Develop, facilitate and review all aspects of case management

Assessment 1 of 2

Short Answer Questions

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Assessment Instructions

Task overview

This assessment task is divided into 36 short answer questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Learning resources.

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 (for example, allowing additional time)
- the evidence gathering techniques (for example, 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

The case management process involves three key components - assessment, planning, and implementation. Complete the following table by briefly outlining the role that the client and case manager play in each of these components of case management.

(Approximate word count: 10 - 25 words per cell)

Assessor instructions: The student's response should demonstrate an understanding of the importance of each key component of case management for the client. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

Process of case management	Role of client	Role of case manager
Assessment	The client provides information and direction that helps the case manager determine their needs.	The case manager gathers and analyses client information to determine the client's needs.
Planning	The client consults with the Case Manager to determine which services best suit their needs and develop a written case management plan.	The case manager consults with the client and their significant others to determine which services would best assist the client and plan specific intervention strategies.
Implementation	The client begins taking steps to achieve their goals.	The client and case manager work together to put the case management plan into action and monitor the plan.

Question 2

When engaging with a client and developing a case management plan, it is essential to consider the relationship dynamics of clients and their families, including family structure and functioning, communication styles, dynamics, and decision-making.

Complete the following table by outlining one (1) consideration a case manager should consider for each aspect and why such consideration is essential.

Assessor instructions: The student's response should demonstrate an understanding of at least one consideration for each family aspect and why such consideration is essential. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

Aspects	What should the case manager consider?	Why is this important?
Family structure and functioning	(Approximate word count: 10 words) Who has the closest bond with the client? Who assumes the caretaker role?	(Approximate word count: 30 - 40 words) Such consideration will help ensure the developed case plan considers how the client's changing circumstances and needs have impacted and interacted with their family role and the needs of the other members (for example, financial and emotional).
Family communication styles	(Approximate word count: 15 words) How do family members communicate with one another? Is there a family member who talks over others? Is the client allowed to speak for themselves, or is another family member taking over?	(Approximate word count: 25 words) Some family members may become overprotective and foster dependence in the client - which can hinder the client's engagement and commitment to the case plan.
Family dynamics and decision-making processes	(Approximate word count: 10 words) Is the client able to make their own decisions? Will the family support these decisions? Will the family likely interfere with the client's case plan?	(Approximate word count: 40 – 50 words) It can be problematic if family members' perception of the situation/issue completely differs from the client's. Where possible, the case manager should seek to empower the client by directing important questions to the client to support their autonomy and rights.

Question 3

Case managers must be well-versed in all laws and regulations relevant to their location, the type of work conducted, and the clients they serve. In the following table briefly outlines how the following laws and regulatory standards relate to a case manager's role and responsibilities.

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Laws, regulations, statutory mandates	How does this relate to case management work?
Mandatory reporting laws	(Approximate word count: 40 words) All case managers must follow their organisational guidelines for the mandatory reporting of suspected abuse – regardless of whether they work directly with children. This typically involves reporting the relevant information to a supervisor/manager and designated child safety authority where appropriate.
Guardianship, trustee, and administration acts	(Approximate word count: 60 words) The case manager must be aware of the extent of the guardian's or trustee's authority to make decisions on behalf of the client. Suppose a case manager believes that a client is unable to manage their affairs. In that case, contacting the state's administrative tribunal might be appropriate to arrange for a guardian or trustee to be appointed.
Mental health legislation	(Approximate word count: 45 words) Case managers working with clients experiencing mental health issues must ensure that they consider all relevant mental health acts, such as admission into involuntary care and decision-making capacity. Such understanding is also essential for advocating for these clients' rights.
Child protection laws	(Approximate word count: 85 words) Case managers working with children and families involved with child protection issues must have ample understanding of laws that inform the existing practice guidelines and policy frameworks that guide the nature and extent of services and interventions to be provided and principles on which service providers should base their work. For example, case managers should support families in considering and working towards children's best interests, support children and young people in engaging appropriately in decision-making, and promote early intervention where possible.
Home and community care standards	(Approximate word count: 40 words) These standards have been developed to ensure quality across the various government and non-government agencies delivering community

Laws, regulations, statutory mandates	How does this relate to case management work?
	support services. Case managers (and counsellors) working in this field must meet these standards.
Clients with statutory limitations imposed upon them	(Approximate word count: 50 words) Case managers may work with clients who must comply with bail or parole conditions, community service orders, good behaviour bonds, restrictive practices, or even clients in prison. In these cases, the case manager must fully understand these restrictions and plan their case management approach accordingly.

Question 4

Case managers must have a good understanding of the resources available in their local area. This includes both the services available within their agency/organisation and those offered by other service providers.

Outline two (2) strategies that a case manager might use to identify services available in their area.

