



Australian Government

FNSPIM411 Plan and implement rehabilitation and return to life strategies

Release: 1

FNSPIM411 Plan and implement rehabilitation and return to life strategies

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to plan and implement rehabilitation and return to life strategies for recipients of personal injury benefits (clients), including strategies for return to work (RTW), return to health, return to community and recovery. It includes applying specific knowledge of rehabilitation processes, injury management models and legislation, along with strong case management, analytical and client service skills.

The unit applies to those who work in the personal injury management sector, within their level of authority, and coordinate multiple tasks and make judgements regarding recommended actions and client case management across a broad spectrum of claims.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Obtain information and establish rehabilitation and return to life needs	1.1 Determine nature and status of claim according to organisational policies and procedures 1.2 Contact client to discuss their rehabilitation and return to life needs and goals 1.3 Co-design goals with client based on information gathered in consultation with client and required stakeholders 1.4 Document conversations and outcomes according to

ELEMENT	PERFORMANCE CRITERIA
	organisational policies and procedures
2. Develop rehabilitation and return to life plan	2.1 Confirm goals meet client needs and recovery considerations 2.2 Draft and confirm rehabilitation and return to life plan in consultation with client and required stakeholders 2.3 Document, store and share plan according to organisational policies and procedures
3. Implement rehabilitation and return to life plan	3.1 Organise rehabilitation and recovery services according to rehabilitation and return to life plan 3.2 Liaise and discuss with service providers and required stakeholders to confirm rehabilitation and return to life plan is implemented as planned 3.3 Arrange payments for services according to costs and schedule of fees as required
4. Monitor client progress and effectiveness of rehabilitation and return to life plan	4.1 Monitor rehabilitation services and client progress by consulting with client and required stakeholders 4.2 Update rehabilitation and return to life plan to reflect changing needs and goals of client as required 4.3 Discuss and develop transition plan with required stakeholders once client goals have been met and move client from supported recovery to self-management

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Performs mathematical equations to calculate payments and costs related to rehabilitation and recovery services
Oral communication	- Participates in verbal exchanges and 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
Reading	Analyses and interprets documentation from a variety of sources and records and consolidates related information
Writing	- Records key enquiry information and prepares documentation using clear language, including correct terminology, spelling and grammar - Uses language and concepts appropriate for the audience to convey

SKILL	DESCRIPTION
	and clarify explicit information and requirements
Planning and organising	Identifies and responds to legislative and regulatory requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role
Problem solving	Uses systematic, analytical processes in complex, routine and non-routine situations, gathering information and identifying and evaluating options against agreed criteria
Self-management	- Develops plans to manage 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
Teamwork	- Provides information to others as required - Participates in joint ownership of process and outcomes and seeks to identify common understanding and agreement between those involved
Technology	Uses the main features and functions of digital tools and systems to complete work tasks

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSPIM401 Plan and implement rehabilitation, return to work and health strategies.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSPIM411 Plan and implement rehabilitation and return to life strategies

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- plan and implement rehabilitation and return to life strategies for at least three clients.

In the course of the above, the candidate must:

- assess risk factors and associated impacts for cases
- communicate rehabilitation and recovery options to client and stakeholders
- seek input from the client to identify and agree on specific roles and responsibilities related to recovery
- promote cooperative participation during consultations between client and required stakeholders in developing rehabilitation programs and return to life plan
- maintain relationships with required stakeholders throughout the client's recovery
- seek feedback from the client and required stakeholders throughout the recovery process and adapt the return to life plan to reflect feedback.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of organisational policies and procedures, and legislative and regulatory requirements related to planning and implementing rehabilitation and return to life strategies for personal injury clients, including:
 - client rehabilitation needs and objectives
 - methods of identifying and escalating high-risk claims
 - development and maintenance of rehabilitation and return to life plans
 - role and responsibilities of key stakeholders and third parties involved in the recovery process
 - client privacy and confidentiality

- review process for medical and rehabilitation providers
- estimation of costs
- injury management models, including:
 - biopsychosocial
 - traditional medical management
- types of return to life strategies and their processes, including:
 - return to work (RTW)
 - return to community
 - return to health
 - recovery
- purpose and role of rehabilitation and return to life plans
- benefits of early intervention for rehabilitation and parameters of personal injury management system
- difference between rehabilitation and return to life needs
- key risk prevention methods and their applications
- barriers to return to life goals and objectives
- principles relating to recovery-orientated approach, including:
 - client's self-determination and self-management relating to health and wellbeing
 - tailored, personalised and strengths-based care specific to client's unique strengths, circumstances, needs and preferences
- contributing factors to a holistic approach to recovery and wellbeing, including:
 - social
 - emotional
 - physical
 - cognitive
 - cultural and spiritual
- methods of identifying client strengths as they relate to recovery
- types of rehabilitation and recovery services available and their durations
- uses of required information and communications technology systems, including plan management systems.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- clients
- office equipment, technology and software
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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