



Australian Government

Assessment Requirements for CHCCSM012 Coordinate complex case requirements

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- plan and coordinate resources, services and supports for three people with complex needs.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- evidence-based approaches and models of case management practice
- issues faced by people, and their families and carers, accessing multiple services
- impact of service duplication
- principles and practices of planning complex service inputs
- principles and practices of working collaboratively with people and services
- range and requirements of funding arrangements
- indicators of self-harm and indicators of harm to others
- referral requirements of services
- formal meeting processes
- organisational standards, policies and procedures, and legislation and statutory mandates
- responsibilities relating to duty of care for:
 - children and young people
 - family and domestic violence
 - suicide
 - elder abuse
 - impacts of generational abuse
 - barriers to escaping disadvantage
 - people from culturally and linguistically diverse backgrounds
 - Aboriginal and/or Torres Strait Islander people
- family structure, dynamics, communication and decision making
- documentation protocols
- range of available services and support
- requirements and boundaries of the coordination role
- issues that cause person confusion, concerns and barriers.

Assessment Conditions

Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational standards, policies and procedures
- use of case plans
- links to other local service agencies or organisations
- opportunities for engagement with real people, and their carers and families.

Assessors must satisfy the Standards for Registered Training Organisations' 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>