(Approximate word count: 20 words)

Assessor instructions: The student's response should identify two strategies to identify available resources in their area. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Access directories (for example, infoXchange service seeker, Lifeline service finder, or any other local service directory)
- Participate in network meetings.
- Use their organisation's resources (for example, ask the supervisor or colleagues or consult the referral directory)

Question 5

Understanding and applying behaviour change models such as the stages of change model can assist case managers in making the necessary adjustments to their approach to better engage reluctant clients.

Complete the following table by briefly describing each stage of change and at least one approach you might take as a case manager when working with a client in that stage. The first stage has been completed so that you can understand the depth required in your response.

Assessor instructions: The student's response should demonstrate an understanding of each stage in the behaviour change model and identify at least one strategy when working with clients during each stage of change. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

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Stage of change	Description	Approach
Pre-contemplation	People in this stage are not thinking about making a change or might not see a need for change. They may also have been unsuccessful in making changes in the past.	Case managers working with clients in the pre-contemplation stage should listen to the client, explore obstacles the client sees, non-judgementally express their concerns, and invite feedback.
Contemplation	(Approximate word count: 20 words) People in this stage are willing to explore but not yet willing to commit a change.	(Approximate word count: 30 words) Case managers working with clients in the 'contemplation' stage should talk over the problem with the client and explore the risks and benefits of change at this point.
Developing a plan	(Approximate word count: 15 words) People in this stage are ready to change but need a plan.	(Approximate word count: 50 words) Case managers working with clients in the 'developing a plan' stage might talk about the options they know about and seek input from the client. If the client indicates they will try something you believe may not work, use an I-message to raise your concerns.
Implementing the plan	(Approximate word count: 10 words) People in this stage change their thinking, behaviour, or habits.	(Approximate word count: 25 words) Case managers working with clients in the 'implementing the plan' stage should listen to the client's concerns without judgement and offer encouragement and support.
Maintaining the changes	(Approximate word count: 20 words) People in this stage seek to make the changes a permanent part of their lives.	(Approximate word count: 45 words) Case managers working with clients in the 'maintaining the changes' stage should explore questions with the client, such as "What obstacles are in the way of long-term success?"; "Are there still things that will support the original behaviour?" and "Does the environment support a change?"

Stage of change	Description	Approach
Relapse	(Approximate word count: 25 words) People in this stage may find that they cannot sustain the new behaviour or way of being over a long period of time.	(Approximate word count: 45 words) Case managers working with clients in the 'relapse' stage should focus on the progress the client has made rather than on the failure and talk through the relapse using their listening skills to help the person understand what happened and why.

Question 6

For each diversity factor, describe one (1) consideration that case managers may need to consider in case management processes.

    a) Culturally and linguistically diverse clients:

Assessor instructions: The student's response must identify how the diversity factor of culture/language could impact the case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

> (Approximate word count: 35 - 40 words)
> Case managers would need to ensure that any referral sites were able to provide interpreter/translator services or would need to reach out to this type of support to provide support throughout the case plan.

    b) Aboriginal and/or Torres Strait Islander clients:

Assessor instructions: The student's response must identify how the diversity factor of Aboriginal or Torres Strait identity could impact the case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

> (Approximate word count: 30 - 35 words)
> Case managers would need to work with clients to determine their desire to seek support through ACCOs, though not assuming that this is always the case.

    c) Clients living with disabilities:

Assessor instructions: The student's response must identify how the diversity factor of ability/disability could impact the case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

(Approximate word count: 60 - 70 words)
- If a client has a physical disability, case managers would need to make sure that any referral sites accommodate that mobility limitation, such as having wheelchair ramps.
- Additional communication methods may also be required for those with an intellectual, visual, or auditory impairment – such as easy-to-read literature, brail, Makaton, sign language, or augmented communication devices.

d) Clients with diverse sexual orientations/identities:

Assessor instructions: The student's response must identify how the diversity factor of sexual identity/orientation could impact the case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

(Approximate word count: 30 - 35 words)
Depending on the client's comfort level, case managers should ensure referral organisations are appropriately competent, friendly, and inclusive for clients from LGBTIQA+ communities.

e) Clients who are experiencing risk of homelessness:

Assessor instructions: The student's response must identify how the diversity factor of risk of homelessness could impact the case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

(Approximate word count: 35 - 40 words)
Case managers must work to address immediate needs such as shelter. Additionally, transportation to various community organisations may be an issue and should be considered when developing a case plan.

f) Elderly clients:

Assessor instructions: The student's response must identify how the age diversity factor would impact case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

(Approximate word count: 30 - 55 words)
- Elderly clients may have additional needs, such as health, medical, transport, and financial, that must be incorporated into service processes and case management plans. They may rely on other people for transportation, and the client's family or carer may need to be engaged to supply or implement the plan.
- Alternatively, they may have someone acting as a legal guardian public trustee/power of attorney who must be involved in the case management process.

g) Children and young people:

Assessor instructions: The student's response must identify how the age diversity factor would impact case management, case planning, and referral process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

(Approximate word count: 30 - 35 words)

- Young children may rely on other people for transportation, and case managers should help ensure only easily accessible organisations and services are included in the case management plan.
- Alternatively, they may have someone acting as a legal guardian public trustee/power of attorney who must be involved in the case management process.

