



Australian Government

FNSPIM521 Develop return to work or injury management strategies

Release: 1

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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 develop a return to work (RTW) or injury management strategy for recipients of personal injury benefits (clients). It includes consulting with stakeholders, identifying areas of employment suited to an injured worker, and developing, reviewing and monitoring RTW to work or injury management programs.

The unit applies to those who have developed skills and a broad knowledge base of the personal injury management sector and work independently or across multidisciplinary teams. They have responsibilities for case management and the development of customised strategies.

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. Consult with stakeholders	1.1 Establish stakeholder working relationships in rehabilitation and RTW and health processes according to organisational policies and procedures and claim requirements 1.2 Provide information to stakeholders on status of injured person according to legislative requirements
2. Identify client needs and employment	2.1 Determine needs of injured person according to physiological and psychosocial impact of injury

ELEMENT	PERFORMANCE CRITERIA
options	2.2 Arrange and conduct assessments, taking into consideration person's capacity and disability, according to organisational policies and procedures 2.3 Assist in choice of employment options available to client by identifying client's work interests and transferable skills
3. Develop RTW or injury management strategies	3.1 Identify availability of duties and return to community options for injured person in consultation with stakeholders 3.2 Undertake referrals with stakeholders as required to determine functional capacity evaluation and to match work requirements 3.3 Develop objectives, goals and parameters for RTW or injury management programs in consultation with required stakeholders 3.4 Communicate parameters and requirements of RTW or injury management of client to stakeholders according to organisational policies and procedures, and legislative and regulatory requirements
4. Review and monitor RTW or injury management strategies	4.1 Monitor and review RTW and health program according to organisational guidelines and legislative requirements 4.2 Consult with injured client and stakeholders to obtain feedback on progress and achievement of RTW or injury management program 4.3 Arrange modifications to RTW or injury management programs and additional services to address issues and deficiencies identified through consultation process

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
Oral communication	- Participates in verbal exchanges using language, tone and pace appropriate to the audience and purpose - Uses active listening and questioning skills and collaborative techniques to elicit and convey information and to facilitate resolutions
Reading	Analyses complex textual information from a range of sources and records and consolidates related information
Writing	- Uses appropriate language, concepts and terminology to prepare and present materials for a range of audiences and purposes - Develops material to a specific audience using clear language to convey accurate and customised information

SKILL	DESCRIPTION
Initiative and enterprise	• Ensures currency of knowledge relating to legislative and regulatory requirements and policies applicable to the implementation of RTW and health plans • Selects, implements and seeks to improve protocols governing communications with stakeholders in a range of work contexts • Identifies opportunities to develop and apply new ideas
Planning and organising	• Identifies and responds to legislative and regulatory requirements, policies and procedures and meets expectations associated with own role
Problem solving	• Establishes and nurtures relationships to achieve mutually agreeable outcomes
Self-management	• Plans, sequences and implements tasks and appropriate resources to meet requirements • Identifies ideas in use and considers how they might be adapted for own context
Technology	• Uses digitally based technologies and systems to assist in achieving required outcomes

Unit Mapping Information

Supersedes and is equivalent to FNSPIM501 Develop a return to work or injury management strategy.

Links

Companion Volume Implementation Guide is found on VETNet -

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