



CHCPRP001

ASSESSOR GUIDE

Develop and maintain networks and collaborative partnerships

Assessment 2 of 3

Project



SWINBURNE
OPEN
EDUCATION

Assessment Instructions

Task overview

This assessment is divided into 8 tasks.

Read each question carefully before capturing your response in the space 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.


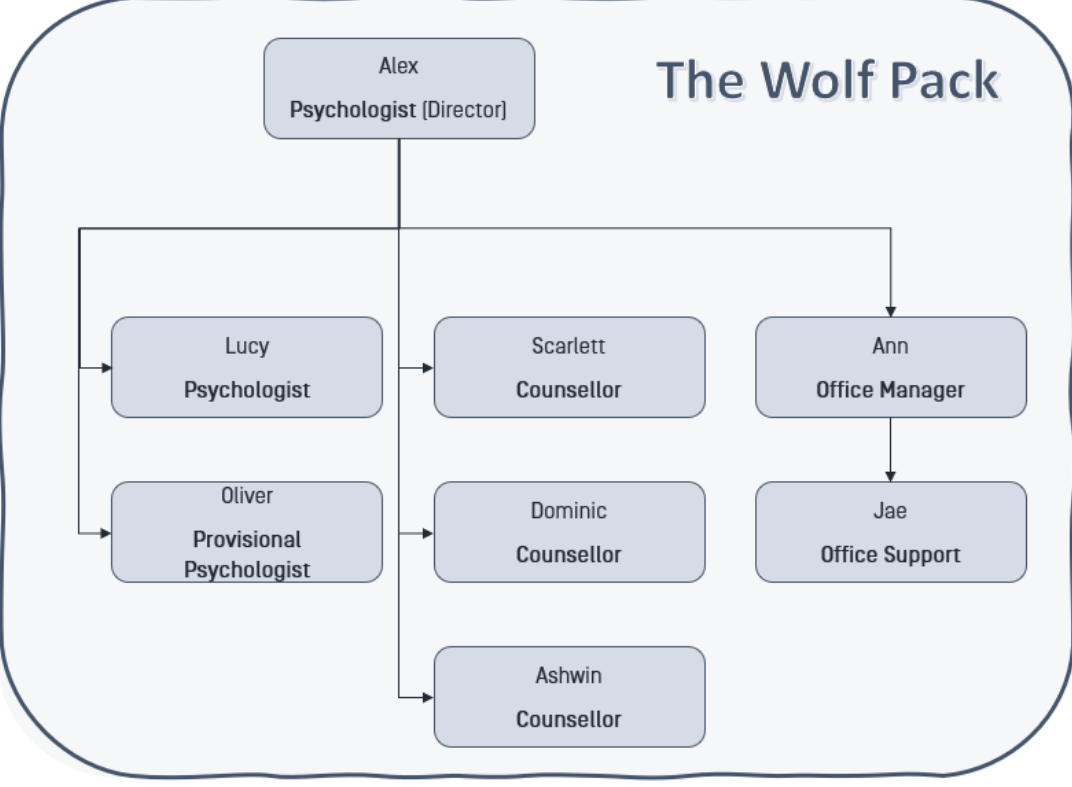


Please consider the environment before printing this assessment.

Collaborative partnerships

Read the case study details of “The Wolf Pack” and then complete the tasks that follow.

CASE STUDY: The Wolf Pack

Company A:	The Wolf Pack 
Organisations vision/ mission:	<p>To support and strengthen young people with mental health issues.</p> <p>The name Wolf Pack refers to us coming together as a group in order to support each other and build our collective strength.</p>
Organisations goals:	<p>The goal is to encourage young people to:</p> <ol style="list-style-type: none"> 1. Reach out 2. Step up 3. Stay strong.
Services provided:	<p>Primarily offering group counselling services to young people (up to 25 years old), we aim to help engage and improve individuals wellbeing by talking openly, honestly and publicly. We feel this helps to build an understanding that we are not alone and increase the size of our support networks.</p> <p>We also offer 1-1 counselling services where preferred.</p>
Company structure:	<p>We are a young team working for a young organisation (operating <12 months). We have a team of 2 Psychologists and 1 Provisional Psychologist, 3 Counsellors and 2 office support staff running the show. See the teams structure chart below.</p> <div style="border: 1px solid black; border-radius: 20px; padding: 20px; text-align: center;">  <pre> graph TD Alex["Alex Psychologist (Director)"] Lucy["Lucy Psychologist"] Oliver["Oliver Provisional Psychologist"] Scarlett["Scarlett Counsellor"] Dominic["Dominic Counsellor"] Ashwin["Ashwin Counsellor"] Ann["Ann Office Manager"] Jae["Jae Office Support"] Alex --> Lucy Alex --> Oliver Alex --> Scarlett Alex --> Dominic Alex --> Ashwin Alex --> Ann Alex --> Jae Lucy --> Oliver Ann --> Jae </pre> </div>

