External Case Management

The National Injury Insurance Agency Queensland (NIISQ Agency) can approve the provision of external case management services as a treatment, care and support service, when the NIISQ Agency determines that external case management services are necessary and reasonable (refer to the Guideline for Necessary and reasonable Considerations). External case management services must be delivered in line with the External Case Management Guideline.

What is external case management

External case management is a time limited, episodic service that will facilitate the participant’s achievement of a specific goal or a series of goals. External case management services should be delivered in line with the following principles:
- Holistic – consider all aspects of participant’s wellbeing
- Person centred – plans are strengths based and developed using a person-centred approach
- Episodic - services are time limited and delivered over a defined period
- Outcome focused – plans reflect individual progress, and include objective measurement of outcomes
- Goal oriented – intervention is aimed at achieving a specific goal or a series of goals

When will the NIISQ Agency fund external case management services

The NIISQ Agency will consider funding external case management services that meet necessary and reasonable considerations in the following circumstances:
- the participant resides interstate
- the participant resides in remote Queensland
- the participant’s individual circumstances/goals necessitate the need to engage external case management services

The NIISQ Agency will not consider funding external case management services:
- where the services are already being delivered by a transitional rehabilitation service involved in the participant’s care
- for monitoring or coordination of services or activities – this is the role of the NIISQ Agency Support Planner
- to provide advice to the participant or their family or guardian about making decisions
- to assist the participant with their common law claim or with reviews of decisions made by the NIISQ Agency
- where the case management plan does not maximise the participant’s autonomy, choice, control and responsibility

Who can request external case management services

External case management services can be requested by the participant’s medical or allied health treatment providers, or the participant directly, their family, or the participant’s administrator/guardian or legal representative. The NIISQ Agency Support Planner may also recommend the engagement of an external case manager.

External case managers must be registered with NIISQ Agency. All external case management services require prior approval in writing from the NIISQ Agency.
Where services have been approved, funding of external case management services will cease when:
- the current case management approval period expires and no extension has been requested
- the identified case management goals have been addressed or achieved
- the participant refuses to engage in the service
- the request for external case management services is no longer considered necessary and reasonable in accordance with the Guideline for Necessary and reasonable Considerations

NIISQ Agency expectations of external case managers
In accordance with legislation, the NIISQ Agency requires some service providers, including case management service providers, to be approved by and registered with the NIISQ Agency before they can provide services to participants. Until the NIISQ Agency implements this process, case management services providers must:
- demonstrate experience in case management and adhere to professional boundaries
- demonstrate expertise working with people of a similar age and injury as the participant
- be sensitive to the cultural needs of individual participants
- make recommendations in line with best practice and evidence-based data
- enable participants to maximise their involvement in planning
- ensure participant choices are fully informed
- consider both funded and non-funded services or supports
- recognise when the participant no longer requires a case management service
- submit requests to the NIISQ Agency in a timely manner
- guide the selection of any providers based on their ability to deliver the most cost-effective service
- work cooperatively with participants and their families, services providers, and the NIISQ Agency

The NIISQ Agency requires the external case management plan to address the following as a minimum requirement:
- identify the participant’s goals
- identify the case management goals for the duration of the plan
- identify how the participant’s goals will be achieved, including the responsible parties and timeframes
- identify how the plan will facilitate the participant’s independence
- include evidence that case management goal/s have been developed in consultation with the participant and that they agree with the case management plan submitted to the NIISQ Agency
- include sufficient information to enable an assessment against the NIISQ Agency Guideline for Necessary and reasonable Considerations
- hours and costs for services included in the plan must be reasonable in the circumstances

The information provided in this document is a guideline only and is for general information purposes and is subject to change and does not constitute legal advice or recommendations. It should not be relied upon as constituting legal advice or a recommendation or as applicable to specific circumstances. Please refer to the National Injury Insurance Scheme (Queensland) Act 2016 and Regulation 2016 for more details about the National Injury Insurance Scheme Queensland.