

BSBWHS407

Assist with claims management,
rehabilitation and return-to-work programs



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ASSESSMENT FOR BSBWHS407

Student name	Shanal Singh
Date of assessment submission	22/06/2020

Trainer/Assessor's name	
Date of assessment marking	Click here to enter a date.
Outcome for unit	☐ Competent ☐ Not Yet Competent

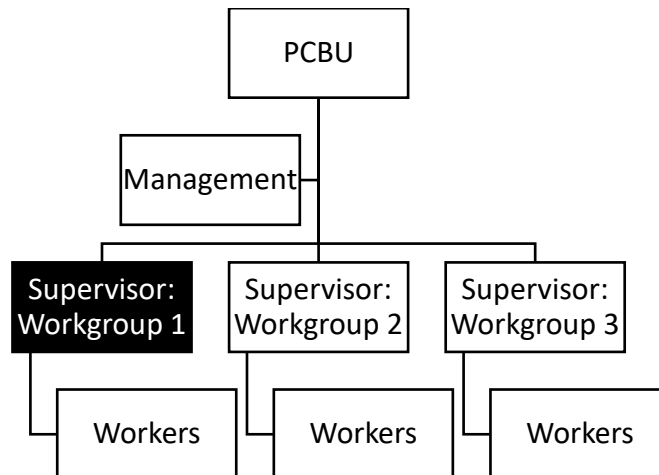
TASK INSTRUCTIONS

- The assessment for this unit of competency consists of the following:
 - A series of activities:** Some of these activities will require you to provide a response within this document, others will require you to gather evidence to demonstrate your knowledge and skills (overview below)
 - Quiz:** You will be required to complete a series of questions to demonstrate your knowledge and skills.
 - Practical task:** You will be required to have an observer attest to your knowledge and skills and sign a report to this effect.
- At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.
- At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

ACTIVITY OVERVIEW	REQUIRED FOR SUBMISSION
1. Processing claims	• Workbook response (below)
2. Assisting with managing claims	• Workbook response (below)
3. Design of return-to-work program	• Workbook response (below)
4. Facilitating consultation	• Workbook response (below)
5. Addressing breaches	• Workbook response (below)
6. Evaluation of programs	• Workbook response (below)

ACTIVITIES

For the following activities, you will assume the role of a workgroup supervisor in a workplace of your choosing (see example organisational chart below).



Name a workplace and workgroup that you are (or hypothetically are) the supervisor for:

Name of workplace	L&D Contracting
Workgroup	ICSSS – Dutton Park

Also, identify a (hypothetical) worker who is injured and seeking compensation. Their injury must be serious enough to prevent them from returning to the same duties upon their return to work:

Role of injured party	Labourer
Describe their pre-injury duties	Labouring on site, digging trenching, hosing site for dusk control, mobilising machinery throughout the work site.
Describe injury that has been sustained by worker	Flushing stormwater lines when he stepped on uneven ground strained left knee

ACTIVITY 1

Workers' compensation claims consist of a number of different components, including:

- Processing claims
- Notifying the rehabilitation provider
- Preparing forms/reports

For each of these areas, identify the requirements found in:

- a) Legislation
- b) Organisational policy
- c) Organisational procedure

Processing claims**Legislation**

The WHS Act 2011 creates a duty on persons conducting a business or undertaking to notify the Workcover immediately after becoming aware that a notifiable incident arising out of the conduct of the business has occurred. The **Workers' Compensation and Rehabilitation Act 2003** (the **Act**) and associated **Workers' Compensation and Rehabilitation Regulation 2014** (the **Regulation**) provide a framework for managing **workers' compensation** and rehabilitation in **Queensland**.

Policy

Workers Compensation insurance is a compulsory form of **insurance** that employers are required to take out to protect their **employees**. **Workers Compensation insurance** is designed to **cover** an **employee's** loss of wages, medical and rehabilitation expenses **for work-related** injuries or illnesses.