	<p>All team members are fully qualified within their roles; however, the majority have minimal on the job practical experience.</p> <p>Alex: Psychologist – 10 years practicing. Director - Less than 1 year in this role. Lucy: Psychologist - 1 year’s practicing following a 10 year career break. Prior to this break, Lucy had been practicing for 10 years. Oliver: Provisional Psychologist – 1 year practicing and studying a Masters of Professional Psychology. Dominic: Counsellor – 14 years practicing. Scarlett: Counsellor – 2 years practicing having recently completed her Masters of Counselling. Ashwin: Counsellor – 3 years practicing.</p> <p>With the exception of Oliver, no one is currently engaged in further training or education.</p>
<p>A short history:</p>	<p>New to the industry and area we are still very much looking to build our client base with many of our team under utilised at present.</p> <p>As a new organisation we are still in the process of developing program collateral such as program brochures and information kits, session plans and client worksheets, support service brochures etc. to support our Psychologists and Counsellors. Much of this is common to other organisations in the industry.</p> <p>Our strength is in the group counselling services, however due to the stigma around mental health issues, those who do engage our services primarily prefer the 1-1 sessions. Unfortunately, this means these clients continue to isolate themselves and do not get the benefit of seeing that they are not alone and cannot access the wider network of support (like minded youth) available to them.</p> <p>Based on our current clients, the top 3 issues seem to relate to:</p> <ul style="list-style-type: none"> • Relationships - such as family, friendships and romantic relationships. • Performance – such as academic and/or athletic achievement. • Personal identity – such as trying to understand and identify themselves as individuals. <p>As we build our client base, we hope to expand our support offering to address the following specific areas:</p> <ul style="list-style-type: none"> • Developing social skills. • Supporting students academically. • Understanding and exploring different identities locally.
<p>Current collaborations:</p>	<p>As a new organisation, we do not currently participate in any collaborations with any other services, however we are keen to build these in order to better support our clients.</p>

Task 1: Identify organisational opportunities

Consider the ways in which The Wolf Pack’s organisational performance could be improved through collaboration.

Identify 3 gaps in client services, worker support or organisational needs that could be addressed through networking and collaborative practices. Identify the potential improvement this relationship will create and outline at least 1 action that could lead to filling the gaps.

Capture at least one opportunity focused on the reduction or elimination of duplication in processes and service delivery.

Assessor instructions: Students must identify current gaps impacting the organisations performance, outline potential improvements and benefits from networking and collaboration and an action to take to achieve it for each.

Sample answers are provided below. Multiple options are included. Students answers may vary, however they must reflect a gap in the case study above and address all the elements outlined in the assessor instructions.

	Current gaps (Word count: Up to 20 words each)	Potential improvement from networking or collaboration (Word count: Up to 30 words each)	Action to take (Word count: Up to 30 words each)
1.	New organisation still looking to build out client base.	<p>The Wolf Pack can promote themselves across the industry network to get brand recognition through the local area.</p> <p>OR</p> <p>The Wolf Pack could partner with organisations that offer complimentary programs (non-competing) that can refer clients to them, and vice versa.</p>	<p>Join local member association where possible.</p> <p>OR</p> <p>Attend a local industry group meeting.</p> <p>OR</p> <p>Reach out to individual practitioners in the area and ask to meet up.</p>
2.	Have not yet developed program documentation to support team and clients.	<p>Reach out to established services to request brochures for complimentary services to support The Wolf Pack services.</p> <p>OR</p> <p>Partner with an existing organisation with this collateral completed and include sharing of these resources as part of the relationship.</p>	<p>Identify organisations that offer related services and approach them to collect relevant collateral to support the program.</p> <p>OR</p> <p>Identify organisations that offer similar services in a different area, time or format and approach them to build a partnership to expand on the client offering together.</p>
3.	Multiple team members with minimal experience in industry.	<p>Identify individuals with specific skills and engage them to meet with/ present to/ train the team to improve skill currency.</p> <p>OR</p> <p>Identify an industry group that offer networking and training opportunities for members.</p>	<p>Seek skilled professionals and engage them for training purposes.</p> <p>OR</p> <p>Offer industry group membership to all staff and book them into networking AND training opportunities as appropriate.</p> <p>GAP: Alternatively students may identify expanding program offering to support clients with social skills, academic study and/or client identity. IMPROVEMENT: Collaboration partnerships would fast track the development and delivery of these new programs. ACTION: This would involve</p>

			identifying complimentary organisations and approaching them to work together to develop or contribute to these programs.
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Task 2: Prioritise opportunities

As Alex, the business Director and owner, consider the gaps identified in Task 1 above and choose the top 3 most important collaboration and networking needs. Place them in order of importance, explaining why you chose to prioritise them in this way.

You must include at least 1 personal and 1 organisation based need in your answer.

Assessor instructions: Using their answers to Task 1 and Task 2, students must identify the top 3 organisational and individual needs for the business that can be addressed through networking and collaboration. Then they need to explain why these prioritised in this order.

Sample answers are provided below. Students answers may vary however they must identify the top needs of the organisation captured in the case study, capturing at least 1 personal need and 1 organisational need, prioritising them in order of importance. They must also justify the order they have chosen indicating why they are in this order.

Top needs and opportunities – in priority order (Word count: Up to 15 words each)		Justification for their priority order (Word count: Up to 50 words each)
1.	Alex needs support and experience in small business management.	First need is to set up the business - This will help Alex to develop a strong foundation for the business, using a network/mentor's experience to identify and mitigate any risks and capitalise on opportunities faster.
2.	New organisation still looking to build out client base.	Next need is to grow the business/ make it financially viable - If The Wolf Pack cannot attract clients, they cannot grow their team and programs and they will not survive financially as an organisation.
3.	Have not yet developed program documentation to support team and clients.	Next need is to improve efficiencies and professionalism - Individual programs are not sustainable when workers and clients do not have access to the required tools and resources needed. If programs are incomplete, it is inefficient for the worker and unprofessional for the client.

Task 3: Gather information

Based on the gaps and needs identified above, select one gap and gather and review information about 2 relevant services, organisations and key stakeholders that may find mutual benefit in collaborating with The Wolf Pack.

