



Australian Government

CHCCSM013 Facilitate and review case management

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan, monitor and review case management.

Workers at this level work within organisational policies and procedures and may work autonomously or in consultation with supervisor or team leader.

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. Determine response to case management.

PERFORMANCE CRITERIA

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

- 1.1. Utilise case management processes in accordance with organisational policies and procedures.
- 1.2. Implement processes to enable the person to set goals and participate in case management processes.
- 1.3. Integrate cultural considerations into all aspects of case management planning.
- 1.4. Provide information on rights of appeal and avenues of

- complaint so the person understands their rights and responsibilities.
2. Conduct case management meetings.
 - 2.1. Facilitate information sharing with the person, including confidentiality and consent, and establish a rapport.
 - 2.2. Identify and agree on person and worker roles, responsibilities, boundaries, and processes of service delivery.
 - 2.3. Determine and agree on organisational requirements, family and community needs, responsibilities and rights.
 3. Develop a case management plan.
 - 3.1. Collaborate with the person to identify strengths, abilities and goals and develop an agreed approach to case management, following a person-centred framework.
 - 3.2. Develop a case management plan to reflect identified needs.
 - 3.3. Work with the person to identify the full range of immediate, short- and long-term needs of the person 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 and high risk situations.
 - 3.6. Assist person 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 progress.
 - 4.2. Assess the need for case plan changes and develop strategies for alternatives and ongoing interventions.
 - 4.3. Negotiate with relevant parties any proposed changes arising from case review.
 - 4.4. Document all case work interventions in compliance with evidence-based practice and confidentiality requirements.
 - 4.5. Implement case closure according to organisational policy and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Writing skills to:

- record case plans and organisational reports according to organisational procedures.

Oral communication skills • participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience.

Unit Mapping Information

Supersedes and is not equivalent to CHCCSM005 Develop, facilitate and review all aspects of case management.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>