



Australian Government

BSBWHS407 Assist with claims management, rehabilitation and return-to-work programs

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the performance outcomes, skills and knowledge required to assist with the management of workers' compensation claims, rehabilitation and return-to-work programs.

It applies to individuals who assist with claims management, rehabilitation and return-to-work programs.

Note that the unit does not in any way address the process of treating the worker for their injury or illness, as this is the task of health and rehabilitation professionals. Instead, the unit focuses on assisting with managing claims and ensuring that the organisation supports the worker through return-to-work programs.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

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

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

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 Assist with managing	1.1 Process workers' compensation claims according to organisational policies and procedures, and all relevant legal and

ELEMENT	PERFORMANCE CRITERIA
claims	workers' compensation insurance requirements 1.2 Notify rehabilitation provider according to organisational policies and procedures, and all relevant legal and workers' compensation insurance requirements 1.3 Advise claimants as to whether their claim has been accepted 1.4 Assist with the analysis of claims to identify the nature of the illness or injury and prepare reports according to organisational policies and relevant legal and insurance requirements 1.5 Estimate projected period of absence from work and, where rehabilitation assistance is required, help to ensure arrangements are made in the work team to deal with absence
2 Assist with planning for and implementing a successful rehabilitation or return-to-work program	2.1 Facilitate consultation between rehabilitation provider and treating doctor and other health professionals, as required 2.2 Facilitate consultation between rehabilitation provider, relevant managers and affected worker 2.3 Document existing skills, experience and capabilities of affected worker to assist with return-to-work planning 2.4 Assist with job redesign, reduced hours and alternative duties according to advice from health and rehabilitation professionals 2.5 Assist with design of a rehabilitation or return-to-work program to achieve a successful return to work 2.6 Consult with relevant managers about the return-to-work program 2.7 Determine retraining that may be required when it is not possible for the worker to return to previous duties 2.8 Assist with establishing a rehabilitation or return-to-work program in consultation with worker 2.9 Start program as soon as possible
3 Assist with monitoring and evaluating a rehabilitation or return-to-work program	3.1 Facilitate regular feedback and communication between provider, supervising manager and worker 3.2 Facilitate regular contact and support between provider and worker 3.3 Assist with identifying breaches of the return-to-work program, notifying breaches and taking prompt remedial action according to organisational policies, procedures, and relevant legal and insurance requirements 3.4 Assist with modifying return-to-work programs where

ELEMENT	PERFORMANCE CRITERIA
	appropriate 3.5 Assist with evaluating each rehabilitation or return-to-work program and implementing recommendations for system improvement where appropriate

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4	Interprets and analyses complex legal and organisational texts relating to workers' compensation, rehabilitation and return-to-work
Writing	1.2, 1.3, 1.4, 2.3	Produces information, reports and records using structure, language and layout appropriate to audience and organisational requirements
Oral communication	2.1, 2.2, 2.6, 2.8, 3.1, 3.2	Seeks or provides information about claims using language and features suitable for audience and context
Numeracy	1.5	Performs calculations necessary to provide estimates related to timeframes
Navigate the world of work	1.1, 1.2, 1.4, 3.3	- Takes responsibility for adherence to legal and regulatory responsibilities and organisational policies and procedures in relation to role and responsibilities - Keeps up to date on changes to legislation or regulations and organisational policies and procedures
Interact with others	1.5, 2.1, 2.2, 2.4, 2.5, 2.6, 2.8, 3.1, 3.2	- Understands what to communicate, with whom and how in context of role and responsibilities - Cooperates with others as part of processes, and contributes to specific activities requiring joint responsibility and accountability - Collaborates and negotiates with others to achieve joint/agreeable outcomes in sensitive situations
Get the work done	1.4, 1.5, 2.4, 2.7, 2.8, 2.9, 3.4, 3.5	- Plans tasks with logically sequenced steps, reflecting awareness of time and resource constraints and needs of others - Uses formal decision-making processes, setting or clarifying goals, gathering information and identifying

		and evaluating choices against a set of criteria • Monitors progress of tasks in order to provide timely information to claimants and modify plans as necessary • Evaluates outcomes with a view to implementing improvements
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBWHS407 Assist with claims management, rehabilitation and return-to-work programs	BSBWHS407A Assist with claims management, rehabilitation and return-to-work programs	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS407 Assist with claims management, rehabilitation and return-to-work programs

Modification History

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Performance Evidence

Evidence of the ability to work within legislative and insurance requirements and organisational policies and procedures to:

- assist with processing and analysing workers' compensation claims including:
 - identifying and reporting on the nature of injury
 - estimating period of absence from work
 - ensuring arrangements are made in the work team to deal with absence as needed
- assist with planning, implementation of a rehabilitation or return-to-work program including:
 - job redesign, reduced hours and alternative duties as appropriate
 - documenting existing skills, experience and capabilities of affected worker
 - assisting with design of a rehabilitation or return-to-work program and determining retraining requirements
 - consulting with relevant managers about the program
- assist with monitoring and evaluating a rehabilitation or return-to-work program including:
 - facilitating regular contact, feedback and communications between provider, supervising manager and worker
 - identifying and notifying breaches of the return-to-work program and taking prompt remedial action
 - modifying the program where appropriate
 - evaluating the program and implementing recommendations for system improvement where appropriate
- communicate and facilitate consultation and negotiations sensitively with affected worker, relevant managers and external providers to address issues around compensation, treatment, rehabilitation, return-to-work matters and the effectiveness of a program.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the organisation's rehabilitation and return-to-work programs
- outline relevant legislation and insurance requirements
- summarise the rights and obligations of all parties for rehabilitation and return-to-work programs under the relevant workers' compensation scheme and relevant legislation
- outline methods, techniques and tools to support the affected worker including:
 - different rehabilitation options and providers
 - options for alternative duties
 - processes and procedures preparing a workplace for return-to-work.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals carrying out work health and safety duties in the workplace and include access to:

- workplace documentation and WHS data
- relevant Acts, regulations, codes of practice, licensing requirements, standards
- office equipment and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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