Briefly outline the chosen gap and the desired benefit for The Wolf Pack. Then identify each service, organisation or stakeholder and capture the following information:

- **Contact:** Service or stakeholder name, address and contact details
- **Details:** Summary of the service or stakeholder
- **Purpose:** Potential contribution and benefit if the service or stakeholder is engaged to collaborate

NOTE: You will be required to select one of these options to continue with the collaboration case study below. For this reason it must be based on a contribution component both ways and cannot reflect a simple mentoring or networking relationship.

Assessor instructions: Using one of the gaps identified in Task 1-3, students must provide a brief outline of the gap and the desired benefit for The Wolf Pack of a collaboration as a remedy. They must then identify collaboration opportunities and conduct research to identify 2 potential collaboration partners. These organisations must

be in a position to offer and receive a benefit from the relationship, however the benefit may be perceived (non-factual).

A fictional sample answer is provided below. Answers will vary but must address the elements outlined in the Assessor instructions above.

Gap and desired benefit for The Wolf Pack (Approximate word count: 40 words)		
The Wolf Pack have not yet developed their program resources. It is hoped that in collaborating with other organisations they will be able to access some of this material to either copy or expand on in order to complete this collateral development faster.		
Contact Name, address and contact details	Details Summary of service/ stakeholder (Word count: Up to 30 words each)	Purpose Potential contribution and benefit for both organisations (Word count: Up to 60 words each)
1. Ace Services 123 Sydney Rd, Botany NSW Sam Franks 0411 111 111	Ace Services provide 1:1 psychological therapy, counselling and support, as well as specialist psychological assessments, reports and testimony for educational, judicial and forensic purposes.	Ace run programs that support the same client needs but with a 1:1 focus. Ace Services are well established so have the required collateral and could provide this to The Wolf Pack for development/ distribution. In addition The Wolf Pack could refer clients that need/prefer 1:1 sessions to Ace Services and Ace Services could refer clients who may benefit from group sessions to The Wolf Pack.
2.		

Task 4: Initiate a relationship

Choose one of the services identified in Task 3 with whom to propose a collaboration with.

As Alex, the Owner and principle Psychologist at “The Wolf Pack”, draft an initial communication to the key contact point at the potential collaboration organisation.

Introduce yourself, The Wolf Pack and your collaboration idea, including the type and level of collaboration you are proposing. Ensure your communication is positive and professional.

Ensure you capture the following in your communication:

- The collaborative partnership idea.
- The potential impact on client services.
- The potential benefits for them and their organisation.
- The potential benefits for you and The Wolf Pack.
- Include a call to action to determine if the proposed collaboration is of interest to the collaboration organisation identified.

Capture this communication in the email template below.

(Approximate word count: 250 words in the body of the email)

Assessor instructions: Students must draft an email communication to the key contact point at a potential collaboration organisation as identified in Task 4. In this email students must introduce themselves, The Wolf Pack and their collaboration idea, including the type and level of collaboration they are proposing.

Their communication must be positive and professional and incorporate the following:

- The collaborative partnership idea,
- The potential impact on client services,
- The potential benefits for them and their organisation, and
- The potential benefits for you and The Wolf Pack.
- Include a call to action to determine if the proposed collaboration is of interest to the collaboration organisation identified.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions above.

Email Template	
To:	<i>Sam.Franks@aceservices.com.au</i>
From:	<i>Alex@wolfpack.com.au</i>
CC:	
Date/time:	<i>23/3/23 @ 9:15am</i>
Subject:	<i>Collaboration Opportunity</i>
Attachments:	<i>N/A</i>
<p>To <i>Sam Franks,</i></p> <p><i>My name is Alex and I run my own mental health counselling organisation called The Wolf Pack. We primarily offer group counselling services to young people (up to 25 years old), with the aim of helping to engage and improve individuals wellbeing by talking openly, honestly and publicly.</i></p> <p><i>As a new organisation (<12 months old), we are still building our client base and getting our programs up and running. A recent review of our position identified gaps around the development of collateral (brochures, flyers etc) to support our programs.</i></p> <p><i>Previously I have worked in many smaller mental health services organisations that have mutually benefited from collaborative partnerships, so I thought I would reach out to you today to see if this is something you would consider.</i></p> <p><i>This relationship would potentially entail you providing copies of your existing collateral that we can adapt and develop for our clients. This would help us expedite the process of collateral development and finalisation. You could also refer any clients who would benefit from group sessions to us for support. In return, we would also refer clients who are in need of 1:1 session to you.</i></p> <p><i>The benefit to both organisations would be an increase in services we offer our clients and a potential increase in clients overall. We would also improve our services with the finalisation of program supporting collateral. There are also additional collaboration opportunities that we could discuss and pursue based on needs identified at Ace Services.</i></p> <p><i>If you feel that a partnership with The Wolf Pack may be of value to you and your clients, please give me a call on 0411 222 222 and we can get together to discuss our options.</i></p> <p>Kind regards ,</p>	



Alex
Psychologist and Director
100 Strong Mind Way, Sydney, NSW 2000
Phone: 1800 222 222

<http://www.wolfpack.com.au>

Task 5: Collaboration Action Plan

Your counterpart in Task 4 has agreed to the partnership in principle.

You have primarily communicated by email to date; however they have confirmed they are happy to proceed. They have asked you to create a draft Collaboration Action Plan to support planning and implementation of the project and service delivery outcomes proposed.

