



CASE MANAGEMENT FRAMEWORK

Background Information on the Case Management Framework

Senior level case managers are now being appointed to support businesses undertaking major projects in South Australia.

Development of private sector projects can be complex and involved, particularly in working through a range of statutory requirements for local, state and federal governments. Case managers work across government as the single point of contact within government for each project to provide leadership, coordination and innovative solutions to address project issues, approvals and other development requirements.

While the case management approach is a proven solution to facilitate internal State Government projects through the Office of Major Projects and Infrastructure, this service has not generally been available to projects managed outside the public sector. Case Managers have previously been appointed on an ad hoc basis to support specific projects and this service will now be made more widely available.

Case management support will be provided to projects of significant complexity, sensitivity and economic value that are considered to have the potential to make a major contribution to meeting the targets of the South Australia's Strategic Plan or other Government objectives. Specifically, private sector projects which meet the case management criteria:

- Are complex and multifaceted and/ or sensitive;
- Require multiple approvals;
- Will be major contributors to key economic development and/ or regional targets within the South Australian Strategic Plan;
- Have multiple stakeholders (across Local, State and Federal Governments, Regional Development Boards and Industry);
- Are important to the economic development of the State; and
- Are generally valued in excess of \$5 million.

The Case Management Framework is an initiative of the South Australian Government and is jointly resourced by the Department of Trade and Economic Development and Primary Industries and Resources SA.

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