



Australian Government

FNSPIM531 Facilitate the setting and achievement of goals in personal injury management

Release: 1

FNSPIM531 Facilitate the setting and achievement of goals in personal injury management

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 facilitate the setting and achievement of client goals. It encompasses working closely with clients to identify their current and future support requirements in order to make progress with their goals and aspirations and enable a good life.

The unit applies to those who work in the personal injury management sector and use specialised knowledge and apply developed communication skills and strategies to complex and sensitive situations. They work independently and collaboratively in teams and make considered decisions using organisational policies, procedures and tools.

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. Prepare for client meeting	1.1 Obtain and analyse client information to inform the initial goal setting and planning meeting with the client 1.2 Use organisational policies and procedures as a guide to the assessment of the client information and their needs 1.3 Evaluate client support requirements and determine appropriate setting for the planning meeting 1.4 Prepare client for meeting and arrange meeting according to

ELEMENT	PERFORMANCE CRITERIA
	organisational procedures
2. Conduct goal setting and planning conversation	2.1 Explain the purpose and desired outcomes of goal setting and planning meeting using approaches for working with clients 2.2 Assist client to identify their goals, aspirations, current life circumstances and desired supports 2.3 Provide information and assistance as required during meeting 2.4 Document agreed outcome-focused goals and supports in a tailored format for the client
3. Prepare and finalise client plan	3.1 Review available information to identify level and type of supports required by client 3.2 Determine if a specialist needs assessment is required and make request according to organisational policies and procedures 3.3 Explore options for implementing and managing the plan according to client choice and control principles 3.4 Assess actual and potential risks and safeguards relating to the plan in consultation with the client 3.5 Determine and obtain client agreement on a plan that outlines support, funds and management arrangements 3.6 Document rationale for plan and confirm sufficient evidence is provided according to organisational policies and procedures 3.7 Communicate final approved plan and rationale for decisions to client using appropriate language, terms and modes of communication
4. Follow review and appeal procedures	4.1 Examine requests for a review of decisions according to clients' rights 4.2 Assist clients with information about review and appeal processes as required 4.3 Make changes to the original decision as required according to delegated authority and organisational procedures
5. Monitor and review client plan	5.1 Monitor plan implementation according to organisational policies and procedures 5.2 Review plan in conjunction with client by specified review date or as requested by client 5.3 Revise or create a new plan if required in conjunction with client according to organisational policies and procedures

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	Interprets and uses data, including financial information related to work activities
Oral communication	- Participates in verbal exchanges using appropriate language and communication aids if required - Conveys information and confirms understanding using active listening and questioning skills applicable to the audience
Reading	Identifies and comprehends complex information to develop comprehensive knowledge and determine requirements
Writing	Completes documentation accurately following organisational procedures
Planning and organising	Identifies and follows legislative and regulatory requirements, and organisational policies and procedures and meets expectations associated with own role
Self-management	- Organises work according to defined requirements sequencing tasks to achieve efficient outcomes - Takes responsibility for decisions made using organisational frameworks and criteria
Teamwork	Builds effective communication and rapport using person centred and strength-based communication strategies
Technology	Completes work tasks using the main features and functions of digital tools

Unit Mapping Information

Supersedes and is equivalent to FNSPIM511 Facilitate the setting and achievement of goals.

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 FNSPIM531 Facilitate the setting and achievement of goals in personal injury management

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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 the setting and achievement of goals in personal injury management for at least three different clients.

In the course of the above, the candidate must:

- access, source and maintain current information relating to legislative and regulatory requirements and organisational procedures
- apply the underpinning principles of legislative and regulatory requirements, and organisational policies and procedures in working with clients and other stakeholders.

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 principles that underpin legislative and regulatory requirements, and organisational policies and procedures in relation to client goal planning, assessment and review processes
- allocated funding for plan implementation
- approaches used in setting goals and measuring outcomes
- guidelines and principles relating to privacy, confidentiality and consent
- principles of client choice and control and their application to setting and achieving goals
- strategies for tailoring relationship-based approaches when working with clients
- strategies for communicating with clients
- application of a strength-based approach when determining goals and aspirations
- circumstances and procedures relating to review and appeal, including internal and external processes
- role of delegate or representative and client in developing statements of goals and aspirations

- types and levels of safeguards and strategies that can be implemented to reduce or manage a client's potential exposure to harm
- types of supports that could be provided by:
 - support network
 - family
 - community
 - mainstream
 - internal services
 - specialists
- ways in which risks, safeguards and rationale can be discussed with clients.

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, software and consumables
- organisational tools, 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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