



Australian Government

Assessment Requirements for CHCCSM013 Facilitate and review case management

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:

- develop, facilitate and review all aspects of case management for three people
- performed the activities outlined in the performance criteria of this unit during a period of at least 100 hours of work within a workplace. These hours cannot be completed concurrently with hours specified in any other unit of competency.

Knowledge Evidence

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

- evidence-based practices
- approaches to service delivery:
 - strength-based
 - culturally sensitive
 - person-centred
 - needs-based
 - trauma informed
- contemporary behaviour change models, practices and interventions
- privacy and confidentiality
- formal meeting processes
- organisational standards, policies and procedures, and legislation and statutory mandates
- risks and responsibilities relating to duty of care for:
 - child protection
 - family and domestic violence
 - suicide
 - elder abuse
 - disability
- considerations, protocols, history and special needs of diverse populations:
 - gender and sexual diversity
 - culturally and linguistically diverse (CALD)
 - Aboriginal and/or Torres Strait Islander people

- people with disability
- lesbian, gay, bi-sexual, transgender, queer and intersex (LGBTQI)
- people experiencing and people at risk of homelessness
- older people
- children and young people
- person-centred, family focused models of practice, dynamics, communication and decision making
- documentation protocols
- monitoring and review processes
- available services
- rights, roles, and responsibilities of people within the decision-making process
- the impact of values systems of worker, person and key stakeholder on outcomes
- different methods of addressing and engaging with participants.

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 management 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>