



**Australian Government**

# **FNSPIM411 Plan and implement rehabilitation and return to life strategies**

**Release: 1**

# FNSPIM411 Plan and implement rehabilitation and return to life strategies

## Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

## Application

This unit describes the skills and knowledge required to plan and implement rehabilitation and return to life strategies for recipients of personal injury benefits (clients), including strategies for return to work (RTW), return to health, return to community and recovery. It includes applying specific knowledge of rehabilitation processes, injury management models and legislation, along with strong case management, analytical and client service skills.

The unit applies to those who work in the personal injury management sector, within their level of authority, and coordinate multiple tasks and make judgements regarding recommended actions and client case management across a broad spectrum of claims.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those requirements.

## Unit Sector

Personal injury management

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Obtain information and establish rehabilitation and return to life needs	1.1 Determine nature and status of claim according to organisational policies and procedures 1.2 Contact client to discuss their rehabilitation and return to life needs and goals 1.3 Co-design goals with client based on information gathered in consultation with client and required stakeholders 1.4 Document conversations and outcomes according to

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	organisational policies and procedures
2. Develop rehabilitation and return to life plan	2.1 Confirm goals meet client needs and recovery considerations 2.2 Draft and confirm rehabilitation and return to life plan in consultation with client and required stakeholders 2.3 Document, store and share plan according to organisational policies and procedures
3. Implement rehabilitation and return to life plan	3.1 Organise rehabilitation and recovery services according to rehabilitation and return to life plan 3.2 Liaise and discuss with service providers and required stakeholders to confirm rehabilitation and return to life plan is implemented as planned 3.3 Arrange payments for services according to costs and schedule of fees as required
4. Monitor client progress and effectiveness of rehabilitation and return to life plan	4.1 Monitor rehabilitation services and client progress by consulting with client and required stakeholders 4.2 Update rehabilitation and return to life plan to reflect changing needs and goals of client as required 4.3 Discuss and develop transition plan with required stakeholders once client goals have been met and move client from supported recovery to self-management

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

<b>SKILL</b>	<b>DESCRIPTION</b>
Numeracy	<ul style="list-style-type: none"> <li>Performs mathematical equations to calculate payments and costs related to rehabilitation and recovery services</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Participates in verbal exchanges and explains, clarifies and confirms detailed information using language, tone and pace appropriate to the audience</li> <li>Uses collaborative techniques, including questioning and active listening to liaise with others and elicit and share information</li> </ul>
Reading	<ul style="list-style-type: none"> <li>Analyses and interprets documentation from a variety of sources and records and consolidates related information</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Records key enquiry information and prepares documentation using clear language, including correct terminology, spelling and grammar</li> <li>Uses language and concepts appropriate for the audience to convey</li> </ul>

<b>SKILL</b>	<b>DESCRIPTION</b>
	and clarify explicit information and requirements
Planning and organising	<ul style="list-style-type: none"> <li>Identifies and responds to legislative and regulatory requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>Uses systematic, analytical processes in complex, routine and non-routine situations, gathering information and identifying and evaluating options against agreed criteria</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>Develops plans to manage complex routine and non-routine tasks with an awareness of how they might contribute to broader strategy and goals</li> <li>Sequences and schedules activities, monitors implementation and manages necessary communication</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Provides information to others as required</li> <li>Participates in joint ownership of process and outcomes and seeks to identify common understanding and agreement between those involved</li> </ul>
Technology	<ul style="list-style-type: none"> <li>Uses the main features and functions of digital tools and systems to complete work tasks</li> </ul>

## Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSPIM401 Plan and implement rehabilitation, return to work and health strategies.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>