



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM402A Undertake initial rehabilitation assessments

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers initial assessment of the need for rehabilitation services for a worker with employment-related injuries. It includes undertaking initial interviews, gathering information and assessing the need for rehabilitation services.

In practice, undertaking initial rehabilitation assessments may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, gathering and analysing information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Undertake initial interview

- 1.1 Rapport is established with the injured worker and the roles and responsibilities of all *stakeholders* involved in the *injury management process* are discussed/explained.
- 1.2 The injured worker's role in the injury management process is reinforced.
- 1.3 The injured worker's level of knowledge and attitude towards the workers rehabilitation and compensation system is ascertained.
- 1.4 *Information* on the rehabilitation process is provided and any specific needs of the worker are taken into account/addressed.
- 1.5 A comprehensive *history* is taken and the injured worker's perception/knowledge of the injury/disability is determined.

2. Gather information

- 2.1 Contact is established and information regarding the *workplace* is gathered from the employer in accordance with the organisation's injury management protocols.
- 2.2 The treating medical practitioner is contacted and *information* relating to the injury and its treatment is clarified.
- 2.3 The role and communication expectations of the treating medical practitioner are discussed/clarified.
- 2.4 The insurer/self-insurer is contacted and service delivery requirements of the injury management process and roles are clarified.
- 2.5 The need for *specific assessments/rehabilitation services* is determined in line with the legislation and referrals are provided for these in accordance with organisational injury management policy and procedures.

3. Assess need for rehabilitation services

- 3.1 The length of time the injured worker has been unfit to undertake normal duties is noted and considered in relation to average recovery time for specific injuries.
- 3.2 Information from all relevant sources/stakeholders is analysed and the needs of the injured worker are identified.
- 3.3 The need for rehabilitation services is confirmed or found not to be necessary in accordance with rehabilitation legislation, policy and procedures.
- 3.4 The outcome of the initial assessment is *recorded* and *forwarded* in accordance with *legislation, policy and procedures*.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to rehabilitation assessments
- assessing rehabilitation requirements
- reading and applying complex information such as legislation and regulations
- explaining complex legislation in line with the injured worker's existing knowledge, experience and specific needs
- communication including establishing rapport with a diverse range of people, engaging the injured worker, active listening, paraphrasing, clarifying, negotiating and probing for value-added information in the initial interview
- gathering, recording and reporting information in accordance with organisational requirements
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of injury management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines and best practice principles relating to injury management
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- requirements of rehabilitation assessment
- roles and responsibilities in the injury management process
- organisational standards and documentary requirements of initial rehabilitation assessment
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of injury management

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV422A Apply government processes
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- initial rehabilitation assessments undertaken in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to injury management
- case studies and workplace scenarios to capture the range of situations likely to be encountered when undertaking initial rehabilitation assessments

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when undertaking initial rehabilitation assessments, including coping with difficulties, irregularities and breakdowns in routine

- initial rehabilitation assessments undertaken in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Stakeholders may include:

- medical practitioners
- case manager
- return to work coordinator
- allied health professionals
- insurer/self-insurer
- rehabilitation provider
- supervisor
- union representative
- injured worker
- family members
- co-workers
- work trial hosts

Injury management process includes:

- treatment
- rehabilitation coordination
- retraining
- employment management
- claims management
- vocational counselling
- rehabilitation counselling

Information provided may be:

- standardised
- in the form of a checklist

History may include:

- background information
- personal information
- full details of the injury/illness
- cause/s of injury
- treatment
- current capacity
- pre-injury work description and duties

Information on the workplace may include:

- personnel in the workplace
- workplace dynamics
- type of industry/production

- external demands on employer
 - access requirements
 - safety
 - security
 - support for rehabilitation/return to work activities
- Information from the treating medical practitioner*** may include:
- prescribed medical certificate
 - medical details of injury/illness
 - treatment plan
 - prognosis
 - injured worker's capacity/potential for suitable duties
- Specific assessments/rehabilitation services*** may include:
- those listed in the legislation, regulations or guidelines
 - treatment
 - medical advice
 - legal advice
 - independent medical examination
 - functional capacity evaluation
 - vocational assessment
 - support counselling
 - vocational counselling
- Records*** may include:
- endorsement of return to work plan/program
 - full details on case file
 - report to case manager/claims manager
- Assessment*** may be forwarded to:
- case manager
 - claims manager
 - Comcare
 - rehabilitation manager
- Legislation, policy and procedures*** may include:
- workers rehabilitation/compensation legislation
 - privacy legislation
 - freedom of information legislation
 - equal employment opportunity legislation
 - occupational health and safety legislation
 - procedures to ensure confidentiality and security of information
 - organisation policy
 - performance standards
 - rehabilitation and return to work manual
 - claims management manual
 - public sector standards
 - codes of conduct

- codes of ethics
- return to work policy

Unit Sector(s)

Not applicable.

Competency field

Injury Management.