Procedure

When deciding a physical claim, an insurer will apply criteria from the *Workers' Compensation and Rehabilitation Act 2003* (the **Act**). Criteria can include considering whether:

- the claim was made within the time limits
- the person was employed at the time of the injury by the employer
- the person is considered to be a worker
- the injury was caused by a work-related event, and
- the person was injured out of, or in the course of, employment, if the employment is a significant contributing factor to the injury.

Notifying the rehabilitation provider**Legislation**

WorkCover Queensland is committed to working with medical and allied health providers to achieve quality rehabilitation and return to work outcomes.

Rehabilitation is an important part of the workers' compensation program. The *Workers' Compensation and Rehabilitation Act 2003* (the **Act**) places great emphasis on a safe return to work. Under the **Act**, the worker and employer must take every reasonable step to participate in rehabilitation and return to work programs.

Section 220 of the **Act** – Insurers are responsible for organising and injured worker's rehabilitation and return to suitable duties.

Policy

WorkCover has established a return to work services panel to provide return to work services to our customers. The panel is made up of independent allied health providers. They work with WorkCover, injured workers, employers and treating medical and allied health providers to facilitate the injured workers' return to work.

WorkCover Queensland is bound by the Queensland Procurement Policy, which is focused on value for money and buying goods and services fairly.

The Queensland Procurement Policy is the government's overarching policy for the procurement of goods and services.

Procedure

Return to work is to help workers return to their normal job after they have experienced an injury is called 'return to work'.

Return to work is a gradual process to support a worker back to their normal job as quickly and safely as possible after they have been injured. The return to work process is exactly the same for both physical and psychological injuries.

Returning to work following a workplace injury is a necessary step in a worker's recovery.

Return to work procedure for employers:

- Step 1 – Notification of an injury or illness
- Step 2 – Appoint a rehabilitation case manager
- Step 3 – Assess the need for rehabilitation
- Step 4 – Organise a rehabilitation assessment (if requested or required)
- Step 5 – Arrange a rehabilitation program (if needed)
- Step 6 – Monitor the rehabilitation program
- Step 7 – Provide suitable employment
- Step 8 – Close rehabilitation program,

Preparing forms/reports

Legislation

Section 131 (1) of the Work Health & Safety Act 2011, Employer submits claim form and report to insurer within time limit (within 6 months)

Policy

L&D Contracting recognises that early intervention and early return to work programs offer substantial benefits to both the injured/ill employees and the company. The goal of workplace rehabilitation is the earliest possible safe return to work for an injured/ill employee to their pre-injury/illness position. Where possible, workplace rehabilitation aims to maintain the injured/ill employee at work without time off.

Where time off work is required, the aim is to ensure a return to work occurs as soon as medically advisable. Within realistic time frames, workplace rehabilitation is actively facilitated to:

- maintain injured or ill employees at work
- ensure the employee's earliest possible return to work
- maximise the employee's independent functioning
- achieve sustainable and durable return to work goals.

L&D Contracting is committed to the following priorities with respect to final return to work outcomes.:

- Priority 1: The employee returns to the same job.
- Priority 2: The employee returns to a modified version of the same job.
- Priority 3: The employee is redeployed to a different job preferably within the original department, or to another department

Procedure**Roles associated with workplace rehabilitation**

Injured/ill employee: - The injured/ill employee has the rights and responsibilities to:

Rights:

- apply for workers' compensation in accordance with the WorkCover Queensland's Workers' Compensation Procedures for Work-Related Injuries
- choose their own treating medical practitioner
- authorise the Rehabilitation Officer to contact the employee's treating medical practitioner and/or other health professionals for advice on suitable duties and other rehabilitation strategies
- confidential, safe keeping of workers' compensation and rehabilitation information relating to their injury/illness
- be provided with suitable duties, if practicable
- be consulted in the development of a suitable duties plan
- union representation if so desired
- ask The Regulator for a review of certain insurer's decisions with which they do not agree, and

Responsibilities:

- notify their supervisor of the existence of any injury/illness which may cause long term absence or require adjustments to the workplace or work practices
- provide medical certification for absences/treatment, including a workers' compensation medical certificate if subject to a workers' compensation claim
- advise their treating medical practitioner of the availability of workplace rehabilitation
- have their treating medical practitioner complete the Work Capabilities Checklist (if required) or provide advice to the Rehabilitation Officer to assist with their rehabilitation
- actively participate in workplace rehabilitation, and
- maintain relevant communication with the Rehabilitation Officer and their supervisor/manager.

