

## Approved Counselling Service

### Case management guidelines

Victims Services Approved Counsellors provide trauma-informed counselling to victims of crime to help them recover from the impact a crime had on them. This is the primary role of the Approved Counsellor. Sometimes it may be appropriate for an Approved Counsellor to provide case management support to the client, such as making referrals, liaising with other services, or supporting a client through a major life event related to the act of violence.

All Approved Counsellors are required to seek approval for case management activities before undertaking them.

The following guide has been developed to help Approved Counsellors identify if a case management activity is one which Victims Services may consider for approval.

#### Case management criteria

Victims Services will only consider approval for case management if the activity meets one or more of the following criteria:

- The activity directly relates to the treatment of trauma and the act of violence the client experienced
- The activity relates to legal proceedings for the act of violence the client experienced
- The activity relates to the immediate safety of the client
- There are no other available support services to provide the service the client needs because of the act of violence the client experienced.

When submitting a case management request Approved Counsellors should outline all anticipated costs and what consideration has been given to other available support options.

#### Approving case management

When considering approval for case management, Victims Services will base the decision on four key considerations:

- Does the request meet the criteria outlined above?
- Are there other services that would be better placed to provide this support or other options for how this support could be delivered?
- Is the associated expense reasonable?
- Is the case management activity appropriate to the role of the Approved Counsellor?

#### Consider other providers

Before seeking approval for case management activities Approved Counsellors should consider whether they are best placed to help the client. If the client has a case manager with another service, it is more appropriate for them to engage in case management activities. It may also be more appropriate for the client to get support from a service that specialises in that type of support, for example court support.

#### Emergencies and crises

The Approved Counselling Service is not intended to be a crisis service. All clients should be given information about available crisis counselling services when they begin counselling.

#### Activities which are not approved

Victims Services cannot pay for administrative tasks such as emails, text messaging, scanning, or photocopying. Other tasks that are not approved case management activities include: reading/proof reading, researching and professional development activities.

#### Boundaries

Approved Counsellors should primarily be providing counselling rather than case management services. At the first appointment the Approved Counsellor should outline to the client clear boundaries on the service they can provide and refer the client to other relevant services they may need to access such as crisis support. This will help to manage the client's expectations on what service the Approved Counsellor can provide. It will also help maintain appropriate boundaries with the client.