Case Management in Practice

Designed by practitioners for practitioners

Overview

Effective case management is critical to supporting families in navigating services, addressing complex needs, and achieving meaningful outcomes. This training program is designed specifically for **family services practitioners**, equipping them with the knowledge, skills, and tools required to manage cases with confidence and clarity.

Through a practical and engaging learning experience, participants will deepen their understanding of case management principles, strengthen their ability to collaborate with families, and learn how to work effectively within multidisciplinary teams. The training focuses on building capacity to deliver coordinated, goal-oriented support that reflects best practice and promotes positive change for children, young people, and their families.

Learning Outcomes

By the end of this training, participants will be able to:

- Understand the core principles of case management and its role in supporting families.
- Define the roles and responsibilities of case managers within a multidisciplinary context.
- Navigate the assessment and intake process to identify family needs and priorities.
- Develop and implement effective service plans tailored to individual family goals.
- Apply a range of intervention techniques to support positive outcomes.
- Demonstrate cultural competency and sensitivity in working with diverse families.
- Strengthen communication and collaboration skills when working with families and service providers.
- Monitor progress and adjust service plans in response to changing needs.
- Recognise and respond to ethical and legal considerations in case management practice.
- Prioritise self-care strategies to support sustainable and reflective practice.

Delivery and Suitability

This training is delivered as a **flexible, interactive session** that can be facilitated **online or in-person**, depending on your organisation's needs. The session is designed to be engaging and practical, with opportunities for discussion, reflection, and skill-building activities. To ensure a high-quality learning experience, each session is capped at **30 participants**.

This training is suitable for professionals working in **family services and related support roles**, including:

- Case Managers
- Family Services Practitioners
- Team Leaders
- Support Workers
- Intake and Assessment Officers

Whether you're new to case management or looking to strengthen your existing practice, this training provides essential knowledge and tools to support families effectively and work collaboratively within multidisciplinary teams.

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