



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM408A Monitor and review injury management cases

Release 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 ongoing monitoring and review of injury management cases in accordance with legislative requirements. It includes monitoring and reviewing injury management cases and reviewing injury management claim details.

In practice, monitoring and reviewing injury management cases may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, working with diversity, 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. Monitor injury management cases

- 1.1 Progress of the injured worker is monitored against the goals and objectives of the **return to work plan** and/or the case management plan.
- 1.2 Compliance with the return to work plan is monitored in terms of agreed requirements.
- 1.3 Compliance with treatment protocols is monitored and **action** is taken on non-compliance.
- 1.4 Case management **meetings** are conducted to identify issues and barriers to successful return to work and facilitate resolution.
- 1.5 Changes to the return to work plan are authorised and recorded in accordance with **legislation, policy and procedures**.

2. Review injury management cases

- 2.1 Capacity review of injured worker is undertaken as required by legislation in accordance with organisational procedures.
- 2.2 Capacity for return to work is assessed and return to work/case management plans are updated to reflect current status.
- 2.3 Treatment and medication review is undertaken as required by legislation and case management plan, and return to work plan is adjusted as required in light of medical information.
- 2.4 Currency of prescribed medical certificate is reviewed and a current certificate is obtained where necessary.
- 2.5 Currency and content of rehabilitation and return to work plan are reviewed and adjusted to address changes in circumstances.
- 2.6 Case file is reviewed and case conferences are conducted **at regular intervals** as required by organisational procedures in order to progress claim to best possible outcome.

3. Review injury management claim details

- 3.1 Entitlements are reviewed in the light of disability and **changes to personal circumstances**.
- 3.2 Economic review is conducted in accordance with legislation to ensure entitlements are **adjusted** in line with economic changes for similar workers.
- 3.3 Claim estimates, duration and costs are reviewed and action is taken to address issues in accordance with legislation, policy and procedures.
- 3.4 For continuing incapacity, cases are reviewed for permanent disability entitlements in accordance with legislation, policy and procedures.
- 3.5 **Redemption opportunities** are assessed for suitable cases and recommendations are made for progressing these in accordance with organisational priorities.
- 3.6 Improvements to policies, procedures and processes relating to case management are identified from reviews and recommendations are made in accordance with organisational 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 injury management
- undertaking case management including facilitating case conferences
- dealing with difficult people
- applying analysis and review
- using communication with a diverse range of people
- 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 injury management
- privacy legislation
- procedures to ensure confidentiality and security of information
- public sector management acts
- reporting requirements
- 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)
- monitoring and review of injury management cases 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 monitoring and review of injury management cases
- case studies and workplace scenarios to capture the range of situations likely to be encountered when monitoring and reviewing injury management cases

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 monitoring and reviewing injury management cases, including coping with difficulties, irregularities and breakdowns in routine

- monitoring and review of injury management cases 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

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.

- Return to work plan*** is:
- agreed blueprint for injured worker to return to work with:
 - suitable duties
 - physical restrictions
 - agreed hours
 - supervision arrangements
- Action on non-compliance*** may include:
- drawing up an action plan
- Case management meetings*** may include:
- case conferences
 - case review meetings
 - formal briefings on progress
- Legislation, policy and procedures*** may include:
- workers rehabilitation/compensation legislation
 - allied legislation such as occupational health and safety acts, regulations and associated standards
 - privacy legislation
 - procedures to ensure confidentiality and security of information
 - performance standards
 - rehabilitation and return to work manual
 - claims management manual
 - public sector legislation and standards
 - codes of conduct
 - codes of ethics
- Regular intervals*** may include:
- monthly
- Changes to personal circumstances*** are:
- determined by medical evidence and legislation and may include:
 - home help
 - aids
- Adjustments*** may include:
- continuing payments
 - increasing payments
 - decreasing payments

Redemption opportunities may include:

- discontinuing payments
- a capital payment to a worker to redeem:
 - a liability to make weekly payments
 - a liability to pay compensation under the legislation
 - a liability for loss of future earning capacity

Unit Sector(s)

Not applicable.

Competency field

Injury Management.