Question 7

Case managers often work with clients from marginalised communities. Briefly explain how histories of trauma and disadvantage may impact clients' responses to services.

(Approximate word count: 110 - 115 words)

Assessor instructions: The student's response must demonstrate an understanding of the considerations, history, and special needs of client populations from marginalised communities. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- People living at a disadvantage are often subject to a higher risk of abuse, discrimination, exclusion, and traumatic experiences. These can impact their capacity to communicate, ability to trust services or others, and engagement with services.
- They may also have higher physical, mental, and emotional health needs due to a lack of stability, access to care, education, and employment.
- For instance, racism and discrimination experienced by past and current generations of Aboriginal and Torres Strait Islander communities can result in distrust of social services and lack of commitment. Higher exposure to potentially traumatising experiences can also impact their ability to make decisions, communicate, understand, and retain information.

Question 8

One of the case manager's underlying responsibilities is to protect the client's rights.

List three (3) specific client rights that a case manager must never forget.

(Approximate word count: 20 - 75 words)

Assessor instructions: The student's response must identify three specific client rights that a case manager must never forget. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- The right to a safe environment
- The right to ask questions about case management and receive an answer they understand
- The right to expect case management to be helpful
- The right to be treated as a unique individual
- The right to be informed
- Receive services in a professional, courteous, and caring manner that respects and appreciates individual differences.

- Be provided with adequate and accurate information regarding the services offered to make informed choices about engaging in the case management process.
- Receive case management that is evidence-based, flexible, and responsive to your individual needs and circumstances.
- Participate in and contribute to decision-making in your care and management where appropriate.
- Expect that your privacy is respected and confidentiality is protected to the greatest extent permitted by law.
- Access any personal and other information held for the provision of services and correct any wrong information as permitted by law.
- Make a complaint about a service or your case management experience, with the expectation that any complaint will be investigated appropriately and in confidence without fear of it affecting decisions related to your provision of professional services.
- The proper attention of a case manager at all times throughout the case management process.

Question 9

Ensuring clients know how their information is handled and managed in case management is crucial.

Outline the privacy and confidentiality requirements that clients must be informed of as they engage with the case management process.

(Approximate word count: 120 - 125 words)

Assessor instructions: The student's response must demonstrate an understanding of privacy and confidentiality requirements associated with the case management process, which clients must be informed of. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- How client information is kept securely and appropriately within the organisation's documentation system.
- How client information will be handled and shared with consent.
- Confidentiality and limitations include:
  - Client discussion will be kept confidential except for when information is disclosed about child abuse or the client may harm themselves or others.
  - Sometimes, information may need to be shared as part of statutory requirements.
  - Make a complaint about a service or your case management experience, with the expectation that any complaint will be investigated appropriately and in confidence without fear of it affecting decisions related to your provision of professional services.
  - The proper attention of a case manager at all times throughout the case management process.

Question 10

Case managers must understand their duty of care responsibilities, mainly when working with clients facing risk issues.

Complete the following table by briefly describing the risks/concerns and responsibilities of a case manager in managing these issues.

Concerns	Description of risk/concern	Responsibilities
a) Child protection	(Approximate word count: 15 - 20 words) • A child or young person may be at risk of abuse and neglect.	(Approximate word count: 20 – 25 words) • Report their concerns to the supervisor/manager. • Follow organisational guidelines to report to child protection agencies in their jurisdiction where appropriate.
b) Domestic violence	(Approximate word count: 50 - 55 words) • DFV can widely impact a client's life and ability to engage with support services. For instance, a client subjected to DFV may present in crisis after escaping from an abusive relationship, experience ongoing threats, be at risk of homelessness, and struggle with financial difficulty.	(Approximate word count: 40 - 45 words) • Assess DFV-relevant risks as per organisational procedures. • Where the case manager has identified indicators or risk factors of DFV, they should engage the client in risk assessment and, where appropriate, safety planning. • Refer clients to DFV-specific support if appropriate.
c) Suicide	(Approximate word count: 10 words) • Client poses risks to their safety.	(Approximate word count: 55 - 55 words) • Where suicidal risk is indicated, counsellors will need to ask **directly** if the person is considering suicide, followed by appropriate assessment and actions to increase the person's safety. • Follow organisational procedures, such as not leaving the client alone. • Refer clients to mental health assessment and support.
d) Elder abuse	(Approximate word count: 20 - 25 words) • An elderly person is at risk of experiencing abuse (for example, physical, emotional, sexual, psychological, financial, or	(Approximate word count: 20 - 25 words) • Follow organisational procedures to recognise and respond to these issues. • Report such issues to the supervisor or manager.

