

FEEDBACK REPORT



Work stream no. 1 - Medical / Healthcare Aspects – Sub-stream 4

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Sub-stream No. 4		Access to protection and case management (Pre- and Post-Settlement for Disabled Persons)				
FOCUS AREA	SOLUTION	CLAIMANT	STATUS	DEPENDENCIES	ACTIONS TO IMPLEMENT	IMPACT ON KEY RAF ELEMENTS
<p>Major overhaul required.</p> <p>High levels of suffering and hardship of disabled persons that would be amenable to reduction by case management.</p> <p>Shortage of suitably trained and experienced case managers in SA.</p> <p>Lack of transparency wrt case management practice.</p> <p>Absence of appropriate case management guidelines.</p> <p>Ignorance of key stakeholders and decision-makers.</p> <p>Failure and difficulties in accessing funds for treatment according to section 17.4(a) undertakings.</p> <p>Inappropriate allocation of funds by Curators and Trustees.</p>	<p>A. Case management should be regarded as a critical and essential service.</p> <p>B. Ensure appointment of Curator Ad Litem / Trust / Curator Bonis / Curator ad Personam / Case Manager in all necessary cases.</p> <p>C. Establish appropriate definitions, criteria and client-centred guidelines for pre- and post-settlement case management.</p> <p>D. Appoint case managers who are registered according to objective and independent criteria.</p> <p>E. Communication with disabled persons / family members in understandable language.</p> <p>F. Establish effective systems for payment of service providers.</p>	<p>Compliance with Corporate Social Responsibility (CSR) objectives of the RAF.</p> <p>Major reduction of suffering and hardship experienced by disabled persons and their families.</p> <p>Constitutional rights to Dignity and Health upheld.</p> <p>Rehabilitation to more meaningful and productive living.</p>	Complete	<p>In-bound – Input / info needed from another group in order to proceed. NO</p> <p>Outbound - Need to complete before other group(s) can proceed. YES</p>	<p>A. Amend or repeal and replace RAF Regulations.</p> <p>B. Publish RAF directives.</p> <p>(COMMENT. In collaboration with outside experts/organizations if necessary. APRAV and SAMLA are willing to assist.)</p>	<p>1. Impact on RAF Act? POSSIBLY</p> <p>2. Impact on RAF Regulations? YES</p> <p>3. Impact on settlement agreements? DEFER TO LEGAL STREAM</p> <p>4. Impact on RAF budget? DEFER TO FINANCE STREAM</p> <p>5. Impact on Fuel Levy? DEFER TO FINANCE STREAM</p>