



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

November 2004

Occupational Assessor Guide

Occupational Assessor Guide

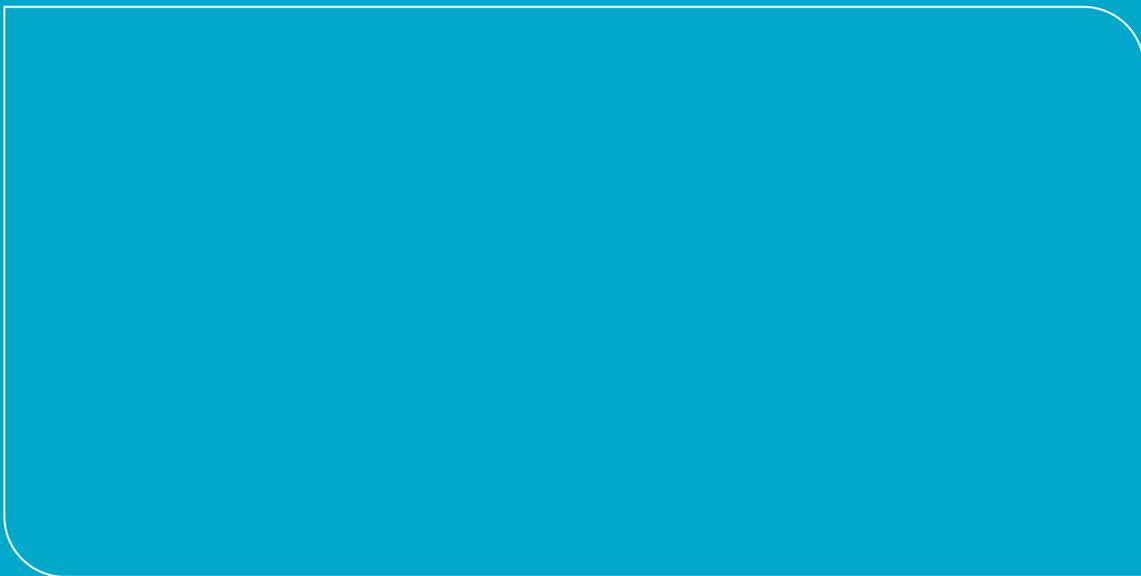


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I. Introduction

Welcome to the guide for occupational assessors undertaking initial and vocational occupational assessments for ACC claimants participating in vocational rehabilitation following injury.

This guide has been specifically produced for ACC-contracted occupational assessors. The guide is to explain the requirements for completing occupational assessments for referred ACC claimants, and provision of reports for use by ACC Case Managers.

This guide is to be read in conjunction with ACC's Master Agreement for the provision of services to ACC, and the Service Schedules for Initial Occupational Assessments and Vocational Independence Occupational Assessments.

1.1 Purpose of the Guide

This guide has been developed to provide a consistent approach to the assessment of ACC claimants who require occupational assessments for vocational rehabilitation.

The purpose of this guide is to address the quality requirements for reporting so consistency in the approach to assessments and report writing for ACC can be achieved.

The guide provides relevant information to assessors about ACC's rehabilitation model and legislative framework.

1.2 Role of ACC

The Accident Compensation Corporation (ACC) administers New Zealand's accident compensation scheme, which provides personal injury cover for all New Zealand citizens, residents and temporary visitors to New Zealand.

The role of ACC is to provide timely and effective rehabilitation to ensure that claimants achieve maximum independence. This is achieved by using a case management approach, working closely with injured claimants, their employers and medical and rehabilitation professionals.

Additional information for providers is contained on ACC's website www.acc.co.nz.

2. Rehabilitation Defined

2.1 Legislative Definition

Rehabilitation consists of treatment, social and vocational rehabilitation and assorted ancillary services such as transport. It aims to assist in restoring to the maximum practicable extent a claimant's health, independence and participation.

2.2 Individual Rehabilitation Plan

All claimants are required to have an individual rehabilitation plan (IRP) completed where they are likely to need social or vocational rehabilitation for 13 weeks or more following an injury. These plans are negotiated with the claimant and may include input from employers and the claimant's doctor and family. Goals for rehabilitation, including assessment, treatment, and outcomes for vocational, social and medical rehabilitation entitlements, are included in the plans. These plans are signed by both the claimant and the ACC case manager.

Occupational assessments must be included in the plans as well as the agreed rehabilitation that will be arranged for the claimants. These assessments are a vital part of goal-setting and rehabilitation planning for the claimants. IRPs must be updated when an assessment or any rehabilitation interventions are initiated or completed. IRPs are necessary and form an important agreement between ACC and claimants.

3. Vocational Rehabilitation

3.1 Purpose of Vocational Rehabilitation

Section 80 of the Injury Prevention, Rehabilitation, and Compensation Act (2001) defines the purpose of vocational rehabilitation as helping a claimant to:

- Maintain employment, or
- Obtain employment, or
- Regain or acquire vocational independence.

Considering this alongside the overall purpose of rehabilitation, if a claimant needs vocational rehabilitation ACC's goal is to:

- Provide vocational entitlements and interventions, which will...
- Support the claimant in their employment, or their ability to become employed, which will...
- Restore their participation in employment (and so, their ability to earn an income), which will...
- Contribute to an appropriate quality of life for them.

In practical terms, ACC provides a comprehensive, where required, set of vocational rehabilitation assistance services that:

- Focus on the claimant's needs
- Address any injury-related barriers to the claimant's independence that prevent their participation in work environments.

3.2 Key Terms

Vocational Independence

Vocational independence is achieved when a claimant is able to engage in work to which they are suited by reason of their training, experience, qualifications or education and they can work for 35 hours per week or more.

The vocational independence assessment process is designed to determine whether a claimant's rehabilitation has been completed and they are able to obtain/maintain employment or have achieved vocational independence. This assessment considers whether ACC has provided the claimant with comprehensive vocational rehabilitation assistance that has focused on addressing any injury-related barriers to their independence in employment.

Scope of Vocational Rehabilitation

Section 80 of the Injury Prevention, Rehabilitation, and Compensation Act (2001) provides the purpose of vocational rehabilitation: to maintain or obtain employment or regain or acquire vocational independence. When helping a claimant to maintain or obtain employment, the employment must be:

- Suitable for the claimant (in terms of their capacity to function)
- Appropriate for the claimant's levels of training, experience and qualifications.

Vocational Assessments

The Act provides for two types of assessments in the vocational rehabilitation process: initial assessments and vocational independence assessments (see Appendix 5 Flowchart of Claimant Participation in Vocational Rehabilitation).

1) Initial Assessments

Section 89 of the Injury Prevention, Rehabilitation, and Compensation Act (2001) requires two specific assessments to assess a claimant's vocational rehabilitation needs:

- An initial occupational assessment (IOA) to identify the types of work that may be appropriate for the claimant
- An initial medical assessment (IMA) to determine whether the types of work identified in the IOA are, or are likely to be, medically sustainable for the claimant.

The rehabilitation and treatment agreed to, following these assessments, is included in an IRP. If the claimant's circumstances change (for instance their medical status or their employer's ability to assist with their rehabilitation), the IRP is modified to reflect the change.

The planned vocational rehabilitation in the IRP is aimed at meeting the claimant's needs (as also identified in the IRP), and addressing any injury-related barriers the claimant has to achieving independence in employment.

2) Vocational Independence Assessments

Once the rehabilitation specified in a claimant's IRP has been completed, and if the claimant is receiving weekly compensation, two further assessments may be completed:

- The vocational independence occupational assessment (VIOA)
- The vocational independence medical assessment (VIMA)

These assessments are designed to ensure that the rehabilitation has been completed and to determine whether the claimant has achieved the ability to work for 35 hours per week or more.

Purpose of Vocational Rehabilitation

1) Maintain Employment

Rehabilitation is aimed at restoring the claimant's capacity to continue working with their current employer in either the same type of work or a different one.

Rehabilitation through this path aims to both:

- Ensure the claimant maintains their existing job
- Return them to their pre-injury level of work activity, in both the type of tasks and the number of hours they work.

2) Obtain Employment

The second purpose is to help a claimant gain appropriate employment, even if that is with a different employer. Working toward this goal includes the claimant making a reasonable effort to actually obtain work.

The focus of this path is to restore the claimant's ability to work in either:

- The same type of work, for a different employer, or
- A different type of work, for a different employer, which uses their pre-injury experience, education or training, and is suitable for the status of their injury.

3) Regain or Acquire Vocational Independence

The focus of this path is to:

- Remove any obstacles or barriers that prevent the claimant from having the ability to work in any type of work for which they have these skills, education or experience
- Help the claimant use as many of their pre-injury skills as possible in obtaining employment.

4. Occupational Assessments

There are two types of occupational assessment provided for in the Act – the initial occupational assessment (IOA) and the vocational independence occupational assessment (VIOA).