Concerns	Description of risk/concern	Responsibilities
	neglect).	
e) Persons with disabilities	(Approximate word count: 30 - 35 words) • Risk of harm to clients while accessing services (for example, whether the service environment is safe and accessible). • Risk of discrimination and use of coercive practices.	(Approximate word count: 45 - 50 words) • Make sure the service environment is safe and accessible. • Make sure that clients are engaged as collaborating partners in deciding the care they receive. • Make sure coercive practices are only used as a last resort. • Address any concerns with the supervisor and/or the client's carer/guardian.

Question 11

Case managers should be familiar with four evidence-based best practice approaches to case management: strengths-based, rights-based, person-centred, and needs-based.

Complete the following table by briefly describing each of the four approaches.

Assessor instructions: The student's response must demonstrate an understanding of the various approaches to case management practice. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

Approaches to case management	Description of approach
a) Strengths-based approach	(Approximate word count: 90 - 95 words) Working from a strengths-based perspective means that case managers focus and work to build on people's unique assets, culture, skills, interests, abilities, and competencies to enhance protective factors, move clients toward goal achievement, and build resilience. A strengths-based approach offers case managers a mechanism for addressing and valuing clients' experience, skills, values, and development. From a strengths-based perspective, case management is a collaborative process between the case manager, the client, and other key stakeholders. The strength-based approach to case management is strengths-focused, client-driven, relationship-centred, and solution-focused.
b) Rights-based approach	(Approximate word count: 95 - 100 words) A rights-based approach to case management focuses on upholding and

Approaches to case management	Description of approach
	reinforcing the client's human rights, both within the context of the helping relationship and within the client's environment. A rights-based approach offers case managers a framework that helps them better understand professional expectations by providing a common language, the language of human rights, through which the organisation's and case manager's policies and procedures can be measured. Adopting a rights-based approach to case management can help organisations improve their quality-of-service delivery and maintain compliance with state and federal legislation.
c) Person-centred approach	(Approximate word count: 70 - 75 words) Similar to the strengths-based approach, the person-centred approach to case management aims to highlight aspirations and capacities rather than needs and deficiencies. This service delivery model focuses on mobilising the client's broader social network and expanding the range of services available to offer support and improve quality of life. A person-centred approach focuses on what is important **for** the client and what is important **to** the client.
d) Needs-based approach	(Approximate word count: 85 - 90 words) Taking a needs-based approach to case management involves a process of taking responsibility to ensure that the needs of clients are met and reviewed on a regular basis. The focus of needs-based approaches to case management is on identifying client needs and creating goals and objectives to ensure needs are met. Unlike the other approaches to case management that focus on the strengths and capacities of clients, the needs-based approach tends to be more problem-focused, highlighting deficits and working to overcome them.

Question 12

It is also important for case managers to make sure they work from an evidence-based approach with clients.

   a) Identify three (3) important considerations when making evidence-based decisions in client work.

   (Approximate word count: 15 - 20 words)

Assessor instructions: The student's response must refer to the best available research/scientific evidence, professional practice judgement/experience, and client preferences, values, and circumstances. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- The best available research/scientific evidence.
- Professional practice judgement/experience.

b) Briefly outline how a case manager could implement or comply with evidence-based practice requirements in case management.

(Approximate word count: 70 - 75 words)

Assessor instructions: The student's response must demonstrate an understanding of how case managers may comply with evidence-based requirements. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- When developing a case management plan, case managers must consider the most evidence-based intervention available for the client and which service is more likely to be a good match for this client.
- Case managers also monitor the interventions implemented by other practitioners/services within the case management team to ensure they work in line with evidence-based requirements and document all casework interventions accordingly.

Question 13

Identify five (5) types of services/professionals to which a case manager may refer a client.

(Approximate word count: 20 - 25 words)

Assessor instructions: The student's response should demonstrate an understanding of a range of appropriate referral sources, with reference to at least five of them.

The student's response must include references to five of the following points. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Medical professionals and services.
- Mental health professionals and services.
- Alcohol and other drug services.
- Crisis response services.
- Emergency relief services.
- Child and parenting services.
- Legal services.
- Housing and accommodation services.

Question 14

Working collaboratively and using a strengths-based approach is important for facilitating goal-setting in case management clients.

Briefly describe two other (2) techniques or approaches a case manager could use to facilitate behaviour change.

