



*Tasmanian Association of
Vocational Rehabilitation Providers
Incorporated*

**Competency Standards &
Guidelines for Occupational
Rehabilitation Professionals**

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I. Preamble

Occupational Rehabilitation Professionals in Tasmania have had no professional guidelines or competency standards since the commencement of private service provision in Tasmania in 1985.

The Tasmanian Association of Vocational Rehabilitation Providers Incorporated has supported the concept of official accreditation in the past but no system has been established. In the absence of a mechanism for facilitating the achievement of best practice, TAVRP has spent over 6 years researching and developing the TAVRP Competency Standards. It is recommended that these standards be seen as the baseline competencies to be achieved by occupational rehabilitation professionals in Tasmania. Minimum standards of qualifications and experience are recommended for certain specified areas of service delivery.

This document will underpin the efforts of TAVRP and individual occupational rehabilitation professionals to achieve best practice service delivery within Tasmania, including quality assurance procedures to promote improvement. It also demonstrates the value of membership of TAVRP because it provides clear guidance for members to achieve best practice.

It is hoped that these standards will enhance the relationship between occupational rehabilitation professionals and key stakeholders in the occupational rehabilitation process such as government authorities, insurers, employers, treatment providers and the general public.

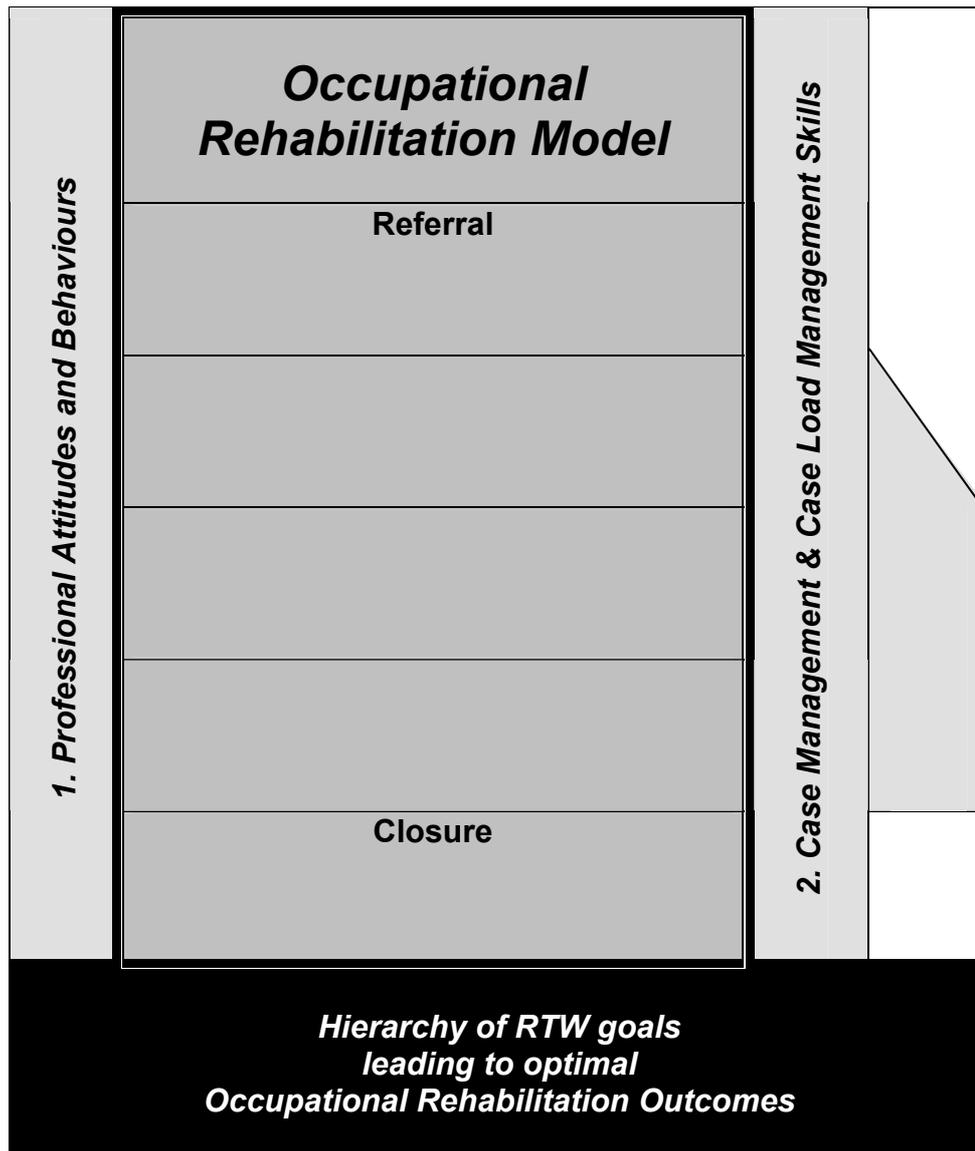
These standards have been drawn from a wide variety of sources. TAVRP acknowledges input from the Australian Society of Rehabilitation Counsellors, Australian Association of Occupational Therapists, WorkCover New South Wales, WorkCover Western Australia, WorkCover Victoria, and the National Occupational Health and Safety Commission.

The Tasmanian Association of Vocational Rehabilitation Providers wishes to thank the following members who have contributed to the drafting of these competencies.

