

Foreword, *Jim Mansell*.

Introduction: Contexts, Structures and Processes of Case Management, *Christine Bigby, La Trobe University, Chris Fyffe, Consultant, Australia, and Elizabeth Ozanne, University of Melbourne*.

1. Case Management with People with Intellectual Disabilities: Purpose, Tensions and Challenges, *Christine Bigby, La Trobe University*.

2. Understanding Intellectual Disabilities, *Chris Fyffe, Consultant, Australia*.

3. Balancing Rights, Risk and Protection of Adults, *David Green, La Trobe University, and David Sykes, the Victorian Office of the Public Advocate*.

4. Walk a Day in My Shoes, *Lesley Gough, RMIT University, Australia*.

5. Case Management in a Rights-Based Environment: Structure, Context and Roles, *Tim Stainton, University of British Columbia School of Social Work*.

6. Working with Other Organisations and Other Service Sectors, *Estelle Fyffe, Annecto - The People Network, Victoria*.

7. Working to Empower Families: Perspectives of Care Managers, *Gordon Grant, the Centre for Health and Social Care Research, Sheffield Hallam University, UK, and Paul Ramcharan, RMIT University, Bandoora, Victoria*.

8. A Life Managed or a Life Lived?: A Parental View on Case Management, *Marie Knox, Queensland University of Technology, Brisbane*.

9. Taking It Personally: Challenging Poor and Abusive Care Management Practice, *Margaret Flynn, Sheffield University, UK, and Peter Flynn, Manchester, UK*.

10. Be There For Me: Case Management in My Life, *Colin Hiscoe, Reinforce, Victoria, with Kelley Johnson, RMIT University, Melbourne*.

11. Working Things Out Together: A Collaborative Approach to Supporting Parents with Intellectual Disabilities, *Margaret Spencer and Gwynnyth Llewellyn, Sydney University*.

12. Intellectual Disability and the Complexity of Challenging Behaviour and Mental Illness: Some Case Management Suggestions, *Gary LaVigna and Thomas Willis, Institute for Applied Behaviour Analysis*.

13. The Importance of Friendships for Young People with Intellectual Disabilities, *Brenda Burgen and Christine Bigby, La Trobe University*.

14. Issues of Middle Age and Beyond for People with Intellectual Disabilities and Their Families, *Christine Bigby, La Trobe University*.

15. The Role of the Case Manager in Supporting Communication, *Susan Balandin, University of Sydney*.

16. Accessing Quality Healthcare, *Philip Graves, Monash Medical Centre, Victoria*.

17. Supporting Children and Their Families, *Susanna Gavidia-Payne, RMIT University, Melbourne*.

18. Review of Evaluative Research on Case Management for People with Intellectual Disabilities, *Janet Robertson and Eric Emerson, Lancaster University, UK*.

Notes.

Subject index.

Author index.