

BSBWHS407

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



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ASSESSMENT FOR BSBWHS407

Student name	Daniel Humphries
Date of assessment submission	Click here to enter a date.

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

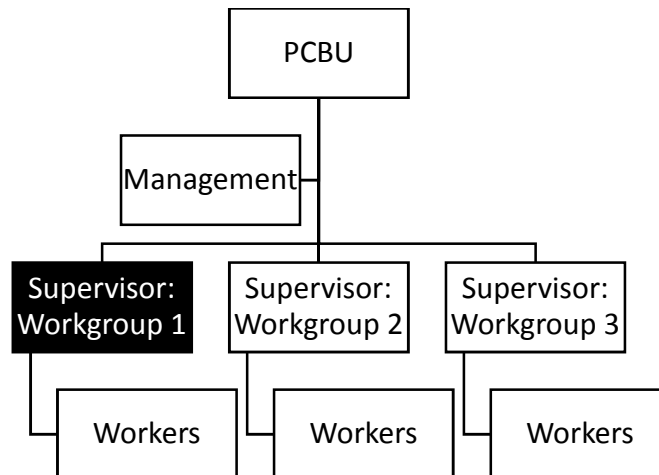
TASK INSTRUCTIONS

- 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	Construction Project
Workgroup	Construction Workers

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	Concretor
Describe their pre-injury duties	Level and screed concrete using hand tools (shovel, trowel, screed)
Describe injury that has been sustained by worker	In this hypothetical example, the worker has reported the sudden onset of back pain while bending over to screed concrete.

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

Assist the worker with the following

1. The employer must be notified as soon as possible of the injury.
2. The register of injuries must be completed.
3. The injured worker must obtain a Certificate of Capacity from GP and present it to the employer along with any bills/invoices for treatment.
4. The certificate of capacity must be signed.
5. Information about the worker and the injury must be released to WorkCover and to the employer.
6. A claim form must be provided to the injured worker (may be the online form in QLD)
7. An injury management plan is initiated.

Policy

The organisation's policy is to comply with all relevant legislation. The requirements for processing claims are therefore as detailed above.

Procedure

In this hypothetical scenario the injury has occurred on a building site, and the worker has been assisted by the principal contractor's first aider on-site. The assistance provided by the first aider is in the form of a brief assessment, and then referral to the site's preferred medical provider – the local GP, so the procedure is essentially the same as detailed above;

1. Ensure that first aid assistance is provided to the injured worker.
2. Document the worker's account of how the injury occurred and record the details in the workplace register of injuries. In this hypothetical scenario, the details of the injury have been taken down first by the principal contractor's first aider. The workgroup supervisor should also obtain a statement from the worker, as well as obtaining a copy of the first aid report submitted to the principal contractor.
3. Notify the insurer (WorkCover QLD) within 48 hours and assist the worker to make the claim directly online, or by downloading the form from the WorkCover website and submitting by uploading to;
<https://ols.workcoverqld.com.au/ols/public/uploadExistingClaim.wc?code=NEWCLAIM>

Notifying the rehabilitation provider

Legislation

In this hypothetical scenario the worker is diagnosed with lumbar degenerative disc disease. Any party can initiate a referral to a rehabilitation provider (injured worker, employer or GP). The ongoing management of rehabilitation, and notification to a rehabilitation provider, is typically undertaken in QLD by WorkCover.

Policy

The organisation's policy is to comply with all relevant legislation. Notification of the rehab provider is typically undertaken by WorkCover.

Procedure

Where off-site medical treatment is required, good practice procedure is to refer the injured party to a rehab provider at the time of the injury once it has been identified that off-site medical assessment is required. This helps to ensure that the return to work begins and supports and early return to work, which can be an important part of the worker's recovery.

Preparing forms/reports

Legislation

As above, at various stages forms and reports should be kept by the RTW coordinator. Initially, the register of injuries must be completed. Following that, an incident report and investigation should be undertaken and documented. Next, return to work plans must be documented. Throughout each stage of the process the RTW coordinator should keep a diary documenting all progress.

Policy

Policy is to comply with all relevant legislation. The requirements are therefore as detailed above.

