

Rehabilitation Management System Corrective Action Plan 2020

An external audit of the Rehabilitation Management System, Australian National University (ANU), was conducted on the 14 - 16 January 2020. The following corrective action plan addresses follow up actions to be implemented in response to observations identified in the audit report dated 26 February 2020. There were no non-conformance findings and five observations identified as part of the audit conducted.

Observations

Observation	Corrective action	Action Officer	Date to be Completed	Current Status	Evidence
Criterion 1.1					
The rehabilitation authority sets the direction for its rehabilitation management system through a documented commitment by senior executive.					
The following policy review dates have expired:					
ANUP_000405, Policy: Disability, v7, effective 2/8/16, rev 2/8/19	This policy document is scheduled to be updated within 12 weeks following the launch of the ANU Disability Action Plan (scheduled for early March 2020).	Melinda Brady, Senior Consultant Injury Prevention	31/05/2020	In Progress	
ANUP_014609, Policy: Fitness for Work, v1, effective 10/11/16, rev 10/11/19	This policy document has been sent for consultation review and is waiting endorsement at the Senior Management Group (SMG) meeting. Due to critical events affecting the University in 2020 - bushfire risk, air quality, hail storm damage and coronavirus, SMG meetings for 2020 have been delayed.	Xin Li, Senior WHS Consultant, Safety Management System and Audit	31/05/2020	In Progress	

Date Approved: 26/02/2020
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Observation	Corrective action	Action Officer	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.					
Section 37 Rehabilitation Program determinations have been issued without a commencement date specified.	Rehabilitation Case Management information session to be conducted to review requirements, processes and work flows to ensure this criterion is met.	Justin Donley, Team Leader Injury Management and Rehabilitation	31/03/2020	In Progress	
	Internal audit program to target compliance with the requirements through spot file checks (e.g. Individual case file audits). Audit findings to be documented.			Ongoing	
	Comcare scheme management to be provided with this corrective action plan to monitor the completion of action items.			Completed	
Section 37 Rehabilitation Program determinations have been issued prior to completing consideration on s37(3) a-h.	Rehabilitation Case Management information session to be conducted to review requirements, processes and work flows to ensure this criterion is met.	Justin Donley, Team Leader Injury Management and Rehabilitation	31/03/2020	In Progress	
	Internal audit program to target compliance with the requirements through spot file checks (e.g. Individual case file audits). Audit findings to be documented.			Ongoing	
	Comcare scheme management to be provided with this corrective action plan to monitor the completion of action items.			Completed	

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Observation	Corrective action	Action Officer	Date to be Completed	Current Status	Evidence
Criterion 3.9. The rehabilitation authority makes determinations in accordance with the SRC Act and the Guidelines: (i) that are in writing and give adequate reasons (i) that are signed by the delegate (ii) that are not retrospective.					
There were four files that contained s37 determinations that had been signed retrospectively.	Rehabilitation Case Management information session to be conducted to review requirements, processes and work flows to ensure this criterion is met.	Justin Donley, Team Leader Injury Management and Rehabilitation	31/03/2020	In Progress	
	Internal audit program to target compliance with the requirements through spot file checks (e.g. Individual case file audits). Audit findings to be documented.			Ongoing	
	Comcare scheme management to be provided with this corrective action plan to monitor the completion of action items.			Completed	
Criterion 3.12 The rehabilitation authority maintains the confidentiality of information and applies legislative requirements.					
There was one instance where claim documents relating to another case were located on the claim file record (within the Figtree claim module - not on the rehabilitation file).	The document has been removed from the incorrect claim file within the claims module in Figtree, and resaved to the correct file by the claims team.	Lisa McLoughlin, Senior Consultant Claims Management	16/01/2020	Completed	

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