Complete the following Collaboration Action Plan template to capture the key partnership and implementation details including the following information:

- Parties to the collaboration
- Mission statement/ purpose of the collaboration
- Timelines for implementation
- Collaboration goals
- Resource commitments
- Communication strategy
- Action plan tasks
- Confidentiality measures
- Risk assessment and mitigation tasks
- Sign off agreement details for Party A

Assessor instructions: Students must complete the Collaboration Action Plan to support planning and implementation of the collaboration project and service delivery outcomes proposed. Students must capture the key partnership and implementation details including the following:

- Parties to the collaboration
- Mission statement/ purpose of the collaboration
- Timelines for implementation
- Collaboration goals
- Resource commitments
- Communication strategy
- Action plan tasks
- Confidentiality measures
- Risk assessment and mitigation tasks
- Sign off agreement details for Party A sample answer is provided below.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions above and as indicated in the template below.

Collaboration Action Plan

Parties

Party A	Company Name:	The Wolf Pack	
	Address:	100 Strong Mind Way, Sydney, NSW 2000	
	Contact Name:	Alex	
	Contact Title:	Director & Psychologist	
	Contact Details:	Email:	alex@wolfpack.com.au
		Phone:	1800 222 222
Party B	Company Name:	<i>Ace Services</i>	
	Address:	<i>123 Sydney Road, Botany NSW</i>	
	Contact Name:	<i>Sam Franks</i>	
	Contact Title:	<i>Managing Director</i>	
	Contact Details:	Email:	Sam.franks@aceservices.com.au
		Phone:	<i>0411 111 111</i>
Proposal			
Mission Statement (Purpose of the collaboration) (Word count: Up to 60 words)	<p><i><<Summary of the purpose of the collaborative partnership, what it hopes to achieve and how at a very high level.>></i></p> <p><i>Ace Services are well established so have the required collateral and could provide this to The Wolf Pack for development/ distribution.</i></p> <p><i>In addition The Wolf Pack could refer clients that need/prefer 1:1 sessions to Ace Services and Ace Services could refer clients who may benefit from group sessions to The Wolf Pack.</i></p>		
Timeline	Commencement:	<i><<Start date for collaboration to commence planning>></i> <i>1 July 2023</i>	
	Progress check:	<i><<Mid way review to check on collaboration progress>></i> <i>1 January 2024</i>	
	Completion:	<i><<End date for completion of collaboration>></i> <i>30 June 2024</i>	
Planning			
Goals (SMART goals to achieve the mission) (Word count: Up to 80 words per goal)	1.	<p><i><<Capture 3 goals for the clients, The Wolf Pack and Party B. These must be SMART = Specific, Measurable, Achievable, Relevant and Time specific.>></i></p> <p><i>The Wolf Pack to develop program collateral. This is to be based on shared collateral from Ace Services including workbooks, factsheets, brochures, referred inpatient service options. These are to be provided in word format by Sam Franks of Ace Services to Alex of The Wolf Pack by 1 July 2023. These materials are then to be adapted and applied to developing The Wolf Pack collateral, checked by Ace Services (Sam Frank), printed and finalised by distribution by 1 August 2023.</i></p>	
	2.		
	3.		
Resource requirements (People, items, information, systems etc.)	Resource required (What is needed, how much and by when)		Provider (Who will provide it)
	<i>Client workbooks, Factsheets, Brochures...</i>		<i>Sam Franks – Ace Services</i>
Communication Strategy (Types of collaboration and communication to be undertaken)	Project Owners	Author:	<p><i><<Outline who will communicate, what they will communicate, why they will communicate it, who they will communicate it with, when they will communicate and how they will communicate with each of the listed parties.>></i></p> <p><i>Alex – The Wolf Pack</i></p>

(Word count: Up to 40 words per stakeholder/ message)		Purpose:	Gain agreement of collaboration commitment, details, deliverables etc.
		Message:	Meeting to run through Collaboration Action Plan and achieve agreement related to commitment and details.
		Audience:	Sam Franks – Ace Finance
		Medium:	Meeting
		Timeline:	1 June 2023
	Project Team (those working on the project)	Author:	
		Purpose:	
		Message:	
		Audience:	
		Medium:	
	Wider organisations/ teams	Author:	
		Purpose:	
		Message:	
		Audience:	
		Medium:	
	Clients (if appropriate)	Author:	
		Purpose:	
		Message:	
		Audience:	
Medium:			
Actions (Tasks to be undertaken to achieve the goals) (Word count: Up to 40 words each)	1.	<<Capture 5 key action tasks to be completed in order to achieve the goals above. Include the activity to be undertaken, the overall task owner (responsible party), people resources needed, item resources needed and timeframes.>> Provision of Ace Services collateral (workbooks, brochures etc.) by Sam Franks Ace Services to Alex of The Wolf Pack by 1 July 2023.	
	2.		
	3.		
	4.		
	5.		
	Confidentiality measures (Information sharing, file management, intellectual property rights etc.) (Word count: Up to 25 words each)	1.	<<Capture 3 key measures to be taken to ensure confidentiality is maintained for the clients, organisations and wider network.>> Ace Services collateral is to be rebranded in line with The Wolf Pack programs on development.
2.		Client information is to be de-identified with each organisation responsible for keeping their own record of alternate identification used.	
3.			
Risk register (Initial risks identified and planned action to	Potential Risk (Word count: Up to 30 words)	Mitigating action (Include activity, task owner and timeframes.) (Word count: Up to 50 words)	
	Ace Services collateral to not be fit for purpose due to difference in program delivery formats.	Sam Franks to confirm the types of material available and provide a sample to Alex for review and consideration by 1 May 2023.	

