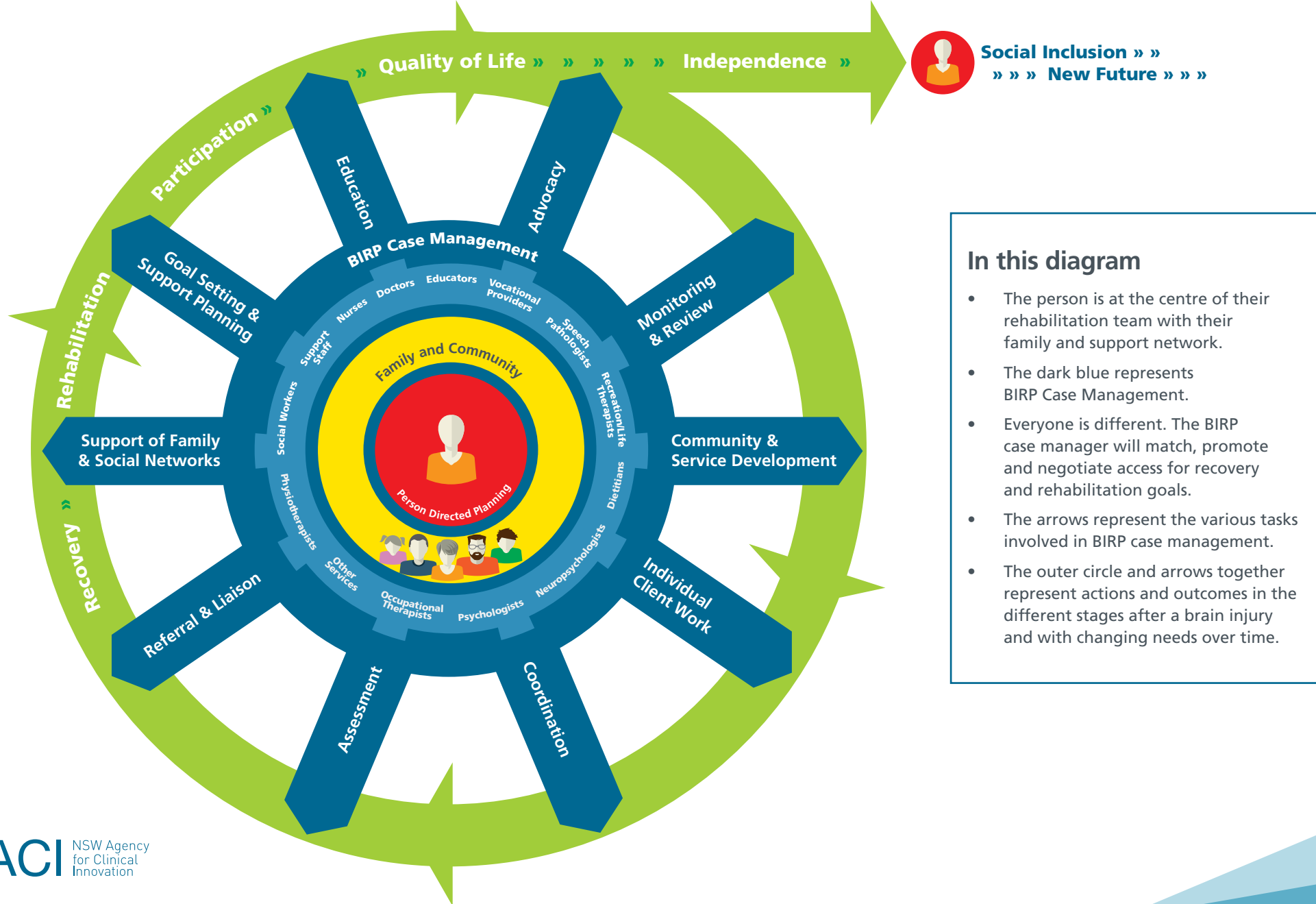


# Model of case management in the NSW Brain Injury Rehabilitation Program (BIRP)



**In this diagram**

- The person is at the centre of their rehabilitation team with their family and support network.
- The dark blue represents BIRP Case Management.
- Everyone is different. The BIRP case manager will match, promote and negotiate access for recovery and rehabilitation goals.
- The arrows represent the various tasks involved in BIRP case management.
- The outer circle and arrows together represent actions and outcomes in the different stages after a brain injury and with changing needs over time.

# Understanding case management in the NSW Brain Injury Rehabilitation Program (BIRP)

## The principles of BIRP case management

### 1. Driven by the needs of the person

Specialised assessments are completed to gain an understanding of the impact on the person, their needs and interventions required to maximise recovery following brain injury.

### 2. Directed by what has meaning for the person

The preferences and priorities of the person are explored, valued and shape their rehabilitation.

### 3. Participation-focused

The person-directed goal planning approach provides a practical framework for individual and group rehabilitation interventions in everyday living situations. Strategies to manage physical, cognitive, communication and psychosocial changes are developed and practiced in real life situations where the person lives, learns, plays, works and socialises.

### 4. Community-based

There is knowledge and understanding of local services and resources that can be used to match the person's needs and goals to achieve the best possible outcomes.

### 5. Consumer engagement

The person, their family/significant others are active members of the rehabilitation team. In this integrated team approach all involved with the person are engaged to establish, monitor, review and evaluate progress so intervention is flexible and responsive to changing skills and needs across the lifespan.

## BIRP case managers

- Work with people with complex clinical needs relating to their brain injury
- Work with people with pre-existing medical conditions providing they can participate in their program
- Work in specialised brain injury rehabilitation teams located in metropolitan and rural NSW
- Use local knowledge to identify the best available services that match the person's needs and goals, while recognising the nature and extent of impairments and disability
- Provide case management services regardless of financial circumstances or whether insurance scheme criteria apply
- Are employees of NSW Health with an established system of recruitment, award conditions, governance and support.

Staff providing case management in NSW Brain Injury Rehabilitation Programs (BIRPs) may have different titles but they all do similar work. Titles can include case manager, rehabilitation case manager, paediatric coordinator, community rehabilitation clinician and others.

Specialised brain injury rehabilitation is provided by NSW Health as a continuum of services following admission for severe trauma. 15 adult and paediatric BIRPs operate across NSW. All BIRPs include case management services. Seven BIRPs are located in metropolitan Sydney and Newcastle. Eight are located in regional NSW.

## BIRP contact numbers

Dubbo	6841 8500
Hunter	4924 5600
Illawarra and Shoalhaven	4223 8470
Kaleidoscope Newcastle	4925 7963
Kids Rehab Children's Hospital Westmead	9845 2132
Liverpool	8738 5495
Mid North Coast – Coffs Harbour – Port Macquarie	6659 2300 6584 3300
Mid Western	6330 5114
New England	6767 8350
Northern	6620 6361
Rehab2Kids Sydney Children's Hospital Randwick	9382 0178
Royal Rehab, Ryde	9807 1144
Southern Area	4823 7911
South West	6041 9902
Westmead	9845 7941

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