CHCCSM004 Coordinate complex case requirements
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Modification History

<table>
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<th>Release</th>
<th>Comments</th>
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| Release 1 | This version was released in CHC Community Services Training Package release 2.0 and meets the requirements of the 2012 Standards for Training Packages.  
Significant changes to performance criteria  
New evidence requirements for assessment including volume and frequency requirements  
Significant changes to knowledge evidence |

Application

This unit describes the skills and knowledge required to coordinate multiple service requirements for clients with complex needs within a case management framework.

Workers at this level work under supervision within established guidelines but take on a team leadership role in the coordination of services and service providers.

This unit applies to work in a range of health and community services contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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<td>Elements define the essential outcomes.</td>
<td>Performance criteria specify the level of performance needed to demonstrate achievement of the element.</td>
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1. Establish coordination function

1.1 Work with the client and other services to determine the service provision requirements
1.2 Negotiate collaborative working arrangements for all services involved
1.3 Develop a plan to identify all available services, their appropriateness, timeframes and expected outcomes
1.4 Work with the services to agree coordination requirements and boundaries
### ELEMENT

**Elements define the essential outcomes.**

**PERFORMANCE CRITERIA**

*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*

1. **Support the client to access multiple services**
   1.1 Identify, implement and maintain duty of care responsibilities
   1.2 Provide information to the client about the coordination role
   1.3 Work with the client to establish communication requirements
   1.4 Assess need and arrange interpreter, according to clients needs
   1.5 Work with the client and other services to identify barriers to attaining outcomes
   1.6 Work with the client to prioritise needs and communicate these with service providers
   1.7 Facilitate case conference and meetings to coordinate responsibilities and roles
   1.8 Work with other services to minimise client confusion and concerns in a coordinated manner

2. **Monitor client progress**
   2.1 Facilitate communication between service providers to identify and manage service duplication
   2.2 Work with the client and services to monitor progress toward outcomes
   2.3 Obtain client feedback about services
   2.4 Identify and implement further support required to meet changing needs and progress towards outcomes

### Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

*Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.*
Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53