CHCPRP001

Develop and maintain networks and collaborative partnerships

Assessment 1 of 3

Short Answer Questions

Version 1

Assessment Instructions

Task overview

This assessment task is divided into 11 short answer questions.

Read each question carefully before capturing your response in the spaces provided.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Question 1

Describe the legal and ethical considerations for each of the following elements of collaborative practice:

1. Copyright and intellectual property
2. Privacy, confidentiality and disclosure

All components of each element must be addressed in your answer.

Assessor instructions: Students must describe the legal and ethical considerations for the above elements of collaborative practice.

A sample answer is provided below. Students must include all the key points captured in the sample answers provided.

1.	Copyright and intellectual property [Approximate word count: 130 words]	Copyright is a set of rights that are protected by the Copyright Act 1968. Basically, it means that the authors of texts, artistic works, music, computer programs, films and sound recording have the sole permission to reproduce, perform, share or show their work in public, unless otherwise stated in an agreement or copyright statement. Authorship of the copyright material must also be correctly attributed. Intellectual property (IP) is defined as the property of your mind or proprietary knowledge. It is a productive new idea you create. This can be an invention, trademark, design, brand or even the application of your idea. This also applies to concepts that are collectively thought up by an organisation, or through collaborative efforts. You must be careful not to impinge on the rights holders when sharing ideas or concepts.
2.	Privacy, confidentiality and disclosure [Approximate word count: 100 words]	All community service providers must protect clients' private and confidential information according to the Privacy Act 1988 and the Australian Privacy Principles. Providers must have a statement in place that provides information to clients about how the information they gather will be used, and what can and cannot be disclosed. You must not contravene the rights of clients to privacy and confidentiality by disclosing information outside of the prescribed manner. Information must be relevant and applicable to the services being requested or provided and should only be shared with others who have permission to access the information.

Question 2

Identify the 9 principles of networking and provide a brief description of each.

Assessor instructions: Students must identify the 9 principles of networking.

A sample answer is provided below. Students must include all the principles captured in the sample answer provided.

	Principle of networking [Up to 5 words each]	Description of networking principle [Approximate word count: Approximately 25 words each]
1.	Be proactive	Identify and actively take steps towards identifying and building your network.
2.	Take a long-term approach	Start by connecting with others who are at a similar stage in their networking so you can potentially grow and develop together over the long term.

3.	Quality over quantity	Focus on building relationships based on the relevance and influence each person can offer. Then make sure you take time to get to know them.
4.	Be organised	Create a planned approach to managing your network schedule, systems, structures and contact information etc.
5.	Be approachable	It's important that others are easy to contact and respond in an appropriate amount of time when others reach out to you.
6.	Be genuine	Be genuine in your networking efforts and make an effort to get to know the people that you are trying to connect with.
7.	Be professional	Communicate clearly and confidently and be courteous, respectful in all your interactions.
8.	Build trust	Be honest, reliable, and consistent in your interactions with others and maintain confidentiality as appropriate.
9.	Give more than you get	It is important you consider the needs of others in your network to ensure they benefit from the relationship also.

Question 3

Identify the 9 principles of collaboration and provide a brief description of each.

Assessor instructions: Students must identify the 9 principles of collaboration and provide a brief description of each.

A sample answer is provided below. Students must include all the principles captured in the sample answer provided.

	Principle of collaboration (Up to 6 words each)	Description of collaboration principle (Approximate word count: Up to 30 words each)
1.	Alignment on vision and values	Strong collaborations require alignment in their vision and values. These may not be identical but should be synergistic.
2.	Alignment of business objectives	The outcomes set out by the partnership must represent a benefit for each party in relation to the achievement of their business objectives.
3.	Governance and processes	Governance processes reflect how partners mutually agree to work together, allocate resources and hold each other accountable.
4,	Clear leadership	An executive leader should be assigned to the partnership/project/outcome to provide strategic guidance, promote collaborative behavior and be accountable for success.
5.	Roles and responsibilities	Each role and the associated responsibilities need to be documented, agreed up and communicated with each person allocated to a role able to perform competently.
6.	Information and Knowledge Sharing	Information and knowledge must be shared - be up front about what information cannot be shared, or what information can only be shared confidentially.
7.	Value Creation	Creating value is the underlying reason to partner. This should be articulated and agreed at the start of the relationship.
8.	Measurement and optimisation	You need to create a metrics model that measures the value you are creating and the health and strength of the collaboration.
9.	Exit strategy	Go through regular evaluation to ensure the collaboration is still serving the purpose for which it was created and if not, look to adjust or end them.