- Margaret Young
- Phil Dening (Chairperson)
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II. Relationship of TAVRP Inc. Competencies to Occupational Rehabilitation Model

The current approach to Occupational Rehabilitation in Australia is based on the accepted model of: Referral, Assessment, Planning, Monitor & Review and Closure. The Tasmanian Association of Vocational Rehabilitation Providers (TAVRP Inc) has defined the competencies of occupational rehabilitation practice in relation to this model as depicted below:



III. Definitions

Eligible Health Professionals

Health Professionals who may be able to perform Occupational Rehabilitation services include Occupational Therapists; Physiotherapists; Rehabilitation Counsellors; Psychologists; Social Workers; Speech Pathologists; and Nurses as defined in this section.

Occupational Therapist

Is a person who is eligible for membership of the Tasmanian Association of Occupational Therapists

Physiotherapist

Is a person who is registered with the Physiotherapists' Registration Board of Tasmania

Rehabilitation Counsellor

Is a person who is eligible for full membership of the Australian Society of Rehabilitation Counsellors (ASORC).

Psychologist

Is a person who has full registration with the Psychologists' Registration Board of Tasmania

Social Worker

Is a person who is eligible for membership of The Australian Association of Social Workers

Speech Pathologist

Is a person who is eligible for membership of Speech Pathology Australia

Nurse

Is a person who has registration with the Nursing Board of Tasmania as a Registered Nurse

Occupational Physician

An Occupational Physician is a medical specialist, trained in the effects of work on health and health on work and accepted as a Fellow of the Australasian Faculty of Occupational Medicine. Occupational Physicians practise to ensure effective prevention and appropriate management of illness and injury whether caused by work or not.

Rehabilitation Physician

A Rehabilitation Physician is trained in those aspects of medicine, surgery, community medicine and the psychological and social impacts of illness which relate to the assessment, management and prevention of disability and is accepted as a member of the Australasian Faculty of Rehabilitation Medicine.

Hierarchy of RTW Goals (See Model)

- Same Job / Same Employer
- Modified Job / Same Employer
- Different Job / Same Employer
- Same Job / Different Employer
- Modified Job / Different Employer
- Different Job / Different Employer
- Avocational Goal

The Hierarchy of Goals is universally recognised as the set of potential occupational rehabilitation outcomes which focuses the priorities of the occupational rehabilitation process. Generally, the RTW goal is determined by exploring the RTW potential against each goal starting with Same Job / Same Employer.

Injured Person

An injured person is a person who has been injured or becomes ill from either a work-related incident/accident or other means.

Key Stakeholders

In the Occupational Rehabilitation process key stakeholders are defined as Injured Persons, Employers, Treating Doctors and Allied Health Professionals, Insurers and Statutory Authorities.

Occupational Rehabilitation

Occupational Rehabilitation is a managed process involving the earliest achievable intervention with appropriate, effective, timely services, and is based on the assessed needs of the injured or ill person. This process is aimed at facilitating the attainment of optimum physical, psychological and social function in respect to pre-injury status AND occurs in the context of the primary focus being the return of the injured or ill person to pre-injury or appropriate other employment.

It is acknowledged that, in certain circumstances, a return to employment may not be realistic or achievable and, consequently, the focus may shift to an avocational goal.

Occupational Rehabilitation Professional

An Occupational Rehabilitation Professional also known as Provider (*) is an Eligible Health Professional, defined above, who meets the criteria as outlined in section IV.

(*) It must be noted that in states other than Tasmania, the term Provider may be used synonymously for an Occupational Rehabilitation Organisation

Redeployment

Is the process of identifying and assisting to secure alternate employment once a person is deemed unable to return to their pre-injury employment. This may involve vocational assessment; vocational counselling; vocational training; job search activities; vocational placement and placement support services.

Relevant Legislation

This document refers to relevant legislation as is appropriate to the occupational rehabilitation industry. In Tasmania this may include knowledge of the following:

- Workers Rehabilitation and Compensation Act (1988)
- Workplace Health and Safety Act (1995)
- Workplace Health and Safety Regulations (1998)
- Motor Accidents (Liabilities and Compensation) Act (1973)
- Safety, Rehabilitation and Compensation Act (1988)
- Seafarer's Rehabilitation and Compensation Act (1992)
- Privacy Amendment (Private Sector) Act (2000)
- Code of Practice - Manual Handling (1990)
- Anti-Discrimination Act (1998)
- Industrial Relations Act (1984)
- Building Code of Australia (2005)
- AS1428.1-2001 4th ed. Design for access and mobility. Part 1 – general requirements for access – new building work.
- Other pertinent legislation and standards as required.

It is recognised that some professionals may work with injured persons from interstate statutory jurisdictions; therefore it is advised that the relevant legislation from these states or territories be referred to.

IV. Qualifications

To ensure a high-quality service delivery, occupational rehabilitation professionals will have appropriate qualifications, skills, knowledge and experience both to deliver specific skills and assessments as defined within these standards and to provide case management services.

Throughout this section where reference is made to periods of experience this must be taken to be full time equivalent experience (FTE).

Minimum Qualifications Required to Provide Case Management

- (A) (i) A degree or graduate diploma in Applied Health Sciences, Behavioural Sciences, Medicine, Social Work, Nursing, Rehabilitation Counselling, or equivalent qualifications,

AND

at least twelve (12) months experience in occupational rehabilitation **.

(ii) Where an occupational rehabilitation professional has less than twelve months experience in occupational rehabilitation that professional would be regarded as "inexperienced" and must:

- demonstrate that he/she has participated in a comprehensive occupational rehabilitation training programme and
- demonstrate that professional supervision has been provided for at least 40 hours and evidence of this contact time is made available.

OR

- (B) (i) A related tertiary qualification which focuses on injury/disability management and casework

AND

at least five (5) years experience in that profession.

