

Health and Rehabilitation at AFSA

Client

Australian Financial Security Authority (AFSA)

AFSA is an executive agency in the Attorney-General's portfolio. AFSA manages the application of bankruptcy and personal property securities laws through the delivery of high quality personal insolvency and trustee, regulation and enforcement, and personal property securities services.

Timeframe

March to July 2019

Responsibility

Design, ideation, facilitation, implementation scheduling, consultation and project management.

Areas of expertise

- rehabilitation, health and safety and wellbeing
- user identification, user experience design
- needs analysis, role mapping, capability development and workforce management

Scale



whole-of-agency transformation



national workforce



refining and improving health management system

Outcomes

All agency staff members increased understanding and key users improved capability to manage health outcomes.

First endorsed Early Intervention policy.

First endorsed Rehabilitation Performance Measures.

First role capability statements, rehabilitation competencies and learning pathways for Case Managers, Team Leaders and Workers.

Transition roadmap and tangible action plans (individual and team level).

First staff training packages for early intervention, rehabilitation, incident and injury management.



Project Description

Our client wanted to refine and improve its rehabilitation management system (RMS). They requested both new and improved components for managing the health and wellbeing of their workers.

The scope included the entire agency and all relevant elements of the management system, along with the supporting policies, frameworks, data and tools.

The goal was to make it simpler and easier for all workers to understand and manage work-related health outcomes. There was also a need to demonstrate legal compliance as there oversight from the workplace regulator.

Approach

Cyntropy researched, designed and delivered the new and improved pieces of the management system. This included providing practical guidance on how to consult, implement and transition the changes – to ensure an improved understanding and a new, client-focussed way of managing health outcomes.

Cyntropy used an agile project management approach, to ensure the components were developed, iterated and refined in dependency order. As the project was part of a broader program of work, there were sensitive and tight deadlines, with senior executive oversight.

“ For the first time we understood on a practical level what changes we needed to make and why. We had a clear roadmap for how to do it – business case, consultation, implementation, success measures and a plan for building the capability of staff. All underpinned by evidence of compliance. ”

Key components:

- clarifying RMS processes, procedures and role definitions
- developing measures to understand RMS effectiveness
- improving education on pre and post injury rights, responsibilities and obligations for staff and managers
- developing policies for early intervention and fitness for duty policy, along with associated procedures and tools
- tools and templates to support case management
- formalising the role of Case Manager; needs analysis, competencies, learning pathways and capability maps
- assuring the documentation, filing and compliance of case management records
- improving contract management and engagement with rehabilitation service providers
- identifying data sources, analysing rehabilitation data and proposing an improved dataset – to allow proactive intervention and wellbeing initiative design
- solidifying the business case for consistent, evidence-based rehabilitation management, including communication and consultation planning.