Question 4

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List and describe 2 types of networking and 2 types of collaborative relationships.

Assessor instructions: Students must identify, list and describe 2 types of networks and 2 types of collaborative relationships.

A sample answer is provided below. Alternative answers as acceptable as long as they represent legitimate network and collaborative relationships.

<table>
<tr><th colspan="2">Type of relationship
(Up to 5 words each)</th><th>Description of relationship type
(Approximate word count: Up to 60 words each)</th></tr>
<tr><td rowspan="2">Network</td><td>1. Industry bodies</td><td>Groups representing the interests of employers and providing opportunities to network with others from within their field.
They provide information about industry best practice, new and emerging technologies, professional development, new legislation affecting the industry and potential threats and opportunities for long-term growth.
Networking is achieved through meetings and conference events, online seminars and professional development.</td></tr>
<tr><td>2. Communities of practice</td><td>Groups of people who come together around a shared goal or concern. Communities of practice are based on social learning
Sharing insights and approaches can enhance practice, allows people to share information and knowledge, broaden their outlook, connect with diverse resources and provide encouragement and support.

Alternative types of relationships may include:
• Communities of practice
• Inter-agency meetings
• Online communities and networking
• Unions</td></tr>
<tr><td rowspan="2">Collaborative partnership</td><td>1. Partnerships</td><td>Where two or more organisations come together to create a formally documented agreement about the roles of each partner without merging to create a new legal entity.
The partner organisations have clearly defined expectations, roles and responsibilities for achieving goals, sharing costs and liabilities.
Partners have duties and obligations to each other under the agreements.</td></tr>
<tr><td>2. Cooperatives</td><td>Legal entities that are democratically managed, with a flat governance structure. The principles of self-help, self-responsibility, democracy, equality, equity and solidarity define the co-operative, and this appeals to many organisations as it gives each organisation in the collaboration an equal say in the running of the organisation.

Alternative types of relationships may include:
• Auspicing
• Colocation</td></tr>
</table>

Question 5

Provide 3 examples of each of different types of networks and/or collaborations available on an organisational, individual and virtual basis for professionals looking to expand their business connections, raise their profile and grow their brand.

For each network or collaboration identified, indicate whether it is a formal (F) or Informal (I) relationship using the appropriate check box/s. Note: Some relationships may represent formal and informal opportunities, so you may check both options.

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[Approximate word count: Up to 15 words per example]

Assessor instructions: Students must identify 3 examples of each network type as available to individuals needing support. Students must then also indicate whether it is an example of a formal (F) or informal (I) networking using the check box provided.

A sample answer is provided below. Alternative answers as acceptable as long as they are generally accessible and likely to provide support services.

	Organisational		Individual		Virtual	
1.	Join an industry association	☒ F ☐ I	Alumni from industry relevant studies	☐ F ☒ I	Online professional network systems such as LinkedIn, Instagram etc.	☐ F ☒ I
2.	Participate in industry consultation processes internally or externally	☒ F ☐ I	Attending industry, group, club, community events	☐ F ☒ I	Online networking groups such as those found on LinkedIn	☒ F ☒ I
3.	Participate in cross departmental projects	☒ F ☐ I	Family, friends and/or former colleagues within the industry	☐ F ☒ I	SMS such as MS Teams, Messenger etc.	☐ F ☒ I

Question 6

Identify 3 benefits of networking and collaboration for each of the following stakeholders:

1. The organisation
2. The workers
3. The clients

[Approximate word count: Up to 15 words each]

Assessor instructions: Students must identify 3 benefits of networking and collaboration for each of the following stakeholders in the relationship.