Outcome for Activity 1

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 2

Explain your role, as a workgroup supervisor, with respect to the following tasks:

- Analysis of claim
- Advising the claimant as to whether their claim has been accepted
- Estimating the projected period of absence from work
- Helping ensure arrangements are made in the work team to deal with absence (where rehabilitation assistance is required)

	Explanation of your role
a)	As per the Workers' Compensation and Rehabilitation Act 2003 (the Act), when analysing a claim, workgroup supervisor role is the HSR represents the health and safety interests of the workers in that group. The supervisors is the PCBU that carrying out work for to facilitate as HSR for the workers. As workgroup supervisor has to consider a Risk Management Process to analyse incident that resulted a worker being unable to undertake their jobs fully. Provide the injured worker : - First Aid/Medical attention - Attend a doctor ASAP and get jurisdictional approved medical certificate - Notify WorkCover of an injury, you only need to provide some simple information about the worker information and details of the incident, how and when it occurred. - Injured worker has to complete worker's compensation claim form - Employer has to complete their part in Worker's Claim Form as well as Employer Claim Report - Employer has to submit Workers Claim Form and Employers Claim Report within a specified number of days. Once a claim has been made, it is allocated to a WorkCover Queensland claims representative to be determined. WorkCover determines claims as quickly as possible and will generally contact both the worker and employer within three business days of the claim being made. Workers have the opportunity to give details of the injury and event before we make our decision. We'll also speak to their employer to get further information (such as confirmation of employment and wage details) and to notify them that a new claim has been lodged on their policy.
b)	When workers and employers provide true and accurate information about the claim, WorkCover is able to make a decision very quickly. A decision on a claim can take up to 20 business days, especially if we have difficulty getting the information we need such as information from the employer, the <i>work capacity certificate</i> or information from doctors. If Workcover can't determine the claim within this timeframe, they will contact the worker verbally and in writing to let them know why a decision hasn't been made. The worker can request to have the insurer's failure to decide the claim within 20 business days reviewed by the Workers' Compensation Regulator if unhappy with the reasons provided. WorkCover gathers information from the worker, employer, doctors and other people, such as witnesses to the event or independent medical examiners, to help make our decision. Once they have gathered enough information to decide the claim, both the worker and the employer will be informed of the decision. Workcover will send a letter or an email to both worker and employer advising that the claim has been accepted, a worker receives weekly compensation, employer will be required to pay the first payment of weekly compensation (this is the employer's excess). WorkCover will confirm the worker's bank details and manage all further weekly compensation payments. If a claim requires ongoing management or assistance with return to work, it will be case managed by one of our customer advisors.

c)	As a workgroup supervisor, our role is to help workers return to their normal job after they have experienced an injury is called 'return-to- work'. Return to work is a gradual process to support a worker back to their normal job as quickly and safely as possible after they have been injured. The return to work process is exactly the same for both physical and psychological injuries. Returning to work following a workplace injury is a necessary step in a worker's recovery. Workers who stay at work or gradually return to work as they recover from their injury often recover much quicker. Many people work together to help a worker return to their job. This includes the worker, employer, supervisor, doctors, insurer and workplace specialists, such as rehabilitation providers. The worker is the central focus of the return to work process. They have the best knowledge and understanding of the injury that they have experienced. Workers can often identify what support they need from the people around them to help them achieve their return to work goals. The employer's support with offering suitable duties and helping the worker when they first return to the workplace can ensure a successful outcome. Return to work is most successful when the worker actively contributes to setting personal goals and negotiating arrangements for them to return to their normal job.
d)	Every injury will be different, and each person will heal at different rates, so it is important to consult the injured workers, the doctors and the Workplace Rehabilitation Provider (WRP). When consulting with the injured workers, on site WHS representatives and other personnel involved with the provision of suitable duties, make sure they have enough information relating to the recovery duration of the worker. An approved WRP must be engaged if the employers is not competent in identifying suitable job tasks.

