



Australian Government

CHCCSM005 Develop, facilitate and review all aspects of case management

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

Application

This unit describes the skills and knowledge required to undertake case management meetings to plan, monitor and review service provision.

Workers at this level work autonomously and are responsible for own outputs within organisation guidelines.

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/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.Determine appropriate response to case management in accordance with organisation and legislative requirements

- 1.1 Develop and utilise case management processes in accordance with statutory requirements
- 1.2 Implement appropriate processes to enable the client to set goals and participate in case management processes
- 1.3 Integrate appropriate cultural considerations into all aspects of case management planning
- 1.4 Provide information on rights of appeal and avenues of complaint so the client understands rights and

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responsibilities

2. Conduct case management meetings

2.1 Facilitate information sharing with the client and establish an appropriate rapport

2.2 Identify and agree client and worker roles, responsibilities, boundaries and processes of service delivery

2.3 Determine and agree organisation, family and community needs, responsibilities and rights

3. Develop an appropriate case management plan

3.1 Collaborate with the client to identify strengths, abilities and goals and develop an agreed approach to case management

3.2 Develop a case management plan to reflect initial assessment of needs

3.3 Work with the client to identify the full range of immediate, short and long term needs of the client 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 or high risk situations

3.6 Match requirements of case plan to experience, workload and geographical location of worker or service provider

3.7 Assist clients 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 client and stakeholder satisfaction

4.2 Assess the need for changes in case plan and develop strategies for appropriate alternatives and/or ongoing interventions

4.3 Negotiate with relevant parties any proposed changes arising from case review

4.4 Document all case work interventions in compliance

ELEMENT

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PERFORMANCE CRITERIA

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

with evidence based practice and confidentiality requirements

4.5 Implement case closure in accordance with organisation procedures

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>

Assessment Requirements for CHCCSM005 Develop, facilitate and review all aspects of case management

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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:

- developed, facilitated and reviewed all aspects of case management for 3 clients

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:

- evidence based practice requirements
- approaches to service delivery, including:
 - strength-based
 - rights-based
 - person-centred
 - needs-based
- contemporary behaviour change models, practices and interventions
- privacy and confidentiality
- formal meeting processes
- relevant organisation and regulatory standards, policy, procedures, legislation and statutory mandates
- risks and responsibilities relating to duty of care for:
 - child protection
 - domestic violence

- suicide
- elder abuse
- disabilities
- considerations, protocols, history and special needs of diverse client populations, including:
 - culturally and linguistically diverse (CALD)
 - Aboriginal and/or Torres Strait Islander people
 - people with disability
 - lesbian, gay, bi-sexual, transgender, intersex (LGBTI)
 - people experiencing or at risk of homelessness
 - older people
 - children and young people
- family structure, dynamics, communication and decision-making
- relevant documentation protocols
- monitoring and review processes
- range of available services
- rights, roles and responsibilities of people within the decision making process
- the impact of values systems of worker, client and key stakeholder on outcomes
- ways of addressing experience, skills values and development of participants

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

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