



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSPIM405A Facilitate a return to work**

**Revision Number: 1**

## FNSPIM405A Facilitate a return to work

### Modification History

Not applicable.

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | <p>This unit describes the performance outcomes, skills and knowledge required to facilitate an early, safe and sustainable return to work for the injured person by developing and implementing appropriate strategies.</p> <p>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.</p> |
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### Application of the Unit

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| <b>Application of the unit</b> | This unit applies to injured person support roles in the personal injury management sector. |
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

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| <b>Prerequisite units</b> |  |  |
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## Employability Skills Information

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| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
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| 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. Determine the needs of the injured person                       | <p>1.1. Collect and analyse relevant information in consultation with <b><i>injured person</i></b> and other relevant parties to determine the needs of the injured person</p> <p>1.2. Identify internal and external <b><i>relevant parties</i></b> to assist with determining and meeting injured person's needs</p> <p>1.3. Consult with relevant parties to determine extent of the physiological and/or psychological <b><i>impact of the injury</i></b> on the person</p> <p>1.4. Develop and maintain appropriate and <b><i>accurate records</i></b> of the injured person's needs</p> |
| 2. Facilitate the return to work planning process                  | <p>2.1. Identify potential barriers to return to work in consultation with the injured person and relevant parties</p> <p>2.2. Facilitate case conferences as required to determine appropriate return to work strategy for the injured person in line with their needs and perceived barriers</p> <p>2.3. Develop sustainable return to work objectives for the injured person that reflect their needs and intended goal in <b><i>consultation</i></b> with them and other relevant parties</p>                                                                                             |
| 3. Facilitate implementation of the return to work strategy        | <p>3.1. Make appropriate referrals to health and rehabilitation professional services in line with the injured person's needs and set goals and objectives</p> <p>3.2. Liaise and record discussions with relevant parties as required to ensure agreed return to work strategy is progressed as planned</p> <p>3.3. Provide guidance, support and education on the return to work process to relevant parties as required</p>                                                                                                                                                                |
| 4. Monitor and review the effectiveness of return to work strategy | <p>4.1. Routinely collect, analyse and review information on the effectiveness of return to work strategy in meeting the person's needs, reflecting current best practice as well as set goals and objectives</p> <p>4.2. Seek advice and feedback from relevant parties when goals are not being met and adapt the plan to reflect any changes required</p>                                                                                                                                                                                                                                  |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- highly developed communication skills to:
  - determine and confirm information, using questioning and active listening as required
  - understand and use health professionals effectively
  - use appropriate medical terminology in communication with health professionals
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to cultural differences
- 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
- well-developed literacy skills to:
  - read and interpret documentation from a variety of sources and record and consolidate relevant related information
  - interpret medical and other personal injury management reports
  - understand the physiology of the most common personal injuries and appropriate treatment regimes
  - research and analysis skills for accessing and interpreting relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- collaboration and networking skills with a variety of stakeholders in order to achieve return to work outcomes and make appropriate referrals
- problem solving, negotiation and mediation skills to resolve problems within organisation protocols

#### Required knowledge

- impact of diversity on service strategy development and delivery
- overview of the physiology and psychology of personal injury
- principles and practices of case management
- processes and practices of developing and facilitating a return to work
- relevant care needs of common personal injuries
- relevant policies, protocols and practices of the organisation in relation to the work role

**REQUIRED SKILLS AND KNOWLEDGE**

- role and function of various health professionals and other service providers
- role of relevant parties in case conferencing and in the development and monitoring of return to work strategies
- strategies for conducting effective case conferences

## 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:

- adhere to own work role and responsibilities recognising own role limitations and the need for assistance
- follow organisation policies, protocols and procedures
- interpret and apply relevant legislation and industry codes
- work collaboratively with colleagues, relevant stakeholders and other services
- understand the nature of the personal injury to determine and evaluate the needs of the injured person.

#### 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
- setting and reviewing workplace projects and business simulations or scenarios.

#### 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.

|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Injured persons</i></b> may include:      | <ul style="list-style-type: none"> <li>• persons injured during the course of employment</li> <li>• persons injured in transport related accidents.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                           |
| <b><i>Relevant parties</i></b> may include:     | <ul style="list-style-type: none"> <li>• health care and rehabilitation professionals</li> <li>• internal stakeholders to the case such as injury management advisers and technical managers</li> <li>• other external third parties such as lawyers</li> <li>• the employer, return to work coordinators and other employees</li> <li>• the injured person's family.</li> </ul>                                                                                                                                                         |
| <b><i>Impact of the injury</i></b> may include: | <ul style="list-style-type: none"> <li>• cultural</li> <li>• emotional</li> <li>• physical</li> <li>• psychological</li> <li>• spiritual</li> <li>• vocational.</li> </ul>                                                                                                                                                                                                                                                                                                                                                               |
| <b><i>Accurate records</i></b> may include:     | <ul style="list-style-type: none"> <li>• reports on consultations with the relevant stakeholders such as the injured person and their family, the employer, health professionals, and other service providers</li> <li>• independent medical examination reports medical reports (e.g. certificate of capacity)</li> <li>• occupational rehabilitation provider assessments and progress reports</li> <li>• records of interviews</li> <li>• referral records</li> <li>• reviews of medical reports and relevant assessments.</li> </ul> |
| <b><i>Consultation</i></b> may include:         | <ul style="list-style-type: none"> <li>• asking and clarifying</li> <li>• identifying and exploring perceptions and expectations</li> <li>• liaison</li> <li>• negotiations with key stakeholders and service providers providing information and reports</li> <li>• seeking feedback.</li> </ul>                                                                                                                                                                                                                                        |

**Unit Sector(s)**

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|--------------------|----------------------------|
| <b>Unit sector</b> | Personal injury management |
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**Competency field**

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| <b>Competency field</b> |  |
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**Co-requisite units**

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|---------------------------|--|--|
| <b>Co-requisite units</b> |  |  |
|                           |  |  |