“essential training for the case management agency, educator, practitioner, professional or supervisor”

This specialist training is fundamental for all individuals and agencies to demonstrate they hold the necessary skills, knowledge and qualifications required to provide case management in accordance with the national practice Standards for case management in Australia and New Zealand.

For those providing Consumer Directed Care or Individualised Care this training is critical to understand what is expected in case management by funding bodies. Organisations are now required to demonstrate employees have the necessary skills and qualifications to undertake case management roles.

All participants receive a copy of the National Standards of Practice for Case Management (3rd Revised Edition 2013) and National Code of Ethics for Case Management (2nd Edition 2013).

Training objectives

• understand each of the four (4) National Standards of Practice for Case Management and their relevance and application to your role (practical, managerial or theoretical) and client group

• receive the resources necessary to review, measure and assess professional practice, performance and compliance against the National Standards of Practice for case management

• obtain the fundamentals to embed professional responsibility, accountability and an ethically uniform approach to case management, both at the practitioner, program and agency level of practice

• be knowledgeable in the values, principals, ethical practice and professional conduct for case management and informed of your individual professional responsibilities

• acquire the necessary resources and tools to facilitate best practice case management in accordance with evidence based Standards

• attain one (1) of the pre-requisites required to apply for National Certification.

Target audience

Suitable for individuals and groups who hold an interest in case management and/or work in education, research, practitioner or management roles related to case management within academia, health, insurance, welfare, social and human service settings, tertiary or educational institutions or private practice.

This includes individuals with experience in the practical application (i.e. case management practice) OR managerial (i.e. supervision of case management practitioners or case management programs) OR theoretical application (i.e. case management education or research).


Fees:  AU$412.50 (inc GST) Non Member  AU$385.00 (inc GST) CMSA Member

Dates/venues:  Visit the Training page at www.cmsa.org.au for full details

Time:  Face-to-face 9.30am - 4.00pm  E-learning (online 24/7) approx 300 minutes

Important: Completion of the CMCT01 training does not include case management certification. Additional fees (i.e. application and registration fees) are payable for individuals who meet the eligibility criteria necessary to apply for recognition as a Certified Practising Case Manager™ or Certified Case Manager (Non Practising)™.

register online at www.cmsa.org.au
Available in face-to-face or e-learning
Key facilitator: Lorraine Poulos

Face-to-face training
Facilitator: Lorraine Poulos
• harnesses the experience and expertise of leading industry practitioners with first-hand knowledge of the issues
• places participants in a stimulating, challenging and ultimately rewarding group environment
• facilitates networking with colleagues and with others from across the sector

“an interactive and personable approach to learning”

E-learning online training
Facilitator: Lorraine Poulos
Online training offers a number of key advantages:
• Flexibility, accessibility and convenience
• On demand availability
• Self-pacing and self directed

“access on demand; anytime & anywhere. CMSA meeting the needs of case managers on the go”

Case Management is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs through communication and available resources to promote quality cost effective outcomes.

All participants receive a copy of the National Standards of Practice for Case Management (3rd Revised Edition) and National Code of Ethics for Case Management (2nd Edition 2013)

This training is brought to you by the CMSA - the national registration and regulatory body for Certified Case Managers™ and national peak body for case management in Australia and New Zealand.

Contact us at training@cmsa.org.au