These assessments are required by ACC:

- ✎ Whenever vocational rehabilitation needs are assessed as required (section 89, IPRC Act), and claimant is unlikely to maintain their pre-injury employment; and
- ✎ Likely to need to obtain employment or regain or acquire Vocational Independence.

4.1 Qualifications of Assessors

Section 90 of the Injury Prevention, Rehabilitation Compensation Act 2001 sets out the requirements for occupational assessors as follows:

90 Occupational assessor

An occupational assessment must be undertaken by an assessor whom the Corporation considers has the appropriate qualifications and experience to do the assessment required in the particular case.

The Corporation considers the following qualifications and experience to be the appropriate requirement for occupational assessors:

Occupational Assessor Qualifications

Each approved assessor must have:

- ✎ A tertiary qualification relevant to vocational rehabilitation (e.g. occupational therapy, rehabilitation, psychology, career counselling, social work, human resource management); and
- ✎ At least two years relevant experience in providing vocational rehabilitation services, and demonstrated excellence in service provision and an ability to work effectively with ACC; and
- ✎ Current full membership of a relevant professional association* (e.g. New Zealand Association of Occupational Therapy, New Zealand Career Practitioners Association of New Zealand, New Zealand Psychological Society)

*Practitioners without current professional membership of a relevant association must have at least another class of membership, e.g. provisional, associate, student etc, and demonstrate their intent to work towards professional membership within a stated timeframe.

4.2 Initial Occupational Assessment (IOA)

The purpose of the IOA is to produce a report for ACC that is used to determine the claimant's vocational rehabilitation needs and direction. More specifically, the assessor is required to:

- Assess the claimant's skills, experience and ability to undertake employment; and
- Identify suitable types of work for the claimant based on their education, experience and training; and
- Complete a work type detail sheet for each suitable work type, including the claimant's pre-injury occupation.

This requires the occupational assessor to identify types of work that are suitable for the claimant based on their experience, education or training.

The initial medical assessment will then give an opinion on whether the types of work identified in the IOA are, or are likely to be, medically sustainable for the claimant. This is based on consideration of the tasks on the work type detail sheet and the claimant's post-injury condition.

NOTE: It is not the Occupational Assessor's role to consider whether the job option is medically sustainable for the claimant, as this is a consideration for the medical assessor only.

4.3 Vocational Independence Occupational Assessment (VIOA)

The Injury Prevention, Rehabilitation Compensation Act (2001), section 108 (2), indicates that the purpose of the VIOA is to consider the progress and outcomes of vocational rehabilitation carried out under the claimant's individual rehabilitation plan; and consider whether the types of work identified in the claimant's individual rehabilitation plan are still suitable for the claimant because they match the skills that the claimant has gained through education, training, or experience.

The definition of vocational independence in the Injury Prevention, Rehabilitation Compensation Act (2001) is:

“vocational independence, in relation to a claimant, means the claimant’s capacity, as determined under section 107, to engage in work -

- (a) for which he or she is suited by reason of experience, education, or training, or any combination of those things; and
- (b) for 35 hours or more a week.”

ACC can ask for a determination of a claimant’s vocational independence at any reasonable interval. It is usually completed when the claimant has finished the vocational rehabilitation set out in their IRP.

5. Steps In The Initial Occupational Assessment Process

5.1 Referral Information

To assist the occupational assessor with their assessment, ACC provides the following information:

- A standard referral form containing claimant name and contact details; contact details of the referring Case Manager;
- A summary of the claimant's injury and vocational rehabilitation, including the reason for the Initial Occupational Assessment. This will also include any factors that may impact on the assessment, for example if the claimant has communication difficulties, or has been identified as a potential risk to the assessor, or requires special requirements due to cultural reasons, e.g. interpreter services;
- The claimant's IRP completed by the case manager and claimant where applicable;
- Previous vocational rehabilitation reports requested by ACC as part of the rehabilitation process;
- Details of the claimant's recent employment history ;
- Advice of any other planned or agreed rehabilitation interventions.

This information is to assist the occupational assessor to become familiar with the claimant's vocational rehabilitation to date.

The provider may return any referral that contains inadequate information to the Case Manager and request further details before accepting the referral. A phone call for this purpose would assist with preventing further delays for the claimant.

5.2 Interview with Claimant

The occupational assessor will review and consider all information provided with the referral, prior to the appointment with the claimant. The occupational assessor will interview the claimant to identify all of the claimant's work experience prior to injury, and since the injury. The interview will form the basis of the report and recommendations, and is therefore the mechanism for obtaining accurate

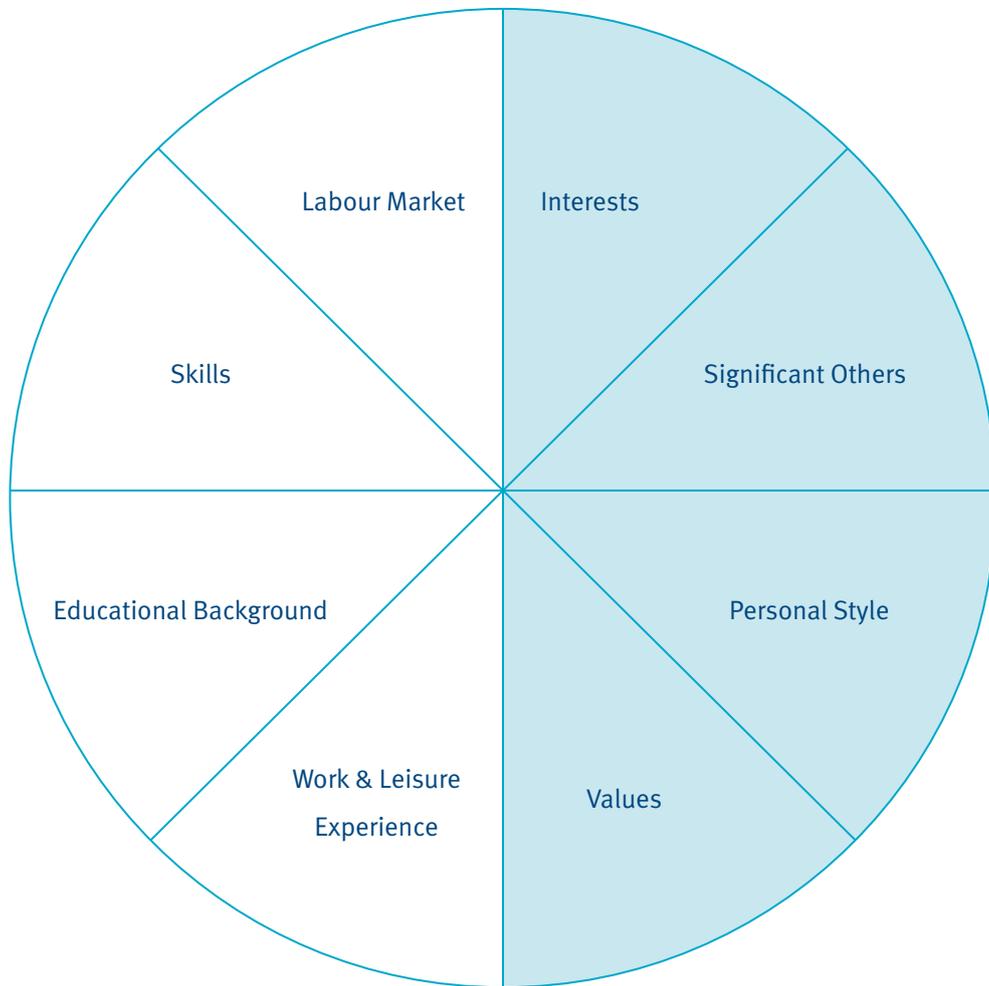
information from the claimant so that the work options identified are suitable and appropriate for the claimant. Clear rationale for recommended work options must be provided.

The interview should take place over more than one session so that the assessor has time to consider the suitability of the work type options for the claimant, and the claimant has time to consider the recommended work types. The second interview may be conducted over the phone where it is not practical for the claimant to attend a second interview. The report recommendations the assessor will be including in the final report should be discussed at this time.

5.2.1 Occupational Assessment versus Career Counselling

The role of occupational assessor is different to that of career counsellor work that some assessors may also undertake for non-ACC clients. It is important to understand this difference and set expectations with the claimant in the initial interview. The assessment is about identifying **current** skills, training and experience, and from there identifying the types of work suitable to the claimant based on their assessed skill level. In this regard, work options should closely align with the claimant's experiences.

The following diagram highlights the difference between considerations in career 'counselling' which takes place over several sessions, and the focus of the occupational assessment. The highlighted areas identify the focus of the occupational assessment versus the elements that are considerations in the career counselling process.