Outcome for Activity 2	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 3

Referring to the injured worker you identified at the outset, elaborate on the following points:

- a) Identify the injured worker's existing skills, experience and capabilities
- b) Explain how the worker's job has been affected by their injury
- c) Explain how the worker's job should be redesigned, including reduced hours and alternative duties
- d) Identify retraining that is required, as the worker cannot return to pre-injury duties
- e) Describe the timeframes in which the worker's return-to-work program will commence

	Summary
a)	Referring to the injured workers, the ultimate goal of any rehabilitation and return to work plan is to successfully support the worker back to their pre-injury role. Employers should encourage and allow their workers to return to the workplace in a reduced capacity while they recover from their injury. This ensures that the worker maintains their engagement with the workplace and their colleagues. It also helps maintain a sense of routine and purpose for the worker which is important while they recover. Some injuries may mean that it is not safe or practical to have the worker complete tasks and duties that they would normally do. In these circumstances, the employer needs to identify a range of other tasks that the worker can perform. Suitable duties are tasks or responsibilities within the workplace that the worker can perform even though it may not be part of their normal job. The employer needs to take the worker's skill and experience into consideration when finding them suitable duties. Although a worker may be injured, there is often many opportunities for the worker to positively contribute to the workplace in a different capacity. Suitable duties are sometimes referred to as 'alternative duties'. This is because they are considered alternative tasks and responsibilities that the worker can perform. In any case, suitable duties are an important part of supporting the worker to recover at work. Without the provision of suitable duties, a worker may be forced to take extended time away from the workplace which is bad for their health and recovery. Skills, experience and capabilities can be matched against a worker's capacity in a proactive way that employers can start to prepare a list of potential suitable duties. Employers can use a suitable duties register (this can be found in WorkCover's Injury information pack) to compile a list of duties under the categories of: • administrative/seated • no lifting required • lifting less than 5kg • lifting 6-10kg • lifting 11-15kg • no bending/twisting • driving or operating machinery.
b)	Injured workers have been affected by their injury because some of the workers fear to have barriers in the workplace which include social, personal and environmental factors that negatively impact on a worker's ability to successfully return to work following an injury. The most common barriers with the workers and employers within rehabilitation and return to work include: • Worker or employer's belief that the worker can only return to work once they have fully recovered from their injury. • Employer perceptions that the worker is exaggerating the impact of their injury • Conflicting views as to whether or not the worker has capacity to return to work • The worker's fear that they might re-injure themselves if they return to work

	• The ongoing presence of, or inability to divert the worker away from workplace stressors • Worker's perception that they lack skills and abilities to do any form of work due to their injury
c)	Workers jobs should be redesign after returning to the worker's usual duties. Depending on the nature and severity of their injury, a worker may need a graduated approach to return to work and alternative duties so that the worker can return to work safely without the risk of aggravating their injury. Finding the right suitable duties for each worker involves communication between the worker, their employer, WorkCover, their treating allied health practitioner and their treating medical practitioner to determine what they are capable of doing. An employer must appoint a Rehabilitation and Return to Work Coordinator (RRTWC) who is based in Queensland and is employed by the employer under a contract of service. Rehabilitation and return to work plan should be developed in consultation with the worker, their employer and treating practitioner/s. Research shows that rehabilitation and return to work plans are most successful when the worker has input into the plan as early as possible. A rehabilitation and return to work plan should include: • personal details of the worker • the support person for the worker • the workplace rehabilitation and return to work coordinator • start and finish date of the suitable duties program • the worker's return to work goals • the medical treatment to be provided to the worker • the 'stages' of return to work as recommended by the worker's treating practitioner/s • the worker's physical and psychological capacity to perform tasks/duties • specific work tasks/duties to be avoided • the workplace accommodations required to support the worker • when the plan will be reviewed and by who; and • a space for the worker, treating doctor, rehabilitation and return to work coordinator and supervisor to sign and date the plan. Increasing the workers capacity to work may achieved a number of ways: • increasing working hours per day or total number of working days per week to suitably progressed to facilitate works return to pre-injury hours. • increasing the physical demands of duties so as the worker recovers, the physical demands of duties performed.
d)	If an injury prevents a worker from returning to their pre-injury position and a suitable alternative position cannot be provided by the employer, the redeployment process begins. The occupational rehabilitation provider will assist the injured employee by providing job seeking advice. The injured person may use existing skills or gain new skills to find alternative employment that is more suited to them post-injury. An assessment of skills and interests and being provided with support for acquiring necessary new skills can help redeployed workers have long-term success. It's helpful to consider your worker's pre-injury role and how their ability to perform the role may be affected by the injury. As the industry has a high volume of pre-injury roles that require significant manual handling capacity / repetitive type work, we are providing a more holistic approach if we aim to minimise re-injuries and achieve a durable return to pre-injury duties rather than just the upgrade itself. Retraining is one option that can assist an injured worker's return to work program either with the existing company or for employment with a new company.