AND

at least twelve (12) months experience in occupational rehabilitation **.

(ii) Where an occupational rehabilitation professional has less than twelve months experience in occupational rehabilitation that professional would be regarded as "inexperienced" and must:

- demonstrate that he/she has participated in a comprehensive occupational rehabilitation training programme and
- demonstrate that professional supervision has been provided for at least 40 hours and evidence of this contact time is made available.

** It is recommended that, in the case of conducting mediation services, an occupational rehabilitation professional should have at least two (2) years experience in occupational rehabilitation.

Minimum Qualifications to Provide Specific Skills and Assessments

Occupational rehabilitation services may require Specific Skills and Assessments that can only be provided by appropriately qualified professionals. Workers with physical or psychological injuries may require specific services (for example, Workplace Assessment, Functional Capacity Evaluation and Vocational Assessment, etc.). Such services must only be undertaken by qualified health professionals as specified in this document.

Notwithstanding the prescription of minimum standards for Specific Skills and Assessments, appropriately qualified health professionals may apply to TAVRP for recognition of their competence to provide services within defined competency areas.

The minimum qualifications for Occupational Rehabilitation professionals to conduct the following specific skills and assessments (as defined in Competency Unit 3) for injured persons are:

Minimum qualifications for providing a Workplace Assessment are:

An Occupational Therapist / Physiotherapist, with at least 3 months occupational rehabilitation experience AND who is under the supervision of an experienced therapist () as defined, until the completion of 10 workplace assessments conducted in a minimum of 3 industry types, or equivalent experience;*

A Health Professional with additional qualifications in Ergonomics, and at least 3 months occupational rehabilitation experience AND who is under the supervision of an experienced therapist as defined, until the completion of 10 workplace assessments conducted in a minimum of 3 industry types, or equivalent experience.

Minimum qualifications for providing a Functional Capacity Evaluation are:

An Occupational Therapist / Physiotherapist, with at least 3 months occupational rehabilitation experience AND who is under the supervision of an experienced therapist as defined, until the completion of 5 Functional Capacity Evaluations related to 3 different body locations, or equivalent experience;

A Health Professional with additional qualifications in biomechanics, and at least 3 months occupational rehabilitation experience AND who is under the supervision of an experienced therapist as defined, until the completion of 5 Functional Capacity Evaluations related to 3 different body locations, or equivalent experience.

Apart from holding a current relevant health science qualification, the assessor must provide current certification for the use of specific assessment tools (as specified by the distributor of that tool, for example, Isernhagen, West, Valpar, Key, PWPE or Workhab Australia).

(*) Reference to “experienced therapist” below means a similarly qualified therapist who meets the Minimum Qualifications Required to Provide Case Management – refer section IV – with an additional 2 years experience in that specific skills or assessment.

**Minimum qualifications for Assessing Function and Prescribing
Specialised Adaptive Interventions are:**

An Occupational Therapist / Physiotherapist who has completed at least 2 years supervision with an experienced therapist as defined.

**Minimum qualifications for providing Adjustment to Disability Counselling
are:**

A Psychologist with at least 3 months experience in working with people who have experienced physical and/or psychological injury/loss; OR

A Rehabilitation Counsellor/Health Professional with a degree or graduate diploma in counselling with at least 6 months experience in counselling including 3 months working with people who have experienced physical and/or psychological injury/loss

Minimum qualifications for providing a Vocational Assessment are:

A Psychologist with at least 6 months experience in vocational assessment and vocational counselling; the assessor must provide current certification for the use of specific assessment tools as specified by the distributor of that tool eg, MBTI, etc.; OR

A Rehabilitation Counsellor with at least 6 months experience in vocational assessment and vocational counselling (including 3 months of occupational rehabilitation experience); the assessor must provide current certification for the use of specific assessment tools as specified by the distributor of that tool e.g., MBTI, etc.

Minimum qualifications for providing a Vocational Counselling are:

A Psychologist with at least 6 months experience in vocational assessment and vocational counselling; OR

A Rehabilitation Counsellor with at least 6 months experience in vocational assessment and vocational counselling (including 3 months of occupational rehabilitation experience); OR

A Health Professional with a degree or graduate diploma in vocational or career counselling with at least 6 months experience in vocational counselling (including 3 months of occupational rehabilitation experience).

**Minimum qualifications for providing a Vocational Placement services
are:**

A Rehabilitation Counsellor with at least 3 months of occupational rehabilitation experience; OR

A Health Professional with at least 3 months of occupational rehabilitation experience who can demonstrate knowledge and skills in seeking and using labour market information, instructing job seekers in job seeking skills, locating jobs, negotiating placements with employers, and using WorkCover and other incentive programs for employers; OR

Under the direct supervision of the Case Managing Occupational Rehabilitation Professional:-

A person who has demonstrated training and awareness in disability management, equivalent to Certificate IV in Disability Services, AND at

least 12 months proven track record in placing job seekers with disabilities, with a new employer (minimum of 5 placements in this period)

V. Competencies

1 Professional Attitudes and Behaviour

The professional attitudes and behaviours of Occupational Rehabilitation Professionals are embodied in the profession's value system, philosophy, models and frames of reference. Evidence of appropriate attitudes and behaviours is demonstrated by an understanding of specific roles and functions.

