



Australian Government

PSPINM012 Manage case direction and outcomes

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPIM502A Manage case direction and outcomes. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to undertake case management of injured workers through return to work or other alternatives. It includes developing strategic case management plans.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously while performing complex tasks in a range of contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Injury management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Develop strategic case management plans	1.1 Develop case management plans to reflect the initial assessment of needs. 1.2 Include action plans in case management plans as required, and identify the full range of short, medium and long term goals that focus on the achievement of the best possible outcome for claim resolution. 1.3 Include avenues for appeal and procedures for grievances or complaints in plans. 1.4 Determine and include strategies for monitoring and changing plans. 1.5 Consider cultural impact into all aspects of case management plans. 1.6 Establish and implement strategies for obtaining and monitoring service providers.
2. Manage case directions and outcomes	2.1 Implement strategies to monitor the effectiveness of case management processes against agreed goals, relevant services and programs, and client and stakeholder satisfaction. 2.2 Monitor rehabilitation and return to work plans to ensure they remain consistent with the determined strategic direction of case. 2.3 Assess the need for changes in case plans, including the need for continued intervention, and develop strategies for alternative action as required. 2.4 Monitor payments to injured workers and adjust as required. 2.5 Consider alternatives and recommend them if required, should the rehabilitation and return to work process fail. 2.6 Provide advice on all aspects of case management including advice on legislative and risk management issues.
3. Manage complex cases	3.1 Tailor case management and return to work plans to the specific needs of complex cases. 3.2 Use high-level negotiation, mediation and conflict management skills to manage objectives and outcomes in complex cases. 3.3 Obtain expert assistance as required and facilitate case conferences to ensure the best outcome for complex case management. 3.4 Take a risk management approach in the allocation of additional resources to complex cases to ensure value for money in the rehabilitation process.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPIM502A Manage case direction and outcomes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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