An external audit of the Rehabilitation Management System, Australian National University (ANU), was conducted on the 17 – 21 July 2023. The following corrective action plan addresses follow up actions to be implemented in response to observations identified in the audit report. There was one non-conformance finding and one observation identified as part of the audit conducted.

**Non-Conformance**

| **Observation** | **Corrective action** | **Action Officer** | **Date Completed** | **Current Status** | **Evidence** |
| --- | --- | --- | --- | --- | --- |
| **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.** | | | | | |
| The file review demonstrated that ANU did not maintain the relevant level of reporting resulting in discrepancies in the auditable trial. | Update Standard Operating Procedure – ‘ANU Rehabilitation Manual’ Section 9.45 to specify requirements for Figtree code field update for correct Claims Data Warehouse (CDW) reporting:  *‘Return to Work Update – s36 Tab’* M1 to M2once a claim progresses from initial assessment to rehabilitation program. | Manager Injury Prevention and Wellbeing | 31/07/2023 | Completed | Attachment A |
| Rehabilitation Case Managers to be advised about requirements for Figtree code update M1 to M2 *‘Return to Work Update – s36 Tab’* once a claim progresses from initial assessment to rehabilitation program. | Completed | Attachment B |
| Rehabilitation Case Managers to update Figtree code (M1 to M2) for all rehabilitation programs where this has not occurred correctly. | Completed | Attachment C |

**Observation**

| **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:**   1. **that are in writing and give adequate reasons** 2. **that are signed by the delegate** 3. **that are not retrospective.** | | | | | |
| The University’s system documentation is not in accordance with the SRC Act and the Guidelines as it still provides for issuing rehabilitation program closure determinations. The requirement to issue such determinations ceased in 2019 when the amended Guidelines came into effect. | Update Standard Operating Procedure – ‘ANU Rehabilitation Manual’ Section 6.11 to remove requirements for delegate signature. | Manager Injury Prevention and Wellbeing | 31/07/2023 | Completed | Attachment D |
| Update rehabilitation closure form to remove requirements for signatures. | Manager Injury Prevention and Wellbeing | 31/07/2023 | Completed | Attachment E |
| Advise Rehabilitation Case Managers of update to rehabilitation closure form. | Manager Injury Prevention and Wellbeing | 31/07/2023 | Completed | Attachment F |