1.1 *Practices in an ethical and professional manner*

- 1.1.1 Demonstrate consistency of professional behaviour within accepted national and international standards of best practice, in keeping with this competency document and the TAVRP Code of Principles and Practice.
- 1.1.2 Show evidence of acting, at all times, with openness, honesty and objectivity towards key participants in the occupational rehabilitation process and declare any conflict of interest likely to impinge on any such relationships.
- 1.1.3 Demonstrate the use of rehabilitation practices which are not discriminatory against any key stakeholders on the basis of areas such as age, disability, gender, sexual preference, social status and means, language or ethnicity.
- 1.1.4 Demonstrate an awareness of appropriate modes of communication and interaction between key stakeholders, maintaining respect for matters which are commercial-in-confidence or involve sensitive or private information.
- 1.1.5 Demonstrate how to constructively and effectively present the occupational rehabilitation professional role in a variety of settings in order to enhance the occupational rehabilitation process and foster the health and development of the occupational rehabilitation industry.

1.2 *Understands the broad impact of social, political, legal, financial and industrial issues on the occupational rehabilitation profession and key stakeholders in the occupational rehabilitation industry.*

- 1.2.1 Demonstrate a general knowledge of commonly occurring work-related injuries, treatments and expected outcomes.
- 1.2.2 Demonstrate an understanding of the benefits of early intervention of occupational rehabilitation to promoting this principal.
- 1.2.3 Demonstrate an awareness of relevant legislation and how such legislation could impact upon case management activities, goals and strategies.
- 1.2.4 Demonstrate awareness of the different types of accountability expected of Occupational Rehabilitation Professionals by their own employer and key stakeholders in the injury management process (for example, insurers, statutory authorities, treatment professionals and injured persons).

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- 1.2.5 Demonstrate awareness of the expectations and accountability required by Occupational Rehabilitation Professionals of the other key stakeholders in the injury management process.

1.3 Assumes responsibility for own professional practice

- 1.3.1 Demonstrate a commitment to seek advice, accept professional support and supervision and modify professional behaviour in order to improve service provision.
- 1.3.2 Assume responsibility for ongoing learning and skill development to improve performance and practice.
- 1.3.3 Demonstrate a commitment to support, facilitate, supervise or mentor other occupational rehabilitation professionals in their ongoing learning and skill development.
- 1.3.4 Demonstrate an awareness of the boundaries of own professional competence and the necessity of practising within those limits.
- 1.3.5 Utilise existing providers of Specific Skills and Assessments to assist the rehabilitation needs of an injured person where such needs are beyond the competence of the case managing Occupational Rehabilitation Professional.
- 1.3.6 Demonstrate how you would ensure that those professionals to whom the injured person is referred for specific skills and assessments, are appropriately qualified and experienced, and they follow and standards outlined in Unit 3 of this document.

1.4 Respects the individuality and rights of the injured person

- 1.4.1 Demonstrate an awareness of the fact that the injured person's cultural, religious, spiritual and social values are central to the development and maintenance of an effective professional relationship.
- 1.4.2 Demonstrate an understanding of the impact one's own values may have on the injured person in the occupational rehabilitation process.
- 1.4.3 Demonstrate adherence to the tenet of encouraging an injured person to be actively involved in their own occupational rehabilitation programme and the primacy of their own decision-making.
- 1.4.4 Demonstrate how to ensure the injured worker can access appropriate information, authored by the case managing Occupational Rehabilitation Professional, pertaining to their own rehabilitation.

1.5 Actively facilitates an open communication process to achieve a balanced occupational rehabilitation outcome which respects the rights and responsibilities of other key stakeholders

- 1.5.1 Demonstrate open communication that respects the skills and knowledge of other professionals involved in the injury management process of an injured person.
- 1.5.2 Demonstrate an appreciation of the unique environmental, cultural and corporate knowledge held by employers of their workplace
- 1.5.3 Demonstrate an appreciation of the financial, legislative and risk management responsibilities incumbent upon insurers to provide a cost-effective, timely and outcome-focussed injury management process.
- 1.5.4 Demonstrate an awareness of the rights and responsibilities of other stakeholders who may have a critical relationship to an injured person's occupational rehabilitation process. [Such key stakeholders may include employee representatives, legal

representatives, potential employers, independent injury assessors, peers and work colleagues, personal support networks].

- 1.5.5 Demonstrate the use of the most appropriate and effective communication strategies and tools to achieve rapport with key stakeholders and a balanced goal-focussed occupational rehabilitation outcome.
- 1.5.6 Demonstrate awareness of the process by which reports authored by a third party and held by the case managing Occupational Rehabilitation Professional, may be accessed by the injured worker.

2 Case and Caseload Management

The role of the occupational rehabilitation professional involves the management of two key areas of professional responsibility and accountability in the delivery of occupational rehabilitation services to injured persons. These two areas are case and caseload management.

Case Management

Case management involves the effective and timely provision of occupational rehabilitation services to assist an injured person in achieving his/her occupational rehabilitation goals. Intrinsic in case management is the need to ensure all stakeholders are involved in the decision-making process.

2.1 Demonstrate an ability to establish rapport and effective working relationships with key stakeholders.

- 2.1.1 Demonstrate an understanding of roles of key stakeholders in the injury management process.
- 2.1.2 Demonstrate how to identify appropriate personnel within key stakeholder or other organisations.
- 2.1.3 Demonstrate how to effectively engage each key stakeholder in the occupational rehabilitation process, considering their expectations, level of understanding and requirements.
- 2.1.4 Demonstrate the ability to provide accurate and appropriate information to key stakeholders regarding the injured person and the occupational rehabilitation process.

