



Australian Government

CHCCSM017 Facilitate and review case management

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Modification History

Release	Comments
1	This unit of competency was first released in CHC Community Services Release 10.0.

Application

This unit describes the performance outcomes, skills and knowledge required to plan, monitor and review case management.

Workers at this level work within organisational policies and procedures and may work autonomously or in consultation with supervisor or team leader.

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 or Territory legislation, Australian standards and industry codes of practice.

Licensing/Regulatory Information

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

Pre-requisite unit(s)

Nil

Competency field(s)

Case Management

Unit sector(s)

Community Services

Elements and Performance Criteria

Elements	Performance criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

1. Determine response to case management.	1.1. Utilise case management processes in accordance with organisational policies and procedures. 1.2. Implement processes to enable the person to set goals and participate in case management processes. 1.3. Integrate cultural considerations into all aspects of case planning. 1.4. Provide information on rights of appeal and avenues of complaint so the person understands their rights and responsibilities.
2. Conduct case management meetings.	2.1. Facilitate information sharing with the person, including confidentiality and consent, and establish a rapport. 2.2. Identify and agree on person and worker roles, responsibilities, boundaries, and processes of service delivery. 2.3. Determine and agree on organisational requirements, family and community needs, responsibilities and rights.
3. Develop a case plan.	3.1. Collaborate with the person to identify strengths, abilities and goals and develop an agreed approach to case management, following a person-centred framework. 3.2. Develop a case plan to reflect identified needs. 3.3. Work with the person to identify the full range of immediate, short- and long-term needs of the person 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 and high risk situations. 3.6. Assist person 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 progress. 4.2. Assess the need for case plan changes and develop strategies for alternatives and ongoing interventions. 4.3. Negotiate with relevant parties any proposed changes arising from case review. 4.4. Document all case work interventions in compliance with evidence-based practice and confidentiality requirements.

	4.5. Implement case closure according to organisational policy and procedures.
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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.

Skills	DESCRIPTION
Writing skills to:	record case plans and organisational reports according to organisational procedures.
Oral communication skills to:	participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience.

Range of conditions

No conditions apply to this unit of competency at the time of publication.

Unit Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
CHCCSM017 Facilitate and review case management	CHCCSM013 Facilitate and review case management	Changes to performance evidence. Mandatory Workplace Requirement (MWR) hours removed.	Equivalent

Assessment Requirements for CHCCSM017 Facilitate and review case management

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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:

- develop, facilitate and review all aspects of case management for three people

Knowledge Evidence

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

- evidence-based practices
- approaches to service delivery:
 - strength-based
 - culturally sensitive
 - person-centred
 - needs-based
 - trauma informed
- contemporary behaviour change models, practices and interventions
- privacy and confidentiality
- formal meeting processes
- organisational standards, policies and procedures, and legislation and statutory mandates
- risks and responsibilities relating to duty of care for:
 - child protection
 - family and domestic violence
 - suicide
 - elder abuse
 - disability

- considerations, protocols, history and special needs of diverse populations:
 - gender and sexual diversity
 - culturally and linguistically diverse (CALD)
 - Aboriginal and/or Torres Strait Islander people
 - people with disability
 - lesbian, gay, bi-sexual, transgender, queer and intersex (LGBTQI)
 - people experiencing and people at risk of homelessness
 - older people
 - children and young people
- person-centred, family focused models of practice, dynamics, communication and decision making
- documentation protocols
- monitoring and review processes
- available services
- rights, roles, and responsibilities of people within the decision-making process
- the impact of values systems of worker, person and key stakeholder on outcomes
- different methods of addressing and engaging with participants.

Assessment Conditions

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

Assessment must ensure:

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

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

Link

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>.