Procedure

Complete the first aid report
 Complete an incident report and submit to management
 Complete an incident investigation and submit to management
 Review incident investigation with health and safety committee
 Document the close out of any corrective actions required to be implemented (e.g. manual handling training, new plant and equipment, amendments to safe work method statements)

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:

- 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)	<i>Determination</i> of the claim is made by a WorkCover QLD representative based on the information that is provided to them by all parties including the opinion of the nominated treating doctor. Important to note that it is not the role of the workgroup supervisor to determine a claim. It is the role of the workgroup supervisor to participate in the incident investigation process and make findings as to the root causes of the injury, and then implement and make recommendations to senior management on corrective actions.
b)	Typically the claimant will be advised by WorkCover of the determination of their claim. The employer will also be notified. The worker should be made aware of their rights to appeal the denial of a claim. The employer is also entitled to appeal acceptance of a claim. It is in the best interests of all parties to communicate openly about the worker's recovery at work, and return to their pre-injury role. The workgroup supervisor should check in with the injured worker on a regular basis and if not advised already by WorkCover, advise the worker of the status of their claim. Provisional payment will commence within 7 days of the injury, unless the claim is denied or pending further information.
c)	The estimation of the projected period of absence from work is made by the nominated treating doctor and is based on their expert medical knowledge. To the extent that suitable duties are available in line with the injured workers capacity for work, the workgroup supervisor should ensure that this is communicated to the rehab provider/GP.
d)	The workgroup supervisor is primarily responsible for making arrangement to cover for the injured worker in their absence. In this scenario, due to the nature of the work being undertaken, the injured worker needs to be replaced by another worker who has the capacity for performing the physically demanding work. It is important that both the injured worker and the worker who is replacing them are aware of the return to work goal of the injured worker, as the injured worker has the right to be re-instated to their pre-injury role once cleared to do so by their GP. An employer cannot terminate an injured worker due to their incapacity within 6 months of the injury, so it is in all parties best interests to maintain open communication about the return to work process, while at the same time protecting the worker's privacy by not releasing information without the injured worker's consent.

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:

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

	Summary
a)	The injured worker is 42 years old. Has no secondary school education (no school certificate or higher school certificate) Has no trade certificate Has worker as a concretor without formal qualifications for 25 years. The injured worker is divorced with two grown children, and has little family support The injured worker has had recently had his driver's license re-instated following a 6 month suspension for drink driving offence. Has been with the employer for 12 years. Has no other significant work experience.
b)	The worker's job has not been affected by their injury. The worker has been affected by the injury and now is unable to perform the role in the manner that it was performed pre-injury. The worker's lack of other work experience, lack of education, and the nature of the work (physically demanding) mean that there are significant barriers to a return to work.
c)	In this hypothetical example, There are currently no alternative methods for levelling and screeding concrete that do not involve frequent and repetitive bending with use of hand tools, and the worker possesses limited skills for performing administrative tasks. As such the level of commitment required from the business to returning this worker to full-time work is high and will require on-the-job training and a extensive workplace support. As degenerative disc disease is likely to be aggravated by prolonged periods of sitting, a desktop standing workstation accessory is required so that the injured worker can complete the administrative tasks while standing.
d)	The worker does possess significant experience and knowledge of concreting operations. A suitable return to work goal is boom pump operator. This role is well suited to being performed by an individual with degenerative disc disease in that it primarily involves prolonged periods of standing (preferred to sitting for lumbar conditions – which put pressure on the disc) with infrequent periods of sitting (driving). A heavy rigid drivers license and High Risk Work License Boom Pump are required as retraining.
e)	Development of the worker's return to work program commences immediately upon the initial diagnosis by a GP with input from the treating doctor, the worker, the workgroup supervisors and the rehab provider. Once the Return to Work plan is acceptable to all parties, it is then signed by all parties and comes into effect. Suitable duties are a temporary solution designed to support recovery and return to work and are not a viable on a permanent basis. As such the following timelines are realistic given the nature of this hypothetical injury. - Worker assessed by GP as having no capacity for work for 6 weeks - Claim is referred to rehab provider and with the assistance of workgroup supervisor and worker, a return to work goal (boom pump operator) and suitable duties are identified (administrative tasks at standing desk) - Worker, supervisor and rehab provider meet with GP and a new certificate of capacity is issued that states that the worker has capacity for admin work for 3 hours per day for five days per week for the next 4 weeks, with the restriction of no sitting more than 5 minutes and no lifting more than 5kg.