2.2 Conduct an initial assessment.

- 2.2.1 Demonstrate the ability to conduct an initial interview, articulate and document conclusions.
- 2.2.2 Demonstrate an ability to integrate, interpret and evaluate medical, functional, social, psychological and educational/vocational information sought from key stakeholders about an injured person in order to develop appropriate occupational rehabilitation strategies.
- 2.2.3 Demonstrate the ability to identify the need for specific assessments/services, provide same or make referral.
- 2.2.4 Demonstrate the ability to integrate information from the requested assessment(s) into the development of the occupational rehabilitation goals.

2.3 Plan occupational rehabilitation

- 2.3.1 Describe the hierarchy of potential rehabilitation goals and demonstrate how this model directs the occupational rehabilitation process.
- 2.3.2 Demonstrate an ability to explain, discuss options and facilitate goal setting for the occupational rehabilitation program with an injured person.
- 2.3.3 Demonstrate the ability to assist an injured person to assess the barriers and benefits of his/her rehabilitation options.
- 2.3.4 Outline strategies used to assist an injured person with decision making, including providing support to challenge assumptions and to achieve realistic occupational rehabilitation goals.
- 2.3.5 Demonstrate the ability to establish both short and long term rehabilitation goals in consultation with key stakeholders.
- 2.3.6 Demonstrate an awareness of other sources of information (such as labour market, work environment) relevant to occupational rehabilitation planning and arrange appropriate access.
- 2.3.7 Demonstrate an ability to produce an assessment report which includes a rehabilitation plan specific to the injured person. This document should concisely describes the services required, realistic timeframes and associated costs to achieve the occupational rehabilitation goals and gain appropriate approvals.
- 2.3.8 Demonstrate the strategies for obtaining approvals from key stakeholders for amendments to an existing plan (such as return to work programs, treatment regimes or specific skills and assessments) prior to commencement of activity.

2.4 Monitor and review occupational rehabilitation process.

- 2.4.1 Demonstrate effective time management, negotiation and mediation skills in relation to achieving occupational rehabilitation goals.
- 2.4.2 Demonstrate an ability to maintain appropriate and efficient documentation of service provision and to write formal progress reports which are clear and concise, logical in the development of an argument and which conclude with specific and realistic recommendations, timeframes and costing.
- 2.4.3 Outline the circumstances requiring liaison with key stakeholders on an ongoing basis once the occupational rehabilitation goal and resulting plan have been developed.
- 2.4.4 Demonstrate the ability to analyse, proactively manage and monitor an injured person's progress through the stages of the occupational rehabilitation process with regard to physical, psychological and vocational issues.
- 2.4.5 Demonstrate how to evaluate the effectiveness of the occupational rehabilitation process and identify any additional required services (and the associated costs) to enhance the achievement of the occupational rehabilitation goals.
- 2.4.6 Describe the circumstances which might trigger the need for a case review meeting and/or larger conference.
- 2.4.7 Demonstrate an understanding of the process for redeploying an injured person into a new position when it has become clear that the goal of a return to pre-injury employment is no longer attainable.
- 2.4.8 Describe how to appropriately use vocational placement services providers to facilitate the management of the redeployment process within the existing occupational rehabilitation plan.

- 2.4.9 Demonstrate how to assist an injured person with the long term management of their injury (e.g. self monitoring activity in both home and work environments and maintaining physical fitness once program complete).

2.5 Effect program closure

- 2.5.1 Demonstrate an understanding of how to identify when the rehabilitation plan is complete and how to close rehabilitation service provision to the satisfaction of all key stakeholders.
- 2.5.2 Describe how to achieve closure with the injured person, including review of goals attained, ongoing self management and the time frame for closure.
- 2.5.3 Outline the process of consultation with key stakeholders to effect closure.
- 2.5.4 Outline the salient information required in the closure report and any administrative and/or statutory requirements.

Caseload Management

Caseload management involves a range of managerial skills aimed at equitably delivering efficient and effective occupational rehabilitation services. Caseload management aims to ensure the agreed occupational rehabilitation goals are achieved for all the injured persons within an occupational rehabilitation professional's caseload.

2.6 Understands the range of managerial skills required to deliver timely, efficient and effective rehabilitation services in order to achieve the agreed rehabilitation goals of all those injured persons for whom an occupational rehabilitation professional is responsible.

- 2.6.1 Demonstrate the knowledge and use of practices which support effective monitoring, review and continual evaluation of the development and progress of all cases within an occupational rehabilitation professional's caseload.
- 2.6.2 Demonstrate an understanding of the consequences of failing to provide adequate professional management strategies to effectively meet caseload requirements.
- 2.6.3 Demonstrate awareness of the type of contingencies which may arise (such as actions and experiences of the injured person, insurer, employer, other professionals, or self) and how capacity to deal with these should be considered in caseload management strategy.
- 2.6.4 Demonstrate an awareness of how technology can assist in the effective management of an occupational rehabilitation caseload and provision of occupation rehabilitation services.
- 2.6.5 Demonstrate an awareness of the importance of maintaining appropriate and efficient documentation of service provision within case files and how this impacts upon effective caseload management.
- 2.6.6 Provide evidence of systems in place to record statistical data which measure and report on aspects of occupational rehabilitation performance.
- 2.6.7 Describe how such statistical data can be used to identify aspects of service delivery which require improvement in order to achieve best practice.

3 Specific Skills & Assessments

Where an occupational rehabilitation professional is not competent to undertake any role described in "Specific Skills and Assessments", that professional should demonstrate sufficient skills and knowledge to identify the injured person's relevant needs and refer the injured person to an appropriately trained professional.

The occupational rehabilitation professional is responsible to ensure that the professional to whom the injured person is referred, provides that service consistent with the overriding rehabilitation plan and is accountable to the referring occupational rehabilitation professional.

