## Contents

	FOREWORD Jim Mansell, Professor, Tizard Centre, University of Kent, UK	9
	THE CONTRIBUTORS	13
	Introduction: contexts, structures and processes of case management Christine Bigby, Reader and Associate Professor, School of Social Work and Social Policy, La Trobe University, Victoria, Australia; Chris Fyffe, Director, specialist disability consultancy firm (Grimwood Pty Ltd), Mandurang, Victoria, Australia; and Elizabeth Ozanne, Associate Professor and Head, School of Social Work, University of Melbourne, Victoria, Australia	17
1	Case management with people with intellectual disabilities: purpose, tensions and challenges <i>Christine Bigby</i>	29
2	Understanding intellectual disabilities Chris Fyffe	48
3	Balancing rights, risk and protection of adults David Green, Social Work Teacher, La Trobe University, Melbourne, Australia; and David Sykes, Manager of Policy and Education, Victorian Office of the Public Advocate, Australia	65
4	Walk a day in my shoes: managing unmet need on a daily basis Lesley Gough, Disability Case Manager, Melbourne Citymission, Victoria, Australia	84
5	Case management in a rights-based environment: structure, context and roles Tim Stainton, Associate Professor of Disability Policy, Theory and Practice, University of British Columbia, Vancouver, Canada	90
6	Working with other organisations and other service sectors Estelle Fyffe, Psychologist and Chief Executive Officer of annecto – the people network, Victoria, Australia	108
7	Working to empower families: perspectives of care managers Gordon Grant, Research Professor, Centre for Health and Social Care Research, Sheffield Hallam University, UK; and Paul Ramcharan, Lecturer, Division of Disability Studies, RMIT University, Bundoora, Australia	121

8	A life managed or a life lived? A parental view on case management Marie Knox, Senior Lecturer and Assistant Director (Teaching and Learning), Queensland University of Technology, Brisbane, Australia	139
9	Taking it personally: challenging poor and abusive care management practice Margaret Flynn, Principal Researcher, Sheffield Hallam University, UK; and Peter Flynn, Manchester, UK	150
10	Be there for me: case management in my life Colin Hiscoe, Melbourne, Australia; with Kelley Johnson, Senior Lecturer, RMIT University, Melbourne, Australia	162
11	Working things out together: a collaborative approach to supporting parents with intellectual disabilities Margaret Spencer, Registered Nurse, Sydney, Australia; and Gwynnyth Llewellyn, Dean, Faculty of Health Sciences, University of Sydney, Australia	171
12	Intellectual disability and the complexity of challenging behaviour and mental illness: some case management suggestions Gary W. LaVigna, Clinical Director, Institute for Applied Behavior Analysis, Los Angeles, USA; and Thomas J. Willis, Associate Director, Institute for Applied Behavior Analysis, Los Angeles, USA	191
13	The importance of friendships for young people with intellectual disabilities Brenda Burgen, School of Social Policy and Social Work, La Trobe University, Melbourne, Australia; and Christine Bigby	208
14	Issues of middle age and beyond for people with intellectual disabilities and their families <i>Christine Bigby</i>	215
15	The role of the case manager in supporting communication Susan Balandin, Associate Professor, University of Sydney, Australia	233
16	Accessing quality healthcare Philip Graves, Developmental Paediatrician and Head of the Developmental Disabilities Clinic, Monash Medical Centre, Victoria, Australia	247
17	Supporting children and their families Susana Gavidia-Payne, Senior Lecturer, Division of Psychology, RMIT University, Melbourne, Australia	264

Dealeding Studies RAST? Chemory, Bundoors, Antoniks

18	Review of evaluative research on case management for people		
	with intellectual disabilities		280
	Janet Robertson, Lecturer in Health Research, Institute for Health Research,		
	Lancaster University, UK; and Eric Emerson, Professor of Disability and H	lealth	
	Research, Institute for Health Research, Lancaster University, UK		
	· Lines		
	NOTES		300
	SUBJECT INDEX		301
	AUTHOR INDEX		306

## Tables

Table 2.1	Contemporary examples of the application of the capacity to function perspective	53
Table 2.2	Contemporary examples of the application of an ability to function perspective	56
Table 2.3	Contemporary examples of the application of the opportunity to function perspective	59
Table 2.4	Questions arising with regard to Rob with each perspective of disability	62
Table 7.1	Models of family support	130
Table 15.1	Overview of high- and light-technology augmentative and alternative communication (AAC) systems	242
Table 16.1	Associated medical conditions	250
Boxes		
Box 12.1	Outline of a comprehensive functional assessment	193
Box 12.2	Outcome measurement	196
Box 12.3	Outline of a multi-element behavioural support plan	197
Box 12.4	Reasons for placement and quality of care functions for inpatient psychiatric units	202

Box 12.5Jayne's recommended positive multi-element behavioural support<br/>plan based on comprehensive functional assessment202206

## Case studies

Case study 3.1	Identifying and assessing risk	72
Case study 3.2	Avoiding risk	73
Case study 3.3	Reducing risk	75
Case study 3.4	Sharing risks with other services	76
Case study 3.5	Sharing risks with clients	78

Case study 3.6	Involuntary care	81
Case study 6.1	Lisa	110
Case study 6.2	Stephanie	111 Just Roberton, Leaser in J
Case study 6.3	Kevin	114
Case study 6.4	Lynda	116
Case study 6.5	Tim	118
Case study 7.1	David	124
Case study 7.2	June	124
Case study 7.3	Steve	125
Case study 12.1	Albert's story	203
Case study 12.2	Jayne's story	204
Case study 16.1	Rebecca	259
Case study 16.2	Steven	260
Case study 16.3	Jeremy	261
Case study 16.4	Peter	262