	4. The worker is provided with on-the-job training in use of computer, filing, doing take-offs to assist with tendering for new business, etc for 4 weeks. Regular monitoring is undertaken. 5. After 4 weeks the worker's condition has improved and the GP assesses the worker as having the level of capacity required to undertake the training required for Heavy Rigid vehicle licensing and the worker is upgraded to 6 hours per day for 5 days per week with sitting for up to 2 hours with short break every 20 minutes for the next 4 weeks. 6. The worker commences the Heavy Rigid vehicle licensing training and completes the training while continuing to perform administrative work. 7. After 2 months the worker's condition has continued to improve as anticipated and the worker is now assessed as having capacity for pre-injury hours with the restriction of no lifting more than 10kg, no bending or prolonged sitting. The worker is able to manage the condition with little supervision. 8. The worker is able to commence the course for High Risk Work Licensing in boom pump operation and join the pump crew 2 days per week to gain the necessary experience. 9. After 3 months the worker has completed training, and condition has improved, a final medical certificate is issued and the worker continues with pre-injury hours in his new role as boom pump operator. 10. A final medical certificate is issued and the claim is closed.
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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)	Facilitating consultation requires accessing employee records to assist with identification of the skills, experience and capabilities of the worker, and the workplace tasks that may be available as alternative or suitable duties. It is also the role of the workgroup supervisor to ensure that relevant information is shared with the rehab provider, GP, specialists, and the injured worker.
b)	Communication is undertaken by several methods including telephone, electronic and in-person meetings. Communication must be maintained on a regular basis and at key points in the return to work process. Initially, a meeting with the rehab provider, workgroup supervisors and the GP is advisable to obtain agreement on the content of the return to work plan. Following this, regular (biweekly/monthly or as required based on key dates in the recovery period e.g. pre surgery, post surgery) communication should be upheld. The workgroup supervisor must obtain copies of all medical certificates as they are issued, and should set-up reminders to ensure that these are received and reviewed on a timely basis.
c)	The advice of health and rehab professionals should be sought early in the RTW process and at each stage where specialist advice is required. This can be achieved in a number of ways, including asking the permission of the worker to attend the next medical appointment to discuss for example functional capacity/limitations and how work tasks may be able to be modified to suit the injured workers capacity.
d)	Managers should be consulted about the return to work program prior to its implementation to assist with identifying suitable duties and suitable return to work goal. Once the plan has been enacted it managers have a role to play with respect to performance management and workplace support for the injured worker
e)	It is most important to talk to the injured worker on a regular basis and to establish and maintain rapport and trust. As the worker's capacity for work increases, it will be necessary to increase their work duties and/or hours to support their full recovery. This can be confronting and stressful for the injured worker and so the importance of mutual trust and acting in good faith for the establishment and implementation of RTW plans cannot be understated.

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	Injured worker does not attend medical appointments.
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	Explanation of your role
a)	Most important first step, before there is an opportunity for a breach of the return to work plan to occur, is to ensure that the worker fully understands their obligations with respect to return to work. When the process has been explained to the worker, they have agreed to a return to work plan, and a breach ensues the worker must be made aware of the details of the breach and again of the requirements. The breach should also be reported to WorkCover, the rehab provider and the GP. The breach may be an indication of an underlying non-work or work related issue that can be addressed with appropriate support.
b)	Depending on the nature and severity of the breach, remedial action may include disciplinary action up to termination of the worker's employment (this is rare and normally not advisable) or modification of the return to work program and the provision of further support to address the underlying causes of the breach
c)	A return to work program can be modified with the agreement of all parties. In this hypothetical example the non attendance to medical appointments was found to be due to the worker not having transport available on the day of the appointments. Appointments were re-scheduled to a new location (less travel distance) and day (when transport available) in order to assist the worker.

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)	The main indication of the effectiveness of programs is a comparison of the organisations worker's compensation premium to the industry average. A higher premium may indicate poor performance of rehab and return to work programs. The workgroup supervisor may need to take an active role in holding the rehab providers accountable for their performance. Rehab providers should be evaluated on their hard skills (e.g. Are return to work plans documented accurately? Are return to work plans realistic and achievable?) and on their 'soft skills' (Does the injured worker trust the rehab provider? Is the rehab provider able to identify and solve problems in a timely manner? Is the rehab provider responsive to the needs of the organisation/injured worker?). Rehab providers should also be rewarded financially for good return to work outcomes to help ensure that financial incentives align with program goals.
b)	Recommendations to improve a rehab and return to work system may need to be accompanied by a business case that outlines the costs, and expected benefits of the recommendations being proposed. This is to ensure that senior management support and approval is garnered as leadership commitment is essential to continual improvement of a return to work program.

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	

QUIZ

QUESTIONS	CORRECT
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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	☐

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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	☐
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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		