e)	The fact that a worker is injured does not usually mean they can not work at all. Employment commitment to helping the injured worker to return to work in a timely and safe manner to provide suitable duties. The Recover at Work (RAW) program places injured workers in short term host employment with employers who have an established track record of successful return to work outcomes with their own workers. The programs usually run for 3–6 weeks. WorkCover pays the worker's wages when they participate in a suitable duties program and the host employer benefits from the services of an additional skilled worker.
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Outcome for Activity 3	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 4

Explain how you, as a workgroup supervisor, plan and implement a rehabilitation or return-to-work program through:

- a) Facilitating consultation between rehabilitation provider, treating doctor and other health professionals
- b) Facilitating consultation and ensuring regular communication is maintained between rehabilitation provider, managers and injured worker
- c) Seeking advice from health and rehabilitation professionals
- d) Consulting with relevant managers about the return-to-work program
- e) Consulting with the injured party in establishing a rehabilitation or return-to-work program

	Explanation of your role
a)	Facilitate consultation between rehabilitation provider and treating doctor and other health professionals is important during the rehabilitation process and cannot be over estimated. Consultation is a collaborative process between the PCBU and workers. It involves sharing information about health and safety. PCBUs must give workers who are, or are likely to be, directly affected by a matter relating to health and safety, a reasonable opportunity to express their views or raise issues. If a Health and safety representative (HSR) is appointed to represent workers, the consultation must involve them. Employer needs to get actively involved in all stages of the return-to-work process in particular the extent of the injury and required treatment rehabilitation regime, work restrictions, and potential prognosis to better plan the timing of a return-to-work program. New or modified job tasks need to comply with the medical restrictions, as outlined by the treating medical/health practitioner in consultation with the manager and/or supervisor. If employer is unable to implement a new work plan, a Workplace Rehabilitation Provider (WRP) need to make appropriate recommendations to the employer and other stakeholders.
b)	Facilitating consultation and ensuring regular communication is maintained between rehabilitation provider, managers and injured worker is the key to the management of an injured worker and any return to work program. Consultation with workers can be facilitated through workplace occupational health and safety committees, or other agreed consultative mechanisms. The particular needs of workers who do not speak English must be accommodated. Consultation allows all stakeholders responsible for the management of an injured worker a chance to discuss and decide on treatment and work plans.
c)	A WRP is responsible for delivering an appropriate return-to-work program in a timely and cost-effective manner. An approved WRP is an advantage when seeking rehabilitation professional as they are responsible for the return-to-work coordination, including: • Collation of injury information to determine the commencement of return-to-work program • Collation of information to assist with job tasks identification for return-to-work program • Collection of paperwork for claims management • Workplace support

