

Unit mapping

KQ: Knowledge questions		KQ	PA
PA: Practical assessment – Task (T), Workplace Skills (WS)			
Elements and performance criteria			
E 1 Determine response to case management			
PC 1.1	Utilise case management processes in accordance with organisational policies and procedures	Q 1.1 Q 1.2 Q 1.3	T 2b T 4e T 6k T 12h T 14d
PC 1.2	Implement processes to enable the person to set goals and participate in case management processes	Q 1.4	T 1a-f
PC 1.3	Integrate cultural considerations into all aspects of case management planning	Q 1.5 Q 1.6 Q 1.7 Q 1.8	T 3e
PC 1.4	Provide information on rights of appeal and avenues of complaint so the person understands their rights and responsibilities	Q 1.9	T 2a-i
E 2 Conduct case management meetings			
PC 2.1	Facilitate information sharing with the person, including confidentiality and consent, and establish a rapport	Q 2.1 Q 2.2	T 3a-g
PC 2.2	Identify and agree on person and worker roles, responsibilities, boundaries, and processes of service delivery	Q 2.3 Q 2.4	T 4c-d
PC 2.3	Determine and agree on organisational requirements, family and community needs, responsibilities and rights	Q 2.5	T 4c T 4e-f
E 3 Develop a case management plan			
PC 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	Q 3.1 Q 3.2 Q 3.3	T 5a T 5d
PC 3.2	Develop a case management plan to reflect identified needs	Q 3.4 Q 3.5	T 6a-k
PC 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	Q 3.6	T 5b
PC 3.4	Establish and agree on processes to monitor and change case plan	Q 3.7	T 7a-e
PC 3.5	Identify strategies to deal with complex and high risk situations	Q 3.8 Q 3.9.a Q 3.9.b	T 8a-f
PC 3.6	Assist person to set and achieve realistic targets for change or action and to take personal responsibility	Q 3.10 Q 3.11	T 9a-b

E 4 Monitor and review case work activities

PC 4.1	Implement strategies to regularly monitor the effectiveness of case management processes against agreed goals, service provision and progress	Q 4.1	T 10a-d
PC 4.2	Assess the need for case plan changes and develop strategies for alternatives and ongoing interventions	Q 4.2 Q 4.3	T 11a-e
PC 4.3	Negotiate with relevant parties any proposed changes arising from case review	Q 4.4	T 12a-h
PC 4.4	Document all case work interventions in compliance with evidence-based practice and confidentiality requirements	Q 4.5 Q 4.6	T 13a-i
PC 4.5	Implement case closure according to organisational policy and procedures	Q 4.7	T 14a-e

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Knowledge evidence			
KE 1	Evidence-based practices	Q 4.5	
KE 2	Approaches to service delivery:		
	▪ strength-based	Q 3.8	
	▪ culturally sensitive	Q 1.6 Q 1.7	
	▪ person-centred	Q 3.2 Q 3.3	
	▪ needs-based	Q 3.4	
	▪ trauma informed	Q 3.8	
KE 3	Contemporary behaviour change models, practices and interventions	Q 3.9.a Q 3.9.b	
KE 4	Privacy and confidentiality	Q 1.1 Q 2.2 Q 2.3 Q 4.6	
KE 5	Formal meeting processes	Q 2.2	
KE 6	Organisational standards, policies and procedures, and legislation and statutory mandates	Q 1.1 Q 1.2 Q 1.9 Q 2.2 Q 2.3 Q 2.5 Q 4.7	
KE 7	Risks and responsibilities relating to duty of care for:		
	▪ child protection	Q 1.2 Q 1.3 Q 3.6	
	▪ family and domestic violence	Q 1.2 Q 1.3	
	▪ suicide	Q 1.2 Q 1.3	
	▪ elder abuse	Q 1.2 Q 1.3	
	▪ disability	Q 1.2 Q 1.3	

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KE 8	Considerations, protocols, history and special needs of diverse populations:	
	▪ gender and sexual diversity	Q 3.6
	▪ culturally and linguistically diverse (CALD)	Q 1.9
	▪ Aboriginal and/or Torres Strait Islander people	Q 1.7
	▪ people with disability	Q 1.7 Q 1.8
	▪ lesbian, gay, bi-sexual, transgender, queer and intersex (LGBTQI)	Q 3.6
	▪ people experiencing and people at risk of homelessness	Q 3.8
	▪ older people	Q 1.7 Q 3.5
	▪ children and young people	Q 1.8 Q 3.6
KE 9	Person-centred, family focused models of practice, dynamics, communication and decision making	Q 3.3
KE 10	Documentation protocols	Q 4.6
KE 11	Monitoring and review processes	Q 3.7 Q 4.1 Q 4.3 Q 4.4
KE 12	Available services	Q 3.5
KE 13	Rights, roles, and responsibilities of people within the decision-making process	Q 2.3 Q 3.5
KE 14	The impact of values systems of worker, person and key stakeholder on outcomes	Q 1.5
KE 15	Different methods of addressing and engaging with participants	Q 1.4 Q 2.1 Q 3.1 Q 3.11

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Performance evidence

PE 1	Develop, facilitate and review all aspects of case management for three people	T 1a-f T 2a-i T 3a-h T 4a-h T 5a-g T 6a-k T 7a-e T 8a-f T 9a-b T 10a-b T 11a-e T 12a-h T 13a-i
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Foundation skills

FS 1	Writing skills to: <ul style="list-style-type: none"> record case plans and organisational reports according to organisational procedures. 	T 6k T 12h T 13a
FS 2	Oral communication skills to: <ul style="list-style-type: none"> participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience. 	T 3c-e