



Australian Government

CHCCSM007 Undertake case management in a child protection framework

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 apply all aspects of case management in which case plans are developed and implemented to address specific client needs and achieve client goals within a child protection framework.

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

This unit applies to work in a range of health and community service 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. Establish client need and/or risk

1.1 Assess the client's needs and risks in accordance with organisation procedures

1.2 Develop written assessment plan to reflect the client's needs

1.3 Clearly explain the worker's role and purpose to the client

1.4 Identify, assess, and prioritise information relevant to

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the client's circumstances

1.5 Ensure communication with the client is of a level, type and manner appropriate to the individual and nature of the issues raised

1.6 Provide information to the client regarding the intervention process, their rights of appeal and how to use avenues for complaint

2. Develop a case management plan

2.1 Identify support and prevention strategies that promote and meet the needs of the family

2.2 Build into the case plan the client's strengths and protective factors

2.3 Develop case plan in partnership with the client

2.4 Collect information on a range of suitable intervention strategies to address immediate, short and longer term needs of clients

2.5 Explore a full range of options for addressing the client's needs and integrate client preferences into planning

2.6 Work collaboratively to prioritise case management goals and objectives and negotiate and agree processes with the client

2.7 Negotiate goals, actions and timelines for the case plan in concrete, specific terms

2.8 Define roles, responsibilities and accountabilities for clients, stakeholders, workers and service providers

2.9 Explore and develop contingency plans

2.10 Integrate cultural considerations into goal setting and negotiation of timelines

2.11 Establish communication, review and evaluation systems

2.12 Document case plan and distribute to all parties

ELEMENT	PERFORMANCE CRITERIA
<i>Elements define the essential outcomes.</i>	<i>Performance criteria specify the level of performance needed to demonstrate achievement of the element.</i>
3. Implement case plan	3.1 Implement practical arrangements to support clients and stakeholders 3.2 Utilise established communication processes and protocols to make referrals 3.3 Identify roles, responsibilities, outcomes and processes involved in intervention and discuss with the client and service provider 3.4 Develop contracts with external service providers and agree on time and resource constraints 3.5 Identify review activities and negotiate with the client, service providers, and significant others 3.6 Record information in a manner consistent with organisation procedures and policies
4. Establish review and evaluation systems	4.1 Set up appropriate evaluation processes for ongoing implementation of the plan 4.2 Assess and document progress towards the achievement of goals with the client and service providers 4.3 Assess the need for ongoing intervention 4.4 Negotiate with relevant parties proposed actions and timelines to arise from case review 4.5 Complete all relevant reporting procedures in accordance with organisation requirements 4.6 Undertake appropriate consultation with supervisor at key decision-making points

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5. Plan and participate in case conferences or protection meetings

5.1 Convene case conference or protection meetings when they are judged to be the most effective case management decision-making strategy for the needs of the client or in line with legislative and organisation requirements

5.2 Clearly identify and explain purpose of case conference or protection meeting to clients and other stakeholders

5.3 Establish agenda that clearly outlines purpose, participants, venue, date, time and process

5.4 Identify key persons and request they attend the conference or make reporting arrangements

5.5 Undertake work to prepare the client for the case conference or protection meeting

5.6 Implement processes to ensure the client and/or family can participate in the decision-making process

5.7 Anticipate areas of conflict and facilitate resolution

5.8 Identify and respond to participant needs for interpreters and other support

5.9 Arrange attendance of delegated decision-makers

5.10 Provide information equally to all parties

5.11 Prepare case history in accordance with agency requirements

5.12 Nominate and brief a chairperson and minute taker

5.13 Identify, negotiate and record outcomes

6. Work with agencies to meet the client's needs

6.1 Identify appropriate service providers

6.2 Develop and maintain working relationships with relevant community groups

6.3 Access inter-agency protocols and guidelines and integrate into case management

6.4 Clarify the nature of advocacy and support required by the client

6.5 Explain the range of interventions and reason for referral and clarify and negotiate agreement with the

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client, service providers and significant others

6.6 Discuss with the client all representations made on their behalf to the service provider

6.7 Ensure all information is kept in confidence and in-line with organisation policy and legislation

6.8 Maintain links with service, client and other relevant parties and evaluate progress by achievement of goals

7. Undertake case closure

7.1 Analyse achievements of case plan goals against performance indicators and document

7.2 Identify reasons for case closures

7.3 Negotiate case closure with the client and relevant agencies

7.4 Advise relevant parties in writing of decision to close case

7.5 Take into account the needs of the client throughout case closure and allow the client to reflect on past interventions

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>