eliminate or minimise it.)		
Agreement		
This action plan outlines the details of the proposed collaborative partnership between Party A and Party B (above) to work together to achieve the collaboration goals to provide improved support practices to our clients. Once signed, this plan signifies a commitment from each of the organisations to deliver on the actions and commitments outlined.		
Party A	Company Name:	The Wolf Pack
	Approver Name:	Alex
	Approver Title:	Director & Psychologist
	Signed:	Alex
	Date:	xx/xx/2023
Party B	Company Name:	<<DO NOT COMPLETE>>
	Approver Name:	
	Approver Title:	
	Signed:	
	Date:	

Task 6: Present and approve plan

You have drafted the Collaboration Action Plan above as requested by your collaboration counterpart. Before you send it to them for review and approval to commence implementation, you need to meet and confirm the details.

During this meeting you must:

- Present an overview of the collaborative partnerships mission/ purpose.
- Promote The Wolf Pack as a valuable collaboration partner referencing positive elements they bring to the relationship.
- Discuss and agree the goals, resources, communication strategy, actions and risk register as captured in the plan. Incorporate any appropriate adjustments or additions to the goals as raised by your collaboration counterpart.
- Discuss and agree confidentiality measures in relationship to clients and/or intellectual property as appropriate. Incorporate any appropriate adjustments or additions to the confidentiality measures as raised by your collaboration counterpart.
- Verbally agree the updated details of the Collaboration Action Plan for implementation.

You must demonstrate the following skills during the course of the meeting:

- participate in a verbal exchange using clear language and appropriate tone to provide relevant information and feedback.
- ask questions and listen carefully to gather, interpret and evaluate information.
- participate in a conversation, relevant to your role responding, explaining, negotiating and persuading as required.

This meeting should not exceed 5 minutes. Details on who to engage and the recording requirements are captured in the Role Play Instructions below.

ROLE PLAY INSTRUCTIONS

The role play/meeting must include at least 1 other participant, must not exceed 5 minutes duration and must address all elements of the task instructions above.

Participant requirements:

- **Number of participants: 1**
- **Role:** Collaborating Partner owner/decision maker in line with research in Task 4.
- **Contribution:** They must contribute as follows:
 - Review and understand the collaboration being proposed and the impact for each party.
 - Contribute to the discussion around the goals, resources, communication strategy, actions and risk register as captured in the plan.
 - Present one adjustment to the goals to be considered and implemented into the plan. This may be the addition of another goal or a simple change to the wording already proposed.
 - Contribute to the discussion about confidentiality measures.
 - Present one adjustment to the confidentiality measures to be considered and implemented into the plan. This may be the addition of another measure or an adjustment to one of the measures already proposed.
 - Verbally agree to the updated details of the Collaboration Action Plan for implementation.

Resourcing requirements:

In this task you will participate in a role-play meeting with another person. This may be resourced using one of the following options:

1. A peer who you are already working with, in the industry your qualification relates to.
2. A fellow student who will play the role of a collaboration partner. Please contact your fellow students via the Discussion Forum and coordinate your role play with them directly.

If you are unable to find a participant to play the role of the other participant, contact your assessor via the Discussion Forum who will discuss options for pairing up with another student to complete this task.

Option 1: Peer participant

Should you complete this task with your Peer, you must fully brief them first, providing them with the context to the role play/meeting, and a role outline to play so that they can prepare for the recording.

Peer participants will need to state their name and job title at the start of the recording to inform consent.

Option 2: Fellow student participant

Fellow student participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity so that they can prepare for the recording.

Student participants will need to state their name and that they are a student (as their job title) at the start of the recording to inform consent.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room.

Once you have logged into your course assessment page, there is the option to record directly into the online platform. Alternatively you may use a system such as Zoom, Skype or Teams to record the session and then load the file on completion.

Consent to participate in the recording must be captured for all participant/s at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying their name and job title to inform consent.

“This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participants in this session indicate their consent to be included in this recording by stating their name and job title.”

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Assessor instructions: Students must conduct a meeting with 1 participant playing the role of the Collaboration Partners decision maker as identified in Task 4 and Task 6.

This meeting must address the following:

- Reviewing and agreeing the Collaboration Action Plan as completed in Task 6.
- Discussing the goals, resources, communication strategy, actions and risk register as captured in the plan, proposing an adjustment or addition and implementing it.
- Discussing the confidentiality requirements, proposing an adjustment or addition and implementing it.
- Both parties agreeing to the updated collaborative partnership as adjusted during the meeting.

Students must complete the tasks and demonstrate the skills outlined in the observation checklist below.

ASSESSOR OBSERVATION CHECKLIST: Part A, Task 7

Students are required to engage in a short meeting to discuss the Collaboration Action Plan with the collaborating partners decision maker in order to gain approval to implement.

This meeting should be a maximum of 5 minutes. Participants must address specific questions and discussion points identified.

Students must ensure they demonstrate each of the performance criteria outlined in the observation checklist below.

