



MINIMUM PRACTICE STANDARDS (Casework)

Interpersonal Skills

1. Ability to communicate effectively with clients.
2. Ability to identify the type and extent of assistance requested by the client and assistance which may be more appropriately provided by other agencies.
3. Ability to identify financial difficulties and recognize social problems and their link with financial problems.
4. Ability to evaluate the financial situation and identify possible options.
5. Ability to communicate financial options to clients in a non-judgmental manner.
6. Ability to transfer knowledge and skills to client.
7. Ability to transfer power and help the client develop self-determination skills.

File Management and Advocacy

1. Ability to take accurate instructions.
2. Ability to keep accurate and complete file records.
3. Ability to compose letters and reports which are appropriate to each situation.
4. Awareness of legal responsibility and consequence of action taken on behalf of clients.
5. An understanding of the difference between an advocate, mediator and conciliator. Ability to act as an advocate and negotiate on behalf of the client.
6. Knowledge of policies and practices of major creditors and ability to negotiate with them to the benefit of the client.

Legal Knowledge and Usage

1. Ability to identify type of debt and legislation which applies to the debt.
2. Knowledge of legal steps involved in recovery of an unsecured debt and the likely outcome of legal action in specific situations.
3. Knowledge of different types of securities and the process of enforcement for each.
4. Awareness of unfair/illegal debt collection procedures and ability to identify same.
5. Awareness of rights to access to income security and supplement schemes, as well as appropriate complaint and appeal procedures.

6. Awareness of and ability to apply provisions relevant to consumer credit and debt in appropriate state and federal legislation.
7. Ability to use legal knowledge to gain an overview of the client's financial position and to identify options.

General

1. Knowledge of a variety of budgeting methods and ability to relate most appropriate methods to specific situations.
2. Knowledge of current policies (official and unofficial) regarding non-payment of fines and alternatives to payment.
3. Knowledge of services offered by other organizations which may assist clients and the ability to make appropriate referrals.
4. Knowledge of appropriate bodies to whom complaints can be made on behalf of clients.
5. Knowledge of relevant policies, practices and services offered by relevant State and Federal Governments appropriate to the needs of clients.