Occupational Assessment Focus Career Counselling Focus

5.3 The Initial Occupational Assessment Process

The Initial Occupational Assessment must include, but need not be limited to:

- (a) Review and consideration of all information provided with the Referral, prior to the appointment with the Claimant;
- (b) Explaining to the Claimant the purpose and process of Initial Occupational Assessment;
- (c) Identifying the Claimant's transferable skills, including experience, education and training;
- (d) Identifying positive Claimant attributes and competencies that will advantage their employability;
- (e) Identifying all types of work available in NZ, for which the Claimant is suited by reason of their experience, education or training, or any combination of these;
- (f) In identifying such jobs, the Assessor will:
 - (i) Consider the Claimant's suitability for particular types of work;
 - (ii) Be realistic about work type choices. Work types must exist within the current New Zealand Labour Market;
 - (iii) Make reference to a variety of publications to reflect the availability of work within NZ e.g. situations vacant advertisements in newspapers or industry journals, NZ Standards of Classification of Occupations (1999), Kiwi Careers;
 - (iv) Ensure that each suitable work type is identified specifically enough at the occupation level, e.g. at the level of the 5-digit code in the NZ Standards of Classification of Occupations (1999).
 - (v) Identification of the unit group only (4 digit) is not refined enough for the purposes of the occupational assessment. For example Human Resources Professional (Unit Group 2412) is further refined to Human Resources Officer (24121) and Training and Development Officer (24122). It is the description of occupation at the 5-digit code level that must be commented on as suitable for the claimant.
 - (vi) Provide information regarding how each identified work type is relevant to the Claimant's experience, education or training;
 - (vii) Identify and prioritise work types that most closely align with the Claimant's pre injury occupation, training and experience whilst not limiting jobs for which the Claimant is suited by reason of their experience, education or training.

- (g) Inviting the Claimant to comment and raise any issues or concerns about:
 - (i) Their experience, education, training;
 - (ii) Potential work type options;
 - (iii) Assessor's findings and proposed options;
 - (iv) Any other issues. These may include job availability, effects of Claimant's injury or any medical conditions, work tasks, salary levels, transportation availability, child care. However, the scope of the assessments must not be limited by any of these factors. Claimant comments must be recorded.
- (h) Consideration of the Claimant's comments about types of work that are regarded as suitable and available in NZ
- (i) Consideration of any issues and/or concerns prior to recommendations being made to ACC. However, a Claimant's disagreement with some or all of the identified types of work because they are not the Claimant's preference, is not a reason for excluding them from the Assessor's recommendations. These concerns will be discussed with the Claimant and documented;
- (j) Consideration of the Claimant's work preferences and discuss any reasons why these are not considered to be realistic options
- (k) Preparation of the Initial Occupational Assessment Report

5.4 The Initial Occupational Assessment Report (Appendix 1)

ACC requires a report from the occupational assessor that identifies the factual information gained from the referral information and interview/s with the claimant. This leads to recommendations of suitability for appropriate types of work, or 'occupations'.

The report identifies:

- ✦✦ The experience, training and skills the claimant currently has and dates for gaining this;
- ✦✦ Suitable work type options (to 5 digit code) the claimant could undertake;
- ✦✦ Confirmation that the claimant's current skills and abilities match the requirements on the Work Type Detail sheet (Note 1)

- Current barriers the claimant has to obtaining work in the identified areas, and options that will meet these needs, e.g. requirements for any skill development or obtaining of licences where claimant has experience and skills for specific work types (Note 2).

NOTE

Where a qualification is **desirable** but relevant work experience may also equate to eligibility to perform an occupation, then the occupation can be regarded as suitable, with the rationale for this explained in the report.

NOTE

For example, a Real Estate Agent requires a licence to operate. Where a claimant has all the relevant training and experience to operate as a real estate agent (except for the actual licence) then this can be a recommendation in the IOA. The claimant's Individual Rehabilitation Plan could then identify the occupation, with obtaining a licence as a step required to achieve this.

This is in contrast to the VIOA where the claimant must be eligible to perform an occupation the 'next working day'.

In summary, the report should cover four main areas:

- The claimant's work experience;
- The claimant's completed training and qualifications;
- The claimant's transferable skills
- The work type options (5 digit level) that are suitable for the claimant, with reasons for the recommendations which contain direct reference to the claimant' education, training and experience.

Work type detail sheets must be included in the report for each of the work types identified as suitable for the claimant.

The written report should follow the format given in Appendix 2.

Important Considerations:

Because occupational assessment reports are important documents to assist in developing a claimant's rehabilitation they may be subject to analysis by a reviewer or the Court with regard to the appropriateness of the work types identified for the claimant, particular attention should be paid to the following:

- (1) The occupational assessor must confirm that the claimant has the qualifications required for each work type. Many jobs which were previously unskilled labour now require qualifications for entry into a role.

For example, do not recommend that the claimant is suited to 'counselling' work because they "would love to do counselling" unless the claimant has as a minimum a 2 year diploma in counselling.

- (2) The claimant must also have the skills to realistically perform a role, even though these are not specifically stated. For example, literacy skills are particularly important to check for.
- (3) Be careful when designating that the claimant has particular transferable skills. Transferable skills should be grouped according to the claimant's employment history. Occupational Assessors should use current resources e.g. kiwicareers job descriptions to identify actual employment duties the claimant has carried out.

NOTE

Literacy skills can be addressed through a recommendation for further identified vocational assistance where no alternative work types are considered suitable for the claimant currently.

- (4) The question of being physically or medically able to engage in work is a medical issue. The occupational assessor is required only to provide evidence that allows ACC to make a decision on vocational rehabilitation with regard to facts on experience, education or training.

- (5) Strategies for Finding Work

The Occupational Assessor should concentrate on industry requirements, and current labour market information pertaining to work types. Strategies for obtaining employment need to be comprehensive for rehabilitation planning purposes. A work trial is not always necessary if the claimant has the relevant skills, education and experience required for a recommended work type.

5.4 Work Type Options

ACC looks to the occupational assessor to provide **evidence** in respect of education, experience and training. In giving such an opinion it is important for the occupational assessor to ensure that they are giving an opinion that can be supported by evidence obtained through referral information and interviews with the claimant.

The occupational assessor must be certain that the evidence obtained from the interview is factual. A useful test may be:

If this claimant wanted to work in one of the types of work specified, would you have any vocational reason to advise them that they could not, or should not apply for this position based on their education, skills and experience?

Is there anything else they would require before being able to start in that role?

If you are unsure that the evidence could be considered factual, steps should be taken to verify the information obtained from the interview, e.g. phone calls to organisations to confirm skills required for particular jobs, or discussion of skills listed in work type sheets.

NOTE: Number of Recommended Work Options

Where claimants have comprehensive work histories and skills which translate to the ability to perform a vast number of work options, please recommend a reasonable number of work options based on your best match of the claimant's current skill level and experience. The medical assessor can then turn their attention to a reasonable set of recommended work options which are the most suitable for the claimant's future rehabilitation focus.

5.5 Work Type Detail Sheets

Work Type Detail Sheets (Appendix 5) have been developed for use by assessors and aim to achieve national consistency in regard to descriptions of work types. These sheets provide information on work tasks, work environment, work function/activity, qualifications and other relevant comments. Provision of a consistent format for describing work type options assists the Medical Assessor when establishing whether the claimant has a capacity to perform the work described in the Work Type Detail Sheet.

The Work Type Detail sheets are a tool for occupational assessors to use when recommending work type options for claimants. They are located on ACC's website at the following address:

<http://www.acc.co.nz/forproviders/resources/worksheetsforoccupationalassessments>

The 565 work type detail sheets in this section have been provided for occupational assessors to reference while preparing work type detail sheets for occupational assessments. Occupational assessors will provide these sheets to medical assessors to clarify work detail.

These work type detail sheets detail types of work in today's job market, including information about the tasks, work environment, function, and activities involved in each type of work.

The work type detail sheets can be accessed through the following major occupational groups. They are then indexed numerically.

- Legislators, Administrators and Managers (Major Group 1)
- Professionals (Major Group 2)
- Technicians and Associate Professionals (Major Group 3)
- Clerks (Major Group 4)
- Service and Sales Workers (Major Group 5)
- Agriculture and Fishery Workers (Major Group 6)
- Trades Workers (Major Group 7)
- Plant and Machine Operators and Assemblers (Major Group 8)
- Elementary Occupations (including Residuals) (Major Group 9)

Use of the Work Type Detail Sheets are not the only option for Occupational Assessors to use when completing a report for the claimant. In this regard they do not have to be used where the occupational assessor considers that an alternative is preferable.

Other useful material:

- (1) US Department of Labor Physical Demand Characteristics (PDF 20K)

Appendix 4 outlines the standard terminology to ensure that assessors (occupational and medical) and ACC have a shared understanding of commonly used terms. It is important that

assessors use the scale in Appendix 4 when referring to a frequency of the functions and activities of an occupation:

- ✦ Infrequently – happens less than once a day
- ✦ Occasionally – one to 33% of the time or 0-2.5 hours per day
- ✦ Frequently – 34% to 66% of the time or 2.5 – 5.0 hours per day
- ✦ Continuously – 67% to 100% of the time or 5 –8 hours per day

NOTE

Do not use the term “variable”. This term has caused confusion in the past.

