



**Australian Government**

# **CHCCSM015 Undertake case management in a child protection framework**

**Release: 1**

# CHCCSM015 Undertake case management in a child protection framework

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to apply all aspects of case management in which case plans are developed and implemented to address a child or young person's specific needs and achieve their goals within a child protection framework.

Workers at this level work may work under supervision or autonomously and are responsible for prioritising own outputs within organisation guidelines.

This unit applies to work in a range of health and community service 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. Establish child or young person's need and level of risk.

### PERFORMANCE CRITERIA

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

- 1.1. Work with the child or young person to identify needs and risks in accordance with legislative and organisational policies and procedures.
- 1.2. Develop written case management plan to reflect the child

- or young person's needs.
- 1.3. Clearly explain the worker's role and purpose to the child or young person.
  - 1.4. Identify, assess and prioritise information relevant to the child or young person's circumstances.
  - 1.5. Work with the child or young person using a person-centred strengths-based approach.
  - 1.6. Provide information to the child or young person, their families, carers, or others identified by the child or young person regarding the intervention process, their rights of appeal and how to use avenues for complaint.
2. Develop a case management plan.
    - 2.1. Identify and support harm minimisation strategies to increase the safety of children and young people.
    - 2.2. Work in a person-centred framework, with a strengths-based focus when developing a case management plan.
    - 2.3. Negotiate and integrate case management plan goals, actions and cultural considerations and timelines.
    - 2.4. Define roles, responsibilities and accountabilities for child or young person, stakeholders, workers and service providers.
    - 2.5. Explore and develop contingency plans.
    - 2.6. Establish communication, review and evaluation systems.
    - 2.7. Document case management plan and distribute to all parties.
  3. Implement case management plan.
    - 3.1. Implement practical framework, including using strengths-based practices, to support child or young person.
    - 3.2. Utilise established communication processes and protocols to make referrals.
    - 3.3. Develop case management plans with external service providers and agree on time and resource constraints.
    - 3.4. Work within agreed time frames with all parties to review the case management plan.
    - 3.5. Record information that is factual and detailed pertaining to the developed case management plan.
  4. Establish review and evaluation systems.
    - 4.1. Work with the child or young person, service providers and parties involved on agreed evaluation of the case management plan according to organisational policies and procedures.
    - 4.2. Review and document the goals agreed to in the case management plan with all parties involved.
    - 4.3. Review the case management plan and work with the child or young person on identified needs that require ongoing

- support and possible intervention.
- 4.4. Work in collaboration with all parties on agreed goals and implementation strategies during the review of the case management plan.
  - 4.5. Complete all relevant reporting procedures in accordance with organisational policy and procedures.
  - 4.6. Consult with supervisor at key decision-making points.
5. Work with agencies to meet the child or young person's needs.
    - 5.1. Identify service providers to be involved with the agreement of the child or young person.
    - 5.2. Access inter-agency protocols and guidelines and integrate into case management plan.
    - 5.3. Clarify the nature of advocacy and support required by the child or young person.
    - 5.4. Discuss with the child or young person all representations made on their behalf to the service provider.
    - 5.5. Ensure all information is maintained according to organisational policies and procedures for privacy and confidentiality.
    - 5.6. Work in collaboration with all parties to support and evaluate the child or young person's case management plan, services and achieved goals.
  6. Undertake case closure.
    - 6.1. Review achievements of case management plan goals against the measurable outcomes and document, including engaging the child or young person in reflection on the outcomes.
    - 6.2. Identify reasons for case closures and arrange case closure with all parties involved, 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 to:
- participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience.

## Unit Mapping Information

Supersedes and is equivalent to CHCCSM007 Undertake case management in a child protection framework.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>