



**Australian Government**

# **CHCCSM005 Develop, facilitate and review all aspects of case management**

**Release: 1**

## CHCCSM005 Develop, facilitate and review all aspects of case management

### 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 undertake case management meetings to plan, monitor and review service provision.

Workers at this level work autonomously and are responsible for own outputs within organisation guidelines.

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. Determine appropriate response to case management in accordance with organisation and legislative requirements

- 1.1 Develop and utilise case management processes in accordance with statutory requirements
- 1.2 Implement appropriate processes to enable the client to set goals and participate in case management processes
- 1.3 Integrate appropriate cultural considerations into all aspects of case management planning
- 1.4 Provide information on rights of appeal and avenues of complaint so the client understands rights and

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responsibilities

2. Conduct case management meetings

2.1 Facilitate information sharing with the client and establish an appropriate rapport

2.2 Identify and agree client and worker roles, responsibilities, boundaries and processes of service delivery

2.3 Determine and agree organisation, family and community needs, responsibilities and rights

3. Develop an appropriate case management plan

3.1 Collaborate with the client to identify strengths, abilities and goals and develop an agreed approach to case management

3.2 Develop a case management plan to reflect initial assessment of needs

3.3 Work with the client to identify the full range of immediate, short and long term needs of the client and other relevant parties

3.4 Establish and agree on processes to monitor and change case plan

3.5 Identify strategies to deal with complex or high risk situations

3.6 Match requirements of case plan to experience, workload and geographical location of worker or service provider

3.7 Assist clients to set and achieve realistic targets for change or action and to take personal responsibility

4. Monitor and review case work activities and processes

4.1 Implement strategies to regularly monitor the effectiveness of case management processes against agreed goals, service provision and client and stakeholder satisfaction

4.2 Assess the need for changes in case plan and develop strategies for appropriate alternatives and/or ongoing interventions

4.3 Negotiate with relevant parties any proposed changes arising from case review

4.4 Document all case work interventions in compliance

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with evidence based practice and confidentiality requirements

4.5 Implement case closure in accordance with organisation procedures

**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-bd22cc4fle53>