ACTIVITY	SATISFACTORY Tick if Yes	ASSESSOR COMMENTS
Delivery checklist		
Completed the session with 1 other participant playing the role of collaborating partner decision maker.	<input type="checkbox"/>	

Captures consent of all parties to the role play recording.	<input type="checkbox"/>	
Conducted the recording within the 5 minutes allocated (excluding recording consent time).	<input type="checkbox"/>	
Task checklist		
Discuss the following in relation to the Collaboration Action Plan (Task 6):	<input type="checkbox"/>	
• Goals – including at least one addition or adjustment to be incorporated.	<input type="checkbox"/>	
• Resources	<input type="checkbox"/>	
• Communication strategy	<input type="checkbox"/>	
• Actions	<input type="checkbox"/>	
• Risk register	<input type="checkbox"/>	
• Confidentiality requirements – including at least one addition or adjustment to be incorporated.	<input type="checkbox"/>	
• Both parties agreeing to the updated collaborative partnership as agreed in the meeting.	<input type="checkbox"/>	
Skills checklist		
Participate in a verbal exchange.	<input type="checkbox"/>	
Use clear language and appropriate tone.	<input type="checkbox"/>	
Provide relevant information and feedback.	<input type="checkbox"/>	
Ask questions and listen carefully to gather, interpret and evaluate information.	<input type="checkbox"/>	
Participate in a conversation, relevant to your role.	<input type="checkbox"/>	
Responding, explaining, negotiating and persuading as required.	<input type="checkbox"/>	
Presents professionally (clean and tidy, neat hair and appropriate business attire).	<input type="checkbox"/>	

Task 7: Evaluate and maintain relationships

Read the scenario below and then complete the task that follows.

Scenario

Following your meeting in Task 6, you were able to agree to move forward with the Collaboration Action Plan, which you did. You are now coming up to the end of the collaboration and based on the goals you set in the Collaboration Action Plan in Task 5, you have seen some hits and some misses.

Some of the hits have seen benefits to the client and to both organisations including service delivery improvements (increased program resources available to workers), increase access to programs for clients (more

options available and easier to participate), increased clients for each of the organisations and an improvement in brand recognition for The Wolf Pack.

Some elements of the collaboration have not worked as well, in particular relating to delays in accessing resources (people and/or information) to support the delivery of specific goals. This seems to be a communication issue across the organisations with some parties not aware of what they need to provide, who they need to provide it to or when it needs to be actioned.

Develop a communication to your key contact point at the collaborative partner organisation to provide an update on progress as you near the end of the agreement. Ensure you capture the following in your communication:

- Provide a brief overview on the deliverables to date.
- Outline 1 key strength of the collaboration to date. Include:
 - 1 benefit achieved for clients.
 - 1 benefit achieved for The Wolf Pack team members.
 - 1 benefit achieved for The Wolf Pack organisation.
 - 1 benefit achieved for the partner organisations.
- Outline 1 key weakness of the collaboration to date. Include:
 - 1 challenge that has impacted the deliverables.
 - Propose 1 adjustment to the plan to improve the partnership and its chances of success.
- Include a call to action to determine approval or adjustments to the plan in order to address challenges identified.

Capture this communication in the email template below.

(Approximate word count: 250 words in the body of the email)


Assessor instructions: Students must draft an email communication to the key contact point for the collaboration organisation providing them with a status update on the progress of the agreement.

Their communication must be positive and professional and incorporate the following:

- Provide a brief overview on the deliverables to date.
- Outline 1 key strength of the collaboration to date. Include:
 - 1 benefit achieved for clients.
 - 1 benefit achieved for The Wolf Pack team members.
 - 1 benefit achieved for The Wolf Pack organisation.
 - 1 benefit achieved for the partner organisations.
- Outline 1 key weakness of the collaboration to date. Include:
 - 1 challenge that has impacted the deliverables.
 - Propose 1 adjustment to the plan to improve the partnership and its chances of success.
- Include a call to action to determine approval or adjustments to the plan in order to address challenges identified.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions above.

Email Template	
To:	<i>Sam.Franks@aceservices.com.au</i>
From:	<i>Alex@wolfpack.com.au</i>

CC:	
Date/time:	23/12/23 @ 9:15am
Subject:	Collaboration Status Update
Attachments:	N/A
<p>To <i>Sam,</i></p> <p><i>As we approach the end of our initial collaboration agreement, I thought it would be a good idea to review our progress.</i></p> <p><i>Throughout the partnership we have had some successes and some misses.</i></p> <p><i>First the win's. We have seen the following benefits from this partnership:</i></p> <ul style="list-style-type: none"> <i>• Clients: increased access to preferred programs – more options and easier to participate</i> <i>• Workers: improved service delivery through program resource availability</i> <i>• The Wolf Pack: Increase clients and brand recognition</i> <i>• Ace Services: Increase clients</i> <p><i>Some areas the collaboration could be improved include:</i></p> <ul style="list-style-type: none"> <i>• delays in accessing resources – people and information</i> <i>• communication across the collaboration implementation team</i> <i>• lack of clarity around roles and responsibilities</i> <p><i>In order to improve this relationship and collaboration going forward, I believe we would benefit from improved communication across the partnerships project team. This should include clarification of the roles and responsibilities of each of the participants, ideally discussed and agreed as a group followed up with meeting minutes.</i></p> <p><i>If you are happy for us to adjust the communication strategy to incorporate this change, please let me know and I will schedule a session as soon as possible.</i></p> <p>Kind regards ,</p> <div style="display: flex; align-items: center;">  <div> <p>Alex Psychologist and Director 100 Strong Mind Way, Sydney, NSW 2000 Phone: 1800 222 222</p> <p>http://www.wolfpack.com.au</p> </div> </div>	

Task 8: Develop and implement service delivery tool

Read the scenario below and then complete the task that follows.

