

## Unit mapping

| KQ: Knowledge questions                                    | KQ | PA |
|--|----|----|
| PA: Practical assessment – Task (T), Workplace Skills (WS) |    |    |

### Elements and performance criteria

#### E 1 Establish coordination function

|        |   |                                  |  |
|--------|---|----------------------------------|--|
| PC 1.1 | Work with the person to determine and agree on the service provision requirements   | Q 1.1<br>Q 1.2<br>Q 1.3          | T 1a<br>T 1c<br>T 1d<br>T 1e<br>T 1g<br>T 1h |
| PC 1.2 | Develop a plan with the person to identify appropriate services, their availability and expected outcomes                   | Q 1.4a-c<br>Q 1.5                | T 1f<br>T 1i-l                               |
| PC 1.3 | Obtain person's consent to identify and exchange information with other services they are engaged with or being referred to | Q 1.6<br>Q 1.7<br>Q 1.8<br>Q 1.9 | T 1b<br>T 1m<br>T 1n                         |
| PC 1.4 | Negotiate and agree on collaborative working arrangements and services to be provided                                       | Q 1.10<br>Q 1.11a<br>Q 1.11b     | T 1o   |

#### E 2 Support the person to access multiple services

|        |  |                                    |                              |
|--------|--|------------------------------------|------------------------------|
| PC 2.1 | Identify, implement and maintain duty of care responsibilities                                   | Q 2.1<br>Q 2.2<br>Q 2.3            | T 2a-m                       |
| PC 2.2 | Provide information to the person about the coordination role                                    | Q 2.4a<br>Q 2.4 b                  | T 3a-d                       |
| PC 2.3 | Work with the person to establish their communication requirements and preferences               | Q 2.5a<br>Q 2.5b                   | T 2k<br>T 3e<br>T 3f<br>T 4b |
| PC 2.4 | Assess the person's needs for interpreter and translation support and arrange access if required | Q 2.6a<br>Q 2.6b<br>Q 2.6c         | T 3g<br>T 3h                 |
| PC 2.5 | Work with the person and other services to identify barriers to attaining outcomes               | Q 2.7a<br>Q 2.7b<br>Q 2.7c         | T 5c<br>T 5d<br>T 5f         |
| PC 2.6 | Work with the person to prioritise needs and communicate these with service providers            | Q 2.8<br>Q 2.9<br>Q 2.10<br>Q 2.11 | T 5g<br>T 5h                 |
| PC 2.7 | Facilitate meetings to coordinate responsibilities and roles                                     | Q 2.12a<br>Q 2.12b                 | T 5a<br>T 5b<br>T 5j<br>T 5k |

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| PC 2.8  | Work with other services to minimise person’s confusion and concerns in a coordinated manner                   | Q 2.13         | T 2m<br>T 5b-e<br>T 5i<br>T 5l<br>T 5m |
| <b>E 3 Monitor person’s progress</b>                              |  |                |  |
| PC 3.1  | Facilitate communication between service providers to identify and manage service duplication                  | Q 3.1<br>Q 3.2 | T 6a<br>T 6b<br>T 6d                   |
| PC 3.2  | Work with the person and services to monitor progress toward the person’s goals                                | Q 3.3          | T 6c<br>T 6e<br>T 6f                   |
| PC 3.3  | Obtain the person’s feedback about services  | Q 3.4          | T 6g                                   |
| PC 3.4  | Identify and implement further support required to meet changing needs and progress towards the person’s goals | Q 3.5<br>Q 3.6 | T 6h                                   |
| PC 3.5  | Complete documentation in accordance with organisational policy and procedures                                 | Q 3.7          | T 6i<br>T 6j                           |

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| <b>Knowledge evidence</b> |  |                                  |
|---------------------------|--|----------------------------------|
| KE 1                      | Evidence-based approaches and models of case management practice   | Q 4.1<br>Q 4.2                   |
| KE 2                      | Issues faced by people, and their families and carers, accessing multiple services   | Q 2.7a                           |
| KE 3                      | Impact of service duplication  | Q 3.1                            |
| KE 4                      | Principles and practices of planning complex service inputs  | Q 1.4a                           |
| KE 5                      | Principles and practices of working collaboratively with people and services   | Q 1.10                           |
| KE 6                      | Range and requirements of funding arrangements   | Q 1.5                            |
| KE 7                      | Indicators of self-harm and indicators of harm to others   | Q 2.8                            |
| KE 8                      | Referral requirements of services  | Q 1.6                            |
| KE 9                      | Formal meeting processes   | Q 2.12b                          |
| KE 10                     | Organisational standards, policies and procedures, and legislation and statutory mandates  | Q 1.3<br>Q 1.8<br>Q 1.9<br>Q 3.7 |
| KE 11                     | Responsibilities relating to duty of care for: <ul style="list-style-type: none"> <li>▪ children and young people</li> <li>▪ family and domestic violence</li> <li>▪ suicide</li> <li>▪ elder abuse</li> <li>▪ impacts of generational abuse</li> <li>▪ barriers to escaping disadvantage</li> <li>▪ people from culturally and linguistically diverse backgrounds</li> <li>▪ Aboriginal and/or Torres Strait Islander people</li> </ul> | Q 2.2                            |
| KE 12                     | Family structure, dynamics, communication and decision making  | Q 4.3                            |
| KE 13                     | Documentation protocols  | Q 3.7<br>Q 3.8                   |
| KE 14                     | Range of available services and support  | Q 1.4b                           |
| KE 15                     | Requirements and boundaries of the coordination role   | Q 2.4b<br>Q 2.4a                 |
| KE 16                     | Issues that cause person confusion, concerns and barriers  | Q 2.7c<br>Q 2.7d                 |

**KQ: Knowledge questions**

**KQ**

**PA**

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**Performance evidence**

Skills must be demonstrated in the workplace or a simulated environment that reflects workplace conditions.  
Scenario's provided can be used in a simulated environment.

|      |  |  |
|------|--|--|
| PE 1 | Plan and coordinate resources, services and supports for three people with complex needs | T 1a-o<br>T 2a-m<br>T 3a-h<br>T 4a-f<br>T 5a-m<br>T 6a-j |
|------|--|--|