d)	Consulting with relevant manager about the return-to-work program is a system that an employer must have in place in readiness for the management of workers who suffer a work-related injury or illness. The return to work program is a system agreed by the employer and worker representatives. It is made up of a series of policies and procedures. The underlying principles of the return-to-work program is system of the policies and procedures outlined in the guidelines for a return to work program. Employers, in consultation with workers, may add additional policies or procedures that are relevant to their workplace. The return to work program for an individual employer must reflect the business practices, culture and environment of the workplace. The workplace return to work program forms a component of the overall injury management approach of the insurer and must be consistent with that insurer's injury management program. The effectiveness and continued relevance of the return to work program should be reviewed on a regular basis and agreed by the relevant parties. All programs should set specific dates for review appropriate to the circumstances of the workplace
e)	Consulting with the injured party in establishing a rehabilitation or return-to-work program under the Workplace Injury Management and Workers Compensation Act 2011, the employer is required to consult with the workers in developing a return to work program. Workers must be informed of their rights and obligations regarding return to work and workers compensation. It is in the employer's interest to provide them with clear information to avoid misunderstandings and uncertainty. An open communication policy encourages cooperation and participation in the return to work process. The form of consultation taken should be noted on the return to work program.

Outcome for Activity 4	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 5

Describe a breach that could occur with respect to the return-to-work program.

Explain how you, as a workgroup supervisor, would (according to organisational policies, procedures and relevant legal and insurance requirements) undertake the following:

- a) Identify and notify others about the breach to return-to-work program
- b) Take remedial action for the breach
- c) Modify the return-to-work program

Breach to program

Treating a worker less favourably than another worker. Inequality, Bullying or harassment of worker due to injury.

	Explanation of your role
a)	As a Workgroup Supervisor, that we follow the duties or obligations under the <u>Work Health and Safety Act 2011</u> , if you do not fulfill your duties or obligations, you are in breach of the Act. A breach occurs when the law is not upheld; when: • steps are not taken to avoid a risky situation from occurring • there is a failure to comply with regulatory requirements. Workplace bullying can occur due to the return to work plan. Prejudice can occur on site by harassment and bullying, and management personnel. E.g. It is an offence to dismiss a worker because of a work-related injury within six months from when they first become unfit as a result of the injury. At L&D Contracting, as a Workgroup Supervisor, we have a duty of care to provide our workers with a safe place and system of work and treating equally, L&D Contracting has implemented a “no harassment policy” to ensure that all workers are treated equally. Supervisors are to the inform management who will ensure to identified that if the worker is being treating unequally and as this is breach of duty of care under the return-to-work program, A personnel for L&D Contracting management has to act quickly to take remedial action to avoid the breach of duty of care and must provide instructions and training to outlining to supervisors the workers capacity to work, and the demands and nature of tasks within the workplace,
b)	Since both employers and injured workers have obligations with return-to-work programs, as a supervisor, we must ensure that to not breach obligations. Management at L&D Contracting will to act quickly to take remedial action to avoid the breach of duty of care as well as ensure that L&D harassment policy is not breached. A senior management position will address the issue accordingly. Ensure that the work duties were being performed in accordance with the employer's instructions and training and in accordance with the return-to-work program. Furthermore, management will ensure that the cause of the issue will be the disciplined.
c)	In the case of return-to-work program is not working, where the injury occurred while the worker was performing routine work duties, as an employer we have to modify the return-to-work program to ensure that the worker was not placed at a foreseeable risk of injury through heavy and/or repetitive tasks or those involving excessive bending, lifting or working in confined spaces. L&D Contracting find a solutions to modify a successful return-to-work program to prevent a worker to have unsuccessful returning to work, Management will also review the harassment policy to ensure the procedures cover all aspects of harassment and ensure the offended are disciplined. L&D supervisor has the key liaison role with workers, they are in the best position to identify barriers at the earliest opportunity and commence the process of finding reasonable solutions to have a successful return-to-work program.

Outcome for Activity 5	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 6

Describe the process for evaluating rehabilitation and return-to-work programs.

