

Rehabilitation Management System Corrective Action Plan January 2025

An external file audit of the Rehabilitation Management System, Australian National University (ANU), was conducted on the 14 - 15 January 2025.

The following corrective action plan addresses follow up actions to be implemented in response to observations identified in the audit report. There was one observation and two findings identified as part of the audit conducted.

Observation

Observation	Corrective action	Action Officer	Date to be Completed	Current Status	Evidence
Criterion 3.7. The rehabilitation authority provides rehabilitation programs in accordance with the provisions of section 37 of the SRC Act, and the Guidelines, and ensures consultation occurs between all parties regarding the rehabilitation process.					
<p>Section 37(3)(a)-(h) has not been updated when issuing the rehabilitation alteration signed by the delegate 6/6/24. Section 37(3)(a) continues to reference a section 36 assessment dated 20/2/23 and no current medical assessment is referenced.</p> <p>Additionally, reason for alteration is not accurately stated within the determination. File notes suggest extension of final goal date however this is not stated in the determination.</p> <p>Updated medical evidence should be documented in the s37(3)(a)-(h) considerations. Reason for alteration should be clearly stated within the determination.</p>	Rehabilitation Case Managers advised of this finding and the corrective action to ensure it is noted within alterations that any updated medical evidence has been considered.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment A
	Rehabilitation Manual Section 6.10.6. amended to add a highlighted note of this requirement.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment B
	Internal audits to specifically target this requirement for review. Noted in updated Rehabilitation Manual Section 10.1.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment C
	Requirement to be discussed during weekly case reviews.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment D

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Findings

Finding	Follow Up Action	Action Officer	Date to be Completed	Current Status	Evidence
<p>The section 37 rehabilitation program dated 14/02/24, is not signed and does not include the employee's supervisor details.</p> <p>Supervisor contact details is required to be included in the rehabilitation program in accordance with rehabilitation guidelines.</p>	Rehabilitation Case Managers advised of this finding and the corrective action to ensure it is noted within alterations that any updated medical evidence has been considered.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment A
	Rehabilitation Manual Section 6.9.2. amended to add a highlighted note of this requirement. Additional options provided in situations when the direct supervisor is unable to sign due to sensitivities of the case.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment E
	Internal audits to specifically target this requirement for review. Noted in updated Rehabilitation Manual Section 10.1.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment C
	Requirement to be discussed during weekly case reviews.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment D

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Finding	Follow Up Action	Action Officer	Date to be Completed	Current Status	Evidence
Criterion 3.8. The employer takes all reasonable steps to provide employees with suitable employment or to assist employees to find such employment.					
Suitable duties were not provided to the employee. The INA undertaken 7/5/24 advised the employee as suitable for graduated return to work undertaking pre-injury /suitable duties.	Rehabilitation Case Managers advised of this finding and the corrective action to ensure it is noted within alterations that any updated medical evidence has been considered.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment A
	Rehabilitation Manual Section 6.8.2. amended to add a highlighted note of this requirement. Additional options provided in situations when suitable duties unable to be sourced due to the specialist nature of the work role, Human Resources or employee relations related matters.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment F
	Review of the work trial and medical redeployment process to be conducted in consultation with Human Resources and Employee Relations.	Manager Injury Prevention and Wellbeing	20/01/2025	Completed	Attachment G

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