



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM501A Develop a return to work and health strategy

Revision Number: 1

FNSPIM501A Develop a return to work and health strategy

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to developing a return to work and health strategy for a recipient of personal injury benefits. It encompasses consulting with stakeholders, identifying areas of employment suited to an injured worker, developing return to work and health programs and reviewing and monitoring return to work and health strategies. 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, case managers of long term or high risk claims and may be applied in the claims handling area of personal injury 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. Consult with stakeholders	1.1. Stakeholder working relationships are established in the rehabilitation and return to work and health process in accordance with organisation guidelines and case requirements 1.2. Accurate and timely information is provided to stakeholders on the status of the person in accordance with legislative requirements
2. Identify area of employment suited to an injured person	2.1. Preparation and assessments required prior to identifying targeted employment areas is conducted, taking into consideration an injured person's disability and medical and available work options in accordance with organisation policies and procedures 2.2. Work interests and transferable skills are identified to assist in the choice of employment options available to the injured person
3. Develop return to work and health strategies	3.1. Preparation and assessments required prior to the development of return to work and health program is conducted, considering the injured person, the workplace, home and the medical management of the case 3.2. Active consultation with stakeholders is undertaken to identify the availability of duties using a worksite assessment or other relevant information 3.3. Referrals with stakeholders are undertaken as necessary to determine functional capacity evaluation and to match work requirements as required 3.4. Objectives, goals and parameters for the return to work and health program are developed in consultation with key stakeholders 3.5. Induction, training, timing and supervision for new or alternative duties are negotiated with key stakeholders 3.6. Where required return to work and health programs are negotiated with relevant stakeholders 3.7. Parameters and requirements of the return to work and health of an injured person are communicated to all parties in accordance with organisation guidelines and legislative requirements
4. Review and monitor return to work and health strategies	4.1. Monitoring protocols are established and maintained to review the return to work and health program in accordance with organisation guidelines and

ELEMENT	PERFORMANCE CRITERIA
	legislative requirements 4.2. Liability requirements are communicated to the new/host employer in accordance with legislative requirements 4.3. Consultation is undertaken with injured person and stakeholders to obtain feedback on the progress and achievement of return to work and health program 4.4. Modifications to return to work and health programs and additional services are arranged to address issues and deficiencies as identified through the consultation process

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 stakeholders, share information, listen and understand
 - capture and explain facets of return to work and health plans
 - 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 relating to the implementation of return to work and health plans
- research and analysis skills for accessing and interpreting relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- negotiation skills used in implementing and monitoring return to work and health programs

Required knowledge

- legislative requirements as they relate to the development, implementation and monitoring of return to work and health programs
- organisation requirements and guidelines as they relate to the development, implementation and monitoring of return to work and health programs
- stakeholder groups available to support the development of return to work and health programs

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:

- consult with stakeholders and identify areas of employment suited to an injured person
- develop return to work and health programs
- review and monitor return to work and health strategies.

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.

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.

Stakeholders 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.

Unit Sector(s)

Unit sector

Personal injury management

Competency field

Competency field

Co-requisite units

Co-requisite units		