



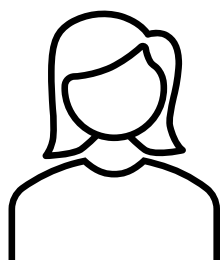
Seniors Social Isolation Prevention Peak

Understanding Support – Case Management (T314)

Client Profile

This case illustrates how providers can work within the **Older People Investment Specification**, supporting older people experiencing (or at risk of experiencing) social isolation (U1144)¹. It provides an **example client profile** demonstrating **Support – Case Management (T314)**, and offers practical guidance to help providers deliver safe, person-centered support within their role.

Mrs L, Aged 78



Mrs. L lives alone in her rental property in Moreton Bay (South East Queensland). She has limited family support, experiences mobility challenges, and has become increasingly isolated following the recent loss of her spouse. Rising rental costs, limited access to reliable transport, and broader cost-of-living pressures, place her at increased risk of housing instability. Additional concerns, including potential vulnerability to elder abuse and other wellbeing risks, mean that coordinated and person-centred support is essential.

Intervention

Through Case Management, Mrs. L received personalised, coordinated support aligned with her assessed needs:

- **Assessment & Planning:**
 - Conducted a comprehensive assessment of her physical, emotional, and social wellbeing.
 - Developed a tailored support plan with her, addressing mobility challenges, housing risks, social isolation and potential elder abuse.
- **Practical Support & Ongoing Assistance:**
 - Provided monitoring, safety planning, and risk management appropriate to her needs.
 - Assisted with navigating My Aged Care, including initial meetings, making calls together, and following up to ensure she understood next steps.

¹ Department of Families, Seniors, Disability Services and Child Safety, Older People Investment Specification, Version: 5.2. Date: 15 December 2020. <https://www.families.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications>

- **Service Coordination & Referrals:**

- Coordinated referrals to community and specialist services, including support to access My Aged Care and appropriate aged care services, early intervention housing services, mental health support through the local Medicare Mental Health Centre, and programs at the local Neighbourhood Centre (e.g., financial assistance, transport support, and counselling).

- **Social & Community Engagement:**

- Supported her to maintain family contact, develop friendships, and participate in community and leisure activities to reduce isolation.

Emerging Needs in the Community

Case managers have observed:

- Rising numbers of older people experiencing or at risk of homelessness.
- Increasing cases of elder abuse.
- Greater need for support to navigate complex services like My Aged Care.

Outcomes

- Mrs. L reported improved confidence and independence in daily life.
- She safely remained in her own home and increased participation in social activities.
- Ongoing assessment and coordinated service access ensured support remained responsive to her changing needs, promoting safety, wellbeing, and engagement.

Summary

This case demonstrates how Case Management under the Older People Investment Specification provides holistic, person-centred support. It highlights the importance of practical assistance, coordinated service access, and ongoing monitoring. By combining practical and social support, older people can remain safe in their homes, maintain independence, and engage actively in their community. The case also illustrates responsiveness to emerging needs, including homelessness, elder abuse, and mental health challenges.

