**BSBWHS407** Assist with claims management, rehabilitation and return-to-work programs

Student Assessment Workbook - Online

**Instructions to Students**

**Ready to complete your workbook? Here are a few tips to help you get through.**

* Complete after each section as indicated in the online platform;
* Should you need assistance please use the messaging function provided within the course, email training@kinnecttraining.com.au or call 1300 591 548;
* Remember this is a Certificate IV level program so your Assessor would need to see that you have demonstrated broad factual, technical and relevant theoretical knowledge of the required topic and be able to apply this understanding to a variety of activities and problems;
* Your Assessor will be looking to ensure that you have addressed the question in its entirety and have taken into account any referenced documents or sources of information.

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 1

|  |  |
| --- | --- |
| **Student name:** |  |

This task requires you to outline relevant legislation and insurance requirements.

The goal of this section is to start the familiarisation with the relevant legislation for your jurisdiction and help understand the framework in which you will be working.

You may need to access the governing Act and Regulations from the relevant website or from the resources page as provided within this course.

|  |
| --- |
| 1. What is the basic principle behind workers’ compensation?
 |
|  |
| Assessor Comments: |
| 1. Each workers' compensation scheme has a state regulatory body that oversees the decision it makes. What is the name of the workers’ compensation regulator in your jurisdiction?
 |
|  |
| Assessor Comments: |
| 1. What legislation governs workers’ compensation and rehabilitation in your jurisdiction? *(There may be more than one)*
 |
|  |
| Assessor Comments: |
| 1. Discuss the meaning of ‘injury’ within your legislation. Answer in relation to –
* Where the injury occurs, the activity being performed, the significance of employment, psychological injuries.
 |
|  |
| Assessor Comments: |
| 1. Julie is having a hard day at work and getting quite frustrated with her job. Unusually, she decides to go for a walk on her lunch break to wear off some of the frustration and get some fresh air. As she was returning to the office she stumbled while stepping off the gutter to cross the road and sustains a lower back muscle strain. With reference to legislation for your area, would it be likely that Julie would be entitled to claim compensation for the medical expenses incurred? Why?
 |
|   |
| Assessor Comments: |
| 1. What are the 3 eligibility criteria for a worker to receive workers’ compensation in your state?
 |
|  |
| Assessor Comments: |
| 1. Explain an employer's duty to report an injury in your jurisdiction? Ensure you include any time frames applicable.
 |
|  |
| Assessor Comments: |
| 1. Who are the Workers’ Compensation Scheme Insurers in your jurisdiction?
 |
|  |
| Assessor Comments: |
| 1. *If you would like to add any further information please do so here. Please make sure you are noting the question being referred to.*
 |
|  |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 2

One of the employed workers at Australia Wide Construction Brisbane head office (named Jane Smith) has sent in a medical certificate stating she has Occupational Overuse Syndrome (repetitive strain injury from working at the computer).

You telephone the worker at home and discuss whether they wish to make a workers’ compensation claim and she agrees to make a claim.

The workers’ compensation scheme insurer is WorkCover Queensland. You now need to process the claim.

|  |
| --- |
| 1. Why may you need to assist an injured worker to make an application?
 |
|  |
| Assessor Comments: |
| Jane does not really understand her rights and obligations under workers’ compensation law, or the opportunities for RTW. You need to explain them to her.The first step will be to make notes of what you need to tell her. Then you will need to telephone Jane and give the explanation1. A) Explain who the insurer is, and,
2. What Jane needs to do to make her claim.
 |
|  |
| Assessor Comments: |
| 1. What information will you need to gather to provide to WorkCover Queensland when you telephone them?
 |
|  |
| Assessor Comments: |
| 1. What are the benefits for the injured worker and the employer if an application for compensation is made sooner rather than later?
 |
|   |
| Assessor Comments: |
| 1. A) Explain how Jane will be paid
2. Who will pay her salary – during the time while WorkCover Queensland is assessing whether to accept liability
3. How long the assessment will take?
 |
|  |
| Assessor Comments: |
| 1. What kinds of payments are provided by workers’ compensation? (Provide 4)
 |
|  |
| Assessor Comments: |
| 1. What are the differences in the role of the case manager when they advise an injured worker that their claim has been rejected, compared to when the claim has been accepted?
 |
| Accepted - Rejected –  |
| Assessor Comments: |
| 1. Summarise in your own words the main injured worker obligations to the employer and to their insurer when they have been injured at work?
 |
|  |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 3

This task requires you to assist with processing and analysing a workers' compensation claim.