(Approximate word count: 60 - 65 words)

Assessor instructions: The student's response must demonstrate an understanding of at least two other behaviour-change practices/interventions the case manager may use. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- SMART goals – Make sure the goals are Specific, Measurable, Achievable, Realistic, and Timely.
- MI techniques – This approach does not force changes upon clients or tell them what to do but motivates them to develop behaviours more aligned with their values and roll with resistance, understanding that this is a normal part of the change.

Question 15

What should you do if you are ever uncertain about the type or degree of support you should provide for your client as part of their case management plan?

(Approximate word count: 30 - 35 words)

Assessor instructions: The student's response must demonstrate an understanding of the need to consult with a relevant person. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

If I am ever uncertain about the type or degree of support, I should provide for my clients as part of their case management plan. I must consult a supervisor.

Question 16

Briefly explain why it is important for a case manager to establish processes to monitor and review the case management plan.

(Approximate word count: 60 - 85 words)

Assessor instructions: The student's response must demonstrate an understanding of the importance of establishing processes to monitor and review case management plans. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

It is important for case managers to establish processes to monitor and review the case management plan for the following reasons:
- Reviews can be a reminder to both you and the client to "do your homework" so that you proceed with an agreed action – they can help keep things moving along
- To make sure the client and the case manager are on track
- To acknowledge any progress made or highlight adjustments required to the case plan if no progress has happened.

Question 17

As a case manager, it is often your role to organise and chair case management meetings.

Briefly outline the steps you will take in preparation for, during, and after a case management meeting.

(Approximate word count: 110 - 120 words)

Assessor instructions: The student's response must identify some typical steps required to coordinate and conduct a case management meeting. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

Prior:

- o Establishing the specific purpose, objectives, and agenda for the meeting
- o Gathering the information required for the meeting
- o Determining who needs to be included in the meeting
- o Confirming the correct procedures and guidelines for meetings, information sharing, and documentation

During:

- o Introducing all meeting participants and briefly outlining their roles
- o Facilitating the participation of all meeting participants
- o Empowering the client to express their views
- o Resolving any conflict as it arises
- o Facilitating agreement on outcomes
- o Outlining stakeholder roles and responsibilities

After:

- o Documenting the meeting and the case plan
- o Following up with stakeholders to ensure assigned tasks are completed

Question 18

Before a case management meeting begins, all participants must be clear and agreeable to the purpose and agenda for the meeting.

Briefly explain why this is important for the meeting process.

(Approximate word count: 70 - 80 words)

Assessor instructions: The student's response must demonstrate an understanding of the importance of establishing the purpose and agenda of a case management meeting. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

Ensuring all participants are clear on the purpose, the objectives, and the agenda for the meeting provides clarity for all stakeholders regarding why the meeting is going ahead. It is also important for the meeting process as it can

support the case manager in keeping the meeting on track by facilitating constructive discussion. In addition, the case manager can monitor the meeting to ensure it is working toward its intended outcomes.

Question 19

Because case managers typically act as chairpersons during case management meetings, they must understand group dynamics.

List three (3) considerations relating to group dynamics that case managers should be aware of concerning each stakeholder participating in the meeting.

(Approximate word count: 30 - 35 words)

Assessor instructions: The student's response must identify three factors relating to group dynamics that case managers should consider concerning stakeholder participation.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- Role of each stakeholder.
- The impact and influence of each stakeholder in the group.
- How each stakeholder might impact the effectiveness of the case management meeting.

Question 20

Positive rapport between stakeholders is essential for an effective case management meeting.

Briefly discuss how a case manager may facilitate rapport building between meeting participants.

(Approximate word count: 35 - 40 words)

Assessor instructions: The student's response must demonstrate an understanding of how a case manager may facilitate rapport building between meeting participants. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- Begin meeting with introductory and rapport-building activities where participants get to know each other.
- Encourage each participant to briefly introduce their experience, skills, values, and roles concerning working with the client.

Question 21

When chairing a case management meeting, it is important to facilitate an effective discussion among all stakeholders.

Briefly outline three (3) specific strategies you can employ to facilitate a meeting discussion that promotes positive engagement of participants and outcomes.

(Approximate word count: 110 - 120 words)

Assessor instructions: The student's response must demonstrate an understanding of three ways to facilitate meeting discussion that promotes positive engagement of participants. Wording may differ, but appropriate answers must reflect the themes and characteristics of any three of the following examples.

- Establish the purpose, objectives, and agenda of the meeting. As mentioned, doing so ensures clarity for all stakeholders about why the meeting is going ahead and helps the participants stay on track.
- Ensure that the meeting room allows all participants to be equally seen and heard (for example, consideration should be given to seating arrangements and ensuring no interruption from external noise).
- Be a role model to others by using positive language and body language. For example, appropriate levels of assertion are sometimes required if the meeting is controlled by one member or faction or if one of the stakeholders is not assertive in stating their opinion.
- Focus on one issue at a time. Facilitators should restrict discussion to the current agenda item. Agendas are often written to delegate specific items or job roles to explicit stakeholders. Discussion of the agenda item should begin with that identified representative.
- Encourage and validate input from all participants. This will help all participants engage in the case management process and feel their views are respected.

