



Australian Government

FNSPIM405 Facilitate a return to work

Release: 1

FNSPIM405 Facilitate a return to work

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 facilitate an early, safe and sustainable return to work for the injured person or client by developing and implementing appropriate strategies.

It applies to individuals who have well-developed skills and knowledge of the sector, services and organisation to work independently or across multidisciplinary teams. They have responsibilities for case management and the development of customised strategies.

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. Determine needs of client	1.1 Collect and analyse relevant information in consultation with injured person and other relevant parties to determine needs of client 1.2 Identify internal and external relevant parties to assist with determining and meeting client's needs 1.3 Consult with relevant parties to determine extent of physiological and/or psychosocial impact of injury on the person 1.4 Develop and maintain appropriate and accurate records of client's needs

ELEMENT	PERFORMANCE CRITERIA
2. Facilitate return to work planning process	2.1 Identify potential barriers to return to work in consultation with clients and relevant parties 2.2 Facilitate case conferences as required to determine appropriate return to work strategy for clients in line with their needs and perceived barriers 2.3 Develop sustainable return to work objectives for clients that reflect their needs and intended goals in consultation with them and other relevant parties
3. Facilitate implementation of return to work strategy	3.1 Make appropriate referrals to health and rehabilitation professional services in line with client's needs and set goals and objectives 3.2 Liaise and record discussions with relevant parties as required to ensure agreed return to work strategy is progressed as planned 3.3 Provide guidance, support and education on return to work process to relevant parties as required
4. Monitor and review effectiveness of return to work strategy	4.1 Routinely collect, analyse and review information on effectiveness of return to work strategy in meeting client's needs, reflecting current best practice as well as set goals and objectives 4.2 Seek advice and feedback from relevant parties when goals are not being met and adapt plan to reflect any changes required 4.3 Use range of computer applications and organisational systems to access, extract and share relevant information

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
Learning	4.2	Actively seeks and uses assistance and expert advice to improve own knowledge and practice
Reading	1.1, 1.2, 4.1	Researches and analyses complex textual information, including medical reports, from a range of sources and relates specific aspects of information to requirements
Writing	1.1, 1.3, 1.4, 2.1, 2.3, 3.1-3.3, 4.1-4.3	Uses clear language, concepts and correct terminology to prepare and present materials for a range of audiences and purposes

Oral Communication	1.1, 1.3, 2.1, 2.2, 2.3, 3.1-3.3, 4.2	- Participates in verbal exchanges using language, tone and pace appropriate to the audience and purpose - Uses active listening and questioning skills and collaborative techniques to elicit and convey information and facilitate resolutions
Numeracy	1.4, 3.2, 4.1, 4.3	Performs calculations, and sequences and schedules information to achieve required outcomes
Navigate the world of work	4.1	- Works independently but in close collaboration with others to achieve outcomes - Keeps up to date with relevant regulations, legislation and organisational protocols
Interact with others	1.3, 2.2, 3.3, 4.2, 4.3	Collaborates, negotiates and networks with a variety of stakeholders to achieve return to work outcomes and make appropriate referrals
Get the work done	1.1, 1.2, 1.4, 2.1-2.3, 3.1-3.3, 4.1-4.3	- Organises, plans and sequences work activities, including research, to inform and assess advice provided to clients - Accepts responsibility for addressing problems and initiates standard procedures in response, applying problem-solving processes to determine solutions - Uses a range of digitally based technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM405 Facilitate a return to work	FNSPIM405A Facilitate a return to work	Updated to meet Standards for Training Packages. Minor rewording to performance criteria. Terminology changed from 'injured person' to 'client'.	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 FNSPIM405 Facilitate a return to work

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Performance Evidence

Evidence of the ability to:

- follow organisational policy, protocols and procedures within limits of own role
- work collaboratively with colleagues, relevant stakeholders and other services
- understand the nature of the personal injury to determine and evaluate the needs of the injured person
- facilitate and monitor return to work strategies for clients or cases.

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:

- identify the key impact of diversity on service strategy development and delivery
- outline the key physiology and psychosocial features of personal injury
- discuss the key principles and practices of case management
- describe the key features of processes and practices of developing and facilitating a return to work plan
- identify and describe relevant care needs of common personal injuries
- interpret and identify key features of relevant:
 - legislation and industry codes
 - policies, protocols and practices of the organisation in relation to the work role
- describe own work role and responsibilities, and organisational personnel and mechanisms that can be accessed for support
- describe the role and function of various health professionals and other service providers
- describe the role of relevant parties in case conferencing and in the development and monitoring of return to work strategies
- analyse strategies for conducting effective case conferences.

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>