

BSBWHS407

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



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ASSESSMENT FOR BSBWHS407

Student name	Shannen Cassidy
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

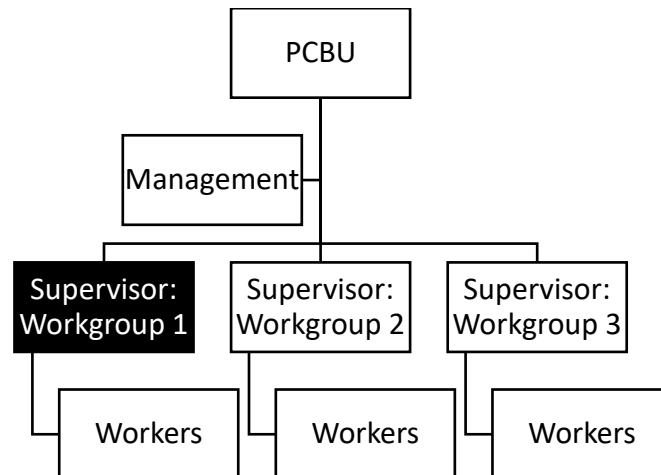
TASK INSTRUCTIONS

- 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	McIlwain Civil Engineering / RNAJV
Workgroup	HSE

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	Pouring concrete, spreading and smoothing concrete with various tools, steel fixing, manual handling, use of power tools, loading and unloading materials, physical labouring duties, machinery use
Describe injury that has been sustained by worker	Worker was entering a trench when he slipped down landing on his leg incorrectly causing a break.

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

Workers Compensation and Rehabilitation Act 2003

- Incident is reported (as per requirements) – within 8 days under section 133 (3) of the Act.
- Injury is attended to (e.g. first aid)
- Worker obtains approved medical certificate
- Worker submits medical certificate with completed claim form
- Employer completes Employer Claim Report / their part of claim form
- Employer submits claim form and report to insurer within time limit – within 6 months under section 131 (1) of the Act.

Policy

Workplace Rehabilitation Policy (McIlwain)

Workplace rehabilitation includes early provision of timely and adequate services, including a suitable duties program and aims to:

- Maintain injured or ill workers at work or
- Ensure the worker's earliest possible return to work or
- Maximize the worker's independent functioning if return to work is precluded This policy has been developed as a joint worker - management agreement.

Procedure

Injury Management and Rehabilitation (McIlwain)

- First Medical Certificate
- Progress Medical Certificate
- Workers Compensation Claim
- Return to Work Plan
- Suitable Duties

Notifying the rehabilitation provider

Legislation

Part 4 Employer's obligation for rehabilitation

226Employer's obligation to appoint rehabilitation and return to work coordinator

(1)An employer must appoint a rehabilitation and return to work coordinator if the employer meets criteria prescribed under a regulation.

(2)The rehabilitation and return to work coordinator must be in Queensland and be employed by the employer under a contract (regardless of whether the contract is a contract of service).

- (3) The employer must, unless the employer has a reasonable excuse, appoint the rehabilitation and return to work coordinator—
- (a) within 6 months after—
 - (i) establishing a workplace; or
 - (ii) starting to employ workers at a workplace; or
 - (b) within a later period approved by the Regulator.
- Maximum penalty—50 penalty units.
- (4) A rehabilitation and return to work coordinator, who is employed under a contract of service at the workplace, is not civilly liable for an act done, or an omission made, in giving effect to the workplace rehabilitation policy and procedures of an employer.
- (5) If subsection (4) prevents a civil liability attaching to a rehabilitation and return to work coordinator, the liability attaches instead to the employer.

Policy

Workplace Rehabilitation Policy (McIlwain)

- Complying with legislative obligations with the respect to the standard of rehabilitation

The above is implying that the company will follow the objectives listed in the legislation and procedure.

Procedure

Injury Management and Rehabilitation (McIlwain)

- Initial medical practitioner appointments are required
- Medical certificates to be issued from the Medical Practitioner
- The rehabilitation provider is to be notified (McIlwain use Sonic Health as they specialise in return to work)
- An appointment is to be made with the provider along with the report and medical certificates supplied
- A programme is created and then is up to the employer to initiate and manage

Preparing forms/reports

Legislation

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

Policy

RNAJV's Injury Management Policy states 'Employees who have sustained an injury will be given a Workers Compensation Claim Form as soon as practical after the injury. McIlwain must submit the claim form to its insurer within 3 days of receiving the completed form from the employee.

