



Australian Government

Assessment Requirements for CHCCSM004 Coordinate complex case requirements

Release: 1

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Modification History

Release	Comments
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:

- planned and coordinated multiple resources, services and supports for 3 clients with complex needs

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:

- different approaches and models of case management
- evidence based practice requirements
- a full range of local services and supports available
- issues faced by clients, their family and carers, accessing multiple services
- impact of service duplication
- principles and practices of planning complex service inputs
- principles and practices of working across multiple services
- range and requirements of different funding arrangements
- indicators of imminence of self-harm or harm to other
- referral requirements of services
- formal meeting processes
- relevant organisation and regulatory standards, policy, procedures, legislation and statutory mandates

- risks and responsibilities relating to duty of care for:
 - children and young people
 - domestic violence
 - suicide
 - elder abuse
- impacts of generational abuse and welfare dependency
- cultural considerations, history, protocols and systems of culturally and linguistically diverse clients and Aboriginal and/or Torres Strait Islander people
- family structure, dynamics, communication and decision-making
- relevant documentation protocols
- range of available services and support
- requirements and boundaries of the coordination role
- issues that cause client confusion, concerns and barriers

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 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>