
Case Management Solutions

Your Partners In Trust





Overview

Our business was created from a deep desire to help better the quality of life for beneficiaries who have successfully claimed from RAF or medical negligence.

At Fernandes Consulting we ensure that the finances of the trust are spent optimally thereby ensuring the trusts longevity. This allows professionals peace of mind to serve as trustees knowing that their beneficiaries are being well looked after. Being well informed by case managers creates ease of accountability to the Master of the Court for Trustees

Why Case Management?



The Issues

1

Trustees face difficulties in managing their beneficiaries. Managing individual beneficiaries is time consuming and expensive and trustees spend funds which cannot be recovered and use time which could be used to grow their portfolios.

2

Beneficiaries and their families are unaware of the operation of trusts. Many families struggle to make the trust work for them as they are not educated in this regard.

3

Managing 'difficult' trusts can lead to conflict and legal difficulties for trustees. This creates resentment between trustees and beneficiaries and poses great challenges in the management of funds.

4

Most trustees are office based which makes day to day management of issues a struggle. Accessibility after hours often poses issues for beneficiaries and trustees, this is especially true in the case of emergencies.



The Solutions

1

A dedicated and pro-active case manager assigned to beneficiaries to provide personalised care. In most instances case management fees can be claimed back from RAF.

2

A multi disciplinary team to ensure holistic solutions are provided for each case.

3

24 / 7 Emergency management of beneficiaries.

4

Trust education by case management firm.



Service Offering

TRUST EDUCATION

Assisting the beneficiaries and the trust to better understand each other as well as the purpose of the trust through trust education

REPORTING

Initial visit and needs assessment
Weekly reports
Monthly reports
Incident reports

INTERVENTIONS

Sourcing and managing relevant professionals to ensure that necessary interventions are in place for beneficiaries

ADVISORY

Advising trustees on decisions based on recommendations by professionals and the beneficiaries specific needs

MEDICAL ASSISTANCE

Assisting beneficiaries with hospital and doctor visits. Placement in care facilities or institutions where necessary

HOUSING AND VEHICLES

Assisting with finding homes and vehicles for beneficiaries. Adjusting houses and vehicles to beneficiaries requirements. Managing purchases and rentals.



Service Offering

TRAINING AND SKILLS DEVELOPMENT

Regular training for parents and skill development for beneficiaries.

FOLLOW UP VISITS

Regular home visits and weekly check-ins with beneficiaries

COUNSELLING

Counselling / Coaching for the beneficiaries and their families..

SOCIAL WORKER

In-house social worker to assist with psycho - social issues and government social assistance

PERSONAL AND FINANCIAL MANAGEMENT

Personal organisation of the client ie . organising schedules, managing communication. Management and reconciliation of monthly budget

RECORDING AND DOCUMENTATION

Voice recording of calls . Memos of all correspondence provided with monthly report



Our Fees



We work on a three month intensive basis which is charged monthly in advance , thereafter we charge on itemised billing or as agreed after initial 3 month period. In many instances case management fees can be claimed back from RAF.

Full Package

R20K

Excl. Vat.

Paid monthly for the first
three months

Expenses Account

R10K

To be kept in a separate fund
to deal with day to day
payments and emergencies



The Team

Includes :

Dedicated Administrators
Case Managers
Social Workers
Legal Council
Clinical Psychologist
Special Needs Advisory
Accountant
Client Relationship Manager





Our Partnerships

1

Little Gems

A home for special needs children and young adults. A lifelong facility for placement of beneficiaries and carer training.

2

Perry Hill Mickey Support

A dedicated sister from Perry Hill is available to ensure safety and continuity of PEGS and tube feeding replacement and maintenance.

3

A2B Nursing

We use A2B nursing services to place nurses in homes where needed. We monitor the nurses and manage all disciplinary issues and payments.

4

CE Attorneys

CE Attorneys provides us with legal advice over and above in-house legal advisory.





Our Partnerships

5

PHASA

PHASA provides us with opportunities to make better use of public health resources.

7

SADAG

Depression is a big issue in our field. SADAG provides hands on support for beneficiaries and their families.

6

Friends of Daniel

Friends of Daniel provides support groups for parents of children with special needs, This is a great resource for beneficiaries and guardians.

8

Ortho Africa

We work hand in hand with Ortho Africa on adaptive equipment for disabilities . Seating , Wheelchairs etc.





Our Partnerships

9

Volkswagen

We work closely with Volkswagen on preferential pricing and adaptive vehicles for disabled beneficiaries

10

LFP College

Work with us as our skills training and work placement partner. Offering special skills training to people with disabilities will guaranteed workplace placement.





Our Clients

9

VZLR

We currently manage over 50 clients for
VZLR



vzlr

ATTORNEYS
PROKUREURS

10

Magwitch Financial Services



MAGWITCH



B- BBEE Rating





Thank You