A sample answer is provided below. Alternative answers are acceptable as long as they represent valid benefits for the relevant stakeholder.

	The organisation	The workers	The clients
1.	Able to extend services offered and locations	Better client management	Centralised support offering (less contact points as more achieved through fewer people/organisations)
2.	Access to wider range of skill sets and expertise	Better network for information exchange and expertise	Holistic approach to support
3.	Access to larger resource pool (people, funding etc.) Alternative answers may include: • Better client outcomes • Shared quality assurance and increased legal protection	Access to more resources (programs) Alternative answers may include: • Better client outcomes • Shared responsibilities • Increased learning opportunities	Increased network of support (improved range of services available) Alternative answers may include: • Increased accessibility (services available in areas otherwise not offered) • Improved client satisfaction

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	• Symbiotic relationship opportunities • Increased efficiency/ reduced duplication • Increased innovation • Increased influencing/ lobbying strength • Healthy cross-industry relationships	• Strong personal industry networks	

Question 7

Describe each of the following terms in relation to networking and collaborative partnerships:

- Dynamics
- Values
- Limitations

[Approximate word count: 60 words each]

Assessor instructions: Students must describe values, limitations and dynamics of networks and collaborative partnerships.

A sample answer is provided below. Students must include all the elements captured in the descriptions provided.

1. Dynamics	The dynamics of networking and collaborative partnerships require clear and regular communication, trust-building, and a willingness to work together to achieve shared goals. The value of collaboration can be exponential based on the input of the parties involved, however where poorly set out or executed the limitations may not only strip these relationships of any value, they may become quite destructive.
2. Values	The values that underpin effective networking and collaboration in community services are based on mutual respect, open communication and transparency, flexibility and adaptability and continuous learning in the pursuit of shared visions and goals. Collaboration requires a willingness to work together, to share knowledge and resources, and to be accountable to each other.
3. Limitations	Some of the limitations of networking and collaborative partnerships include the potential for power imbalances, conflicts of interest, differences in values and goals, and challenges in aligning different organisational cultures and practices. In addition, collaboration can be time-consuming and require significant investment in building relationships and establishing effective communication channels.

Question 8

The structure of the health industry in Australia involves a range of Government and independent stakeholders. These stakeholders provide a wide range of health related services. Identify the 5 stakeholder groups and list 2 services offered by each group.

Assessor instructions: Students must identify the 5 stakeholder groups that make up the health industry structure. For each stakeholder they must list 2 health related services they offer/support.

Sample answers are provided below. The stakeholder groups must be included as listed. Alternative answers in relation to the services offered are acceptable as long as they identify a health program provided by the identified stakeholder group.

	Stakeholder Group		Services Offered (Word count: Up to 20 words each)
1.	National Government	1.	Students answers may include: • subsidising aged care services, such as residential care and home care, and regulating the aged care sector • funding for health and medical research through the Medical Research Future Fund and the National Health and Medical Research Council • funding veterans' health care through the Department of Veterans' Affairs • funding community controlled Aboriginal and Torres Strait Islander primary healthcare organisations • buying vaccines for the national immunisation program • regulating medicines and medical devices through the Therapeutic Goods Administration (TGA) • subsidising hearing services • ensuring a secure supply of safe and affordable blood products • coordinating national responses to health emergencies, including pandemics
		2.	
2.	Primary Health Networks (Independent organisations funded by the Australian Government)		Students answers may include: • support community health centres, hospitals, GPs, nurses, specialists and other health professionals to help improve patient care • coordinate different parts of the health system — for example, between the hospital and GP when a patient is discharged • assess the health needs of their local area • after-hours services • mental health services • health promotion programs • support for primary care (GPs), including continuing education
		2.	
3.	State, Territory and Local Government	1.	Students answers may include: • managing and administering public hospitals • delivering preventive services such as breast cancer screening and immunisation programs • funding and managing community and mental health services • public dental clinics • ambulance and emergency services • patient transport and subsidy schemes • provide a range of environmental and public health services, community-based health and home care services.
		2.	
4.	Shared Government	1.	Students answers may include: • funding public hospital services • preventive services, such as free cancer screening programs including those under the National Bowel Cancer Screening Program • registering and accrediting health professionals

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			funding palliative care
			• national mental health reform
			• responding to national health emergencies
	2.		
5.	Private and community sectors	1.	Students answers may include: • admitted patient care in a private hospital • private services provided by allied health professionals • wellbeing programs • support and assistance to people who live with illness
		2.	

