



Australian Government

FNSPIM507 Manage complex return to work cases

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to analyse barriers to and approaches for managing complex return to work (RTW) cases within an organisation.

It applies to individuals who have well developed communication and organisational skills and a broad knowledge base of the sector. They make judgements regarding recommended actions and the management of injured persons returning to work in the organisation.

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. Analyse factors, barriers and strategies for managing complex RTW cases	1.1 Identify the factors and barriers that contribute to a complex RTW case 1.2 Identify and analyse the impact and interplay of injuries, pre-existing conditions and secondary conditions on the case 1.3 Identify mechanisms to support injured persons available within the organisation 1.4 Determine situations where early intervention or changes to RTW management are required 1.5 Determine the most appropriate support strategy for particular issues and complexities including mental health and serious injury

ELEMENT	PERFORMANCE CRITERIA
2. Develop an individually tailored injury management plan to overcome risks and barriers	2.1 Identify the needs of the injured person and any indicators of complex issues or risks 2.2 Seek advice from external specialists where required to assist in the development of a sustainable RTW plan for the injured person 2.3 Identify suitable duties, reasonable adjustments and area of work for the injured person based on identification of needs and advice from specialists if sought 2.4 Liaise with relevant team leader to determine a suitable RTW program for the injured person 2.5 Document a RTW plan identifying key duties, requirements, timeframes and expected outcomes 2.6 Communicate the RTW plan effectively to all stakeholders adhering to health privacy principles
3. Monitor progress of RTW plan and review management of risk factors	3.1 Use organisational tools to manage the RTW plan 3.2 Liaise regularly with the team leader and injured person to monitor progress toward outcomes 3.3 Proactively identify and manage any barriers, emerging conflicts or issues relating to the RTW plan 3.4 Communicate sensitively with injured person to minimise confusion and concerns 3.5 Review early intervention strategy and make changes as required 3.6 Work in a coordinated manner with the injured person, team leader and other stakeholders to develop solutions or options for future action to attain outcomes 3.7 Escalate issues that cannot be resolved within own work role to appropriate personnel

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, 1.2, 2.1, 2.3, 3.5	Analyses and interprets a range of texts from a variety of sources and records and consolidates relevant

		related information
Writing	2.2, 2.5, 2.6, 3.7	Uses language and concepts appropriate to the audience to convey and clarify explicit information and requirements
Oral Communication	2.2, 2.6, 3.2, 3.4, 3.6, 3.7	- 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	2.5	Manipulates data relating to time and costs in planning and managing cases
Navigate the world of work	1.3, 2.6, 3.7	Recognises and responds to relevant legislative requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role
Interact with others	2.2, 3.2, 3.4, 3.6	- 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	1.3-1.5, 2.3, 3.1, 3.3, 3.7	- Organises, plans and sequences work activities to achieve outcomes - Applies problem solving processes to tailor solutions for individuals - Uses digital tools to access and share relevant information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM507 Manage complex return to work cases	Not Applicable	New unit	No 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 FNSPIM507 Manage complex return to work cases

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Performance Evidence

Evidence of the ability to:

- develop individually tailored return to work (RTW) plans for injured persons with complex needs based on an analysis of barriers and factors impacting on individuals
- monitor and report on the progress of each injured person.

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 and describe factors that can make a RTW case complex or difficult including:
 - psychosocial risk factors including low morale, poor job satisfaction, sense of unfair treatment or organisational injustice, power imbalances and seniority of client
 - mental health issues including depression
 - chronic physical illness
 - serious injury
 - stress and trauma
 - negative workplace relationships including discrimination and low motivation
- discuss the impact of workplace culture and co-worker attitudes and perceptions on RTW programs for injured persons
- outline mainstream and specialist support provided for a range of complex issues including mental health and serious injury
- outline the health privacy principles to be complied with when dealing and communicating with stakeholders
- describe formats for designing RTW plans
- describe organisational policies and procedures for accessing specialist support for injured persons

- describe a range of conflict management and dispute resolution approaches appropriate for RTW management.

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 fields of work and include access to:

- office equipment, technology, software and consumables
- 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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