**Assessment item 1**

**Length:** 2,250 words

#### **Task:** Reflective statement and essay

**Part A: 10%– Reflective statement** (maximum 500 words)

Reflect on a personal experience you have had of using a human service organisation (Example: GP service, Job Services, Immigration, Centrelink etc.)  Briefly specify the situation and comment on the effect it had on you; positive, negative, or otherwise. What did or didn’t get done?  What would have enhanced the experience and usefulness for you?

The reflective statement is to be written in first person. Please do not describe a third person's, friend's, relative's or client's experience.  Please write your statement on a separate page from your essay.

**Part B:  40%- Essay** (maximum 1750 words) **Discuss and critique two theories** that have contributed to the evolution of Case Management

Discuss the difference between **person-centred and service provider** driven/directed models of practice

Critically discuss the **tensions and conflicts** that can arise in practice between the person-centred and service provider driven/directed models.

Develop specific **examples** to illustrate your conceptual points and demonstrate that you understand their application in practice.

(Examples of Theories, [Systems theory](http://bjsw.oxfordjournals.org/content/6/1/23.abstract), [Social learning theory](http://instep.net.nz/Appendix-I-Learning-theories/Behaviourism/Social-learning-theory), [Psychosocial development theory](http://www.learning-theories.com/eriksons-stages-of-development.html), [Psychodynamic theory](http://www.chegg.com/homework-help/definitions/psychodynamic-theory-13), [Transpersonal theory](http://www.goodtherapy.org/transpersonal-psychotherapy.html) and [Rational choice theory](http://www.soc.iastate.edu/sapp/soc401rationalchoice.pdf))

* Discuss the difference between person-centred and service provider driven/directed models of practice
* Critically discuss the tensions and conflicts that can arise in practice between the person-centred and service provider driven/directed models.

Develop specific examples to illustrate your conceptual points and demonstrate that you understand their application in practice.

#### **Marking Guide / Criteria and Standards**

**Part A:**

1. Identify and reflect on your own experience of using a human service organisation

such as GP, Centrelink, Job Services etc.

2- Extensive discussion and critical reflection on the personal experience of using a human service organisation. (Examples: **Behavioural theory** and **System theory)**

**Part B:**

1. Critical discussion of two theories underpinning Case Management.
2. Discussion on the difference between person-centred and service provider driven case management.
3. Critical discussion of the tensions that arise in practice between the person-centred and service provider driven models.
4. Grammar, referencing, structure (APA Referencing, 10-12 sources). Paper must include a clear introduction, body and conclusion. Genuinely informed discussion and analytical writing that leads to coherent and critical academic arguments.

**Ethics and Values   
for both tasks.**

* Respect
* Belonging and citizenship
* Diversity
* Equality
* Dignity
* Solidarity and empowerment
* Social Inclusion
* Social Justice
* Social and human capital
* Person-directed
* Strengths based

**Social Work Practice Models**

[Problem solving](http://web.hku.hk/~hrnwlck/introsocwork/notesproblemsolving.htm), [Task-centered practice](http://socialwork.oxfordre.com/view/10.1093/acrefore/9780199975839.001.0001/acrefore-9780199975839-e-388), [Narrative therapy, [Cognitive behavioral therapy](http://www.nami.org/Content/NavigationMenu/Inform_Yourself/About_Mental_Illness/About_Treatments_and_Supports/Cognitive_Behavioral_Therapy1.htm), [Crisis intervention model](http://clinicalswexam.blogspot.com/2011/09/robertss-seven-stage-model-for-crisis.html).](http://www.goodtherapy.org/narrative_therapy.html)

**Readings**

Moore, E. (Ed.) (2016). Case management: Inclusive community practice. Melbourne, Australia: Oxford University Press.

Gursansky, D., Kennedy R., & Camilleri, P., (2012). The practice of case management: Effective strategies for positive outcomes. Auckland, London: Allen and Urwin.

Moore (2016) **Chapter 1** Origins, influences and challenges of contemporary case management. In E. Moore, Case management: Inclusive community practice. Melbourne: Oxford University Press.

McDonald, C., & Coventry, L. (2009). Chapter 18: Uses and abuses of case management. In E. Moore (Ed.), Case management for community practice. Melbourne: Oxford University Press. <https://researchbank.rmit.edu.au/view/rmit:10263>

Moore (2016) **Chapter 2** Systems diversity in case management: characteristics, models and dimensions. In E. Moore, Case management: Inclusive community practice. Melbourne: Oxford University Press.

AASW (2015) Scope of Social Work Practice - Case management & care coordination <https://www.aasw.asn.au/practitioner-resources/the-scope-of-social-work-practice>

Bowles, W., Sheahan, M., & Turner, V. (2016). **Chapter 3**Ethics informed citizenship In E. Moore, Case management: Inclusive community practice. Melbourne: Oxford University Press.

Osburn, L. (2016). **Chapter 4**: Theories that inform practice. In E. Moore (Ed.), Case management: Inclusive community practice. Melbourne: Oxford University Press.

Moore, E., & Randall, C., (2016). **Chapter 5**: Practice Functions. In E. Moore (Ed.), Case management: Inclusive community practice. Melbourne: Oxford University Press.

Hughes, M., & Wilson J. (2016). **Chapter 7**: Advocacy: An overarching approach. In E. Moore (Ed.), Case management for community practice. Melbourne: Oxford University Press.

Mlcek, S., & Hill, B.(2016) **Chapter 6**: Cultural diversity and competence In E. Moore (Ed.), Case management: Inclusive community practice. Melbourne: Oxford University Press.