



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM411A Manage personal injury case loads

Revision Number: 1

FNSPIM411A Manage personal injury case loads

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage personal injury case loads. It encompasses managing case loads, providing individual case management, conducting initial assessments, planning rehabilitation services, monitoring rehabilitation progress and ensuring effective closure programs. 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 applies to job roles such as injury management advisers and case managers of claims and may be applied in the claims area of the personal injury management and rehabilitation sectors.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

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. Manage case load	1.1. Understanding of the skills required to prioritise case load management is demonstrated 1.2. Strategies are implemented and used to manage case load commitments in line with current personal injury case plans, timeframes and in accordance with organisation guidelines 1.3. Strategies used for keeping stakeholders consulted and informed of the progress of each case are implemented 1.4. Strategies used to monitor and review progress of current case loads are implemented 1.5. Strategies and referral processes for managing and handling non-timetabled events and situations are implemented 1.6. Organisation strategies for meeting, reporting and data submission commitments for the case load are followed 1.7. Case management loads are maintained in accordance with organisation and legislative requirements 1.8. Where necessary, additional personal injury cases are referred to appropriate personnel
2. Ensure case management model is applied	2.1. Organisation procedures and guidelines are adhered to throughout the personal injury management process, from referral to closure 2.2. Appropriate internal or external stakeholder referrals for injured workers requiring personal injury management and vocational rehabilitation services are sought 2.3. Organisation guidelines and procedures are followed for the collection of information required, from initial assessment through to case closure 2.4. Personal injury plans and programs are implemented using a cooperative approach ensuring all stakeholders are informed of plan requirements 2.5. Appropriate agreement, signatures and authorisations are obtained prior to an injured person returning to work 2.6. Contact, monitoring, review and closure process are adhered to and used in accordance with organisation requirements

ELEMENT	PERFORMANCE CRITERIA
3. Conduct an initial assessment	3.1. Contact is made with stakeholders to gather relevant information on personal injury case in accordance with organisation guidelines and legislative requirements 3.2. Additional information is sought and obtained from relevant stakeholders as required 3.3. Initial interview and assessment is conducted in accordance with organisation guidelines and legislative requirements in order to determine conclusions 3.4. Need for specific assessment and referral services is determined in line with legislation, and referrals are provided for these in accordance with organisation policies and procedures 3.5. Appropriate information required to support the referral process (internal and external) is provided to stakeholders in accordance with organisation guidelines and legislative requirements
4. Plan case	4.1. Agreement on goals is made, in consultation with client, treating medical practitioner, employer and other key stakeholders 4.2. Additional sources of information relevant to the rehabilitation planning and process are identified and accessed appropriately 4.3. Appropriate goal setting process are negotiated with the person in accordance with organisation guidelines 4.4. People are assisted, in accordance with organisation policies and procedures, to demonstrate costs and benefits of options to assist them with the decision making process 4.5. Case plans are developed 4.6. Strategies for obtaining approvals from the treating medical practitioner and stakeholders prior to the commencement of a return to work and health program are obtained in accordance with organisation policies and procedures 4.7. Regular communication is maintained with relevant stakeholders throughout the rehabilitation program
5. Monitor and review case progress	5.1. Organisation guidelines are used to determine when to schedule multidisciplinary team and review meetings 5.2. Organisation processes are used to identify services, costs and methods of evaluation at each stage of the

ELEMENT	PERFORMANCE CRITERIA
	rehabilitation process 5.3. Indicators and triggers which suggest modification or alteration to the case plan are identified in accordance with organisation guidelines and case plan is modified or altered accordingly 5.4. Organisation guidelines are used for monitoring the progress and effectiveness of a person's case 5.5. Techniques are used in assisting an injured person with the long-term management of their injury
6. Ensur effective program closure	6.1. Organisation policies and procedures, and legislative requirements are used to identify when the provision of case services are no longer appropriate 6.2. Closure interviews or contact with the worker, are communicated using appropriate techniques 6.3. Consultation with relevant stakeholders required at the vocational program closure is undertaken in accordance with organisation guidelines and legislative requirements 6.4. Program closure is recorded and files are archived in accordance with record keeping requirements

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
 - develop a network of relevant stakeholders
 - provide effective consultation
 - 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 and apply legislation, regulations and policies and procedures relating to maintaining effective personal injury case loads
- research and analysis for accessing and interpreting relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- teamwork skills for working with relevant stakeholders to achieve rehabilitation goals

Required knowledge

- relevant organisation policies and procedures to assist in the management and compliance of personal injury claims

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:

- manage case loads effectively and provide individual case management
- conduct initial assessment service in the case management process to plan rehabilitation services with relevant stakeholders
- monitor and review rehabilitation progress
- provide effective closure interviews demonstrating knowledge of organisation policies and procedures on case management and relevant legislative requirements.

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.

<i>Case load management</i> may include:	• allocating time for problem solving • clustering interviews • dealing with stakeholders • diarising contracted services and follow-up • monitoring case loads and progress • reviewing work plans on a weekly basis • rescheduling when necessary • scheduling time for mail, answering calls • scheduling time for new referrals and assessment interviews, work site visits, preparing referrals, report and data submission • using diary and planning grids.
<i>Plan requirements</i> may include:	• equipment modification requirements • information on other stakeholders • medical requirements • resource and equipment requirements • timing requirements • venue requirements • workplace/home modification requirements.
<i>Stakeholders</i> may include:	• allied health professionals • community organisations • co-workers • family members • insurers • reviewing and consulting medical practitioners • treating medical practitioners • unions and union representatives • work trial hosts • workplace supervisors.
<i>Case plans</i> must include:	• appropriate services • appropriate timeframes • associated costs of achieving rehabilitation.

RANGE STATEMENT	
<i>Multidisciplinary teams</i> may consist of:	• community groups • employers • medical rehabilitation specialists • social rehabilitation specialists • vocational rehabilitation specialists.
An injured worker's <i>long-term management</i> of their injury may include:	• methods of maintaining physical fitness once the program is complete • self-monitoring activity in the workplace.
<i>Closure interviews or contact with the worker</i> may include:	• goals achieved • self-management strategies • timelines for case program closure.
<i>Consultation</i> may include:	• documented evidence of communication and agreement by other stakeholders • documented evidence of contact with injured work, indicating discussion and agreement for case closure.

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		