McIlwain is to maintain and file its own workers' compensation or insurance claims forms as applicable and all medical records and reports are to be kept confidential. McIlwain medical records are to be maintained up-to-date.

The HR Department will manage all aspects of the Workers Compensation Claim.

Procedure

RNAJV's Injury Management Procedure states 'Employees who have sustained an injury will be given a Workers Compensation Claim Form as soon as practical after the injury. McIlwain must submit the claim form to its insurer within 3 days of receiving the completed form from the employee.

McIlwain is to maintain and file its own workers' compensation or insurance claims forms as applicable and all medical records and reports are to be kept confidential. McIlwain medical records are to be maintained up-to-date.

The HR Department will manage all aspects of the Workers Compensation Claim.

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)	Assist with: managing claims, planning and implementing rehabilitation or return to work programs and monitoring and evaluating these processes.
b)	The managing supervisor must be apart of the process in advising whether or not the claim has been accepted. This may be individually or in a meeting with those who may include (HSE advisor, insurer, manager) depending on the situation.
c)	After receiving the advise from medical practitioners / insurer in regards to a claim. The supervisor can work alongside the manager and HSE advisor to determine the best possible outcome.
d)	Make adjustments and plan ahead to ensure that tasks are still able to go ahead. Discussing these requirements with other supervisors and the manager ensuring that it is possible and that it will not effect works anywhere else.

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)	5 years experience in concreting on civil construction sites, assist with surveying (has a certificate), general labouring tasks, roller ticket.
b)	Unable to conduct usual daily tasks as a concreter, being on their feet all day and doing physical labour is not possible with a broken leg.
c)	No physical labour will be possible, alternative duties will include assisting the surveyors in the office and going from 10-hour days required on site to 8 hour days.
d)	As the worker has completed a certificate in surveying, he has knowledge of this area which he uses from time to time – although as it will be much more in-depth, he will need to work alongside one of the surveyors to grasp his new duties, as well as learning general office tasks (systems, emails, printers / scanners etc.)
e)	The timeframe will commence immediately and cease once there has been a doctors clearance and the worker is back to his pre-injury role or a modified / alternative job role.

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)	Take the treating doctor / rehabilitation / specialists advice on the severity of the injury, there should be a letter supplied outlining the details of what the employee can \ can't do and what the options could entail for the return to work plan. It is important to have their final opinion supplied as written confirmation to attach to the return to work plan as supporting evidence for the decisions made.
b)	There should be a reoccurring catch up meeting to speak about the changes, progress and any additional conversations that have been held in regards to the injured person. Whether the plan is working or needs to be amended. This can be face to face, via emails, phone etc. It is beneficial to ensure that meetings minutes or an overview of the catch up is recorded and supplied to relevant personnel involved.
c)	Health professionals should provide a letter with their final verdict of the injury and their recommendations. If further advice is required in order to put a return to work plan in place, it is important to contact the health professionals to ensure that it is within the reasonable recommendations.
d)	Managers need to be kept in the loop with return to work plans, they may want to make amendments or ask for more information before implementing the plan. They should also be included in the regular communications.
e)	The workers participation in the return to work plan should be encouraged, all communication needs to be shared with the worker so that they are in the loop. Regular meetings / catch ups as listed above are required to monitor expectations from both the worker and employer, the progress and any amendments required.

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	Not following doctors' recommendations (not using crutches)
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	Explanation of your role
a)	Have consultation with the injured person to discuss the reasoning for not following doctors' direct orders. The breach needs to be outlined in an official letter which should include all involved (health professional / manager / rehabilitation provider).
b)	Send the injured person back to the treating health professional for assessment – wait for the official reviewed assessment to be returned.
c)	Review the return to work program and outline the requirements against the doctors recommendations.

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 the worker continues to meet expectations and is supported throughout the return-to-work program, it has to be monitored and regularly reviewed. Any amendments to the program must be clearly documented and made available to all relevant parties. To assist with the evaluation process, it is important to facilitate regular communication and feedback between the rehabilitation provider, supervising manager and the injured worker.
b)	When discussing the return-to-work program with those involved (health professional, rehabilitation provider / manager / worker) I would put forward my suggestions along with the reasoning and leave it open for comment – if agreed upon, it can then further be implemented into the plan.

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	