Question 22

During the meeting, case managers play an important role in ensuring messages and information are shared accurately between clients and services.

Briefly outline three (3) skills/techniques that a case manager can use to facilitate information sharing.

(Approximate word count: 100 - 110 words)

Assessor instructions: The student's response must outline three skills for sharing information with clients.

Wording may differ, but appropriate answers must reflect the themes and characteristics of any three of the following examples.

- Attention: When engaged in attentive listening, you are likely to demonstrate your interest in the person and their perspectives through nonverbal gestures such as nodding, smiling, and mirroring the client's body language.
- Active listening: When you are engaged in active listening, you are both demonstrating attentive listening and responding to the client's statements with summaries, clarification questions, and requests for elaboration.
- Affirmative listening involves listening for the emotions and feelings behind a person's statement. Affirmative listening requires you to respond in a manner that validates the person's experience, demonstrate empathy, care, and respect, and search for deeper meaning behind what is being said.
- Asking open-ended questions shows that you are interested in the client's experiences, perspectives, and goals. This is accomplished by asking open-ended questions that cannot be answered by a simple "yes" or "no."

- Probing involves asking questions to gather additional information about a specific topic or aspect of a person's story or follow up on a statement. Probing questions helps the client think more deeply about the issue.
- Case managers must refrain from verbally and nonverbally expressing judgment and adopt a nonjudgemental attitude in all client interactions.
- A case manager must be able to tune in and be sensitive to their client's nonverbal responses and cues during meetings. This will help you better understand the information that is being presented verbally.

Question 23

A common challenge case managers face is coordinating resources and avoiding duplication of services.

Outline how a case manager can facilitate agreement on roles and responsibilities during a case management meeting, ensuring stakeholders' experience and skills are utilised best.

(Approximate word count: 110 - 115 words)

Assessor instructions: The student's response must demonstrate an understanding of how a case manager can implement to address the experience and skills of participants in a case management meeting. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- Clearly defining roles, responsibilities, and boundaries from the beginning of the case management process.
- Facilitate discussion with the intention of drawing out and acknowledging each participant's experience, skills, and values in the case management meeting. This will allow for more informed decisions regarding the interventions to be made.
- The rights, roles, responsibilities, accountabilities, and intended outcomes should be outlined at the beginning of the case management process and reviewed continuously.
- The best possible outcomes for the client come from the equal status of all participants in the case management process (for example, no one party should dominate the discussion or decision-making process).

Question 24

When developing specific strategies or interventions, what are four (4) questions that case managers should continuously ask themselves to ensure they balance the needs and rights of all stakeholders?

(Approximate word count: 35 - 40 words)

Assessor instructions: The student's response must list four questions that can be asked to ensure they are balancing the needs and rights of all stakeholders involved in the case management process. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- What is in the client's best interest?
- What is the right choice ethically?
- Are there any statutory issues that I must consider?

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Question 25

Briefly outline five (5) strategies a case manager can employ to manage any conflict within a case management meeting successfully.

(Approximate word count: 55 - 105 words)

Assessor instructions: The student's response must demonstrate an understanding of at least five strategies a case manager can use to manage conflict successfully in a case management meeting. Wording may differ, but appropriate answers must reflect the themes and characteristics of any five of the following examples.

- Remain objective and always remember to bring the focus back to the client and the purpose of the meeting.
- Acknowledge and address the issue when it occurs – ignoring conflict will not prevent it.
- Clarify the issue. Ask each person to state their viewpoint and their preferred outcome clearly. Encourage "I" statements and ensure everyone can voice themselves without interruption.
- Encourage and model active listening techniques.
- Encourage feedback from other members of the case management team.
- Generate a variety of possible options before deciding how to proceed.
- Use the three A's of listening.
- Listen to both sides of the conflict, discover the key issues they agree and disagree on, and discuss where compromise or adjustment can be made.

Question 26

Describe why it is essential to document the process and outcomes of a case management meeting or intervention.

(Approximate word count: 65 - 70 words)

Assessor instructions: The student's response must demonstrate an understanding of the importance of recording processes and outcomes of case management meetings and interventions. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

Keeping accurate records of a case management intervention is essential for legal and administrative purposes. Legally, you may be required to provide evidence of the work you and other relevant parties have completed. Administratively, it also means that you are not reliant on your memory to recall what happened during the meeting, including the roles and responsibilities assigned to all involved.