The following "Specific Skills and Assessments" are not placed in any order of priority. Referral for these services should be tailored to each injured person's occupational rehabilitation requirements and they may not be necessary in every situation.

Workplace Assessment (WA)

Workplace Assessment requires the identification and assessment of the working environment and the substantive, transitional or redeployment duties relevant to the rehabilitation needs of an injured person. The assessment of those duties is determined in the context of the reality of the workplace culture, having regard to the cognitive and physical requirements of the injured person's current and potential capacity.

Minimum qualifications for providers of this service are located in Section IV.

3.1 Inspect a workplace and assess all requirements of an injured person's job.

- 3.1.1 Demonstrate the ability to arrange the assessment of the injured person's workplace and meet with relevant involved personnel.
- 3.1.2 Demonstrate the ability to collate information from the employer representative(s), the injured person and other information sources such as position descriptions.
- 3.1.3 Demonstrate the knowledge to analyse the tasks performed and the physical and cognitive abilities required to perform them.
- 3.1.4 Demonstrate the ability to identify and assess the injured person's requirements for transportation and access to the workplace.
- 3.1.5 Demonstrate the ability to understand and be sensitive to the culture of the workplace.

3.2 Identify appropriate tasks within the workplace with a view to facilitating an early return to work by the injured person.

- 3.2.1 Demonstrate an understanding of the worker's current medical, physical and psychological status and the relevance of such information to the tasks required to be performed.

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3.2.2 Demonstrate an awareness of the broader implications of recommending tasks as part of the return to work process.

3.2.3 Demonstrate the ability to recommend appropriate return to work strategies in the light of the injury, its prognosis and the proposed tasks.

3.3 *Appropriately modify and redesign an injured person's job, as required, ensuring a successful and sustainable return to work.*

3.3.1 Demonstrate an awareness of the statutory requirements of the job.

3.3.2 Demonstrate an understanding of the impact of modifying a work process on all other workers involved.

3.3.3 Demonstrate an awareness of the pre-requisite training required for the position, any requirements for ongoing education and relevant safety requirements of the position.

3.3.4 Demonstrate the ability to research and to seek expert advice, as required, to safely and appropriately modify the work environment.

3.4 *Communicate, either verbally or in writing, key issues and recommendations pertaining to the workplace assessment.*

3.4.1 Demonstrate the ability to liaise with all relevant key stakeholders to bring about a successful interaction between workplace, injured person and treating personnel.

3.4.2 Demonstrate the ability and knowledge to provide an appropriate and concise written report of the workplace assessment that includes the injured person's abilities, detailed analysis of the required duties and parameters for return to work.

Functional Capacity Evaluation (FCE)

An FCE is an assessment used to determine the specific functional abilities and/or limitations of an injured person. It must be conducted with an awareness of the occupational rehabilitation environment in which it will be applied. It requires the ability to use subjective and objective assessment procedures. Clinical observation, standardised testing tools and simulated work tasks may be used. Assessment results and recommendations are provided in a final report.

Minimum qualifications for providers of this service are located in Section IV.

3.5 Explain the rationale of Functional Capacity Evaluation.

- 3.5.1 Describe the aims and objectives for conducting an FCE.
- 3.5.2 Demonstrate the ability to communicate the aims and objectives of an FCE to key stakeholders.
- 3.5.3 Demonstrate the ability to clarify the referrer's requirements for an FCE.

3.6 Select appropriate standardised and non-standardised assessment tools for assessing an injured person's functional capacity.

- 3.6.1 Explain the purpose of the pre-assessment interview and its usefulness in the assessment process
- 3.6.2 Explain the selection of tools and tasks available that may be appropriate to the referral criteria.
- 3.6.3 Explain the appropriateness of a specific tool or task in assessing an injured person's functional capacity.

3.7 Prepare and conduct a Functional Capacity Evaluation in a safe and appropriate environment

- 3.7.1 Describe the process required to obtain medical approval from the treating medical practitioner for the injured person to participate in the proposed Functional Capacity Evaluation.
- 3.7.2 Describe the process to obtain informed consent from the injured person prior to commencement in the proposed Functional Capacity Evaluation.
- 3.7.3 Explain how to set up the assessment environment according to the specifications required of the assessment tools being utilised.
- 3.7.4 Explain important environmental factors that may impact on the assessment.
- 3.7.5 Explain the application of professional judgment in safely managing and conducting the assessment.
- 3.7.6 Demonstrate the ability to document relevant clinical observations during the assessment.

3.8 *Record and analyse results and provide appropriate recommendations in accordance with the aims and objectives of the Functional Capacity Evaluation*

- 3.8.1 Demonstrate the ability to interpret and document clinical findings, in accordance with standardised and non-standardised assessment procedure.
- 3.8.2 Demonstrate the ability to make recommendations according to an injured person's assessed functional capacity, information obtained from the workplace and/or regarding return to work options.
- 3.8.3 Demonstrate the ability to produce a comprehensive and timely FCE report which addresses the aims and objectives of the FCE.

Assessing Function and Prescribing Specialised Adaptive Interventions

The assessment of the injured person's functional ability and prescription of specialised and adaptive equipment requires:

- an understanding of appropriate assessment strategies and tools;
- knowledge of what is to be assessed;
- an understanding of the availability and suitability of specialised and adaptive equipment; and
- facilitating the provision of recommended interventions.

This intervention is performed with reference to relevant legislation and within a risk management framework for the purpose of improving the independence of injured persons.