(2) New Zealand Standard Classification of Occupations (NZSCO):

- ✦ NZSCO - Groups & occupations (PDF 43K)
- ✦ NZSCO - Alphabetical index (PDF 237K)
- ✦ NZSCO - Numeric index (PDF 221K)

(Provided by Statistics New Zealand)

It is acknowledged that the work type detail sheets may be subject to ongoing change and amendment (see Disclaimer – Work sheets for occupational assessments).

If you have any queries or feedback in regards to these work type detail sheets, please email Jobsheets.Feedback@acc.co.nz.

This information was originally developed from Statistics New Zealand’s “Standard Classification of Occupations 1999”.

What to do when a Work Type Detail Sheet is not available

There are currently 565 work options available on ACC’s website. In this regard ACC acknowledges that some work options which are considered suitable for the claimant may not have a Work Type Detail Sheet available.

(i) For completion of current occupational assessment reports:

In this circumstance occupational assessors must demonstrate that the work option exists in the current New Zealand Labour market. A work type detail sheet must then be prepared to

follow the format of ACC's Work Type Detail Sheets. The sheet should be signed and dated for reference. It is expected that a thorough job analysis involving interviews with current incumbents of the role will be undertaken prior to completion of a new work type option.

ii) For validation of new work type sheets:

ACC is continuing to work on the set of work type detail sheets available on the website. In order to validate newly created work type sheets please send through new work type sheets to Jobsheets.Feedback@acc.co.nz. The new work type sheets will be peer reviewed and agreed to, and a classification number will be allocated from the Department of Statistics for inclusion on the ACC website.

This work will lead to a revised edition of classified occupations and work type detail sheets in the future. ACC will be working in conjunction with the Department of Statistics, and nominated peer review assessors.

5.6 Barriers to Return to Work

5.6.1 *Literacy*

It is important that occupational assessors identify any literacy issues during the assessment and provide comment in the report. A literacy test should be conducted if the assessor suspects a deficit in reading and writing skills. It is important that where literacy issues are identified, that occupations identified as suitable for the claimant are sympathetic to any limitations the claimant has regarding reading and writing. Although not stated as a specific requirement, most jobs require some level of literacy.

5.6.2 *Criminal Convictions*

This should be covered with the claimant as some occupations exclude potential employees with criminal convictions. For example, many large organisations conduct security screening as a standard procedure in their recruiting process. It is therefore reasonable to ask the claimant if they have any prior criminal convictions with the rationale that many organisations run security checks for any position within the organisation. The work option can still appear in the occupational assessment report with the comment that the claimant does have prior criminal convictions that may jeopardise actual employment in the work type. If the claimant refuses to answer the question, this can be noted also.

6. Vocational Independence Occupational Assessment Process

6.1 Referral Information

Each referred claimant from an ACC Case Manager will:

- (a) Have received an initial occupational assessment providing ACC with a comprehensive list of work types, prioritising those that most closely align with the Claimant's pre-injury work types, for which the Claimant is suited by reason of experience, education or training (or any combination of these).
- (b) Have received an initial medical assessment that considers the consequences of the Claimant's Injury and make one recommendation per occupational choice to ACC as to whether the Claimant has capacity to engage in work for each of the Work Types identified as suitable by the occupational assessor, or whether further rehabilitation is required.

The Referral should contain the following information relating to the Claimant:

- (a) A copy of the Claimant's Individual Rehabilitation Plan(s) completed and signed by the case manager and claimant. The IRP must list the work type options for the assessor to comment on which have been confirmed as medically sustainable by the initial medical assessment;
- (b) Case notes and reports relevant to completion of vocational rehabilitation milestones as per the IRP; i.e. any documents that demonstrate progress of the planned vocational rehabilitation;
- (c) A copy of the ACC191 – Vocational Independence File Summary, Team Review and Quality Check; this follows a Branch process to ensure the claimant is appropriate for referral to Vocational Independence;
- (d) A copy of the Claimant Curriculum Vitae (if available);
- (e) Any factors that may impact on the assessment, for instance if the claimant has communication difficulties, any non-injury related disability, or has been identified as a potential risk to the assessor;
- (f) The initial occupational assessor's report detailing the education, training and experience the claimant has in relation to the identified types of work. The report lists all types of work

reasonably identified as suitable for the claimant. It also provides in relation to each type of work the requirements, including any environmental modifications that the assessor identifies as necessary to enable the claimant to function safely in that type of work.

- (g) This information is to assist the vocational independence occupational assessor to become familiar with the claimant's vocational rehabilitation to date, and the types of work determined as suitable by the initial occupational assessor and initial medical assessor.

6.2 Written Report

The vocational independence occupational assessor is required to follow the 'Conduct of occupational assessment' as set out in Schedule 1, clause 25 of the Injury Prevention, Rehabilitation, and Compensation Act, 2001:

- (1) An occupational assessor undertaking an occupational assessment as part of an assessment of a claimant's vocational independence under section 108 must –
 - (a) take into account information provided by the Corporation and the claimant; and
 - (b) consider the individual rehabilitation plan prepared for the claimant and review the vocational rehabilitation carried out under the plan, and consider whether this is complete; and
 - (c) discuss with the claimant all the types of work that the assessor identifies as suitable for the claimant; (this includes work types identified in the IOA and any additional work types the claimant has become suitable for during their vocational rehabilitation); and
 - (d) consider any comments the claimant makes to the assessor about those types of work.
- (2) The Corporation must provide to an occupational assessor all information the Corporation has that is relevant to an occupational assessment.

Schedule 1, Clause 26 outlines the requirements for a 'Report on occupational assessment' as follows:

- (1) The occupational assessor must prepare and provide to the Corporation a report on the occupational assessment specifying –
 - (a) The claimant's work experience and dates this experience was gained;
 - (b) the claimant's education, including any incomplete formal qualifications; and

- (c) any work-related training in which the claimant has participated; and
 - (d) all skills that the assessor has reasonably identified the claimant as having; and
 - (e) the vocational rehabilitation that the claimant has received under the individual rehabilitation plan or in any other way; and
 - (f) the outcome of the vocational rehabilitation; and
 - (g) all types of work reasonably identified as suitable for the claimant; and
 - (h) in relation to each type of work, the requirements of that type of work, including any environmental modifications that the assessor identifies as necessary to enable the claimant to function safely in that type of work.
- (2) The Corporation must provide a copy of the report to the claimant and the medical assessor. Assessors must not send a copy of the report to claimants, this is ACC's responsibility.

The function of the vocational independence occupational assessment is to:

- ❖ Consider the Individual Rehabilitation Plan prepared with the claimant;
- ❖ Review the vocational rehabilitation carried out and completed under the plan;
- ❖ Consider the types of work suitable for the claimant.

This requires a review of the claimant's vocational rehabilitation and transferable skills (experience, education and training) by the assessor in relation to the work types on the Individual Rehabilitation Plan supplied with the referral information.

The vocational independence occupational assessment is not a review of the initial occupational assessment. It is a review of the claimant's Individual Rehabilitation Plan, and the rehabilitation which has been provided to the claimant in order to obtain work readiness in the identified job options. Each assessment and report is therefore individual.

Recommendations

All recommendations of the Assessor in the Assessment Report, Work Type Details Sheet and Vocational Independence Recommendation Form must:

- (a) be supported by the findings obtained during the consultation with the Claimant;
- (b) be clear and easily understood.

Clarifications

The Assessor will promptly review, and make any necessary written amendments to the Assessment Report, Work Type Detail Sheet and/or Vocational Independence Recommendation Form following a request from the Case Manager:

- (a) if the Case Manager advises that a recommendation is not consistent with clause 26 above;
- (b) to amend errors or omissions.

Records

The Provider will maintain all clinical notes, copies of Assessment Reports, Work Type Detail Sheet and Vocational Independence Recommendation Forms and related financial documentation for a period of not less than seven years after completion of each Assessment Service.

Need for Original Comment

There have been instances among Vocational Independence Occupational Assessment reports, where excerpts from the Initial Occupational Assessment report have been repeated verbatim without reference. This does not demonstrate that a ‘review of vocational rehabilitation’ as required by the Act has occurred. It is acknowledged that due to the nature of each assessment, the content of the reports e.g. claimant’s work history and training, will be similar. However copying verbatim is not acceptable, particularly with regard to explaining the rationale for stating that a particular work type is suitable.

6.3 Work Type Options

The assessment report includes identification of the occupations considered suitable for the claimant. The assessment is based on:

- The claimant’s previous work experience
- The claimant’s education and training attainments
- The claimant’s transferable skills
- The identified jobs from the Individual Rehabilitation Plan, which have been considered medically sustainable for the claimant by the medical assessment.

A work type detail sheet must be provided for each work type option.

NOTE

Please ensure that work types identified are 35 hours per week. Teacher Aide for example is a work type that encompasses 30 hours per week only in most situations.

NOTE

Work Type options from the Individual Rehabilitation Plan must be disregarded if the claimant has not gained the necessary qualifications since the Initial Occupational Assessment recommendations (see Next Working Day rule 7.2).