Scenario	
<p>As Alex, Director and Psychologist at “The Wolf Pack”, in addition to your collaborative partnership developed above, you have also been working with several other organisations to identify a range of services that clients can be referred to based on their specific needs.</p> <p>The following service partner organisations have agreed to work together with The Wolf Pack in order to expand on the range of services available to their clients, while also benefitting from the expansion to their own client base as clients are referred to them. A short summary of each service and their contact details are included below.</p>	
Organisation:	The Wolf Pack

Service:	Mental Health Services – primarily support groups	
Demographic:	Youth – Up to 25 years of age	
Services/ Specialties:	<ul style="list-style-type: none"> • Anxiety and depression • Gender identity and sexuality • Family Violence 	
Key Stakeholder:	Name:	Alex (<i>You</i>)
	Role:	Director/ Psychologist
	Contact:	Alex@wolfpack.com.au

Organisation:	The Warming House	
Service:	Mental Health Services – offering individual support	
Demographic:	Adults – Over 25 years old	
Services/ Specialties:	<ul style="list-style-type: none"> • Anxiety and depression • Addiction services • Post Traumatic Stress Disorder 	
Key Stakeholder:	Name:	Chrissy
	Role:	Head Psychologist
	Contact:	Chrissy@warminghouse.org.au

Organisation:	Compass	
Service:	Mental Health Services – primarily individual support	
Demographic:	Youth – Up to 25 years old	
Services/ Specialties:	<ul style="list-style-type: none"> • Anxiety and depression • Gender identity and sexuality • Family Violence 	
Key Stakeholder:	Name:	Ann
	Role:	Senior Counsellor
	Contact:	Ann@compass.com.au

Organisation:	Lighthouse	
Service:	Mental Health Services –individual support	
Demographic:	Adult	
Services/ Specialties:	<ul style="list-style-type: none"> • Suicide prevention 	
Key Stakeholder:	Name:	Jay-Lee
	Role:	Psychologist

Contact:	JL@lighthouse.com.au
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Organisation:	Core Community Services	
Service:	Community Services	
Demographic:	All ages	
Services/ Specialties:	<ul style="list-style-type: none"> • Housing services • Pension support • Carer services 	
Key Stakeholder:	Name:	Elizabeth
	Role:	Social Services, Senior Manager
	Contact:	E_Allen@CCS.org.au

In order to implement this arrangement, you have been asked to develop a 1 page flowchart that provides a “Referral Pathway”. This flowchart will provide client-facing practitioners with a series of questions that can be used to determine the best suited organisation to support the client where they have needs that fall outside of their area of expertise.

Once you have developed this decision diagram, develop an email to circulate to each of the organisations key stakeholders identified. Use the key stakeholders contact details provided above for each organisation and confirm that the “Referral Pathway” document is to be implemented effective immediately by all parties.

a. Create a decision tree flowchart capturing a series of questions to identify the best suited program and service provider for the identified organisations. Based on the summaries provided above, the following services are available across the group:

- Mental Health Services v Community Services
- Youth v adult support services
- Support groups v individual support
- Anxiety, depression & PTSD v suicide prevention

This diagram must include:

- The heading “Referral Pathway”
- Instructions on how to use the flowchart (1-2 sentences at most)
- Questions and answers to direct the user to a specific service partner organisation for certain client demographics and needs.

The flowchart must not be larger than 1 page.

Capture this flowchart in the space provided below.

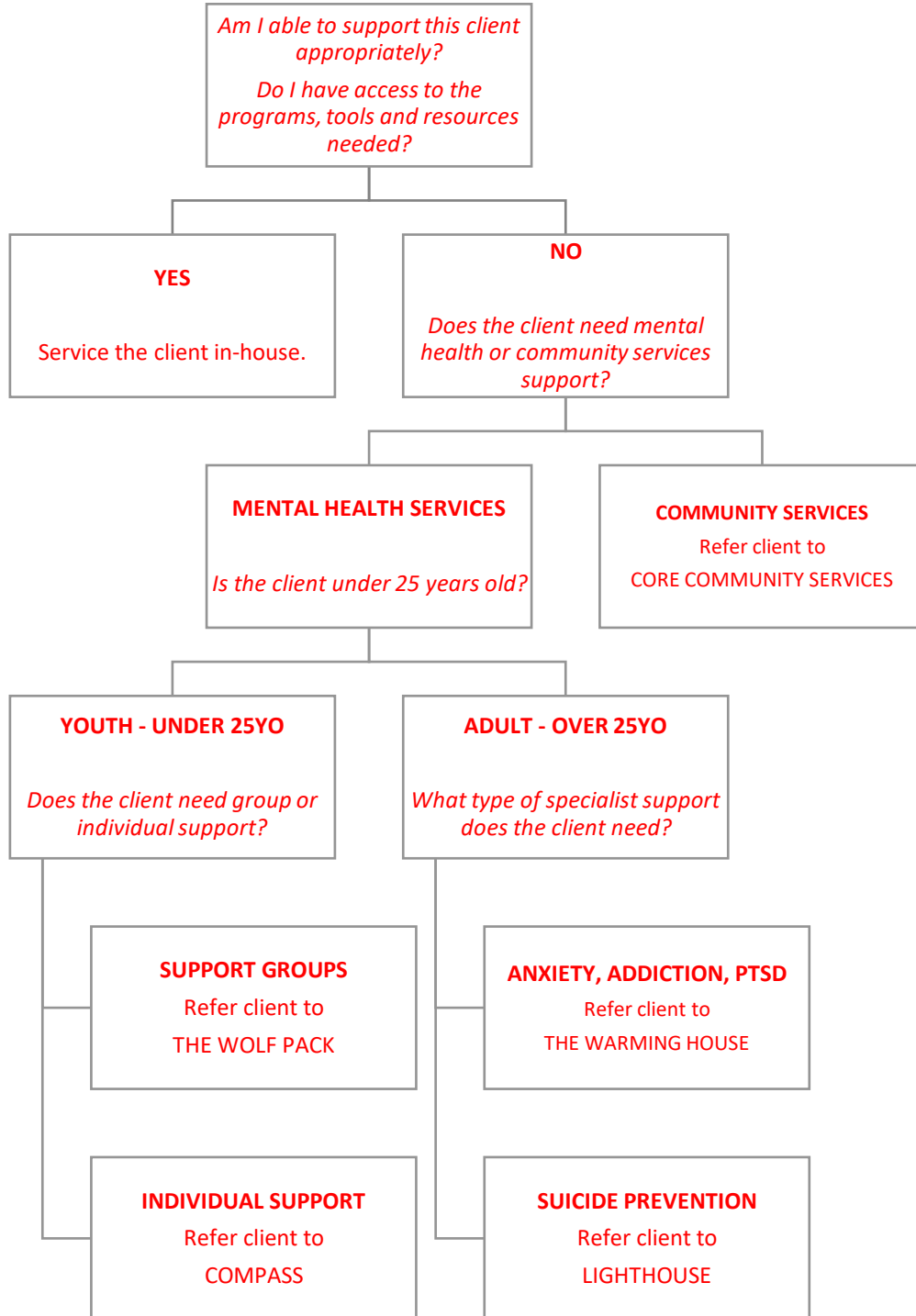
You may create this flowchart directly into the space below using the MS Word (“Insert” tab, “SmartArt” function, “Hierarchy” graphic type, “Organisation chart”). Alternatively you may use a different program and copy and paste the image across or you may physically draw a flowchart, taking a copy of it (photo or scan) and then pasting it into the space provided below.

