

BSBWHS407

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



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ASSESSMENT FOR BSBWHS407

Student name	Sandra McCarthy
Date of assessment submission	13/01/2019
Trainer/Assessor's name	Brett Stoward
Date of assessment marking	
Outcome for unit	☐ Competent ☐ Not Yet Competent

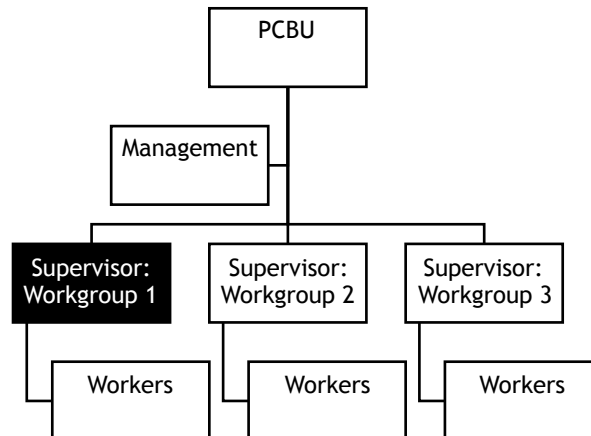
TASK INSTRUCTIONS

- 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	Civforce Traffic Management
Workgroup	Traffic Control Allocations

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	Traffic Control Allocations Manager
Describe their pre-injury duties	Loading jobs up on Traffio for all traffic controllers, rescheduling jobs, cancelling jobs, location and time, attaching appropriate files e.g. incident and hazard procedures, TGS, General Works onRoad SWMS, Toolbox talk, answer phone, demeaning with client request and complaints, organising vehicle servicing, repairs, shift work and 10hr shifts
Describe injury that has been sustained by worker	Back injury

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

Under section 133 of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines after injuries are attended to the worker must obtain an approved medical certificate which must be submitted to the employer with a completed Workers compensation form. The employer then completes their part of the claim form

Under section 131 (3) of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines that incidents must be reported within 8 business days.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>

Policy

Under section 2.2 of the policy outlines that for workers that are injured at work Civforce Traffic Management will promptly administer workers compensation claims in accordance with legislation.

Procedure

Under section 3.2 of Civforce Traffic Management incident investigation procedures outlines that for workers compensation claims the following must occur:

- The General Practitioner must complete a Workers Compensation Medical Certificate
- The injured worker must complete an Application for Compensation Form and a Tax File declaration if claiming for compensation for time of work

Human Resource Manager must complete the Employers report

Under section 4 outlines that if a worker chooses to apply for workers compensation they must notify the Human resource Manager of their intent as well as contacting the Rehabilitation and Return to Work Coordinator for information and forms required for lodgement of a workers compensation claim.

Notifying the rehabilitation provider

Legislation

Under section 133 of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines that an employer, other than an employer who is a self-insurer, whose worker sustains an injury for which compensation may be payable must complete an injury report in the approved form and send it to the nearest office of WorkCover within 8 business days.

Under section 131 (1) of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines that the employer must submit compensation claims to the insurer within the time limit (i.e. within 6 months).

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>

Policy

Under section 2.3 of the policy outlines that workers injured at work will where applicable apply for workers compensation according to the Workers Compensation Procedures.

Procedure

Under section 3.2 of Civforce Traffic Management's Incident Investigation Procedures outlines that for workers compensation claims the following must occur:

- Human Resource Manager must forward the completed forms to WorkCover Queensland within 8 business days

Under section 4 outlines that if a worker chooses to apply for workers compensation they must notify the Human Resource Manager of their intent as well as contacting the Rehabilitation and Return to Work Coordinator for information and forms required for lodgement of a workers compensation claim, obtain a workers compensation medical certificate from their treating medical practitioner and lodge a workers compensation claim with WorkCover Queensland.

Preparing forms/reports

Legislation

Under section 132 of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines that an application for compensation must be made on the approved form by the claimant.

Under section 133 of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines that an employer, other than an employer who is a self-insurer, whose worker sustains an injury for which compensation may be payable must complete an injury report in the approved form and send it to the nearest office of WorkCover within 8 business days.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>

Policy

Under section 3.2 of Civforce Traffic Management policy outlines that workers injured at work will report workplace incidents, injuries and illness according to the Incidents, Injuries and Illness Incidents Reporting and Recording Procedures.