A recommendation that the claimant can be referred for re-assessment once the identified requirements for commencing employment in a work type e.g. a licence has been obtained, is appropriate if the claimant has few identified options.

7. Considerations

7.1 Discussing Recommendations with the Claimant

The assessment procedure must follow the principles of natural justice. One of these principles is the claimant's right to a fair hearing. A claimant may have a support person present during their assessment. Claimants also occasionally request a tape recording of the session. Claimants should arrange this with the assessor prior to the assessment; in these cases the occupational assessor may also arrange to either retain a copy of the tape or also record the session.

When the assessor has completed the initial interview, they should discuss their findings and the recommendations they are considering with the claimant and ask them for their comments. It is important that the claimant has the opportunity to discuss any issues they have concerning their injury and the occupations. This discussion must form part of the report in the recommendation format.

Assessors should ensure that all types of work are discussed with the claimant and the responses from the claimant on each of the job options that they recommend are written into their report. Non-injury factors to discuss may include job availability, transport, and location, however these comments need not limit the scope of the report and recommended work options.

NOTE

The legislation requires a copy of the assessment to be provided to the claimant by the ACC Case Manager and not the Assessor.

7.2 'Next Working Day' rule

It is important that occupational assessors follow the 'next working day' rule when considering the types of work that are suitable for the claimant because they match the skills the claimant has gained through education, training or experience. The rule to follow is the claimant could start a job the next working day if it was available.

It is essential that the claimant not only has the skills but also has completed the necessary training and education in a work type before it can be identified as suitable. This includes any licence etc required for specific occupations.

7.3 Quality Checklist for Acceptance of Reports

The Occupational Assessment reports are an important document for rehabilitation planning and review. In this regard ACC Case Managers are required to review these reports against the following quality indicators. This is to ensure that the relevant information has been provided in the report and the test of internal logic is met, i.e. are the report recommendations consistent with all information provided in the body of the report and referral information.

Report checklist:

- The assessor took into account the referral information provided by ACC; and
- The claimant's previous work experience, education, training and qualifications are identified; and
- The assessor has identified the claimant's skills; and
- The assessor has identified the steps a claimant could take to achieve work or work readiness in relation to the work types identified; and
- Any needs and/or barriers the claimant has in relation to achieving work or work readiness are identified; and
- All identified work options have a comprehensive work type detail sheet and are to the 5 digit level; and
- There is a reasonable number of work type options recommended, i.e. the assessor has identified and prioritised potential work types for the claimant; and
- Work type options are justified following consideration of the claimant's previous experience, training and qualifications; and
- The claimant clearly has the minimum qualifications identified in the work type detail sheet (or other source of reference); and
- 'Reasons for stating this job' are explained clearly and logically; and
- Claimant comments in relation to the job options are recorded; and
- Work type options identified were included in the claimant's IRP (for VIOA only).

Appendix 1: Sample Initial Occupational Assessment Report



Initial Occupational Assessment Report

"This form is completed by Occupational Assessors following an Initial Occupational Assessment. The form details realistic work type options based on claimant transferable skills"



Date	12/11/2004		
Branch:	Wellington		
Case Manager:	Mr Case Manager		
Phone number:	04 918 7474	Fax Number:	04 918 7402
	Email: case.manager@acc.co.nz		
Claimant details			
Claimant name:	Mr Bruce Claimant		
Claim number:	97/287654		
Provider details			
Provider name:	Vocational Consultants		
Consultant name:	Mr David Assessor		
Phone number:	04 949 6422	Fax Number:	04 949 6433
	Email: david.assessor@paradise.net.nz		

Work Experience

List below the jobs held by the claimant, how long the claimant was employed, the name of the employer, and any related training that the claimant had. (In the order of the most recent job first.)

Job	Duration in years and months	Employer	Related training
Fitter & Turner	5 yrs	ABC Engineering	
Fitter & Turner	2 years	Western Engineering	
Truck Driver	6 mths	USA	
Dairy Lab assistant	1 year	Waikato Milk	
Shellfish worker	6 months	Mussel Brothers	Deckhand certificate
Fitter & Turner	3 mths	Metal Tech	
Fitter & Welder	9 mths	Wilson Welders Ltd	Welding certificate
Apprentice Fitter/Turner to Foreman ...	7 yrs	Redwood Racing	
Also mentioned			
Production Machining	1 yr 7 mths	Pahia Propellers Ltd	

Computer input 6 mths Worster Engineering
 Years in the work force: 16 yrs Number of job-type changes: Four

Work experience comments

Bruce has had a logical progression of jobs and experience leading up to the accident and subsequent useful work experience. Overseas travel and work experience adds to worker maturity.

Education and training

Formal qualifications completed by the claimant

<i>Qualification</i>	<i>Subject</i>	<i>Institution</i>	<i>Level reached</i>
Secondary (School Certificate, University Entrance, Sixth Form Certificate, Bursary)			
School certificate	Maths	Worcester College	Pass
School certificate	English	Worcester College	Pass

Tertiary

Trade/Other

Fitter and Turner Trade qualified
 Welding Certificate
 Deckhand certificate

Incomplete formal qualifications? No Yes

Incomplete qualification

Ongoing requirement to gain qualification

On-the-job training or informal training the claimant has participated in

<i>Type of training</i>	<i>Leads to a recognised qualification?</i>	<i>Qualifies the claimant for a higher level job?</i>	<i>Ongoing training needed for the qualification?</i>
First Aid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warehouse Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warehouse Stores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making & Design of Hydraulic Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making & Design of Hydraulic Cylinders (Cylinder manufacturing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Numerically controlled Centre Operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is the claimant currently participating in any education or training? Yes No

General education comments:

Bruce has passes in school certificate maths and English which assist with working in tradesman type work. Is well qualified in area of fitter and turner and welding.

Transferable skills

Claimant's transferable skills and how these are demonstrated:

- Fitting and Turning, design skills have been demonstrated through work as a fitter and turner
- High precision cutting of components using computers
- Quality Control Skills
- Customer satisfaction skills
- Warehousing skills
- Motor Racing car and bike par production skills
- Factory workplace skills
- Multi-skilled in trades, services
- Interpersonal skills
- Heavy truck and trailer skills
- Computer Skills e.g. Windows 98

Claimant's attributes and competencies that will advantage their employability:

- Precise
- Pride in his achievements, in a job well done
- Sociable with wide experience to draw on
- Has an outlook that lends itself to unlimited development of potential
- Experience with high performance motorbikes and American cars
- Interest in movies and building his own movie theatre in his home someday for friends to enjoy
- A give it a go mentality

Transferable skills comments:

A wide range of and transferable skills and interests which can be applied to a variety of practically oriented work type options

Types of work that particularly interest the claimant

Hands on work which will utilise his trade qualifications.
Outdoors is fine.

Work Type options

The following work type options listed in order of priority are available in NZ and have been based on the claimant's education, training, work experience and transferable skills. These options have been discussed fully with the claimant and the claimant participated in their selection.

Please insert Work Type Detail Sheets

1.	<p>Major Industry Group: <i>Trades Worker 7</i> Work Type Unit Group: <i>Fitters and Turners 7223</i> Work Type (5 digit): <i>Fitter and Turner 72231</i></p> <p>Reason (how work type matches skills): Bruce has over 7 years previous experience as a fitter and turner. Bruce is trade qualified in this work type.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: Bruce requires a CV and he will be work ready for this work option.</p> <p>Claimant Comments I enjoy this work, but I'm not sure how long I will last at it again.</p>
2.	<p>Major Industry Group: <i>Trades 7</i> Work Type Unit Group: <i>Sheet-Metal Workers 7212</i> Work Type (5 digit): <i>Fitter and Welder 72124</i></p> <p>Reason (how work type matches skills): Bruce has the relevant qualifications to obtain this employment, he has a Welding certificate Bruce has 9 months experience as a Fitter and Welder</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: CV only as Bruce is ready for this employment. Bruce could research local employers for vacancies.</p> <p>Claimant comments : This would be good to get into.</p>
3.	<p>Major Industry Group: <i>Plant and Machine Operators and Assemblers 8</i> Work Type Unit Group: <i>Metal Welders 8123</i> Work Type (5 digit): <i>Welder and Flame Cutter 81231</i></p> <p>Reason (how work type matches skills): Welding certificates are preferred for this occupation. Bruce has his welding certificate, and has worked as a welder.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: CV and perhaps a work trial to gain recent experience Commencement of study towards a National Certificate in Engineering – Fabrication (Level 4) may be advantageous to obtaining employment in this occupation</p> <p>Claimant comments Not sure if I want to study at the moment</p>
4.	<p>Major Industry Group: <i>Plant and Machine Operators and Assemblers 8</i> Work Type Unit Group: <i>Machine Tool Operators 8211</i> Work Type (5 digit): <i>Automated Machine Operator 82112</i></p> <p>Reason (how work type matches skills): The occupation does not require qualifications, as it involves learning on the job. Machine operation /engineering experience is preferred and Bruce has this experience through his work at ABC Engineering and Western Engineering, where he operated machining operations for the purpose of drilling and milling.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: A work trial to gain experience as an Automated Machine Operator. Bruce could search the yellow pages to identify engineering places to approach for a work trial.</p>

