



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM502A Manage case direction and outcomes

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 case management of injured workers through return to work or other alternatives. It includes developing strategic case management plans, managing case direction and outcomes and managing complex cases.

In practice, managing case direction and outcomes may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, delivering client services, managing resources, undertaking research and analysis, project management.

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

- | | |
|--|---|
| <p>1. Develop strategic case management plans</p> | <p>1.1 Case management plans are developed to reflect the initial assessment of needs in accordance with legislation, policy and procedures.</p> <p>1.2 Action plans are included 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.</p> <p>1.3 Avenues for appeal and procedures for grievances/complaints are contained in plans.</p> <p>1.4 Strategies for monitoring and changing plans are established and included.</p> <p>1.5 Cultural considerations are integrated into all aspects of case management plans.</p> <p>1.6 Strategies for obtaining and monitoring service providers are established and implemented.</p> |
| <p>2. Manage case directions and outcomes</p> | <p>2.1 Strategies are implemented to continually monitor the effectiveness of case management processes against agreed goals, relevant services and programs, and client and stakeholder satisfaction.</p> <p>2.2 Rehabilitation and return to work plans are monitored to ensure they remain consistent with the determined strategic direction of case.</p> <p>2.3 The need for changes in case plans, including the need for continued intervention, is assessed and strategies for alternative action are developed as required.</p> <p>2.4 Payments to injured workers are monitored and adjusted as required in accordance with legislation, policy and procedures.</p> <p>2.5 Alternatives are considered and recommended if required, should the rehabilitation and return to work process fail.</p> <p>2.6 Advice on all aspects of case management is provided including advice on legislative and risk management issues.</p> |
| <p>3. Manage complex cases</p> | <p>3.1 Case management and return to work plans are tailored to the specific needs of complex cases in accordance with legislation, policy and procedures.</p> <p>3.2 High-level negotiation, mediation and conflict management skills are used to manage objectives and outcomes in complex cases.</p> <p>3.3 Expert assistance is obtained as required and case conferences are facilitated to ensure the best outcome for complex case management.</p> <p>3.4 A risk management approach is taken in the allocation of additional resources to complex cases to ensure value for money in the rehabilitation process.</p> |

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 managing case direction and outcomes
- applying case management principles to injury management
- using communication with diverse stakeholders including negotiation and problem solving
- dealing with/managing difficult 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
- industrial law/industrial relations practice
- reporting requirements
- case management principles and practices relating to injury management
- 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:
 - PSPETHC501B Promote the values and ethos of public service
 - PSPGOV502B Develop client services
 - PSPGOV503B Coordinate resource allocation and usage
 - PSPGOV504B Undertake research and analysis
 - PSPGOV505A Promote diversity
 - PSPLEGN501B Promote compliance with legislation in the public sector
 - PSPPM502B Manage complex projects

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)
- case management related to injured workers 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 undertaking case management related to injured workers

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 managing case direction and outcomes for injured workers, including coping with

difficulties, irregularities and breakdowns in routine

- case management related to injured workers 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

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.

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
- legislation and standards to ensure confidentiality and security of information
- performance standards
- rehabilitation and return to work manual
- public sector legislation and standards
- codes of conduct
- codes of ethics

Service providers may include:

- approved/accredited rehabilitation providers
- occupational therapists
- physiotherapists
- rehabilitation counsellors
- psychologists
- ergonomists

Monitoring effectiveness may include:

- facilitating review activities
- obtaining feedback from stakeholders
- liaison with service providers
- feedback from injured worker
- providing advice on return to work plans

Stakeholders may be:

- supervisor/manager
- doctor/specialist
- claims management
- Comcare
- case manager
- return to work coordinator
- approved rehabilitation provider
- union
- family/partner

RANGE STATEMENT

- Return to work plan*** is:
- agreed blueprint for injured worker to return to work with:
 - suitable duties
 - physical restrictions
 - agreed hours
 - supervision arrangements
- Adjustment of payments*** may include:
- increasing payments
 - decreasing payments
 - discontinuing payments
- Alternatives*** may include:
- termination on grounds of invalidity
 - redemption of/capital payment for liability
- Complex cases*** may include:
- multiple injuries/illness
 - psychiatric illness
 - psychological injury claims
 - involvement of a wide range of other agencies
 - cases with high public/political sensitivity
 - cases where there are fraud indicators
 - industrial/human resource issues
 - loss of skills
 - performance issues
 - stuck cases

Unit Sector(s)

Not applicable.

Competency field

Injury Management.