



**Australian Government**

# **FNSPIM517 Manage complex return to work cases**

**Release: 1**

## FNSPIM517 Manage complex return to work cases

### 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 analyse barriers to and approaches for managing complex return to work (RTW) cases within an organisation.

The unit applies to those who work in the personal injury management sector and have developed communication and organisational skills and a broad knowledge base of the sector. They make judgements regarding recommended actions and the management of injured persons returning to work in the organisation.

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. Analyse factors, barriers and strategies for managing complex RTW cases | <ul style="list-style-type: none"><li>1.1 Identify factors and barriers that contribute to a complex RTW case</li><li>1.2 Identify and analyse the impact and interplay of injuries, pre-existing conditions and secondary conditions on the case</li><li>1.3 Identify mechanisms to support injured persons available within the organisation</li><li>1.4 Determine situations where early intervention or changes to RTW management are required</li><li>1.5 Determine a support strategy for particular issues and complexities</li></ul> |

| ELEMENT                                                               | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Develop individually tailored injury management plan               | 2.1 Identify needs of the injured person and indicators of complex issues and risks<br>2.2 Seek advice from external specialists where required to assist in development of a sustainable RTW plan for injured person<br>2.3 Identify suitable duties, reasonable adjustments and area of work for injured person based on identified needs and advice from specialists as required<br>2.4 Determine a suitable RTW program for the injured person by liaising with the required authorities<br>2.5 Document an RTW plan identifying key duties, requirements, timeframes and expected outcomes<br>2.6 Communicate RTW plan to stakeholders according to health privacy principles |
| 3. Monitor progress of RTW plan and review management of risk factors | 3.1 Manage RTW plan according to organisational policies and procedures<br>3.2 Liaise with team leader and injured person to monitor progress towards outcomes<br>3.3 Identify and manage barriers, emerging conflicts and issues relating to the RTW plan<br>3.4 Communicate with injured person to minimise confusion and concerns<br>3.5 Review early intervention strategy and make changes as required<br>3.6 Develop solutions and options for future action to attain outcomes with the injured person, required authorities and stakeholders<br>3.7 Escalate issues that cannot be resolved within own work role to required personnel                                     |

## Foundation Skills

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

| SKILL              | DESCRIPTION                                                                                                                                                                                                                                                                       |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeracy           | <ul style="list-style-type: none"> <li>Collects and analyses data relating to time and costs in planning and managing cases</li> </ul>                                                                                                                                            |
| Oral communication | <ul style="list-style-type: none"> <li>Participates in verbal exchanges and clearly explains, clarifies and confirms detailed information using language, tone and pace appropriate to the audience</li> <li>Liaises with others, elicits and shares information using</li> </ul> |

| SKILL                   | DESCRIPTION                                                                                                                                                                                                                                                                                             |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | collaborative techniques that include questioning and active listening                                                                                                                                                                                                                                  |
| Reading                 | <ul style="list-style-type: none"><li>Analyses and interprets a range of texts from a variety of sources and records and consolidates related information</li></ul>                                                                                                                                     |
| Writing                 | <ul style="list-style-type: none"><li>Conveys and clarifies explicit information and requirements using language and concepts applicable for audience</li></ul>                                                                                                                                         |
| 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><li>Organises, plans and sequences work activities to achieve outcomes</li></ul> |
| Problem solving         | <ul style="list-style-type: none"><li>Applies problem solving processes to tailor solutions for individuals</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</li></ul>                                                                                     |
| Technology              | <ul style="list-style-type: none"><li>Accesses and shares applicable information using digital tools</li></ul>                                                                                                                                                                                          |

## Unit Mapping Information

Supersedes and is equivalent to FNSPIM507 Manage complex return to work cases.

## Links

Companion Volume Implementation Guide is found on VETNet -

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