**What is Case Management?**

Case Management is a personalised approach to returning to driving after a period of disqualification. Each client is assigned a Case Manager who will work with them through the process from applying for a driver licence to being reissued a licence and returning to driving.

This approach has been implemented as it was recognised that not every client is the same and everyone has their own requirements and needs when it comes to a driver licence.

Case Management is a process of assessment, analysis and monitoring which takes into account all aspects of each driver’s circumstances to come to the most appropriate action in regard to being relicensed.

**Who will be Case Managed?**

Case Management has 2 programs – Novice Case Management and Case Management for full licence holders. The Novice Case Management program is for L1, L2, P1 and P2 drivers only.

Every client who has a period of licence loss will be assessed for Case Management. This involves a review of past driving history, periods of licence loss and traffic infringements.

Any client who shows a repeated pattern of driving behaviour contrary to the safety of themselves and other road users (ie: repeated licence disqualifications/suspensions) may be placed on Case Management.

**What will Case Management mean for me?**

Being under Case Management can include the following: (*these are possible outcomes only and will not apply to every client on this program):*

* Completion of educational courses or drug/alcohol counselling
* Medical reviews
* Periodic monitoring to ensure no further driving offences have been committed
* Licence conditions such as time or purpose restrictions being imposed on the licence. This gives the client the opportunity to demonstrate their behaviour has changed and they can drive within the Law/road rules while still accessing employment, education and community activities
* Extension of novice licence periods (L1, L2, P1, P2)
* Additional log book hours being required before being able to sit for a P1 licence
* Probationary licenses (for Full licence holders only)
* Peer/Passenger restrictions

Decisions regarding any of the options overleaf are made under the associated Regulations and the Returning Driver Decision Making Guidelines. A copy of these Guidelines which outlines the decision making process at:

<http://www.transport.tas.gov.au/licensing/offences/returning_drivers_case_management>

Each client is assessed on an individual basis. All decisions made regarding a driver licence will be accompanied by a Statement of Reasons which outlines how the decision was made.

If you have any questions, please call the Driver Licensing Unit on 1300 135 513.