* Read the following scenario

You have received a report from a site supervisor at Australia Wide Construction that a worker was seriously injured using an angle grinder. It slipped and he received an injury to his right thigh, cutting down to the bone. He was immediately taken to hospital and was admitted for surgery.

The worker is still recovering from surgery and is not able to make a claim for workers’ compensation on his own behalf at this stage.

The Site Supervisor is following organisational procedures by informing you first. It is your responsibility to manage the claim process. The workers’ compensation scheme insurer is WorkCover Queensland.

* Use the questions below to list the actions you need to take, in a logical order. *You will need to reference the WorkCover Queensland claims process.*

|  |
| --- |
| 1. What other government authority (*not the Insurer or the Workers’ Compensation Regulator*) will you need to notify in the case of this injury?
 |
|  |
| Assessor Comments: |
| 1. This incident will need to be investigated by the authority. What will you need to tell the Site Supervisor about the site where the incident occurred [(refer to s39 of the Work Health and Safety Act 2011)](https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018)?
 |
|  |
| Assessor Comments: |
| 1. Once the claim is in motion, you will need to estimate the period that this worker is likely to be absent from work. Who can you ask?
 |
|  |
| Assessor Comments: |
| 1. The injured worker will need to be kept informed of the progress of the claim. Outline a plan to ensure communication is maintained.
 |
|  |
| Assessor Comments: |
| 1. Once you have an idea of how long the injured worker will be absent, arrangements will need to be made. What may be the role of the RRTWC at this point?
 |
|   |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 4

This task requires you to assist with planning for and implementing a successful rehabilitation or return-to-work program

* Read the following case study from a real work incident:

An employee had a fall on a construction site, resulting in a shoulder injury. Initial assessments as to his likely recovery were estimated at over 12 months. The initial estimate for the injury placed by the insurer was $150,000.

The insurer approved the immediate use of a respected orthopaedic surgeon resulting in an operation being performed within 10 days. After a Return to Work program was put in place the employee resumed suitable duties within 3 months.

* Assume that you were assisting the RTW Coordinator in the case study by gathering information they need so as to develop the RTW program.
* Consult with relevant personnel who have knowledge of planning return to work and identify what you would need to do in order to assist in planning the RTW program for this injured worker.
* Describe your actions in the following questions.

NB: you can refer to your Support Materials, particularly Guidelines of the Standard for Rehabilitation

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| --- |
| 1. What information do you need to gather from the treating doctor and/or other health professionals who are treating the injured worker?
 |
|  |
| Assessor Comments: |
| 1. What information do you need to gather from the injured worker? This includes information about the worker that may help you find them suitable duties.
 |
|  |
| Assessor Comments: |
| 1. What information do you need to gather from the manager who usually supervises the injured worker?
 |
|  |
| Assessor Comments: |
| 1. What information might you need to gather from other managers in different departments within the organisation?
 |
|  |
| Assessor Comments: |
| 1. There are many ways to ensure an injured worker has the opportunity to RTW. Not all of these may be obvious or even in the same work environment.

What options should you explore in relation to facilitating the injured worker’s early return to work? |
|   |
| Assessor Comments: |
| 1. How promptly should the RTW Program be implemented and what will need to be confirmed before it can be implemented.
 |
|   |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 5

This task requires you to assist with preparing a workplace for return to work.

* Read the following scenario.

George is a construction worker on a site that you are responsible for. He had an accident at work and broke his ankle. The ankle was set in a surgical procedure and he is required to wear a plaster cast and use crutches for a minimum of 6 weeks. George is keen to return to work and it has been decided that he will work in the site office (assisting the site supervisor with recording, relaying and filing information), as well as some other approved SD that don't require long periods of standing or require any lifting.

The site supervisor has asked you to give a talk to the site workers at their next toolbox meeting, explaining the benefits of George returning to work. George is an experienced worker, a “team player” who helps others and is well liked by his co-workers.

Policy documentation lists the benefits of an effective return to work program as follows:

**Benefits to the employer**

* Reduced staff turnover and training costs by retaining experienced and knowledgeable workers.
* Ability to participate in and contribute to the rehabilitation process.
* Improved morale and employee relations by offering Return-to-Work plans for both work-related and non-work-related injury or illness
* Minimized non-recoverable expenses such as employee benefits, the hiring and training of replacement workers, and the cost of inexperienced workers.
* Improved accident experience, which may be important for companies bidding on contracts.
* Completion of tasks that may have been delayed due to other priorities.
* Decreased number of grievances and arbitrations.

