



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM403A Make claim determinations

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers assessment of compensation claims for employment-related injuries in order to make a determination. It includes assessing the claim and making a determination. In practice, making claim determinations may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, gathering and analysing information. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Assess claim

- 1.1 Available ***information*** is assessed in accordance with ***legislation, policy and procedures*** to establish if it is sufficient for a determination to be made.
- 1.2 ***Additional information*** required to make the determination is identified, where necessary.
- 1.3 Additional information is ***obtained*** in accordance with legislation, policy and procedures.
- 1.4 Information is re-assessed to lead to further investigation or is judged sufficient to proceed in making a determination.
- 1.5 Where information is insufficient, a decision to defer is made in accordance with legislation and organisational procedures and ***interim payments*** are considered/authorised where applicable.

2. Make a determination

- 2.1 Claimant's ***eligibility*** to claim under the legislation is confirmed and the reported ***condition*** is confirmed as ***compensable*** under the legislation.
- 2.2 ***Details*** of the claim are assessed to ensure they qualify for payment.
- 2.3 The claim is accepted or rejected ***based on*** all available evidence in accordance with legislation, policy and procedures.
- 2.4 Notional ***weekly earnings*** are calculated where required.
- 2.5 The claimant and other relevant ***parties*** are advised in writing of the decision, and advice contains all ***information required*** by the legislation.
- 2.6 ***Case files/records*** are completed and contain comprehensive details of the claim and justification for the decision in accordance with legislation, policy and procedures.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to determination of compensation claims
- assessing the sufficiency of information and the requirement for further investigation
- analysing information and making judgments
- calculating average/normal/notional weekly earnings and lump sum payments
- calculating interim payments
- reading and applying complex information such as legislation and regulations
- using communication with a diverse range of people including employers, unions, workplace supervisors, medical advisers, legal advisers, insurer/self-insurer
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of injury management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to determination of claims
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- eligibility and compensable conditions under the legislation
- expenses that may be claimed
- non-economic loss
- medical terminology
- documentary requirements of a claim
- organisational standards for claim determinations
- range of payment options under the legislation
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of injury management

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV422A Apply government processes
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- claim determinations made in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to injury management
- case studies and workplace scenarios to capture the range of situations likely to be encountered when determining compensation claims

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when assessing compensation claims, including coping with difficulties, irregularities and breakdowns in routine

- claim determinations made in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses such as prepared letters/documents relating to application of the legislation

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Available information may include:

- injury report form
- motor vehicle accident report
- compensation claim form
- prescribed medical certificate
- information that confirms reported condition is compensable under the legislation

Legislation, policy and procedures may include:

- workers rehabilitation/compensation legislation
- privacy legislation
- procedures to ensure confidentiality and security of information
- freedom of information legislation
- organisation policy
- performance standards
- claims management manual
- public sector standards
- codes of conduct
- codes of ethics

Additional information may be required from:

- worker
- worker representative
- supervisor of work area
- treating medical practitioner
- independent practitioner - independent medical examination
- legal adviser

Information may be obtained via

- direct enquiry (telephone, face-to-face)
- written correspondence
- factual investigator
- section of the legislation/claims management manual on claim determination

Interim payments are:

- payments made before a determination is made
- for income maintenance or other expenses

Interim payments may involve:

- deciding whether or not to pay in accordance with policy
- authorisation in accordance with policy

- documentation and notification
- cessation when required
- recovery as a debt under certain circumstances

- Eligibility** includes:
- claimant is a worker/employee under the legislation
 - injury/illness is employment related
- Condition** may include:
- an illness or injury considered compensable under the legislation, where there is a relationship between the illness/injury and the employment of the worker
- Compensable** means:
- an injury or illness for which workers compensation benefits are payable
- Details of the claim** may include:
- weekly/fortnightly payments
 - expenses, such as:
 - medical or other allowed treatment or advice
 - chemist
 - travel
 - investigation
 - legal
 - rehabilitation
 - property changes
 - accommodation
 - lump sum payment for non economic loss, such as:
 - pain and suffering
 - loss of amenities of life
 - loss of expectation of life
 - other loss or detriment of a non-economic nature (permanent disability)
- Acceptance or rejection** may be based on:
- requirements of the Act and regulations, for example:
 - the particulars of the injury/illness and the cause/s stated in supporting medical certificates and other documents
 - knowledge of the workplace and work practices
 - experience in the injury management process
 - judgment that the claim may be fraudulent and referred for formal investigation
- Weekly earnings** are:
- average/normal weekly earnings
 - the amount a worker could reasonably have expected to earn if not injured
- Parties to be informed** may include:
- claimant
 - employer
 - rehabilitation coordinator
 - case manager
 - union
 - medical adviser/other health professionals

Information required
may include:

- workplace supervisor
- insurer/self-insurer
- WorkCover
- Comcare
- reference to the claim for compensation and the claimed medical condition
- circumstances alleged by the worker and the date of occurrence
- worker's right for a review of the determination (by a tribunal) should they disagree with the decision if it is rejected, or the rate of weekly payments determined by the employer if it is accepted
- name and number of a contact person should the worker wish to discuss the determination
- when a claim is rejected:
- reference to those sections of the Act dealing with making a determination and upon which the rejection is based
- the fact/s on which the determination is made
- the grounds on which the claim is rejected

Case files/records:

- may be used in evidence at tribunals and courts
- must be complete and contain all contacts between the parties, including records of telephone calls, meetings etc

Unit Sector(s)

Not applicable.

Competency field

Injury Management.