- a) Summarise the evaluation process you would undertake
- b) Explain how you would implement recommendations to improve the system

	Explanation of your role
a)	To ensure that effective return-to-work program are implemented for injured worker and for future purposes, the effectiveness of this RTW program must be evaluated. The return-to-work program of an injured worker involves the employer and worker—and depending on the legislation in each jurisdiction and the severity of the injury—it may also involve workplace rehabilitation coordinators and providers, medical and other health professionals as well as the insurer. The successful return-to-work program of a worker following an injury usually involves four factors: • early, positive contact from the worker's supervisor or manager • an effective workplace rehabilitation program • effective and supportive claims management practices Formal evaluation of employer-based programs should include a review of internal policy and procedures as well as the services of any rehabilitation provider. Employers should consider the following when initiating internal evaluations: • success rate of individual rehabilitation programs; • performance of the employer-based program in reducing lost time; • performance of the employer-based program in highlighting positive outcomes, and problems or issues of concern; • evaluation of individual provider performance - if applicable; • statistical information on overall program performance; • details of new or proposed initiatives that will enhance or improve existing program performance; • satisfaction on how the injured workers perceived the delivery of rehabilitation services
b)	L&D Contracting have been always looking to improve return-to-work program to make sure that workers are always safe and prevent work injuries occurring. We have continually review the RTW program, in consultation with the relevant parties, to ensure it is effective. L&D Return-To-Work program have specified review dates that suit our workplace circumstances and must review the RTW programs at least every two years. We have implemented the return to work program as to inform workers of their rights, obligations and the procedures for workplace rehabilitation and recovery at work.

Outcome for Activity 6	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

QUIZ

QUESTIONS	CORRECT
1. Which of the following are suitable options for an injured worker under a return-to-work plan? Select all that apply. ☒ Normal duties supported by other equipment ☒ Limiting the range of duties from the worker's normal job ☐ Terminating the worker's employment ☐ Giving the injured worker an alternative position	☐
2. The worker and employer each have sections to complete on a compensation claim form. ☒ True ☐ False	☐
3. Which of the following parties should consult when developing and implementing a rehabilitation or return-to-work plan? Select all that apply. ☒ Rehabilitation provider ☒ Doctor's associations ☒ Supervisors of the injured worker ☐ All workers of the organisation and their families	☐
4. A worker should only return to work if they are capable of returning to pre-injury duties. ☒ True ☐ False	☐
5. Return-to-work programs cannot be modified after being implemented. ☐ True ☒ False	☐
6. Which of the following are rehabilitation options for workplace injury? Select all that apply. ☒ Physiotherapy for physical injury ☒ Psychologist visits for stress ☒ Occupational Therapy for returning to everyday activities ☒ Surgery for physical injury	☐

Outcome for Quiz	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

PRACTICAL TASK

You are required to have a suitable observer verify your ability to complete the following tasks. These tasks may be simulated (using the handout provided) or real.

TASKS		VERIFIED
A.	Assist a worker and employer to complete a workers' compensation claim form, outlining the worker's details, employment details, injury details and wages information.	☐
B.	Inform the claimant of the acceptance of their claim.	☐
C.	Liaise with various parties to assist with the planning and implementation of rehabilitation/return-to-work program (e.g. rehabilitation provider, doctors, other health professionals, managers, affected worker).	☐
D.	Assist with design of rehabilitation/return-to-work program (to start as soon as possible): • Document existing skills/experience/capabilities of affected worker • Consider the nature of the injury and estimate the period of absence from work • Make arrangements in the work team to deal with absence • Consider job redesign, retraining, reduced hours and alternative duties	☐
E.	Facilitate regular feedback and communication with provider, supervising manager and worker to ensure rehabilitation/return-to-work program is meeting their expectations, taking action as required (e.g. reporting breaches, modifying programs, making recommendations for system improvement).	☐
Name of observer		
Role of observer (Confirm their suitability to sign)		☐ Trainer/Assessor ☐ Other (specify):
Phone number of observer		
Email address of observer		
Signature of observer		
Date		Click here to enter a date.
Comments		

Outcome for Practical Task	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	