Procedure

Under section 3.2 of Civforce Traffic Management's Incident Investigation Procedures outlines that for workers compensations claims the following must occur::

The worker must complete an Application for Compensation form and a Tax File declaration if claiming compensation for time off work

The Human Resource Manager must complete the Employers report

Under section 4 outlines that if a workers choses to apply for workers compensation they must notify the Human resource Manager of their intent as well as contacting the Rehabilitation and Return to Work Coordinator for information and forms required for lodgement of a workers compensation claim.

Under section 6.3 outlines that an application must be lodged within 6 months after the entitlement for compensation arises.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#sec.131>

Outcome for Activity 1	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

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

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

	Explanation of your role
a)	A workgroup supervisor maybe involved in the analysis of a workers compensation claim by assisting with the completion of claim forms, this would involve talking with the injure worker. You could also be involved in the completion of any incident reports forms that may be required as part of the claim.
b)	Under section 134(3) of the Workers' Compensation and Rehabilitation Act 2003 (Qld) outlines that the insurer must notify the claimant of its decision on the application. The insurer must assess the claim and provide their decision within 20 days (Section 134 (2) of the Act).The workgroup supervisor may reinforce this message through their communications with the worker. The insurer may require more information to make the decision (to be provided within 10 days of the receiving notice, as outlined in Section 167(2) of the Workers' Compensation and Rehabilitation Act 2003 (Qld). The workgroup supervisor may be involved in assisting the claimant in providing such information. <i>"Embark college Assist with claims management, rehabilitation and return to work program slide 5"</i> https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027
c)	Under section 220 of the Workers Compensation and Rehabilitation Act outlines that insures must communicate with the workers employer when coordinating the developing and maintenance of the rehabilitation and return to work plan. Consultation with the workers workgroup supervisor maybe involved. <i>"Embark college Assist with claims management, rehabilitation and return to work program slide 10"</i> https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027
d)	Productivity of all parties within the workgroup can be effected by an injured worker as they maybe required to adjust their roles e.g. take on extra work to cope with the injured workers absence. It is the responsibility of the workgroup supervisor to ensure that there is as little as possible disruption, they may also offer the injure worker support e.g. training and maybe hiring additional help <i>"Embark college Assist with claims management, rehabilitation and return to work program slide 7"</i>

Outcome for Activity 2

- ☐ Satisfactory
- ☐ Not satisfactory

Trainer/Assessor comments	

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)	Traffic Control Allocations Manager is responsible for coordinating and managing of all operation aspects. Their day to day tasks involve allocation of jobs required by clients on a daily basis using Traffio (computerised system) to the required Traffic controllers levels and vehicle required to meet the clients needs, reallocating jobs, cancellations and rescheduling if workers are unable to attend, emergency work, allocate a location and time for trainees, dealing with complaint, incorrect TGS, supporting the HR manager, shift work, help and assistance with vehicle servicing, cleaning and tablets, docket books, send knowledge of devices, policies and procedures.
b)	As the Traffic Control Allocations Manager has sustained a back injury they are unable to sit at their computer for extended periods of time. They are also unable to do side ways movements, bending and picking up objects over 1kg.
c)	The Traffic Control Allocations Manager job will need to be modified so that they can reduce time sitting for extended periods in front of the computer. Their job should also be limited to side ways movements, bending and picking up objects over 1kg. They maybe provided with alternative duties e.g providing direction to others who can complete the job on their behalf, take phone calls standing or alternating between sitting and standing
d)	The Traffic Control Allocations Manager is in charge of others they may have some training on Human Resource Management
e)	The return-to-work program will commence at a time determined after consultation with the rehabilitation provider, injured worker, managers, doctors and other health professionals who will: • Determine the nature and extent of the worker's injury • Identify required treatment • Identify length of time that worker will be out of action • Outline work restrictions upon return to work • Outline recovery time frame Ideally, the program will commence as soon as possible. <i>"Embark college Assist with claims management, rehabilitation and return to work program slide 10"</i>