	Claimant Comments
	No comment
5.	<p>Major Industry Group: <i>Plant and Machine Operators and Assemblers 8</i> Work Type Unit Group: <i>Metal, Rubber and Plastic Products Assemblers 8293</i> Work Type (5 digit): <i>Metal Goods Assembler 82931</i> Reason (how work type matches skills): No qualifications are required but welding and engineering experience is preferred. Bruce has a welding qualification and experience.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: Job placement assistance</p> <p>Claimant comments Maybe</p>
6.	<p>Major Industry Group: <i>Agriculture and Fishery Workers 6</i> Work Type Unit Group: <i>Fishery Workers 6141</i> Work Type (5 digit): <i>Shell Fisher 61413</i> Reason (how work type matches skills): Bruce has his deckhand certificate, which is a preferred qualification for the job. Bruce has experience as a shellfish worker gained during his employment with Mussel Brothers.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: Job search assistance to gain place on fishing boat.</p> <p>Claimant comments : I enjoyed going to sea, although it was hard work.</p>
7.	<p>Major Industry Group: <i>Agriculture and Fishery Workers 6</i> Work Type Unit Group: <i>Aquatic Life Cultivation Workers 6142</i> Work Type (5 digit): <i>Mussel and Oyster Farmer and Worker 61422</i> Reason (how work type matches skills): Bruce has previous experience as a shellfish worker, which is the only requirement for workers not skippering the boat.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: Bruce is work ready for this type of work.</p> <p>Claimant comments Good money.</p>
8.	<p>Major Industry Group: <i>Agriculture and Fishery Workers 6</i> Work Type Unit Group: <i>Other Agriculture Workers 6126</i> Work Type (5 digit): <i>Sampling Officer 61267</i> Reason (how work type matches skills): Bruce has previous experience as a dairy laboratory assistant which is related to the position of sampling officer which collects milk samples for testing in the laboratory. The occupation requires on the job training.</p> <p>Strategies for assisting the claimant to become work ready in this Work Type: Work trial to receive on the job training as a sampling officer</p> <p>Claimant Comment Not my first choice.</p>

Barriers to returning to work

Based on information obtained during the interview the following are identified as potential barriers to the claimant successfully obtaining work in the areas identified above (e.g. lack of knowledge about the labour market, lack of

interview skills, lack of job search skills):

Bruce has the skills, qualifications and experience to perform these work options .

The main barrier to returning to work for Bruce will be availability of positions in the occupations identified.

Claimant comment

Please detail all comments made by the claimant regarding their experience, education, training, potential work type options, proposed options and any other issues raised.

Bruce thinks he will be able to find work okay, no big deal. Also see comments provided against each work type above.

Curriculum Vitae

Curriculum Vitae completed and attached: Yes No

Advice provided about use of Curriculum vitae: Yes No Client experienced in use of CV

Other relevant information or comments

Client can advance himself. He is not static in his development or aspirations.

Bruce is ready to move back into employment and appeared motivated to pursue the range of options which were discussed over the assessment period.

Signed

Consultant Name: Mr David Assessor

Consultant Signature:

Date: 18/02/04

The information collected on this form will only be used to fulfil the requirements of the Injury Prevention, Rehabilitation and Compensation Act, 2001. In the collection, use and storage of information, ACC will at all times comply with the obligations of the Privacy Act 1993 and the Health Information Privacy Code 1994.

Work Type Detail Sheet

Major Industry Group:	Trades Workers 7
Work Type Unit Group:	Sheet-Metal Workers 7212
Description of Work Type:	Make, repair and install sheet metal bodywork.
Includes:	Coach Builder; Sheet-Metal Worker; Boiler Maker; Fitter and Welder; Panelbeater

72124 Fitter and Welder

Description:

- Fits and welds pre-fabricated, cast and forged metal components to assemble structural forms, such as machinery frames, tanks, pressure vessels, furnace shells and building and bridge parts.

Specialisations:

May also be known as:

Fabrication Engineer (Welding); Fitter and Welder Supervisor; Metal Boat or Ship Builder; Metal Shipwright; Plate Layer; Pressure Welder; Ship Plater; Welding Tradesperson.

Related Occupations:

Work Tasks may include any combination of the following:

- Applying knowledge and experience, selects tooling and plans layout, assembly and welding operations; Lays out, positions, aligns and fits components together; Bolts, clamps and tack-welds parts to secure them in position for final welding or fastens parts using bolts or rivets; Sets up equipment and completes final welding of components using a variety of welding equipment; Repairs metal products by dismantling, straightening, reshaping and reassembling parts; Sets up and operates arc or flame-cutting equipment to shape metal components to specified dimensions.

Work Environment:

- Work **indoors** in an engineering workshop or may be predominantly out on client worksites such as commercial and industrial construction sites or on boats.
- Indoor work spaces need **good ventilation** to disperse gases and other by-products of welding and other metal-working processes.
- Frequently work at **heights and on ladders and scaffold**, when carrying out structural steel erection on building construction sites. They may also work in the holds of ships or on bridge or other large structures.
- Worksites may be **dirty and dusty**, especially when constantly working with metal. They will also be **noisy**.
- Fitters and welders will use a variety of **personal protective equipment** including face masks, eye protection, safety footwear, overalls and gloves as appropriate for specific tasks. They may need safety harnesses for some jobs.
- Unsuitable work for people in **wheelchairs**.

Work Function/Activity:

- **Heavy** physical demand. **Stand** constantly – frequently on concrete floors.
- **Walk** about workshop as they move equipment and supplies and carry out various tasks. Unlikely to **sit** other than at break times.

- Use their upper limbs and body to **stretch up, across and under** on a frequent basis as they weld, bolt or otherwise join and fit metal structural components in place.
- Occasionally **squat, crouch or kneel** – especially to access low-level and awkward areas.
- Frequently **twist their body or neck** in carrying out many typical work tasks.
- Constantly handling welding and general engineering equipment and metals that are likely to cause damage to skin on hands.
- Frequently **lifting and carrying** engineering materials and equipment about the workshop.
- Many tasks are **repetitive in nature** – especially in the use of hands and arms for holding welding, flame-cutting or grinding equipment.
- **Driving** is not usually required – other than to drive to worksites.
- Use a wide range of engineering **hand, power and machine tools** and equipment including gas and electric welders, flame-cutting and other cutting and grinding equipment.
- **Bending** is likely on a frequent basis.
- Frequently **climb ladders**, work on scaffold, steel beams or other difficult situations when on-site.
- **Mental activities** include metal-handling, practical, technical, welding and problem-solving skills.

Further Comments:

- Requires heavy physical demand with good fitness and physical strength.
- Little opportunity to modify work demands to suit physical needs.

Qualifications:

- Trade certificate or entry to apprenticeship preferred. Welding certificates.

Work Type Detail Sheet

Major Industry Group:	Trades Workers 7
Work Type Unit Group:	Fitters and Turners 7223
Description of Work Type:	Make completely, parts and sub-assemblies of machinery and related equipment.
Includes:	Fitter and Turner

72231 Fitter and Turner	
Description:	
➤	Makes completely, parts and sub-assemblies of machinery and related equipment.
Specialisations:	
May also be known as:	Auto Diesel Fitter; Metal Lathe Tradesperson; Petrol Pump Fitter; Service Engineering Fitter; Water Works Fitter or Maintenance Fitter; Supervisor or Quality Controller of Fitters and Turners.
Related Occupations:	
Work Tasks may include any combination of the following:	
➤	Fits and assembles fabricated parts in the manufacture of machinery, engines and other metal apparatus; Fits, assembles and repairs machine parts; Plans sequence of operations, measures and marks dimensions and reference points on metal stock for manufacturing; Sets and operates machine tools to cut and shape metal parts and checks for accuracy; Makes jigs, tools and fixtures as required for production; Maintains production plant and equipment.
Work Environment:	
➤	Work indoors in an engineering workshop for the period employed. However they frequently travel to worksites to install various machinery parts or items of equipment – often to make repairs.
➤	Indoor work spaces need good ventilation to disperse heat and other by-products of welding and other metal-working processes.
➤	Worksites may be dirty and dusty , especially when constantly working with metal. They will also be noisy .
➤	Fitters and turners will utilise a variety of personal protective equipment including safety glasses, ear muffs, overalls, and steel-capped boots.
➤	Unsuitable work for people in wheelchairs .
Work Function/Activity:	
➤	Medium to heavy physical demand. Stand constantly – frequently on concrete floors while operating engineering machinery such as lathes, drills and milling machines.
➤	Walk about workshop as they move equipment, supplies and carry out various tasks. Unlikely to sit other than at break times, or occasionally, as they read plans and drawings and determine the requirements (materials and dimensions) for components to be produced or repaired.
➤	Select metal and parts using a variety of machining processes appropriate to the material utilised. This may require setting up computer-controlled machinery such as milling machines, lathes or working the machinery manually. They will then assemble the components and test the product for accuracy.

