



Australian Government

Assessment Requirements for CHCCSM002 Implement case management practice

Release: 2

Assessment Requirements for CHCCSM002 Implement case management practice

Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Removal of Duplicate performance criteria. Equivalent outcome
Release 1	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. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- implemented case management practice for 3 complex cases involving people with a diverse range of issues, goals and barriers

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- case management practice and approaches, including:
 - client-centred
 - evidence-based
 - holistic
 - inclusive
 - strength-based
- case management models and practices literature and current literature in area of practice

- current national standards for practice of case management
- wide range of services and resources available to clients
- components of service delivery system
- funding processes and bodies related to provision of relevant services and resources
- characteristics and needs of identified client 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
- complex case management processes, including:
 - complexity of client circumstances or needs
 - complex range of issues involved in addressing client needs
 - involvement of multiple service providers
 - longevity of case management process
 - family relationship problems
 - 1 or more of the following issues; social, economic, housing and health
- • complex client needs, including:
 - needs requiring multiple service types with heightened needs for collaboration between service providers
 - a range of needs that may not be met by currently available services and resources
 - family and/or carer needs that require additional services
 - unstable health conditions
 - housing and/or financial problems
 - alcohol and/or drug use
- barriers that may restrict client's ability to meet identified goals, including:
 - physical, mental or emotional issues or events
 - legal or regulatory constraints
 - incidents or accidents
 - cultural issues
 - service provider issues
 - eligibility criteria
 - housing
 - financial problems

- alcohol and/or drug use
- health

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including individualised case management plans
- modelling of industry operating conditions, including:
 - scenarios that reflect standard operating conditions and contingencies
 - links to other local service agencies or organisations

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency 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>