

Rehabilitation Management System Corrective Action Plan 2018 - 2019

An external audit of the Rehabilitation Management System, Australian National University (ANU), was conducted on the 15 - 19 January 2019. The following corrective action plan addresses follow up actions to be implemented in response to observations identified in the audit report dated 30 January 2019. There were no non-conformance findings and one observation identified as part of the audit conducted.

Observation

Observation	Corrective action	Date to be Completed	Current Status	Evidence
Criterion 3.7. The rehabilitation authority provides rehabilitation programs in accordance with section 37 of the SRC Act and the Guidelines, and ensures consultation occurs between all parties in regards to the rehabilitation process.				
Rehabilitation programs were not provided where the employee was certified as fit for suitable duties.	A detailed claim matrix strategy has been developed in January 2019 to comprehensively monitor a range of risk variables for active claims - including both incapacity and those claims requiring rehabilitation services. This will be used to more accurately monitor those claims requiring a rehabilitation plan where there is capacity to work.	31/01/2019	Completed	Attachment A
	Improved use of s36 independent medical assessments and Workplace Rehabilitation Provider initial needs assessments will be considered to establish clear rehabilitation goals and recommended actions for long tail claims with capacity for work. This will be more actively considered during case review discussions which occur with rehabilitation case managers / case manager psycho-social.	31/01/2020	Ongoing	
	Improved use of suspension provisions will be considered for active claims with incapacity for work who do not wish to participate in rehabilitation activities. This will be more actively considered during case review discussions which occur with rehabilitation case managers, case manager psycho-social.	31/01/2020	Ongoing	
	More regular case reviews for complex cases have now been implemented - involving both the rehabilitation and claims management teams. Particularly focusing on claimants with incapacity, to increase options for return to work.	31/01/2019	Completed	

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Date to be Reviewed: 30/10/2019

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Criterion 3.7. The rehabilitation authority provides rehabilitation programs in accordance with section 37 of the SRC Act and the Guidelines, and ensures consultation occurs between all parties in regards to the rehabilitation process.				
	A complex case management review template has been developed and is being trialled for case reviews to better capture flags and barriers to return to work issues for claimants with incapacity.	28/02/2019	Completed	Attachment B
	The Human Resources Division of the University is currently developing a strategic framework for the management of complex cases, which will assist to better identify complex cases and then provide a comprehensive and collaboration approach to their management to assist with return to work. An increased focus to involve key stakeholders and decision makers earlier is a key focus of this - including human resources, recruitment, senior executive.	30/04/2019	Completed	
	Improved use of suspension provisions will be considered for active claims with incapacity for work who do not wish to participate in rehabilitation activities. This will be more actively considered during case review discussions which occur with rehabilitation case managers, case manager psycho-social.	31/01/2020	Ongoing	
	Improved use of deeming provisions will be considered for active claims who demonstrate capacity for work. This will be more actively considered during case review discussions which occur with rehabilitation case managers, case manager psycho-social.	31/01/2020	Ongoing	

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