

Rehabilitation Management System Corrective Action Plan 2023

An external audit of the Rehabilitation Management System, Australian National University (ANU), was conducted on the 10 - 12 January 2023. The following corrective action plan addresses follow up actions to be implemented in response to observations identified in the audit report dated 7 March 2023. There were no non-conformance findings and four observations identified as part of the audit conducted.

Observations

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.					
The rehabilitation program template requires amendment to ensure that a review date is included. Supervisor contact details must clearly be documented in the rehabilitation program.	Update rehabilitation program template with required additional details.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment A
	Update RCM Resource Document Folder (shared drive) to include revised rehabilitation program template.			Completed	Attachment B
	Document options for situations where the injured worker does not have a supervisor to sign the rehabilitation program (provide explanation In Rehabilitation Manual under A-H considerations and in relevant file note). Refer Section 6.9.2.			Completed	Attachment C Section 6.9.2.
	Comcare scheme management to be provided with this corrective action plan to monitor the completion of action items.			Completed	Attachment D

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 Revision: Version 1.0

Rehabilitation Management System Corrective Action Plan 2023

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.					
File audit found eight individual findings where the start date of the rehabilitation program was stated as "Date the delegate signs". The actual date the rehabilitation program starts must be stated.	Rehabilitation Case Management information session to be conducted to review requirements, processes and work flows to ensure this criterion is met.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment E
	Internal audit program process and templates to be updated. Target compliance with the requirements through spot file checks (e.g. Individual case file audits). Audit findings to be documented.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment F
	Comcare scheme management to be provided with this corrective action plan to monitor the completion of action items.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment D

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Criterion 3.13. The rehabilitation authority maintains the relevant level of reporting, records and/or documentation to support its rehabilitation management system and legislative compliance.					
Figtree files are not always up to date. Bulk uploads of documents occurred during the audit period.	Updated Rehabilitation Manual to specify the requirements to upload documents to Figtree in a timely manner, no later than 1 working week.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment G Section 9.2.
	Weekly case meeting calendar invitations to have an agenda item added – as an additional reminder to check the timely upload of rehabilitation case file documents.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment H
	Confirm with Figtree the implementation timeframe for the Figtree email processor function upgrade to assist with timely filing of email correspondence, which can be loaded directly from email to Figtree.	Senior Consultant Claims Management	31/03/2023	Completed	To be ready for UAT by 30/04/2023.

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Criterion 4.3. The rehabilitation authority conducts an audit program—performed by competent personnel and in accordance with the requirements of the Commission and Comcare—to measure performance of its rehabilitation management system.					
ANU does not have a procedure for auditing the CMS or RMS.	The Rehabilitation Manual is an ANU internal local protocol document that details the processes, arrangements and service level provisions for internal and external auditing of the Rehabilitation Management System (RMS). Section 10 to be updated to include procedures for auditing the RMS.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment I Section 10
	The University has a service level agreement document for external auditors, which is provided to service providers prior to commencing audit functions at the University.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment J
	Relevant staff within the injury management team will be advised of the updated procedure, and the details will be discussed as part of a review of the RMS audit report 2023 and corrective action plan.	Manager Injury Prevention and Wellbeing	31/03/2023	Completed	Attachment E

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