



Australian Government

CHCCSM015 Undertake case management in a child protection framework

Release: 1

CHCCSM015 Undertake case management in a child protection framework

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to apply all aspects of case management in which case plans are developed and implemented to address a child or young person's specific needs and achieve their goals within a child protection framework.

Workers at this level work may work under supervision or autonomously and are responsible for prioritising own outputs within 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 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 child or young person's need and level of risk.

PERFORMANCE CRITERIA

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

- 1.1. Work with the child or young person to identify needs and risks in accordance with legislative and organisational policies and procedures.
- 1.2. Develop written case management plan to reflect the child

- or young person's needs.
- 1.3. Clearly explain the worker's role and purpose to the child or young person.
 - 1.4. Identify, assess and prioritise information relevant to the child or young person's circumstances.
 - 1.5. Work with the child or young person using a person-centred strengths-based approach.
 - 1.6. Provide information to the child or young person, their families, carers, or others identified by the child or young person regarding the intervention process, their rights of appeal and how to use avenues for complaint.
2. Develop a case management plan.
 - 2.1. Identify and support harm minimisation strategies to increase the safety of children and young people.
 - 2.2. Work in a person-centred framework, with a strengths-based focus when developing a case management plan.
 - 2.3. Negotiate and integrate case management plan goals, actions and cultural considerations and timelines.
 - 2.4. Define roles, responsibilities and accountabilities for child or young person, stakeholders, workers and service providers.
 - 2.5. Explore and develop contingency plans.
 - 2.6. Establish communication, review and evaluation systems.
 - 2.7. Document case management plan and distribute to all parties.
 3. Implement case management plan.
 - 3.1. Implement practical framework, including using strengths-based practices, to support child or young person.
 - 3.2. Utilise established communication processes and protocols to make referrals.
 - 3.3. Develop case management plans with external service providers and agree on time and resource constraints.
 - 3.4. Work within agreed time frames with all parties to review the case management plan.
 - 3.5. Record information that is factual and detailed pertaining to the developed case management plan.
 4. Establish review and evaluation systems.
 - 4.1. Work with the child or young person, service providers and parties involved on agreed evaluation of the case management plan according to organisational policies and procedures.
 - 4.2. Review and document the goals agreed to in the case management plan with all parties involved.
 - 4.3. Review the case management plan and work with the child or young person on identified needs that require ongoing

- support and possible intervention.
- 4.4. Work in collaboration with all parties on agreed goals and implementation strategies during the review of the case management plan.
 - 4.5. Complete all relevant reporting procedures in accordance with organisational policy and procedures.
 - 4.6. Consult with supervisor at key decision-making points.
5. Work with agencies to meet the child or young person's needs.
 - 5.1. Identify service providers to be involved with the agreement of the child or young person.
 - 5.2. Access inter-agency protocols and guidelines and integrate into case management plan.
 - 5.3. Clarify the nature of advocacy and support required by the child or young person.
 - 5.4. Discuss with the child or young person all representations made on their behalf to the service provider.
 - 5.5. Ensure all information is maintained according to organisational policies and procedures for privacy and confidentiality.
 - 5.6. Work in collaboration with all parties to support and evaluate the child or young person's case management plan, services and achieved goals.
 6. Undertake case closure.
 - 6.1. Review achievements of case management plan goals against the measurable outcomes and document, including engaging the child or young person in reflection on the outcomes.
 - 6.2. Identify reasons for case closures and arrange case closure with all parties involved, in accordance with organisational policies 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.

DESCRIPTION

SKILLS

- Oral communication skills to:
- 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 equivalent to CHCCSM007 Undertake case management in a child protection framework.

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 CHCCSM015 Undertake case management in a child protection framework

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:

- apply all aspects of a structured child protection framework, for at least three children or young people, including:
 - interpreting and applying legislation, policies, procedures, standards and statutory obligations
 - responding to and managing risks
 - developing and assessing actions for intervention
 - collecting and assessing information
 - documenting plans
 - closing cases.

Knowledge Evidence

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

- legal implications and responsibilities of statutory work
- State or Territory and Commonwealth jurisdictions, including all courts within the jurisdictions
- child protection policies and procedures, including inter-agency protocols
- legislation relevant to child protection, including family court protocols, practice and policy guidelines
- legal definitions of abuse
- statutory recording and reporting systems
- processes for risk assessment, comprehensive psychosocial assessment and family assessment
- indicators of harm, types of harm, definitions and dynamics of harm
- theories on vulnerability and resilience of children and young people
- workings of court, legal systems and legal processes
- legal implications of material collected through interviews
- family dynamics in different cultures
- how to access interpreters for people and their families who are from a non-English speaking background and who are hearing or speech impaired

- child-centred practices:
 - engaging in direct work with children and young people
 - providing an advocacy role on behalf of children and young people
 - stages of development and how that can inform intervention and planning
 - key aspects of attachment theory
 - processes that ensure the child or young person is an active participant throughout the case management process
 - the role of families and communities in the lives of children and young people
 - the role of prevention and early implementation strategies in protecting and supporting children and young people
- cultural considerations:
 - family of origin
 - power relationship structures
 - rituals, beliefs, hierarchies and practices
 - gender
 - parenting practice
 - family and community dynamics
 - community protocols
 - support and prevention strategies
 - rights of appeal mechanisms
- organisational policies and procedures for:
 - identification of needs
 - risk assessment
 - evaluation of case management plans
 - reporting
 - privacy and confidentiality
 - case closure
 - working with children and young people.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

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 children or young people.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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