- Unlikely to **squat, crouch or kneel**.
- Occasionally **twist their body or neck** in carrying out many typical work tasks.
- Constant handling of general engineering equipment, machinery, metals, lubricants and solvents that are likely to cause damage to skin on hands.
- Frequently **lifting and carrying** engineering materials and equipment about the workshop.
- Many tasks are **repetitive in nature** – especially the use of hands and arms for machining or for detailed hand-finishing processes.
- **Driving** is not usually required – other than to drive to worksites.
- Use a wide range of engineering **hand tools** such as spanners and measuring instruments such as micrometers and depth gauges. **Power, machine tools and equipment** including computer-controlled machines, metal lathes, milling, grinding and sawing machinery will also be used.
- **Bending** is likely on a frequent basis when working on some machinery.
- **Mental activities** include practical, technical, organisational and problem-solving skills.

Further Comments:

- Requires medium to heavy physical demand with good fitness and physical strength.
- Little opportunity to modify work demands to suit physical needs.

Qualifications:

- Trade certificate or entry to apprenticeship.

|

Appendix 2: Sample Vocational Independence Occupational Assessment Report



Vocational Independence Occupational Assessment Report

"This form must be completed by Occupational Assessors following a Vocational Independence Assessment. The form reviews the vocational rehabilitation provided by ACC."



Date:	17 February 2004		
Branch:	ACC Wellington		
Case Manager:	Case Manager		
Phone number:	04-918-7674	Fax Number:	04-918-7915
		Email:	Case.manager@acc.co.nz
Claimant details			
Claimant name:	Mrs Patricia Claimant		
Claim number:	98/234644		
Provider details			
Provider name:	Vocational Consultants		
Consultant name	Ms Valerie Assessor		
Phone number:	04918 7475	Fax No:	04 918 1787

Vocational Rehabilitation Review

The purpose of this part of the assessment is to determine whether the types of work identified in the IRP are still suitable for the claimant because they match the skills that the claimant has gained through education, training or experience.

List all the work type options (at the 5 digit level) identified on the IRP that were determined as appropriate for the claimant following the Initial Occupational and Medical Assessment

- | | |
|------------------------------------------------|-----------------------------------|
| 1. Counsellor | 2. Probation Officer |
| 3. Special Interest Organisation Administrator | 4. Finance Clerk |
| 5. Social Worker | 6. Patient Receptionist |
| 7. Case Worker | 8. Animal Welfare Worker |
| 9. Gardner | 10. Housekeeper (Private Service) |
| 11. Accounts Clerk | |

Referring to the claimant's Individual Rehabilitation Plan, state the work type option(s) identified as being

suitable.

As above.

List all the vocational rehabilitation activities that were undertaken and the completion dates

1	Initial Occupational Assessment and CV	Date completed	September 2002
2	Work Hardening Programme	Date completed	November 2002
3	Initial Medical Assessment	Date completed	February 2003
4	Work Ready Programme	Date completed	August 2003
5	Worksite Assessment	Date completed	August 2003
6	Pre-employment Programme	Date completed	March 2003

Vocational Rehabilitation Outcome

What vocational rehabilitation outcome has been achieved as a result of the vocational rehabilitation provided?

Valerie has successfully completed a work trial as an accounts clerk.

List below the jobs held by the claimant, how long the claimant was employed, the name of the employer, and any related training that the claimant had. (In the order of the most recent job first.)

<i>Job</i>	<i>Duration in years and months</i>	<i>Employer</i>	<i>Related training</i> ✓
Grief Counselling Co-ordinator	7 years	Napier Grief Centre	On-the-job
Trainer/Educator	3 years	Napier Grief Centre	On-the-job
Counsellor	4 years	Self-employed, Helping House	On-the-job
Community Service Worker/Social Worker	8 years	IHC	On-the-job
Kiwifruit Orchard Worker	1 year (casual)	Napier Orchard	On-the-job
Housekeeper (Private)	1 year	Self employed	On-the-job
Sewing Machinist	3 months	Sewing factory, Napier	On-the-job
Community Teacher	2 years	Stone House, Napier	On-the-job
Accounting/Bookkeeper	7 years (part-time)	Self-employed, Taradale	On-the-job
Facilitator of Support Groups	Not specified (voluntary)	Various Women's Groups in Napier	On-the-job
Community Worker (assisting adults with development of work and literacy skills)	Not specified (voluntary)	Napier Marae	On-the-job
Volunteer Teacher (assisting adults to develop literacy skills)	Not specified	Adult Literacy Group	On-the-job
Community Teacher	2 years (voluntary)	Stone House, England (centre for adults with handicaps)	On-the-job

Years in the work force: Approximately 30 years

Number of job-type changes: 10

<i>Job</i>	<i>Duration in years and months</i>	<i>Employer</i>	<i>Related training</i> ✓
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Review the Initial Occupational Assessment and identify any of the above that are additional to or variances of the work experience identified in the Initial Occupational Assessment report.

No additional work experience was identified.

Mrs Claimant disputed that her work at IHC Napier (Community Service Worker) involved retail management as stated on the IOA.

Work experience assessor comments

Mrs Claimant has a very diverse work history. She was working approximately 20 hours per week from home for some time and reported that this was an arrangement that, while satisfactory to her, was not acceptable to ACC.

Education and training

Formal qualifications completed by the claimant

<i>Qualification</i>	<i>Subject</i>	<i>Institution</i>	<i>Level reached</i>
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Secondary (School Certificate, University Entrance, Sixth Form Certificate, Bursary, NZCEA)

'O' Levels (School Certificate)	English, Mathematics, English Language, Religious Knowledge, History, Art, Biology, Mathematics with Statistics	Napier School for Girls	Pass
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'A' Levels (UE)	History, English, Mathematics	Napier School for Girls	Pass
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Tertiary (Certificates, Diplomas, Degrees, Post-Graduate Degrees):

Certificate in General Studies – Educational Paper	2-3 years (part-time)	Napier University	Pass
Counselling Certificate	1 year (full-time)	Truman Polytechnic	Pass
Advanced Teachers' Course in Social Education	2 years (part-time)	Truman Teachers' College	Pass
Certificate in Adult Tutoring	1 year (full-time)	Northfleet Technical Institute, Australia	Pass
Grief Resolution Certificate	1 year (part-time)	Napier University	Pass
Gestalt Therapy Extension Workshops	3 years (part-time)	Napier University	Pass
New Supervisor's Training Certificate	Supervision	Napier University	Pass
Micro-Counselling Certificate	Counselling	Truman Polytechnic	Pass

<i>Qualification</i>	<i>Subject</i>	<i>Institution</i>	<i>Level reached</i>
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Other formal courses/training (e.g. Non-certificate trade, pre-entry, LSV, Army, Training Opportunities Programme)

Introduction to Art Therapy Certificate	Weekend course	Toronto University	Pass
Staying Effective in Community Organisations (Certificate)	Community Work	Hillier Centre, Napier	Pass
Recent Developments in Grief Care (Certificate)	Grief Care	Hillier Centre, Napier	Pass
Inconsolable Grief	Grief Care	Waikato University	Completed
Introductory course	Computers	Tauranga Boys' College Adult Education	Completed
Seminars	Adult Tutoring	Adult Literacy Group Remedial Reading (Bay of Plenty Polytechnic)	Completed

Incomplete formal qualifications?

Yes No

Incomplete qualification

Ongoing requirement to gain qualification

Bachelor of Social Science (Double Major in 4 papers (2 x psychology, 2 x education) Psychology and Education)

Number of years needed to complete employment related qualifications: 1 year full-time (or alternatively, 18 months part-time)

Review the Initial Occupational Assessment report and identify any of the above that are additional to, or variances of, the formal qualifications (complete and incomplete) identified in the Initial Occupational Assessment report: Variations from the formal qualifications (complete and incomplete) identified in the IOA include: No variations from the IOA identified.

Professional or Trade Association Memberships held by claimant

None reported

Driving and other licences held by claimant

Mrs Claimant has a car licence, and drives frequently.

On-the-job training or informal training the claimant has participated in

<i>Type of training</i>	<i>Leads to a recognised qualification?</i>	<i>Qualifies the claimant for a higher level job?</i>	<i>Ongoing training needed for the qualification?</i>
Mrs Claimant has undertaken on-the-job training during many of her jobs. She has learnt the following:			
Teaching skills training	No	Yes	N/A
Counselling skills training	Yes	No	No
Bookkeeping skills training	No	No	N/A
Disco operation skills training	No	No	N/A
Housekeeping skills training	No	No	N/A
Sewing machining skills training	No	No	N/A
Cooking skills training	No	No	N/A
Horticultural skills training	No	No	N/A

Review the Initial Occupational Assessment report and identify any of the above that are additional to or variances of informal or on-the-job training identified in the Initial Occupational Assessment report:

Variations from the informal or on-the-job training identified in the IOA include: No variations from IOA

General education assessor comments:

Mrs Claimant reported that she intends to complete her degree by July 2005 as long as the papers are available in Napier.

