



Australian Government

CHCCSM002 Implement case management practice

Release: 2

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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

Application

This unit describes the skills and knowledge required to develop and implement an action plan for complex case management based on existing goal directed plans that address predetermined needs.

Workers at this level will demonstrate autonomy, well-developed judgement, adaptability and responsibility and are typically already experienced in working intensively with clients 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/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Initiate complex case management process

1.1 Confirm eligibility of client for case management and match their profile against service eligibility criteria

1.2 Inform the client of all rights and responsibilities and

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obtain client's consent to involvement in case management

1.3 Collect information about the client, maintain confidentiality and privacy and minimise any duplication

1.4 Work with the client to confirm and prioritise needs and to pursue relevant, achievable and time-framed goals

1.5 Recognise and respect the client's right to self-determination within legal parameters

1.6 Identify social, economic, housing, personal and family factors that may influence the client's health, well being and level of independence

1.7 Discuss the case management process with the client, the complaint and appeal processes and the service criteria for exit

1.8 Ascertain specific cultural needs of the client to provide appropriate services and support for their development

1.9 Estimate the level of case management support required to implement the client's plan and discuss with all relevant parties

2. Identify and consider possible solutions to complex issues

2.1 Identify complex legal and ethical issues and questions about aspects of case management and resolve in line with organisation guidelines and regulatory requirements or seek appropriate resources

2.2 Identify complex issues relating to funding of service provision and administer resources within relevant regulatory framework

2.3 Ensure ethical standards are addressed to protect the autonomy, dignity, privacy and rights of the client

2.4 Advocate for client-centred solutions to complex identified needs at service delivery and policy-making levels

2.5 Collaborate with colleagues, professionals and between services as needed to meet client's needs, achieve goals and to optimise outcomes

2.6 Maintain up-to-date knowledge of, and links with,

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available resources and services within the community

3. Develop plan of action to address identified priorities

3.1 Use client identified goals and needs assessment to develop and agree on a plan of action

3.2 Support and develop the client's ability to independently access alternative resources to address needs

3.3 Conduct research to establish an informed plan of action

3.4 Evaluate any barriers that may restrict the client's ability to meet identified goals and determine strategies to minimise their impact

3.5 Plan actions that are within client's financial resources

3.6 Convene and/or participate in case conferences with services providers and/or family, carers, natural supports and relevant others

3.7 Seek and obtain the client's consent to undertake any referrals to other services and/or organisations

3.8 Provide the client 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 client'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 discuss the case management plan, identify problems and adjust as necessary

4.2 Advocate for service system improvements and identify and communicate gaps and/or inadequate services to program managers

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4.3 Make adjustments to services, supports and resources according to client'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 client outcomes

5.1 Undertake periodic reassessment and evaluation of outcomes against expected outcome

5.2 Obtain information from clients, 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 client's ongoing situation and changing needs

5.4 Evaluate the effectiveness of case management processes and service delivery, including client satisfaction and costs against benefits

5.5 Work with the client 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 client to maintain or develop independence from any aspect of the plan

5.8 Document and report client outcomes and satisfaction in accordance with organisation requirements

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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