**Benefits to co-workers**

* Improved productivity because skilled and productive workers are kept on the job
* Improved accident experience, which improves safety overall.
* Completion of meaningful alternative duties that may not have otherwise been done due to other priorities

**Benefits to the injured worker**

* Maintaining the employment relationship, which provides job security and financial independence
* Minimizing the loss of physical fitness and muscle tone due to inactivity
* Maintaining financial credibility. Financial institutions are uncomfortable about renewing mortgages and loans if their client is without a job
* Maintaining superannuation payments
* Maintaining holiday / sick leave benefits
* Maintaining social contact and support from co-workers and friends
* Focusing on their abilities and not their disabilities
* Maintaining dignity and self-worth by remaining productive
* Maintaining necessary job skills
* Alleviating feelings of dependency and lack of control
* Being able to return earlier to a healthy and productive life
* Reducing the amount of time for recovery

*This activity can be discussed as a group but the below section must be completed by each participant.*

* Complete the suitable duties plan for George based on his Medical Certificate and tasks outlined on his Job Dictionary

Referring to the Unit of Competency for this role may also be of assistance for developing suitable duties - (Identify what sections of the course outline may assist with finding suitable duties)

* Discuss with your colleagues the way that you will communicate the return to work plan. Provide the information in a way that is sensitive, tactful and appropriate – bearing in mind that George and his manager will also be present at the talk.
* Prepare the toolbox talk. Make notes (bullet points) of what you will say in the space below.

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| --- |
|  |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 6

This task requires you to assist with monitoring and evaluating a rehabilitation or return-to-work program. This activity can be completed as a small group however, each participant will need to complete their own workbook. Read the following information and answer the questions provided.

The Australian Institute for Primary Care published a research paper (literature review) on Facilitators and Barriers to Return to Work. Some extracts are quoted below:

There is evidence that communication, cooperation and establishing common agreed goals between the injured worker, health providers, supervisors and management is critical for improvement in both clinical and occupational outcomes.

There is evidence that psychosocial factors such as workers’ fears and beliefs about their conditions and the impact of re-entry to the workplace on their health, and the promotion of self-responsibility and self-care are critical domains that need to be included in these rehabilitation approaches.

There is growing consensus that while attending to the physical/medical aspects of the work-disabled employee is important, much of the variability in return-to-work outcomes is accounted for by what takes place at the workplace.

Higher levels of liaison between the injured workers’ general practitioners and the workplace were independently associated with better return-to-work rates.

* Read the following scenario

Arik was a concrete worker (tradesman) on one of the construction sites. He developed a serious rash which was due to contact with the chemicals in concrete.

He was approved for workers compensation and was away from work for a month. It was clear that concreting would not be an option when he returned to work and he was given re-training as a plant operator.

Arik was medically assessed as fit for work and his workers’ compensation payments were discontinued. He returned to work as a plant operator. Having worked for 2 weeks, he is now off sick and has submitted a medical certificate stating the rash has returned.

The Site Supervisor contacted you with concerns that Arik was not showing any signs of physical discomfort while at work. In the Site Supervisor’s opinion, Arik is in breach of the terms of his rehabilitation and return to work program.

* Discuss this situation with your colleagues, fellow trainees or friends.
* Answer the questions.

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| --- |
| 1. What are the obligations of a worker in relation to participation in a return to work program and what section of the legislation relates to this?
 |
|  |
| Assessor Comments: |
| 1. What are the obligations of an employer in relation to participation in a return to work program and what section of the legislation relates to this?
 |
|  |
| Assessor Comments: |
| 1. In this case, do you consider that the worker is in breach – if so, why? If not, why not?
 |
|  |
| Assessor Comments: |
| 1. A) What do you think about the Supervisor’s comments?
2. How will you investigate this situation?
 |
|  |
| Assessor Comments: |
| 1. Do you think you will need to contact the workers’ compensation insurer? Why?
 |
|  |
| Assessor Comments: |
| 1. When you contact the doctor, she advises that a skin rash, once it has occurred through purely physical causes, can re-emerge due to emotional imbalance and depression. The doctor is unable to say whether this is the case for the worker, but it is a possibility.

