



Australian Government

CHCCSM012 Coordinate complex case requirements

Release: 1

CHCCSM012 Coordinate complex case requirements

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate multiple service requirements for people with complex needs within a case management framework.

Workers at this level work under supervision within established guidelines and may take a lead role in the coordination of services and service providers. 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 or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Case Management

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Establish coordination function.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Work with the person to determine and agree on the service provision requirements.
- 1.2. Develop a plan with the person to identify appropriate services, their availability and expected outcomes.
- 1.3. Obtain person's consent to identify and exchange information with other services they are engaged with or being referred to.

- 1.4. Negotiate and agree on collaborative working arrangements and services to be provided.
2. Support the person to access multiple services.
 - 2.1. Identify, implement and maintain duty of care responsibilities.
 - 2.2. Provide information to the person about the coordination role.
 - 2.3. Work with the person to establish their communication requirements and preferences.
 - 2.4. Assess the person's needs for interpreter and translation support and arrange access if required.
 - 2.5. Work with the person and other services to identify barriers to attaining outcomes.
 - 2.6. Work with the person to prioritise needs and communicate these with service providers.
 - 2.7. Facilitate meetings to coordinate responsibilities and roles.
 - 2.8. Work with other services to minimise person's confusion and concerns in a coordinated manner.
3. Monitor person's progress.
 - 3.1. Facilitate communication between service providers to identify and manage service duplication.
 - 3.2. Work with the person and services to monitor progress toward the person's goals.
 - 3.3. Obtain the person's feedback about services.
 - 3.4. Identify and implement further support required to meet changing needs and progress towards the person's goals.
 - 3.5. Complete documentation in accordance with organisational policy and procedures.

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to CHCCSM004 Coordinate complex case requirements.

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 CHCCSM012 Coordinate complex case requirements

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

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