Minimum qualifications for providers of this service are located in Section IV.

3.9 *Assess the needs of an injured person.*

- 3.9.1 Demonstrate an awareness of factors influencing the assessment of need for adaptive interventions including the injured person's ability, disability, cultural and social environments.
- 3.9.2 Demonstrate an ability to consider the needs of significant others in the assessment and prescription of adaptive interventions.
- 3.9.3 Demonstrate ability to take appropriate measurements of the injured person or environment.

3.10 *Prescribe aids to daily living or adaptive equipment.*

- 3.10.1 To demonstrate an awareness of resources that can provide information on aids and equipment options. This may include information regarding building regulations, architectural and equipment design, technological and engineering solutions.
- 3.10.2 Provide recommendations with rationale for each of the potential options; including costs, benefits to the injured person, durability of the equipment and purpose of the modification, to the relevant referral source and/or paying authority.

3.11 *Ensure, where appropriate, the correct use of equipment to maximise function and avoid re-injury.*

- 3.11.1 Demonstrate an ability to educate an injured person or significant others in the satisfactory and safe use of prescribed aids and equipment.
- 3.11.2 Demonstrate a sound knowledge of energy conservation, activity management, body mechanics and manual handling techniques as required.
- 3.11.3 Once prescription is in place re-assess appropriateness and fit, for a safe durable outcome for the injured person.

3.12 *Review, where appropriate, the modifications to ensure optimum function and re-injury is avoided*

- 3.12.1 Demonstrate an ability to educate an injured person or significant others in the satisfactory and safe use of modification.
- 3.12.2 Once modification is completed re-assess appropriateness and fit, for a safe durable outcome for the injured person.

3.13 *Provide appropriate report detailing the outcome of the Specialised Adaptive Interventions.*

- 3.13.1 Demonstrate the ability and knowledge to provide an appropriate and concise written report of the recommended Specialised Adaptive Interventions.
- 3.13.2 Report on the process of assessing and prescribing the Specialised Adaptive Interventions. This could include: a brief overview of the assessment, recommended interventions (modifications and/or equipment), trialed interventions, outcome of the trial and final recommendations.

Adjustment to Disability Counselling (C)

Adjustment to Disability Counselling requires an understanding of the aspects of a person's life which are affected by injury or illness and the consequent impact on the occupational rehabilitation process. It requires the ability to utilise objective, short and long term goal-focused strategies to facilitate constructive changes in behaviour and functional ability.

Minimum qualifications for providers of this service are located in Section IV.

3.14 *Understand the impact of disability*

- 3.14.1 Demonstrate an understanding of how disability may impact upon an injured person. Such consideration may include physical, psychological, social, cultural, occupational, financial and legislative factors.
- 3.14.2 Demonstrate how to identify the impact of injury or illness on the critical aspects of an injured person's life, and the priority areas for response.

3.15 Identify the factors impacting on an injured person's adjustment to injury or illness and consequently upon the occupational rehabilitation process

- 3.15.1 Describe the range of factors that have the potential to impact on an injured person's capacity to adjust to disability.
- 3.15.2 Describe how these factors may impact on the occupational rehabilitation process.

3.16 Utilise appropriate assessment methods and techniques to determine the impact of disability on the injured person

- 3.16.1 Identify appropriate methods and techniques for assessing the consequences of injury or illness on the aspects of an injured person's life.
- 3.16.2 Demonstrate how methods and techniques for assessing the impact of disability can be utilised.

3.17 Establish appropriate counselling interventions to address the identified factors impacting on the injured person

- 3.17.1 Based on assessment results, describe appropriate counselling interventions for facilitating an injured person's adjustment to disability and indicate the anticipated outcome.
- 3.17.2 In the context of having assessed an injured person's needs in relation to their adjustment to disability, determine the appropriateness of implementing a counselling intervention or referring on to a more appropriate professional.

3.18 Understand the process of monitoring and reviewing the outcomes of counselling interventions

- 3.18.1 Describe how to determine the effectiveness of an injured person's adjustment to disability following counselling.
- 3.18.2 Demonstrate the ability to identify and implement alternative counselling interventions.
- 3.18.3 Demonstrate an awareness of how to conclude the adjustment to disability counselling process and provide a summary of outcomes (written or verbal) and recommendations to facilitate the continued implementation of the occupational rehabilitation plan.

Vocational Assessment (VA)

Vocational assessment requires understanding of appropriate assessment tools strategies and protocols, understanding of the rationale for referral, and utilisation of vocational data to generate realistic vocational options for injured persons. It must be conducted with an awareness of the occupational rehabilitation environment in which it will be applied.

Minimum qualifications for providers of this service are located in Section IV.

3.19 Explain the rationale of the Vocational Assessment

- 3.19.1 Describe the aims and objectives for conducting a VA.

3.19.2 Demonstrate the ability to communicate the aims and objectives of a VA to key stakeholders.

3.19.3 Demonstrate the ability to clarify the referrer's requirements for a VA.

3.20 *Select appropriate standardised and non-standardised assessment tools for use when conducting the Vocational Assessment*

3.20.1 Explain the purpose of the pre-assessment interview and its usefulness in the assessment process

3.20.2 Explain the selection of tools and tasks available that may be appropriate to the referral criteria.

3.20.3 Explain the appropriateness of a specific tool or task in assessing an injured person's vocational capacity.

3.21 *Prepare and conduct a Vocational Assessment in a safe and appropriate environment*

3.21.1 Explain how to set up the assessment environment relevant to any individual client needs.

3.21.2 Describe the process of administering vocational assessment tools.

3.21.3 Explain the application of professional judgement in tailoring and conducting the Vocational Assessment.

3.21.4 Demonstrate the ability to document relevant clinical observations during the assessment.

3.22 *Record and analyse results and provide appropriate recommendations in accordance with the aims and objectives of the Vocational Assessment*

3.22.1 Demonstrate the ability to interpret and document clinical findings, in accordance with standardised and non-standardised assessment procedure.