Question 27

Monitoring the effectiveness of your case management process with clients is crucial for assessing how the client is progressing through the case plan and for making timely adjustments to the case plan if needed.

Outline four (4) aspects that a case manager should monitor or evaluate when determining the effectiveness of case management processes.

(Approximate word count: 45 -50 words)

Assessor instructions: The student's response must list four questions that they would consider in monitoring the effectiveness of the case management process with clients. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- Whether the client meets the agreed goals outlined in the case plan.
- Whether the services/programs involved are doing what was intended.
- Whether the client and relevant stakeholders are satisfied with the process.
- Are there any problems or barriers to effective service provision?

Question 28

Identify three (3) methods that a case manager may use to monitor casework activities.

(Approximate word count: 40 - 50 words)

Assessor instructions: The student's response must identify three methods a case manager may use to monitor casework activities. Wording may differ, but appropriate answers must reflect the themes and characteristics of any three of the following examples.

- Regular case management meetings with all stakeholders are also called case conferences.
- One-on-one meetings between the case manager and the client are often called case review meetings.
- Maintaining regular contact with stakeholders for formal and informal briefings on client progress.
- Maintaining good relationships with all stakeholders to ensure that communication channels are open.
- Preparing and distributing feedback forms for all key stakeholders.

Question 29

Briefly outline three (3) situations that might indicate a need for changes to a case plan.

(Approximate word count: 50 - 60 words)

Assessor instructions: The student's response must outline three situations that might indicate a need for change to be made to a case plan. Wording may differ, but appropriate answers must reflect the themes and characteristics of any three of the following examples.

- The review indicates the client is not making the expected progress or that they cannot achieve specified goals.
- The client's circumstances change (for example, changes in the client's health, the client moves to another area).
- Changes in service delivery, such as when a service is discontinued or restructured or additional or more suitable services become available.
- The client or other stakeholders request a change to the case plan.

Question 30

Why is seeking the client's feedback important when monitoring a case management plan?

(Approximate word count: 90 - 95 words)

Assessor instructions: The student's response must demonstrate an understanding of the importance of seeking client feedback when monitoring a case management plan. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- The client's understanding of their progress and the case manager's perspective may clash or not align.
- Encourages discussion that helps clients acknowledge their achievements and identify barriers preventing progress.
- Involving the client in monitoring helps case managers avoid assuming clients – we can't assume that we "know" how the plan is progressing. We must not only use our own judgement but also check this out with the client and/or other service providers.

Question 31

If a case manager, in consultation with the client, determines that a change must be made to a case management plan, what should they do?

(Approximate word count: 110 - 115 words)

Assessor instructions: The student's response must demonstrate an understanding of what case managers should do when changes are required to a case management plan. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

- Any changes to the case plan must be negotiated with all relevant stakeholders. For example, suppose the client and their case manager decide upon the need to engage additional services from a particular provider. In that case, the case manager will need to negotiate this change in service provision with that agency/organisation.
- It is best if changes are discussed in a case conference and a consensus is reached about what changes will be made to the plan and all stakeholders' altered roles and responsibilities.
- Agreement must be sought for all changes.
- These changes must be documented, and an amended case plan must be distributed to all stakeholders.

Question 32

List five (5) common types of documentation that a case manager may utilise in case management.

(Approximate word count: 15 - 25 words)

Assessor instructions: The student's response must identify at least five types of documentation relevant to case management. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

Question 33

List five (5) critical 'best practice' tips or protocols that case managers should follow when completing any case management documentation.

(Approximate word count: 125 - 180 words)

Assessor instructions: The student's response must identify five critical 'best practice' tips or protocols that case managers should follow when completing any case management documentation. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Avoid hostility: Make sure that your notes do not reflect any negative feelings you might have toward any person.
- Document significant aspects of the meeting: You do not need to detail every single detail of what occurred in the meeting, but on the other hand, you will need to document those aspects that are significant (for example, the client's participation in the meeting).
- Be clear and precise: Avoid using vague terms, general descriptions, or indefinite statements.
- Use quotations: Where the exact words of a client are important to be included in a record, you should document their exact words in quotation marks.
- Avoid contradictions: Any updated documentation should not contradict previous notes without an explanation. For example, if a case plan has changed, explain why.
- Use language the people you serve understand: Avoid jargon to ensure that everyone can understand what is written and reduce any power differences between the client and other stakeholders.
- Do not be judgemental: While you might "judge" some aspects of your client's life and/or behaviour, this is not helpful and can be extremely harmful when this is obvious in your case notes. These notes can leave a legacy that follows your client.
- Distinguish between facts and impressions: A fact is something observed, whereas an impression is simply a clue.
- Give a balanced view of the person: Your documentation should not just be a collection of problems. Remember, we all have strengths, and we all have things that we struggle with.
- Making changes to the plan: Where the case management meeting has resulted in a change to the case plan, clearly document the reasons for a change and note the revisions to the plan.

