



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM401A Plan and implement rehabilitation and return to work and health strategies

Release: 1

FNSPIM401A Plan and implement rehabilitation and return to work and health strategies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan and implement rehabilitation and return to work and health strategies for recipients of personal injury benefits. It encompasses applying specific knowledge of rehabilitation processes, injury management models and relevant legislation along with strong case management and analysis skills. This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.
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Application of the Unit

Application of the unit	This unit is appropriate for injury management advisers and case managers of long-term or high risk claims in the claims handling area of the personal injury management sector.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Provide rehabilitation advice and return to work and health strategies	1.1. Information on available rehabilitation services is provided to relevant parties 1.2. Advice provided highlights the benefits of early intervention and the parameters of the personal injury management system 1.3. Legislative rights and responsibilities of relevant parties are reinforced
2. Establish rehabilitation need and potential for return to work and health	2.1. Nature and status of claim is determined and high risk claims are referred for appropriate rehabilitation as early as practicable 2.2. Rehabilitation needs and potential for return to work and health are assessed with reference to all available documentation and information as soon as possible after injury and communicated to relevant parties and the injured person 2.3. Objectives goals and parameters for rehabilitation and return to work and health are developed in consultation with key stakeholders
3. Assess rehabilitation and return to work and health plan	3.1. Rehabilitation plans are assessed to ensure and facilitate an early, safe and durable return to work and health outcome 3.2. Cooperative participation between injured person, relevant parties and medical providers is promoted in developing the occupational rehabilitation program and return to work and health plan 3.3. A program of graduated and suitable work duties is outlined in the plan 3.4. Plans provide details and lists of specific return to work and health goals, objectives for the injured person to achieve, services to be provided, and estimates of the cost and duration of the services
4. Arrange rehabilitation services	4.1. Rehabilitation services and relevant assistance are arranged to meet client needs 4.2. Access to reasonable rehabilitation treatment is facilitated in order to restore injured persons as much as possible to their pre-injury capacity 4.3. Assistance is given to the injured person to return to meaningful employment with pre-injury or new employer 4.4. Payments for services are arranged according to reasonable costs and in accordance with schedule of fees

ELEMENT	PERFORMANCE CRITERIA
5. Monitor client's progress	5.1. The effectiveness of rehabilitation services is monitored and reviewed to reflect changing client needs 5.2. Regular communication is maintained with relevant parties 5.3. The direction and progress of the case towards the person's return to work and health is progressively arranged, actively monitored, and regular reviews by professional specialists and rehabilitation providers are managed

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- well-developed communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- well-developed interpersonal skills
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- literacy skills to:
 - read and interpret documentation from a variety of sources and record and consolidate relevant related information
 - interpret policy and application research
 - analyse and interpret relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- well-developed judgement and decision making skills
- well-developed mediation and negotiation skills
- proactive case management skills
- risk assessment skills

Required knowledge

- common law, legal systems and procedures, relevant Personal Injury Acts
- organisation policy, procedures, underwriting guidelines and authorities
- injury management models
- rehabilitation processes
- relevant information technology and communications systems and organisation software
- risk prevention methods and application
- sector and organisation policy wording
- sector compliance requirements

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- interpret and comply with industry, organisation obligations and objectives
- negotiate effectively on behalf of the organisation and build client relationships
- assess rehabilitation need and potential for return to work and health
- assess and document return to work and health strategies and implement a detailed plan for rehabilitation and return to work and health for high risk or long-term case
- monitor and effectively report on progress of client, maintaining privacy and confidentiality while performing case management functions.

Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to organisation records
- access to organisation policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:

- evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency
- observing processes and procedures in workplaces
- verbal or written questioning on underpinning knowledge and skills
- evaluating samples of work
- accessing and validating third party reports.

EVIDENCE GUIDE	
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Rehabilitation services</i> may include:	any service as provided for under each State or Territory's legislation.
<i>Relevant parties</i> may include:	- employer and industry associations - injured person's family - insurance brokers - legal services providers - medical and like providers - rehabilitation providers - risk management consultants - team members in the worker's workplace - the community - the employer - the insurer - the worker - unions and union representatives.
<i>Advice</i> may include:	- organisation policy and general procedures - confidentiality assurance - counselling provisions - definitions of 'worker', 'deemed worker' and 'employment' under relevant acts - fraudulent practices - medical and like certification requirements - methods of payment for worker and for services - promotion of appropriate medical intervention - rights, obligations and processes for return to work and health and rehabilitation - selection of medical and like services - taxation and government benefits implications - types of claims, benefit entitlements and rehabilitation procedures to the injured person and relevant parties.
<i>Legislative rights and responsibilities</i> are	Personal Injury Acts and regulations.

RANGE STATEMENT	
covered in:	
<i>Nature and status of claims</i> may include and involve:	• claims for weekly payments, medical and like expenses only, death, permanent disability and pain and suffering, pecuniary loss, vehicle accidents, journey, third party • workers in situations such as after employment ceases, after retirement, worker residing overseas, imprisonment.
<i>Documents</i> may include reports from:	• medical and like providers • medical panels • rehabilitation providers • the employer.
<i>Assistance</i> may be provided in:	• arrangements for rehabilitation service rates and insurers obligations on return to work and health • completing relevant forms • ensuring that, when appropriate, injured people are referred to an accredited rehabilitation provider • establishing a general rehabilitation, return to work and health program • estimating and arranging a return to work and health in consultation with the treating doctor or the rehabilitation provider • methods of monitoring return to work and health • termination, cessation or alteration of payments on return to work and health.

Unit Sector(s)

Unit sector	Personal injury management
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		