



Australian Government

FNSPIM425 Facilitate recovery and return to life

Release: 1

FNSPIM425 Facilitate recovery and return to life

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 develop and implement return to life strategies, including return to work (RTW), return to health, return to community and recovery for an injured person (client).

The unit applies to those who work in the personal injury management sector and have developed skills and a broad knowledge base of the personal injury management sector and 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. 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. Determine needs of client	1.1 Consult with client and required stakeholders to understand and determine needs of client 1.2 Collect and analyse information in consultation with client and required stakeholders 1.3 Determine extent of physiological and psychosocial impact of injury on client by consulting with clients and required stakeholders 1.4 Document conversations and information relating to client's needs according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
2. Develop return to life strategy	2.1 Identify client strengths and barriers to return to life in consultation with client and required stakeholders 2.2 Determine return to life strategy for clients according to their needs and perceived barriers and facilitating case conferences as required 2.3 Develop return to life objectives to reflect needs and intended goals in consultation with client and required stakeholders
3. Facilitate implementation of return to life strategy	3.1 Refer client to health and rehabilitation professional service providers according to client's needs and confirm client's goals and objectives with providers 3.2 Monitor, confirm and record progress of return to life strategy and discussions with the client and required stakeholders, according to organisational policies and procedures 3.3 Provide guidance, support and education on return to life process to client and stakeholders as required
4. Monitor and review effectiveness of return to life strategy	4.1 Gather information and seek feedback from client and stakeholders to review effectiveness of return to life strategy in meeting client's needs and adapt plan to reflect as required 4.2 Complete and distribute updated documentation to stakeholders according to organisational policies and procedures, and legislative and regulatory requirements

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
Learning	Seeks and uses assistance and expert advice to improve own knowledge and practice
Oral communication	- 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
Reading	Researches and analyses complex textual information, including medical reports, from a range of sources and relates specific aspects of information to requirements
Writing	Uses clear language, concepts and correct terminology to prepare and present materials for a range of audiences and purposes

SKILL	DESCRIPTION
Planning and organising	• Organises, plans and sequences work activities, including research, to inform and assess advice provided to clients • Keeps up to date with legislative and regulatory requirements and organisational protocols
Problem solving	• Accepts responsibility for addressing problems and initiates standard procedures in response, applying problem-solving processes to determine solutions
Self-management	• Collaborates, negotiates and networks with a variety of stakeholders to achieve RTW outcomes and make appropriate referrals
Teamwork	• Works independently but in close collaboration with others to achieve outcomes
Technology	• Uses a range of digitally based technologies to access, extract and share information to achieve required outcomes

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSPIM405 Facilitate a return to work.

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 FNSPIM425 Facilitate recovery and return to life

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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:

- facilitate recovery and return to life for at least three personal injury clients.

In the course of the above, the candidate must:

- follow organisational policies, protocols and procedures within limits of own role.

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, industry codes of practice and legislative and regulatory requirements relating to personal injury and return to life case management
- key physiology, psychosocial and biological conditions of personal injury and related treatment services to support return to life
- types of return to life strategies and their processes, including:
 - return to work
 - return to community
 - return to health
 - recovery
- key principles, processes and practices of developing and facilitating return to life plans, strategies and case management
- organisational systems and applications required for the facilitation of return to life and recording and distribution of information.
- stakeholders involved in case conferencing and their role, including in development and monitoring of return to life strategies

- contributing factors to a holistic approach to recovery, wellbeing and service development and delivery, including:
 - social
 - socioeconomic
 - demographic
 - emotional
 - physical
 - cognitive
 - cultural and spiritual
- roles and functions of service providers and third parties in the return to life process, including:
 - personal injury case managers
 - organisational personnel
 - medical and health professionals
- strategies for conducting effective case conferences.

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

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