



Australian Government

FNSPIM401 Plan and implement rehabilitation and return to work and health strategies

Release: 1

FNSPIM401 Plan and implement rehabilitation and return to work and health strategies

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to plan and implement rehabilitation and return to work and health strategies for recipients of personal injury benefits. It encompasses applying specific knowledge of rehabilitation processes, injury management models and relevant legislation, along with strong case management and analysis skills.

It applies to individuals who, within their level of authority, coordinate multiple tasks and make judgements regarding recommended actions and client case management, particularly in long-term or high risk claims.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on 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. Provide rehabilitation advice and return to work and health strategies	1.1 Provide information on available rehabilitation services to relevant parties 1.2 Ensure advice provided highlights benefits of early intervention and parameters of personal injury management system 1.3 Reinforce legislative rights and responsibilities of relevant parties
2. Establish rehabilitation	2.1 Determine nature and status of claim and refer high risk claims

ELEMENT	PERFORMANCE CRITERIA
need and potential for return to work and health	for appropriate rehabilitation as early as practicable 2.2 Assess rehabilitation needs and potential for return to work and health with reference to all available documentation and information as soon as possible after injury, and communicate to relevant parties and injured person 2.3 Develop objectives, goals and parameters for rehabilitation and return to work and health in consultation with key stakeholders
3. Assess rehabilitation and return to work and health plan	3.1 Assess rehabilitation plans to ensure and facilitate early, safe and durable return to work and health outcome 3.2 Promote cooperative participation between injured person, relevant parties and medical providers in developing occupational rehabilitation program and return to work and health plan 3.3 Outline program of graduated and suitable work duties in plan 3.4 Provide plans that include details and lists of specific return to work and health goals, objectives for injured person to achieve, services to be provided, and estimates of cost and duration of services
4. Arrange rehabilitation services	4.1 Arrange rehabilitation services and relevant assistance to meet client needs 4.2 Facilitate access to reasonable rehabilitation treatment to restore injured persons as much as possible to their pre-injury capacity 4.3 Assist injured person to return to meaningful employment with pre-injury or new employer 4.4 Arrange payments for services according to reasonable costs and in accordance with schedule of fees
5. Monitor client's progress	5.1 Monitor effectiveness of rehabilitation services and review to reflect changing client needs 5.2 Maintain regular communication with relevant parties 5.3 Ensure direction and progress of case towards person's return to work and health is progressively arranged and actively monitored, and manage regular reviews by professional specialists and rehabilitation providers

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	2.1, 2.2	Analyses and interprets documentation from a variety of sources, and records and consolidates relevant related information
Writing	1.1-1.3, 2.2, 2.3, 3.2, 3.3, 3.4, 4.1, 4.2, 5.2	- Records key information relevant to enquiry, and issues and prepares documentation using clear language including correct terminology, spelling and grammar - Uses language and concepts appropriate for the audience to convey and clarify explicit information and requirements
Oral Communication	1.1-1.3, 2.2, 2.3, 3.2, 3.3, 4.1, 4.2, 5.2	- Participates in verbal exchanges and clearly explains, clarifies and confirms detailed information using language, tone and pace appropriate to the audience - Uses collaborative techniques including questioning and active listening to liaise with others and elicit and share information
Numeracy	3.4, 4.4	Performs mathematical equations to calculate payments and costs related to achieving required outcomes
Navigate the world of work	1.3	Recognises and responds to relevant legislative requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role
Interact with others	2.1, 3.2	- Provides relevant information to others as required - Recognises the importance of joint ownership of process and outcomes and seeks to identify common understanding and agreement
Get the work done	2.1-2.3, 3.1, 4.1-4.4, 5.1, 5.3	- Develops plans to manage relatively complex routine and non-routine tasks with an awareness of how they might contribute to broader strategy and goals - Sequences and schedules activities, monitors implementation and manages necessary communication - Uses systematic, analytical processes in complex, routine and non-routine situations, gathering information and identifying and evaluating options against agreed criteria - Uses the main features and functions of digital tools to

		complete work tasks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM401 Plan and implement rehabilitation and return to work and health strategies	FNSPIM401A Plan and implement rehabilitation and return to work and health strategies	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=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSPIM401 Plan and implement rehabilitation and return to work and health strategies

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Performance Evidence

Evidence of the ability to:

- interpret and comply with industry and organisational obligations and objectives
- negotiate effectively on behalf of the organisation and build client relationships
- assess rehabilitation need and potential for return to work and health
- assess and document return to work and health strategies, and implement a detailed plan for rehabilitation and return to work and health for high risk or long-term cases
- monitor and effectively report on progress of clients, maintaining privacy and confidentiality while performing case management functions.

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:

- outline the key features of common law, legal systems and procedures and relevant personal injury legislation
- describe the key features of organisational policy, procedures and authorities
- describe a range of injury management models
- explain the key steps in the rehabilitation processes
- identify the uses of relevant information and communications technology and organisational software
- describe the key risk prevention methods and their application
- identify sector and organisational policy wording
- describe the key features of sector compliance requirements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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