledging and celebrating achievements and successes
- Ensuring the process of engagement is dynamic and flexible enough to respond to changing needs
- Delivering a culturally and socially safe practice – this includes ensuring the safety of children and young people – taking into account: age, ability, gender, sexual identity, religion, spirituality

- Incorporating evidence informed and contemporary research findings to support quality outcomes for service users
- Developing an integrated service response with external providers to ensure that service user needs are met and that services are well coordinated providing for continuity of service across service boundaries and systems
- Obtaining the service user's consent, and ensure privacy and confidentiality, at all stages of the case management process
- Keeping and maintaining accurate case note documentation and records of service user communication and actions that meets legislative, funding and organisational requirements
- Ensuring accountability to all stakeholders
- Supervising, supporting and developing staff to ensure their knowledge and skills remain current
- Monitoring and evaluating the effectiveness and efficiency of case management systems, process and outcomes.

3. FRAMEWORK

Evolve Housing's case management framework includes:

- that service users' and practitioners' roles and responsibilities are clear and understood
- screening and assessment processes that gather information on the social, emotional, educational, cultural and health needs of the service users. This can include the use of, for example, interpreters where language may be a barrier or involving family members or their advocate.
- Completion of Personal Wellbeing Index (PWI) at various points of service
- the planning and development of an individualised support plan that incorporates the individuals:
 - Goals, strategies/steps for achieving goals
 - Schedule of services, formal and informal support strategies
 - Review and monitoring
- A coordinated approach that ensures the service user's needs are addressed through the provision of services by Evolve Housing and by other service providers
- Regular monitoring and review of the service user's goals by seeking feedback from the service user, community workers, and other relevant service providers so that case management plans can be amended as required – and as discussed and agreed with the service user
- Exit and transition planning that relates to the achievement of the service user's goals and the sustaining of tenancies
- Conducting a service exit review to ensure appropriate supports (formal and informal) are in place
- A records management system that supports the collection of information and data which leads to improved outcomes for service users.

4. APPLICABILITY

This policy applies to :

Company
Evolve Housing Limited
EchoRealty NSW & ACT Limited
Evolve Arncliffe Limited
Evolve Blacktown Limited
Evolve Penrith Limited
Evolve Melrose Park Limited
Evolve Merrylands Limited
Evolve Granville Limited
Evolve Edgecliff Limited
Evolve Carinya Limited

5. DEFINITIONS

- ‘Service user’ is any individual who is part of Evolve Housing’s Support Pathways program. Dependent on the program other terms may include ‘participant’, ‘individual’, ‘client’, ‘young person’. ‘Service user’ can also mean their legal representative.
- ‘Case management’ is the process whereby an individual and/or family’s specific health and welfare needs and goals are identified, and services are provided and coordinated through ‘case workers’, ‘case coordinators’ and ‘case managers’.
- ‘Goals’ in the context of case management means:
 - Specific – each goal is well defined
 - Measurable – how the goal is to be measured
 - Attainable – able to be achieved by the service user in their current situation
 - Relevant – support the service user to progress towards achieving longer-term goals
 - Time bound – achievable in the timeframe available.

6. RELATED RESOURCES

- Evolve Housing’s Privacy Policy
- Evolve Housing’s Complaints Management Policy, Complaints Management Procedure and Complaints Fact Sheet
- Children and Young People at risk policy

This Policy is subject to change from time to time at the discretion of the Company. Any approvals required under this Policy will be granted in accordance with the Company Delegations of Authority Policy. Further information on this Policy and other topics, is available on the Evolve Housing website www.evolvehousing.com.au. If you have any specific questions regarding this Policy, please contact Evolve Housing on 1800 693 865 or email your enquiry to myevolve@evolvehousing.com.au.

7. VERSION CONTROL

Date Reviewed	Policy Reviewer	Key Changes
1/08/2020		Policy adopted
31/10/2022	Raylee Golding, GM GAL/ Co Sec	Application of policy extended to controlled entities except EHVL
26/05/2025	Dyana Selim	Inclusion of reference to the Tenancies at Risk Panel. Edits and amendments to the current support environment.