Question 9

Identify and describe the 3 types of relationships between collaborating stakeholders. For each collaboration include 1 example. At least 1 of these examples must reflect a collaboration between a public organisation and a private organisation.

Assessor instructions: Students must name and describe the 3 types of interrelationships between collaborating organisations, including 1 example of each relationship.

A sample answer is provided below. The collaboration relationships and details of the descriptions must be included as listed. Alternative answers in relation to the examples are acceptable as long as they represent an example of the type of collaboration interrelationship described. At least 1 of these examples must include a public (Government) and a private organisation.

	Collaboration interrelationship (Word count: Up to 3 words each)	Description (Word count: 15 words each)	Example (Approximate word count: 20-30 words each)
1.	Joint programs	Where the two or more stakeholders pool resources, design and deliver a service together	The Agency for Clinical Innovation is a NSW Government initiative where patients, clinicians and managers come together to design and implement innovative health care. OR Internally this may be where a project team is pulled together using resources from multiple departments across an organisation to design, implement and operate a new program.
2.	Divide and conquer	Where one stakeholder develops a program and provides it to another to deliver.	When the government may develop a program to roll out vaccinations, however the program is delivered by an independent pathology organisation. OR Where an organisation sources a program or system and rolls it out to their own customers under their own branding.
3.	Program support	Where one stakeholder provides complete or partial financial support to the organisation delivering the program.	When the government funds delivery of a program offered by an independent services provider.

Question 10

List the 9 step process to building a collaborative partnership. Provide a brief description of each step and the processes involved.

Assessor instructions: Students must identify the following pieces of information:

1. The step in building a collaborative partnership process.

2. A short description of the step.

3. A short description of the 2-5 processes involved in each step.

A sample answer is provided below. Students must include all the steps, elements of the descriptions and processes in each step as provided.

Step [Word count: Up to 10 words each]	Description [Word count: 10-30 words each]	Processes [Word count: Up to 20 words each]	
1. Determine the need and readiness for partnership	Identify your organisations vision, purpose, objectives, deliverables (goals) and the gaps in resources (people, systems, technology, processes etc) needed to achieve them.	1.	Document the goals, gaps and opportunities to create/ participate in collaborative partnerships.
		2.	Determine if there are other organisations, groups or individuals who can fill the gaps.
		3.	Gain agreement/ make commitment to pursue collaborative partnerships.
2. Recruit the right organisations	Investigate options relating to organisations, groups and/or individuals that can support delivery of the desired outcomes. Approach and engage the right partners as identified.	1.	Conduct thorough research on each potential partner.
		2.	Approach organisation, group or individual most suitable to filling the gap and propose partnership.
		3.	Gain commitment from relevant parties to pursue partnership in principle.
3. Determine the partnership structure	Articulate the structure of the partnership (management, governance etc.), deliverables (measurable goals) and commitments from each party.	1.	Confirm the purpose of the partnership, including the shared vision, SMART goals and commitments from each partner.
		2.	Document processes to support collaborative partnership.
		3.	Gain agreement on the documentation of the structure and processes by a partnership sponsor for each organisation as approval.
4. Develop communication strategy	Create a detailed communication strategy for all communication throughout the life of the partnership. Protocols for the sharing, use and storage of information across organisations must also be documented.	1.	Document the communication strategy.
		2.	Develop protocols for information sharing across the partnership.
		3.	Gain agreement on the communication documentation by a partnership sponsor for each organisation as approval.
5. Capture resource requirements	Articulate details of what resources or functions are to be provided by each organisation.	1.	Create a register of resources to be provided by each party.
		2.	Gain agreement on the resource needs by a partnership sponsor for each organisation as approval.

