



Australian Government

CHCCSM010 Implement case management practice

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop and implement a plan for case management.

Workers at this level demonstrate autonomy, well developed judgement, adaptability and responsibility, and are typically already experienced in working intensively with people requiring support.

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

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

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Case Management

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Initiate case management process.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Confirm eligibility of person for case management and match their profile against service eligibility criteria.
- 1.2. Inform the person of all rights and responsibilities and obtain person's consent to involvement in case management.
- 1.3. Collect information about the person, maintain confidentiality and privacy, and minimise duplication.

- 1.4. Prioritise person-centred and strengths-based needs and pursue relevant, achievable time-framed goals.
 - 1.5. Ascertain specific cultural needs of the person to provide appropriate services and support for their development.
 - 1.6. Recognise and respect the person's right to self-determination within legal parameters.
 - 1.7. Identify social, economic, housing, personal and family factors that may influence the persons health, wellbeing, and level of independence.
 - 1.8. Discuss with the person the case management process, the complaints and appeals processes and the service criteria for exit.
 - 1.9. Estimate the level of case management support required to implement the person's plan and discuss with all relevant parties with the person's consent.
2. Identify and consider possible solutions to complex issues.
 - 2.1. Identify ethical issues and questions about aspects of case management and resolve in line with organisational guidelines and regulatory requirements.
 - 2.2. Identify complex issues relating to funding of service provision and administer resources within relevant regulatory framework.
 - 2.3. Apply ethical practices to uphold autonomy, dignity, privacy and rights of the person.
 - 2.4. Advocate for person-centred solutions to complex identified needs at service delivery and policy-making levels.
 - 2.5. Collaborate with others to meet person's needs, achieve goals and optimise outcomes.
3. Develop plan of action to address identified priorities.
 - 3.1. Use person's identified goals and needs assessment to develop and agree on a plan of action.
 - 3.2. Support and develop the person's ability to independently access alternative resources to address needs.
 - 3.3. Conduct research to establish an informed plan of action.
 - 3.4. Address barriers that may restrict the person's ability to meet identified goals and determine strategies to minimise their impact.
 - 3.5. Plan actions that are within person's financial resources.
 - 3.6. Convene and participate in case conferences with the person, service providers, family, carers, natural supports and others identified by the person.
 - 3.7. Seek and obtain the person's consent to undertake any referrals to other services and organisations.
 - 3.8. Provide the person with timely information about available service options and support them to make informed decisions and exercise choice in all stages of the case

- management process.
- 3.9. Document the person's goals and determine how effectiveness of interventions will be measured and evaluated.
4. Monitor service provision and coordination.
 - 4.1. Communicate with service providers to review the individualised case management plan and adjust to optimise outcomes.
 - 4.2. Advocate for service system improvements and identify and communicate gaps and inadequate services to program managers.
 - 4.3. Adjust services, supports and resources according to person's needs and financial parameters.
 - 4.4. Document and report to relevant organisation or funding body the implications from any variations to expected plan.
 5. Evaluate outcomes.
 - 5.1. Undertake periodic reassessment and evaluation of outcomes against expected outcome.
 - 5.2. Obtain information from person, service providers, funding bodies and case managers to determine progress and evaluate against identified goals in the plan.
 - 5.3. Evaluate the effectiveness of plan adjustments to address person's ongoing situation and changing needs.
 - 5.4. Evaluate the effectiveness of case management processes and service delivery, including person's satisfaction and costs against benefits.
 - 5.5. Work with the person to evaluate ongoing support needs to meet their goals, including review of parameters for disengagement.
 - 5.6. Evaluate financial outcomes of adjustments to plan.
 - 5.7. Identify opportunities for the person to maintain or develop independence from any aspect of the plan.
 - 5.8. Document and report person's outcomes and satisfaction in accordance with organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

DESCRIPTION

SKILLS

- Oral communication skills
- participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the

to: audience.

Reading skills to:

- interpret a variety of text to determine and confirm task requirements.

Unit Mapping Information

Supersedes and is equivalent to CHCCSM002 Implement case management practice.

Links

Companion Volume implementation guides are found in VETNet -

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