



**Australian Government**

# **CHCCSM004 Coordinate complex case requirements**

**Release: 1**

## CHCCSM004 Coordinate complex case requirements

### Modification History

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

### 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

#### ELEMENT

#### PERFORMANCE CRITERIA

*Elements define the essential outcomes.*

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

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****PERFORMANCE CRITERIA**

*Elements define the essential outcomes.*

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

2. Support the client to access multiple services

- 2.1 Identify, implement and maintain duty of care responsibilities
- 2.2 Provide information to the client about the coordination role
- 2.3 Work with the client to establish communication requirements
- 2.4 Assess need and arrange interpreter, according to clients needs
- 2.5 Work with the client and other services to identify barriers to attaining outcomes
- 2.6 Work with the client to prioritise needs and communicate these with service providers
- 2.7 Facilitate case conference and meetings to coordinate responsibilities and roles
- 2.8 Work with other services to minimise client confusion and concerns in a coordinated manner

3. Monitor client progress

- 3.1 Facilitate communication between service providers to identify and manage service duplication
- 3.2 Work with the client and services to monitor progress toward outcomes
- 3.3 Obtain client feedback about services
- 3.4 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>