

# Case Management for people with a spinal cord injury in the New England and North West

The New England Brain Injury Rehabilitation Service (NEBIRS) is based in Tamworth and also provides case management to people with a spinal cord injury living in the New England and North West of NSW.

## **You will receive:**

1. A dedicated individual Case Manager
2. A case manager who has close links to the NSW Spinal Outreach Service including the Rural Spinal injury Coordinator
3. Visits to home, work or place of study as needed
4. Links with local support agencies
5. Help to develop appropriate community based programs
6. Education on spinal cord injury and its effects

## **Case Management – New England and North West of NSW**

When a person has a spinal cord injury from a motor vehicle accident or work injury it can change a large range of issues and goals in their life. NEBIRS case management helps in your recovery and assists you to understand your injury and reach your goals.

Everyone is different so you will be at the centre of decision making and planning. Your family and any support people you have will be part of your team. The NEBIRS case manager will work with you to involve therapists and services that you and your family may need when leaving hospital, as well as any services you might need in the future, as you decide what is important for you to work on.

We have been approved by the Lifetime Care and Support Authority. We have strong links with city based spinal injury services and with other service providers in our area. Our service works closely with the annual visiting spinal clinic that comes from Sydney. This makes sure your care continues, regardless of where you are living.

NEBIRS predominantly works with people with a brain injury, but also uses this expertise to offer case management to people who have had a spinal cord injury. NEBIRS is part of the NSW Agency for Clinical Innovation network, which ensures that you receive the right health care, at the right time and in the right place. By working with NEBIRS, you will have access to all of the knowledge and support available through our network.

## **The NSW Brain Injury Rehabilitation Case Management Program is:**

- Person focused
- About team work
- Goal directed
- Innovative and flexible



Key towns in our area where clients live include:

- Tamworth
- Armidale
- Glen Innes
- Tenterfield
- Inverell
- Gunnedah
- Quirindi
- Narrabri
- Moree

### NEBIRS Case Managers:

- Have links, contacts and an understanding of our local area
- Are supported by a team from a range of health professional backgrounds
- Can be contacted 5 days a week
- Work with Lifetime Care so they understand your needs and requests
- Make sure your goals are specific to you and your family's life

### Who are our case managers?

In our team there is a mix of clinical backgrounds, experience and skills that may be important to you and your family. You are welcome to talk to our service manager about who will be the best case manager to work with you and your family.



### Who can you contact?

Please contact the Manager of the New England Brain Injury Rehabilitation Service and Spinal Cord Injury Service, at any time to discuss your needs and the services available.

Tel 02 6767 8350

**[HNELHD-NEBIRS@hnehealth.nsw.gov.au](mailto:HNELHD-NEBIRS@hnehealth.nsw.gov.au)**

*Consumers were involved with staff in developing this leaflet.*