Australian Government

BSBHRM530 Coordinate rehabilitation and return to work programs

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to coordinate Workers' Compensation and sick leave claims. It also covers the coordination of rehabilitation needs and return to work programs and their monitoring, review and evaluation.

The unit applies to individuals who coordinate claims and ensure that the organisation provides appropriate support for the worker.

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

Unit Sector

Technical Skills – Human Resources

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Coordinate claims	1.1 Ensure that the organisation has and maintains a current Workers' Compensation insurance policy according to required legislation
	1.2 Process claims according to organisational policies, procedures and legal and insurance requirements
	1.3 Notify rehabilitation provider according to organisational policies and procedures
	1.4 Advise claimants as to whether their claim has been accepted, where required
	1.5 Analyse claims to identify the nature of the illness and prepare required reports

ELEMENT	PERFORMANCE CRITERIA
	1.6 Identify projected period of absence and where rehabilitation assistance is required and ensure arrangements are made in the work team to deal with absence
2. Coordinate rehabilitation or return to work process	2.1 Ensure consultation occurs between rehabilitation provider and treating doctor, relevant managers and employee
	2.2 Coordinate job redesign, reduced hours and alternative according to medical advice
	2.3 Design a return to work program
	2.4 Obtain approval for return to work program by relevant managers
	2.5 Coordinate return to work program with employee
	2.6 Coordinate risk analysis in relation to proposed program and mitigate risk where appropriate
	2.7 Commence program as close to the time of the accident or illness, as possible
3. Monitor rehabilitation return to work program	3.1 Encourage regular communication between provider, supervising manager and employee
	3.2 Coordinate regular contact and support between provider and employee
	3.3 Identify breaches of the return to work program and suggest remedial action
	3.4 Refer return to work program to workers compensation authorities where breaches occur
	3.5 Modify return to work program, where required
	3.6 Evaluate each rehabilitation or return to work program at its conclusion and suggest recommendations for system improvement

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	• Evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	• Records results of analysis in required formats • Prepares correspondence to a range of individual in required format • Uses vocabulary, grammatical structure and appropriate organisational conventions to ensure rehabilitation and return to work programs are

		effectively documented
Oral Communication	•	Uses appropriate vocabulary and non-verbal features in discussions with employees, insurance companies and rehabilitation providers when dealing with claims
Numeracy	•	Uses basic numeracy skills to determine the appropriate amount of hours for a return to work program
	•	Selects and uses appropriate mathematical problem-solving strategies to undertake risk analysis and to evaluate the rehabilitation program
Initiative and enterprise	•	Ensures knowledge of legislative requirements and products is kept up to date in order to provide accurate information
	•	Takes responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation
	•	Seeks to improve policies and procedures to better meet organisational goals
Problem solving	•	Implements strategies to discuss health matters sensitively with a range of people
	•	Makes critical decisions in complex situations, taking a range of variables into consideration
Planning and organising	•	Plans and organises complex tasks to ensure that that claims are properly processed and to keep the claimant informed
	•	Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities

Unit Mapping Information

Supersedes and is equivalent to BSBHRM509 Manage rehabilitation or return to work programs.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10