3.22.2 Demonstrate the ability to make recommendations according to an injured person's assessed vocational capacity, providing information about the injured person's transferable skills, interests, work values, personality, work and/or training options. Such recommendations must be relevant to the physical and psychological capacity of the injured person.

3.22.3 Demonstrate the ability to produce a comprehensive and timely VA report which addresses the aims and objectives of the VA.

Vocational Counselling (VC)

Vocational counselling in the occupational rehabilitation arena requires an understanding of the process for identifying realistic vocational options and facilitating the decision-making process to select the most appropriate option. It requires the ability to assess and gather information in consultation with the injured person, to determine realistic short term and long term vocational goals and options.

Minimum qualifications for providers of this service are located in Section IV.

3.23 *Understand the theoretical basis of vocational counselling*

- 3.23.1 Demonstrate an awareness of the foundations of vocational choice and factors which determine actual vocational selection.
- 3.23.2 Demonstrate an understanding of the importance of work adjustment theory to the ultimate success of the vocational counselling process.
- 3.23.3 Demonstrate an awareness of the negative factors which may influence the vocational counselling process eg. attitudes, lack of support, job seeking skill deficits, and psychosocial aspects of work.

3.24 *Facilitate clarification of an injured person's needs, interests and aspirations as they relate to appropriate vocational choices.*

- 3.24.1 Demonstrate an awareness of the need for an injured person to have a vocational identity or a willingness to explore job options, before proceeding with vocational redirection.
- 3.24.2 Demonstrate an ability to counsel an injured person to select jobs which are consistent with his/her interests, abilities, functional capacities and job availability.
- 3.24.3 Demonstrate an ability to present observations to an injured person about inconsistencies between his/her vocational choices and what is known about his/her abilities and interests.
- 3.24.4 Demonstrate how to use vocational activities to assist in the development of potential vocational options.
- 3.24.5 Demonstrate how to clarify the positive and negative aspects of particular vocational choices for an injured person.
- 3.24.6 Describe strategies for counselling an injured person towards realistic vocational choices in line with the realities of the work environment, legislative restrictions and organisational policy.
- 3.24.7 Demonstrate an awareness of the need to adopt a flexible counselling approach to develop realistic vocational goals with the injured person.

3.25 *Access information, materials and system requirements to facilitate the vocational counselling process*

- 3.25.1 Demonstrate occupational knowledge (including job descriptions, training requirements, entry levels for training, current labour market) or an awareness of where to procure such occupational information to assist an injured person in vocational decision-making.
- 3.25.2 Demonstrate an awareness of occupational and educational materials to assist an injured person in vocational exploration.
- 3.25.3 Demonstrate an ability to use written, computer and experiential information about jobs to generate realistic options for discussion with an injured person.

3.26 *Provide appropriate report detailing the outcome of the vocational counselling process*

- 3.26.1 Demonstrate the ability and knowledge to provide appropriate and concise feedback (either verbal or written) of the vocational counselling process. This could include: the barriers overcome and the vocational options chosen.

Vocational Placement (VP)

Vocational placement services may be required when redeployment to a new job usually with a new employer is indicated. This may include job search activities, vocational training and placement support. These services must be undertaken in close consultation with the occupational rehabilitation professional.

Minimum qualifications for providers of this service are located in Section IV.

3.27 Provide information and resources, utilising professional networks, which lead to employment opportunities.

- 3.27.1 Demonstrate current knowledge of potential employers, relevant community resources, government bodies and employment agencies and how these contribute to the effective location of job opportunities.
- 3.27.2 Demonstrate the ability to locate, investigate and evaluate relevant labour market research on the suitability, availability, viability and physical requirements of jobs.
- 3.27.3 Demonstrate knowledge of the implications for employment of an injured person's functional capacity, as provided by the occupational rehabilitation professional, and the considerations required to achieve successful employment.

3.28 Develop and implement a job search plan

- 3.28.1 Describe how to assist an injured person to set appropriate goals and timeframes in accordance with the agreed occupational rehabilitation plan.
- 3.28.2 Describe how to develop and document strategies to achieve employment in conjunction with an injured person.

3.29 Educate injured persons on job search skills to enable them to search independently

- 3.29.1 Demonstrate the ability to assist an injured person with resume development, job applications, strategies for contacting employers and interview techniques.
- 3.29.2 Explain how to prepare an injured person to openly discuss the consequences of their injury/illness with potential employers, relative to the available employment.
- 3.29.3 Demonstrate how to provide feedback to an injured person on their job search techniques and progress towards employment goals.

3.30 Communicate, either verbally or in writing, key issues and recommendations pertaining to the vocational placement process.

- 3.30.1 Demonstrate the ability to liaise with injured person, potential employer and occupational rehabilitation professional to bring about a successful employment outcome.
- 3.30.2 Explain the critical roles and responsibilities of the partnership between the occupational rehabilitation professional and the vocational placement provider to ensure a seamless transition into employment.
- 3.30.3 Demonstrate the ability and knowledge to provide appropriate and concise feedback (verbal and written) of the vocational placement process. This could include: job

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search skills gained by the injured person, employers canvassed and steps taken to secure an employment outcome.