



Australian Government

Assessment Requirements for CHCCSM010 Implement case management practice

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- implement case management practice for three cases involving people with a diverse range of needs, goals and barriers.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- case management practice and approaches:
 - person-centred
 - evidence-based
 - holistic
 - inclusive
 - strengths-based
- contemporary case management models and practices
- current national standards for practice of case management
- wide range of services and resources available for case management
- components of service delivery system
- funding processes and bodies related to provision of relevant services and resources
- characteristics and needs of identified population
- nature and significance of service setting
- legal and ethical considerations relevant to case management and how these are applied in organisations and individual practice:
 - professional standards
 - code of ethics
 - duty of care
 - voluntary assumption of risk
 - informed consent
 - privacy, confidentiality and disclosure
 - mandatory reporting
- documentation requirements and practices

- resources and services available within the community
- case management processes:
 - complexity of person's circumstances or needs
 - complex range of issues involved in addressing person's needs
 - involvement of multiple service providers
 - longevity of case management process
- factors contributing to complex needs:
 - available services and collaboration requirements between service providers
 - needs that may not be met by currently available services and resources
 - family and carer needs that require additional services
 - health conditions
 - housing and financial problems
 - alcohol and drug use
- barriers that may restrict person's ability to meet identified goals:
 - physical and mental health and wellbeing
 - impacts of trauma
 - legal or regulatory constraints
 - incidents or accidents
 - cultural barriers
 - service provider issues
 - eligibility criteria
 - housing
 - financial problems
 - alcohol and drug use
 - health.

Assessment Conditions

Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- use of case management plans
- access to organisational standards, policies and procedures
- links to other local service agencies or organisations
- opportunities for engagement with people involved in case management.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>