Assessor instructions: Students must create a flowchart to help service partner organisations identify the correct service/organisation to support specific clients demographics and needs utilising the service partner organisation summaries provided.

A sample answer is provided below. Students answers may vary in question flow, look and feel, however must provide a logical flow to identify the correct organisation for each service type as indicated below.

REFERRAL PATHWAY

This flowchart will provide client-facing practitioners with a series of questions that can be used to determine the best suited service partner organisations and/or program to support a client where they have needs that fall outside of their initial practitioners and/or organisations area of expertise. Read each question and then select the appropriate answer to be directed to the next question until the most appropriate service provide is identified.



b. Develop an email to go to the key stakeholders of each of the service partner organisations to provide them with a copy of the “Referral Pathway” flowchart and confirm it is to be implemented effective immediately as agreed. Ensure you capture the following in your communication:

- Provide a brief description of the Referral Pathway flowchart, referring to it as an attachment.

- Confirm that all service partner organisation are to implement the flowchart effective immediately, to be reviewed in 3 months time for effectiveness.
- Provide your contact details should any of the partners have any questions or concerns.

Capture this communication in the email template below.


(Approximate word count: 150 words in the body of the email)

Assessor instructions: Students must draft an email communication to the key stakeholders of the service partner organisations to communicate the Referral Pathway flowchart for implementation effective immediately.

Their communication must be positive and professional and incorporate the following:

- Provide a brief description of the “Referral Pathway” flowchart, referring to it as an attachment.
- Confirm that all service partner organisation are to implement the flowchart effective immediately, to be reviewed in 3 months time for effectiveness.
- Provide their contact details should any of the partners have any questions or concerns.

A sample answer is provided below. Students answers will vary, however must address the elements outlined in the assessor instructions above.

Email Template	
To:	<i>Chrissy@warminghouse.org.au; Ann@compass.com; JL@lighthouse.com.au; E_Allen@CCS.org.au</i>
From:	<i>Alex@wolfpack.com.au</i>
CC:	
Date/time:	<i>28/1/24 @ 12:15pm</i>
Subject:	<i>Service partner organisation – Referral Pathways</i>
Attachments:	<i>Referral Pathway flowchart</i>
<p><i>To our Service Partner Organisations,</i></p> <p><i>Following on from our recent collaboration where it was agreed that we would provide our clients with a collective service offering based on the individual specialties of each of our organisations, I have developed the attached Referral Pathway flowchart.</i></p> <p><i>This flowchart provides front line staff with a series of questions to assist them in determining the best partner organisation to support clients where their needs extend beyond their own expertise.</i></p> <p><i>In order to implement this program, please circulate this flowchart to all your front line staff directing them to utilise this when needed going forward. This is to take effect immediately with a review of the impacts and wins of this partnership to be undertaken in 3 months time.</i></p> <p><i>In the meantime, should you have any questions or concerns regarding application of or information within the flowchart, please let me know as soon as possible, my contact details are found below.</i></p> <p>Kind regards ,</p>	
	<p>Alex Psychologist and Director 100 Strong Mind Way, Sydney, NSW 2000 Phone: 1800 222 222</p>

Assessment checklist:

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

Collaborative partnerships		
1	Identify organisational opportunities	<input type="checkbox"/>
2	Prioritise opportunities	<input type="checkbox"/>
3	Gather information	<input type="checkbox"/>
4	Initiate a relationship – email	<input type="checkbox"/>
5	Collaboration Action Plan – template	<input type="checkbox"/>
6	Present and approve plan – role play	<input type="checkbox"/>
7	Evaluate and maintain relationships - email	<input type="checkbox"/>
8	a. “Referral Pathway” flowchart	<input type="checkbox"/>
	b. Implementing “Referral Pathway” - email	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 2!

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