Australian Government

Department of Education, Employment and Workplace Relations

PSPIM504A Contribute to a quality injury management system

Revision Number: 3

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PSPIM504A Contribute to a quality injury management system

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 the requirements of case managers to effectively contribute to the organisation's rehabilitation/return to work system. It includes contributing to the planning and development and implementation of an injury management system, and monitoring and reporting on injury management system outcomes.

In practice, contributing to a quality injury management system may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, delivering client services, managing resources, undertaking research and analysis, etc.

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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Contribute to planning and development of an injury management system**	1.1 A *systems approach* to *injury management* is adopted and promoted to ensure compliance with *legislation and guidelines*.
	1.2 Systems are developed and maintained to enable early notification of injuries, early intervention and return to work action.
	1.3 *Organisational policies* relating to injury management are assessed and updated to ensure currency and compliance with legislation.
	1.4 Case management delegation is maintained in accordance with legislation, policy and guidelines.
	1.5 Where practicable, a preferred provider system is adopted for selecting approved *rehabilitation providers*.
	1.6 Internal audit arrangements are established and implemented as required, based on a risk management approach.
2. **Implement injury management system**	2.1 Management commitment is obtained to the organisation's injury management, rehabilitation/return to work policy and processes.
	2.2 Advice is provided to management on injury implications of broader management initiatives.
	2.3 Effective relationships are developed and maintained with supervisors, occupational health and safety staff and senior management to integrate prevention and return to work outcomes.
	2.4 The organisation's rehabilitation/return to work policy is promoted and made accessible to staff and managers.
3. **Monitor and report on injury management outcomes**	3.1 Injury management and return to work outcome data is collected and collated for measurement against performance standards and targets.
	3.2 Information on claims data and costs is analysed, and outcomes/trends are reported to executive management in accordance with organisational policy and procedures.
	3.3 *Stakeholder feedback* is gathered on the return to work process and the rehabilitation/return to work system.
	3.4 Rehabilitation budget/costs are monitored and reported on in accordance with organisational policy and procedures.
	3.5 Non-conformance with system requirements is monitored, reported on and followed up in accordance with organisational policy and procedures.
	3.6 System reviews are undertaken in terms of regular reporting and targets/performance indicators, and improvements are identified/implemented in accordance with a cycle of continuous improvement.

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 an injury management system
- applying principles of continuous improvement to the development and maintenance of a quality injury management system
- using communication with diverse stakeholders including interviewing/gathering feedback from stakeholders
- responding to diversity, including gender and disability
- collecting and collating statistical information
- 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 relating to injury management
- privacy legislation
- procedures to ensure confidentiality and security of information
- public sector management acts
- industry standards for rehabilitation
- continuous improvement principles
- recordkeeping procedures
- trend analysis
- 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: - PSPETHC501B Promote the values and ethos of public service - PSPGOV502B Develop client services - PSPGOV503B Coordinate resource allocation and usage - PSPGOV504B Undertake research and analysis - PSPGOV505A Promote diversity - PSPLEGN501B Promote 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) - quality injury management system contributed to 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 contributing to a quality injury management system
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 contributing to a quality injury management system, including coping with difficulties, irregularities and breakdowns in routine

- quality injury management system contributed to 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
- projects
- questioning
- scenarios
- 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.

Systems approach may include:	- planning - policy - implementation - monitoring - evaluation - review - planning, etc (continuous improvement cycle)
Injury management may include:	- treatment - rehabilitation - return to work programs - retraining - claims management - employment management
Legislation and guidelines may include:	- workers rehabilitation/compensation legislation - allied legislation such as occupational health and safety acts, regulations and associated standards - privacy legislation - legislation and standards to ensure confidentiality and security of information - performance standards - rehabilitation and return to work manual - public sector legislation and standards - codes of conduct - codes of ethics
Organisational policies may include:	- operational policy - audit policy - claims management policy - return to work policy - human resources policy
Rehabilitation providers may be:	accredited/approved organisations that provide occupational/vocational rehabilitation services to assist injured workers to return to work, using occupational health professionals such as:

- occupational therapists
- physiotherapists
- rehabilitation counsellors
- psychologists
- ergonomists

Stakeholders may be:
- injured workers
- supervisors/managers
- doctors/specialists
- claims management
- case managers
- unions

Feedback may include:
- surveys
- anecdotal evidence
- case conference feedback
- formal complaints/grievances
- congratulatory correspondence
- letters of appreciation

Unit Sector(s)

Not applicable.

Competency field

Injury Management.