6.	Create an action plan	Create an action/ project plan to implement the collaborative partnership and deliver against agreed outcomes.	1.	Develop an action/implementation project plan.
			2.	Gain agreement on the project plan by a partnership sponsor for each organisation as approval.
7.	Assess risk factors and issues	Complete a risk assessment for the collaboration partnership and delivery of partnerships goals.	1.	Develop a risk and issues register and document the risks identified.
			2.	Develop a process to manage risks and issues identified.
			3.	Gain agreement on the risk and issue management process by a partnership sponsor for each organisation as approval.
8.	Implement partnership	Stop thinking and start doing! Now it is time to implement the collaborative partnership and commence work on the goals and deliverables.	1.	Implement the collaborative partnership structures set out in Step 3.
			2.	Implement the communication strategy set out in Step 4.
			3.	Implement the resource needs plan set out in Step 5.
			4.	Implement the action/ project plan set out in Step 6.
			5.	Implement the risk and issues register and process set out in Step 7.
9.	Conduct post implementation review	Complete a post implementation review of the collaborative partnership to determine its the partnerships success. Determine and agree the next steps for the program.	1.	Conduct a post implementation review of the partnership outcomes.
			2.	Identify the next steps for the partnership.
			3.	Gain agreement on the outcome of the partnership and next steps by a partnership sponsor for each organisation as approval.

Question 11

Identify 3 established networks that represent the community services and mental health industries. For each network identify their vision and purpose, structure, key stakeholders and how members are expected to participate in the group.

Assessor instructions: Students must identify 3 established networks in the community services and mental health industry. For each one they must identify the networks vision and purpose, structure, key stakeholders and participation opportunities.

Sample answers are provided below. Students must include 3 networks and be able to address all elements of the network for each.

	Established Community Services and Mental health networks	Vision and purpose [Approximate word count: 30 words each]	Structure and key stakeholders [Approximate word count: 45 words each]	Participation opportunities [Approximate word count: 35 words each]
1.	Mental Health Australia [MHA]	MHA's vision is for mentally healthy people, families, and communities. Their purpose is to	MHA is a national non-government organisation that works collaboratively with member organisations, consumers, carers,	Members of MHA are expected to actively participate in advocating for improved mental health policies and

		promote mental health, prevent mental illnesses, and advocate for the rights of people living with mental health issues.	and other stakeholders in the mental health sector. Key stakeholders include mental health service providers, government agencies, policymakers, consumers, carers, and advocacy groups.	services. They can contribute to the development of policy positions, participate in working groups, and engage in national mental health campaigns.
2.	Community Mental Health Australia [CMHA]	CMHA aims to enhance the capacity of community-managed mental health organisations to provide high-quality, recovery-oriented support and services to individuals experiencing mental health issues.	CMHA is a network of community-managed mental health service providers across Australia. It provides a platform for collaboration, knowledge sharing, and advocacy among its members. The key stakeholders of CMHA include community-managed mental health organisations, service users, carers, and other mental health sector stakeholders.	Members of CMHA actively participate in networking events, conferences, and forums organised by the network. They contribute to the collective advocacy efforts, share best practices, and collaborate on research and policy development.
3.	Australian Council of Social Service [ACOSS]	ACOSS envisions an Australia free from poverty and inequality. Its purpose is to advocate for social justice, equality, and the elimination of poverty in Australia.	ACOSS is a peak national organisation that brings together a diverse range of member organisations, including those working in the community services and mental health sectors. Key stakeholders include community service providers, welfare organisations, social policy experts, researchers, and individuals affected by poverty and inequality.	Members of ACOSS actively participate in policy development and advocacy campaigns. They engage in consultations, contribute expertise, and collaborate with other members to promote social justice and advocate for policy changes that address poverty and inequality.

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

11 short answer questions to be completed in the spaces provided.	☐

✓ **Congratulations you have reached the end of Assessment 1!**