

## About our needs assessments

Our needs assessments help us to understand what support, services or entitlements are right for you.

By doing a needs assessment you'll help us to understand:

- what is important to you
- your medical treatment and health care needs
- your rehabilitation needs, such as:
  - medical management assistance to manage treatment and medical goals
  - social assistance to overcome any barriers to rehabilitation, or to being part of your community
  - vocational assistance to return to work.
- your ability to manage daily independent living
- your situation and whether you have any support already in place
- the requirement for impairment and income compensation.

## When we'll do a needs assessment

We'll do a needs assessment:

- when you submit an application that needs one
- if you ask us to
- if your circumstances change substantially.

## What a needs assessment involves

Your needs assessment will be done by your case manager. It will take around 15 to 30 minutes.

1. Your case manager will prepare for the assessment by reviewing your files and medical reports.
2. Your case manager will contact you by phone. They'll:
  - explain the needs assessment process
  - explain your rights and responsibilities
  - ask if you're free to do the needs assessment now.
3. Your case manager will complete the assessment. If you have asked for it to be done later, they'll call you back at the agreed time. In some cases, they may also need additional information from a health professional.

After the assessment, your case manager will work with you to figure out what will best meet your needs.