Outcome for Activity 3

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments	
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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)	The workgroup supervisor might be able to facilitate consultation between doctors and rehabilitation provider by organising meetings or being the channel they can communicate via https://www.health.qld.gov.au/__data/assets/pdf_file/0029/650594/LG-work-within-rehab-env.pdf "Embark college Assist with claims management, rehabilitation and return to work program slide 8-10"
b)	The workgroup supervisor might be able to facilitate consultation between supervising manger, rehabilitation provider and the injured worker by organising meetings or being the channel they can communicate via. It is important that regular communication is facilitated between supervising manger, rehabilitation provider and the injured worker so that the workers progress is documented and up to date as their condition may have deteriorated or improved and amendments may be required to the rehabilitation or return to work program. There may also be improvements required to any of the plans put in place e.g. if the worker is improving they maybe able to do more of their work load therefore lessening the work load for others who can complete the job on their behalf. https://www.health.qld.gov.au/__data/assets/pdf_file/0029/650594/LG-work-within-rehab-env.pdf "Embark college Assist with claims management, rehabilitation and return to work program slide 8-10"
c)	It is important to seek advice from a range of health and rehabilitation practitioners as they will have the experience required in dealing with the types of ijuries suffered by the worker and can make judgements and diagnosis accordingly. The treating practitioner and other health professionals will have gauged the nature and extent of the workers injury, the required treatment, recovery time, the length of tie the worker will be out of action and the types of work restrictions that will be put in place upon the worker return to work https://www.health.qld.gov.au/__data/assets/pdf_file/0029/650594/LG-work-within-rehab-env.pdf "Embark college Assist with claims management, rehabilitation and return to work program slide 10"
d)	It is important to consult with other managers of the injured worker when planning and implementing a rehabilitation or return to work plan because the employers expectations can be expressed as their business productivity will be affected. Its is also important to ascertain if the workers modified tasks can be accommodated in the workplace both physically and economically and whether the tasks are relevant and tailored to meet the needs of the injured worker and the employer.

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|-----------|---|
| e) | it is important to consult with the injured worker when planning and implementing a rehabilitation and return to work program as the worker has the right to have input into any return to work program planning and implementation. They will also be able to assist with determine whether timeframe and alternatives duties are appropriate and if any further training is required. |
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Outcome for Activity 4

- ☐
- Satisfactory
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- ☐
- Not satisfactory

Trainer/Assessor comments

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

	Explanation of your role
a)	If the worker shows a resistance to the process e.g. by failing to engage in the return work program, the workgroup supervisor should identify how the worker is not meeting their obligations, and try to encourage their participation. The injured worker e.g. might feel better in the afternoon than in the morning due to pain. Due to this the workgroup supervisor would have to notify the management who would then be required to liaise with the rehabilitation provider and insure. http://aworkcovervictimdiary.com/2015/04/return-to-work-plans-dispute-resolution/
b)	If the worker has shown a resistance to the process, they may have their duties modified again or involve the treating practitioner and other rehabilitation providers to help determine what the underlying reason/s for their resistance is. http://aworkcovervictimdiary.com/2015/04/return-to-work-plans-dispute-resolution/
c)	Depending on the outcome of discussions with the injured worker or required parties e.g. treating practitioner, or their rehabilitation providers, there may be required modifications to the return to work program and preferably with all concerned to arrange with any changes. All amendments to the program must be clearly documented and made available to all relevant parties.

Outcome for Activity 5

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

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 programs are implemented (for the injured worker at hand and for future purposes), the effectiveness of programs should be evaluated. To assist the employer in evaluating the process, the workgroup supervisor can collate feedback (from all those involved in the process) about the following points: • Was the planning and implementation process timely? • Have workers been engaged during the planning and implementation process? • Were issues easily resolved? • Did you adequately respond to change? • Were there high return-to-work rates? “Embark college Assist with claims management, rehabilitation and return to work program slide 16”
b)	When implementing any changes to improve the system, you need to consider the following steps: Plan • Define problem • Identify sources to assist with problem • Plan a solution Implement • Implement changes, as planned, and within set timeframes Evaluate • Evaluate the effectiveness of changes implemented Any changes would need to be reflected in the policies, procedures and systems of the organisation. “Embark college Assist with claims management, rehabilitation and return to work program slide 17”

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. X Normal duties supported by other equipment X Limiting the range of duties from the worker's normal job ☐ Terminating the worker's employment X Giving the injured worker an alternative position	☐
2. The worker and employer each have sections to complete on a compensation claim form. X 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. X Rehabilitation provider ☐ Doctor's associations X 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 X False	☐
5. Return-to-work programs cannot be modified after being implemented. ☐ True X False	☐
6. Which of the following are rehabilitation options for workplace injury? Select all that apply. X Physiotherapy for physical injury X Psychologist visits for stress X Occupational Therapy for returning to everyday activities X 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	
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