How can you investigate whether the worker’s re-emergence of the rash was caused by environmental causes in the workplace? *Hint – what workplace investigations can be utilised? We need to rule in or out the environmental exposure causes.* |
|  |
| Assessor Comments: |
| 1. After investigation, you can find no reason for the worker’s rash to re-emerge through environmental causes. Who do you notify of this?
 |
|  |
| Assessor Comments: |
| 1. Expert advice indicates the worker’s problem is psychological and could have been caused by the workplace culture on site and the attitude of the site supervisor.

Will you need to investigate whether the employer could be in breach of their workplace obligations? (yes/no) |
|  |
| Assessor Comments: |
| 1. On further investigation, you find that, during the rehabilitation period, other workers taunted the injured worker and this was ignored by the site supervisor. Why is this a breach of the employer’s obligations?
 |
|  |
| Assessor Comments: |
| 1. a) What will you report to your manager about this case?
2. What will you recommend?
 |
|  |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 7

This task requires you to assist with monitoring and evaluating a rehabilitation or return-to-work program and making recommendations for improvement

* Read the following scenario

John is a trades assistant / labourer on one of the construction sites in Western Australia that you are responsible for. When lifting and moving a section of formwork he experienced severe back pain. He visited his doctor and underwent physiotherapy. He has returned to work after 2 weeks absence on an RTW program – light duties. He still attends physiotherapy sessions on a weekly basis and his income is supplemented by workers’ compensation payments.

During your weekly meeting with John, he expresses frustration at the rate of his recovery and inability to perform most of the jobs that he used to do. He says that he is bored with standing around on the site watching others do tasks beyond his abilities and can see no likelihood of ever being able to go back to his previous work role because of his back injury.

You discuss John’s problem with the site supervisor, who advises that John has always been a motivated and loyal worker and is a good candidate for re-training in work which does not involve manual handling or heavy physical labour.

After further discussion with John, he expresses an interest in operating a crane. The site supervisor considers this would be an excellent option and an opportunity is available in the pre-fabrication production area for a gantry crane operator. In order for John to perform this work, he will need re-training.

You need to investigate the qualifications required for gaining a licence as a bridge or gantry crane operator in Western Australia, the options for training and the costs involved. Once you have gathered this information you will be able to present it to the workers compensation case manager to request authorisation and approval for the insurer to bear the costs of the re-training.

You can find out about qualifications at [www.training.gov.au](http://www.training.gov.au).

* Access the unit of competency TLILIC3003A Licence to operate a bridge and gantry crane – *see Support Materials.*
* Review the requirements of the unit with particular reference to pre-requisites, the performance criteria and the required skills and knowledge.
* Provide a recommendation to the worker's compensation case manager to modify the RTW program to allow for the training to be factored in.

|  |
| --- |
| Access the unit of competency TLILIC3003A Licence to operate a bridge and gantry crane.1. A) What information in TLILIC3003A would help you understand if this is a qualification and career that John would be suited to?
2. Please list 4 examples from the TLILIC3003A Unit of Competency.
 |
|  |
| Assessor Comments: |
| 1. Thinking about John's current situation, state of mind and abilities, what services or activities might you ask the insurer to arrange to help John determine his suitability to this kind of work?
 |
|  |
| Assessor Comments: |
| 1. A) How would you go about finding a course?
2. What factors would you research / consider when determining an appropriate training provider?
 |
|  |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |

# BSBWHS407 Assist with claims management and return to work programs

# Assessment Task 8

This task requires you to assist with evaluating RTW programs in order to identify areas for improvement of the organisation’s RTW plan.

*Assessor note: This task requires the candidate to have interaction with others.*

* Meet with your colleagues and discuss the steps to take and the people to interview at the close of an RTW program, in order to evaluate the success of the program.
* Consider what makes an RTW program successful.
* Design a checklist of questions that you can ask. You are seeking feedback on the rehabilitation and return to work policy, procedures and processes in your workplace including return to work culture and communication. Your goal is for continuous improvement in return to work so you are looking for valuable information on the processes in your workplace.

| 1. Questions to ask the injured worker at the close of the RTW program (provide a minimum of 5).
 |
| --- |
|  |
| Assessor Comments: |

| 1. Questions to ask the injured worker’s supervisor at the close of the RTW program (provide a minimum of 5).
 |
| --- |
|  |
| Assessor Comments: |
| Completed on (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |
| Assessment Date: |  |