Question 34

An important responsibility of the case manager is to ensure documentation is accurate, completed, and well-kept when a case is closed and stored away.

Briefly outline five (5) common documentation procedures relevant to case closure.

(Approximate word count: 100 - 110 words)

Assessor instructions: The student's response must demonstrate an understanding of at least five common procedures for case closure. Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Identify and document the reason for the case closure (for example, goals have been achieved, or the client is not complying with the plan, so appropriate case management is not possible)
- Wherever possible, document evidence that all relevant stakeholders, including the client have agreed to the termination
- Document evidence that reasonable notice of case closure has been provided specifically to the circumstances of the case
- Provide notice of closure to all direct service providers
- If the client is transferring to another service, document their written permission to transfer their case information to that provider.

Question 35

Throughout this unit, you have learned about diversity considerations in case management. You are now required to provide evidence of your knowledge of this subject.

a) List **and** describe one (1) special need that may assist you in tailoring your counselling approach to the unique needs of each client population listed in the following table.

Approximate word count: (15 - 25 words per cell)

Assessor instructions: Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

Client population	Special need
Culturally and linguistically diverse (CALD)	• **Culturally tailored interventions:** Tailor counselling interventions to align with the client's cultural background. • **Collaboration with community services:** Collaborate with community organisations that serve CALD populations.
Aboriginal and/or Torres Strait Islander people	• **Trauma-informed care:** Implement trauma-informed counselling practices. • **Cultural healing approaches:** Incorporate traditional healing approaches into counselling plans.
People with disability	• **Assistive technologies:** Counsellors must familiarise themselves with the use of assistive technologies. • **Collaboration with allied health professionals:** Collaborate with occupational therapists or other allied health professionals when needed.

Client population	Special need
Lesbian, gay, bisexual, transgender, intersex (LGBTI)	• **Supportive environments:** Create a supportive and affirming counselling environment. • **Knowledge of gender affirmation processes:** Knowledge of gender affirmation processes and challenges.
People experiencing or at risk of homelessness	• **Trauma-informed care:** Implement trauma-informed counselling practices. • **Collaboration with housing services:** Collaborate with housing services to support clients in securing stable housing.
Older people	• **Social engagement programs:** Recommend or facilitate participation in social engagement programs. • **Healthcare collaboration:** Collaborate with healthcare providers to address older clients' physical and mental health needs.
Children and young people	• **Educational support:** Work collaboratively with educators to support the child's academic needs. • **Family-centred approach:** Take a family-centred approach, involving the family in the therapeutic process.

b) Provide three (3) reasons why, at times, it may be important to adapt an existing protocol (within your organisational limits) for a client from a diverse client population.

(Approximate word count: 30 - 40 words)

Assessor instructions: Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

• **Cultural sensitivity:** Tailoring protocols acknowledges diverse needs.
• **Effective communication:** Adapting ensures clarity and understanding.
• **Trust building:** Personalised approaches foster trust, essential for successful counseling in diverse populations.

Question 36

a) Why it is important for a counsellor working with diverse groups to gather a comprehensive client history?

Approximate word count: (35 - 45 words)

Assessor instructions: Wording may differ, but appropriate answers must reflect the themes and characteristics of the following example.

b) For each of the following diverse client populations, list the key history considerations you would research when counselling each type of client.

Approximate word count: (10 - 30 words each)

Assessor instructions: Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

Culturally and Linguistically Diverse (CALD)	• Demographic Information • Cultural and Linguistic Sensitivity • Family Dynamics • Educational and Employment History • Relationship Histories • Mental Health History • Cultural, Spiritual, or Religious Beliefs. • Subjective Experience and Goal Exploration
Aboriginal and/or Torres Strait Islander People	• Demographic Information • Cultural and Linguistic Sensitivity • Family Dynamics • Educational and Employment History • Relationship Histories • Mental Health History • Cultural, Spiritual, or Religious Beliefs. • Subjective Experience and Goal exploration • Consider all aspects with specific attention to the cultural and historical context of Aboriginal and Torres Strait Islander communities.
People with Disability	• Disability-Specific Demographics • Accessibility and Accommodations • Family Dynamics and Support Systems
Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI)	• Sexual Orientation and Gender Identity • Coming Out and Relationship Histories • Community and Social Support
People Experiencing or at Risk of Homelessness	• Housing History • Trauma and Challenges • Resource Availability
Older People	• Life History and Experiences • Health and Mobility • Social Isolation and Support
Children and Young People	• Developmental History

	• Family and Peer Relationships • Education and aspirations

Assessment checklist:

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

1	36 short answer questions to be completed in the spaces provided.	☐

Congratulations, you have reached the end of Assessment 1!