



**Australian Government**

**FNSPIM531 Facilitate the setting and  
achievement of goals in personal injury  
management**

**Release: 1**

# FNSPIM531 Facilitate the setting and achievement of goals in personal injury management

## 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 facilitate the setting and achievement of client goals. It encompasses working closely with clients to identify their current and future support requirements in order to make progress with their goals and aspirations and enable a good life.

The unit applies to those who work in the personal injury management sector and use specialised knowledge and apply developed communication skills and strategies to complex and sensitive situations. They work independently and collaboratively in teams and make considered decisions using organisational policies, procedures and tools.

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. Prepare for client meeting	1.1 Obtain and analyse client information to inform the initial goal setting and planning meeting with the client 1.2 Use organisational policies and procedures as a guide to the assessment of the client information and their needs 1.3 Evaluate client support requirements and determine appropriate setting for the planning meeting 1.4 Prepare client for meeting and arrange meeting according to

ELEMENT	PERFORMANCE CRITERIA
	organisational procedures
2. Conduct goal setting and planning conversation	2.1 Explain the purpose and desired outcomes of goal setting and planning meeting using approaches for working with clients 2.2 Assist client to identify their goals, aspirations, current life circumstances and desired supports 2.3 Provide information and assistance as required during meeting 2.4 Document agreed outcome-focused goals and supports in a tailored format for the client
3. Prepare and finalise client plan	3.1 Review available information to identify level and type of supports required by client 3.2 Determine if a specialist needs assessment is required and make request according to organisational policies and procedures 3.3 Explore options for implementing and managing the plan according to client choice and control principles 3.4 Assess actual and potential risks and safeguards relating to the plan in consultation with the client 3.5 Determine and obtain client agreement on a plan that outlines support, funds and management arrangements 3.6 Document rationale for plan and confirm sufficient evidence is provided according to organisational policies and procedures 3.7 Communicate final approved plan and rationale for decisions to client using appropriate language, terms and modes of communication
4. Follow review and appeal procedures	4.1 Examine requests for a review of decisions according to clients' rights 4.2 Assist clients with information about review and appeal processes as required 4.3 Make changes to the original decision as required according to delegated authority and organisational procedures
5. Monitor and review client plan	5.1 Monitor plan implementation according to organisational policies and procedures 5.2 Review plan in conjunction with client by specified review date or as requested by client 5.3 Revise or create a new plan if required in conjunction with client according to organisational policies and procedures

## 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>• Interprets and uses data, including financial information related to work activities</li></ul>
Oral communication	<ul style="list-style-type: none"><li>• Participates in verbal exchanges using appropriate language and communication aids if required</li><li>• Conveys information and confirms understanding using active listening and questioning skills applicable to the audience</li></ul>
Reading	<ul style="list-style-type: none"><li>• Identifies and comprehends complex information to develop comprehensive knowledge and determine requirements</li></ul>
Writing	<ul style="list-style-type: none"><li>• Completes documentation accurately following organisational procedures</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>• Identifies and follows legislative and regulatory requirements, and organisational policies and procedures and meets expectations associated with own role</li></ul>
Self-management	<ul style="list-style-type: none"><li>• Organises work according to defined requirements sequencing tasks to achieve efficient outcomes</li><li>• Takes responsibility for decisions made using organisational frameworks and criteria</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• Builds effective communication and rapport using person centred and strength-based communication strategies</li></ul>
Technology	<ul style="list-style-type: none"><li>• Completes work tasks using the main features and functions of digital tools</li></ul>

## Unit Mapping Information

Supersedes and is equivalent to FNSPIM511 Facilitate the setting and achievement of goals.

## Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>