Transferable skills

List the claimant's transferable skills including any transferable skills acquired during their vocational rehabilitation period

Movement Skills

- Manual dexterity
- Physical co-ordination
- Stamina
- Strength
- Precision working

Operational skills

- Driving or operating vehicles or equipment
- Assembling equipment/machines
- Fixing/repairing and improving the performance of equipment etc.
- Constructing or reconstructing
- Assembling, operating and improving the performance of disco equipment

Detail Skills

- Sorting
- Verifying
- Following procedures
- Keeping records
- Ensuring regulations are kept
- Plotting plans, maps or charts

Numerical Skills

- Counting and taking inventory
- Calculating through use of basic arithmetic
- Estimating the value etc. of things
- Using maths or statistics to solve problems

Analytical Skills

- Gather information
- Organise systems into working order
- Solve problems
- Set out step-by-step methods to reach goals
- Review or make judgements about the worth of a process

Communication Skills

- Reading
- Writing
- Speaking
- Explaining
- Conveying information clearly and accurately
- Editing written material for grammar etc.
- Facilitating group discussions

Helping and Interpersonal Skills

- Listening
- Advising and helping people to learn new techniques or behaviours

Leadership/Management Skills

- Decision-making
- Influencing or motivating other people
- Getting new projects or client relationships started

Creative Skills

- Drawing
- Performing in front of other people
- Designing plans
- Visualising
- Writing creatively
- Thinking and/or developing new ideas and approaches and with adapting or improving on systems or things

Self-Management Skills

- Deal consistently with stress
- Manage her time effectively
- Take initiative and be self-starting
- Adapt to new ideas and structures
- Stay calm in difficult situations
- Act appropriately in a range of social and cultural settings
- Keep learning to increase her skills and knowledge
- Contribute to teamwork
- Appraise her own performance

Specific Skills

- Helping people with particular needs
- Tending or training animals
- Managing people or systems

Transferable skills acquired during vocational rehabilitation

None reported

Review the Initial Occupational Assessment report and identify any other additions to or variances to the transferable skills identified in the Initial Occupational Assessment report

None reported

Transferable skills assessor comments

Nil

Types of work and individual jobs that particularly interest the claimant

- Counselling
- Research (Behavioural)

Work Type options

Also Specify all the individual jobs within work type groups that are reasonably identified as suitable for the claimant, based on the claimant's education, experience and transferable skills.

For each individual job identified as suitable for the claimant please attach a **standard work type detail sheet**.

1. **Work type option (unit group):** 2445 Counsellors
Major industry group: 2 Professionals
Occupations (5 digit code) within this work type that are considered suitable for the claimant:

Job: 24451	Counsellor
Reason(s) for stating this job:	
This job is suitable for Mrs Claimant because she has relevant skills, training and experience. Mrs Claimant has worked for many years as a counsellor or social worker. She has significant training to justify the inclusion of this occupational category (for example, a Counsellor's Certificate, a Certificate in Adult Tutoring, a Grief Resolution Certificate and a Micro-counselling Certificate. She has also had formal Gestalt Therapy training and has attended a host of other relevant informal courses. She has also completed a significant portion of a Bachelor's Degree in Psychology. With such extensive	

experience and training she would be eligible for employment as a counsellor immediately.

State any variations to the standard work type detail sheet (tasks, environment or function/activity) that may make the specific job proposed more suited to the claimant e.g. particular technology to be used.

N/A

Comment on any environmental modifications that would be necessary to enable the claimant to function safely:

N/A

Claimant comments (if applicable): "No, part-time 20 hours per week is all I would want."

2. **Work type option (unit group):** 1141 Special Interest Organisation Administrators
Major industry group: 1 Legislators, Administrators and Managers
Specific jobs within this work type that are considered suitable for the claimant:

Job: 11411 Special Interest Organisation Administrator

Reason(s) for stating this job:

Mrs Claimant has already worked in such a role (for the Napier Grief Centre) and her own experience as a self-employed counsellor is also relevant. She has accounting and bookkeeping experience and a sound mathematics and statistics education. She also has other relevant training (for Example training with the Hillier Centre in co-ordination of voluntary personnel and a Certificate in Staying Effective in Community Organisations). She also has the required administration, budgeting, decision-making and planning skills.

State any variations to the standard work type detail sheet (tasks, environment or function/activity) that may make the specific job proposed more suited to the claimant e.g. particular technology to be used.

N/A

Comment on any environmental modifications that would be necessary to enable the claimant to function safely:

N/A

Claimant comments (if applicable): "No, I'm no good at administration."

3. **Work type option (unit group):** 3341 Social Work Associate Professionals
Major industry group: 3 Technicians and Associate Professionals
Specific jobs within this work type that are considered suitable for the claimant:

Job: 33411 Social Worker

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. Mrs Claimant has a "Level A" (one year) counselling qualification and has extensive relevant experience. She has worked in a community role with people who have special needs. She is well trained and has almost completed a degree majoring in psychology and education. She would be eligible for employment immediately by one of the largest employers of social workers in New Zealand, CYFS.

State any variations to the standard work type detail sheet (tasks, environment or function/activity) that may make the specific job proposed more suited to the claimant e.g. supervisory or quality management aspects only or particular technology to be used.

N/A

Comment on any environmental modifications that would be necessary to enable the claimant to function safely:

N/A

Claimant comments (if applicable): "I'm not really keen on that, I'm too soft."

4. **Job: 33412** Probation Officer
Reason(s) for stating this job:

No formal qualifications are required for this role but nevertheless Mrs Claimant has extensive training that would be of interest to the Department of Corrections. She would be eligible for immediate employment as a Probation Officer.

State any variations to the standard work type detail sheet (tasks, environment or function/activity) that may make the specific job proposed more suited to the claimant e.g. supervisory or quality management aspects only or particular technology to be used:

N/A

Comment on any environmental modifications that would be necessary to enable the claimant to function safely:

N/A

Claimant comments (if applicable): "I'm not really keen on that, I'm too soft."

5. **Job:** 33413 Case Worker

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. Mrs Claimant has a "Level A" (one year) counselling qualification and has extensive relevant experience. She has worked in a community role with people who have special needs. She is well trained and has almost completed a degree majoring in psychology and education. She would be eligible for employment immediately as a caseworker by organisations such as ACC, Work and Income New Zealand, the Department of Corrections and a host of other similar agencies, e.g. community worker for Presbyterian Social Support.

State any variations to the standard work type detail sheet (tasks, environment or function/activity) that may make the specific job proposed more suited to the claimant e.g. supervisory or quality management aspects only or particular technology to be used

N/A

Comment on any environmental modifications that would be necessary to enable the claimant to function safely:

N/A

Claimant comments (if applicable): "Yeah, that would be okay, I think I know someone who does community work ."

6. **Work type option (unit group):** 4121 Accounting and Bookkeeping Clerks

Major industry group: 4 Clerks

Specific jobs within this work type that are considered suitable for the claimant:

Job: 41211 Accounts Clerk

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. For example, Mrs Claimant has worked in her own business attending to accounts requirements and has also prepared and calculated wages whilst working for the Napier Grief Centre for 7 years.

Claimant comments (if applicable): "No."

7. **Work type option (unit group):** 4122 Finance Clerk

Major industry group: 4 Clerks

Specific jobs within this work type that are considered suitable for the claimant:

Job: 41221 Finance Clerk

Reason(s) for stating this job:

Mrs Claimant has worked for an investment funds company and performed the tasks associated with this job.

Claimant comments (if applicable): "No."

8. **Work type option (unit group):** 4221 Receptionists and Information Clerks

Major industry group: 4 Clerks

Specific jobs within this work type that are considered suitable for the claimant:

Job: 42212 Patient Receptionist

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. For example, Mrs Claimant has performed these tasks as part of a previous role with the Napier Grief Centre and in her own counselling practice.

Claimant comments (if applicable): "I can't imagine sitting all day."

9. **Work type option (unit group):** 6113 Gardeners and Nursery Growers
Major industry group: 6 Agriculture and Fishery Workers
Specific jobs within this work type that are considered suitable for the claimant:

Job: 61134 Gardener

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. For example, Mrs Claimant has a passion for gardening and specialises in growing rare and unusual plants, especially old-fashioned roses and irises. She and her husband own a biodynamic farming operation.

Claimant comments (if applicable): "Yes, I like to garden, but not full-time. I can't even do my own garden."

10. **Work type option (unit group):** 5121 Housekeepers
Major industry group: 5 Service and Sales Workers
Specific jobs within this work type that are considered suitable for the claimant:

Job: 51212 Housekeeper (Private Service)

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. For example, Mrs Claimant has previous work experience whilst self-employed as a housekeeper and has cooked, cleaned and cared for lodgers.

Claimant comments (if applicable): "That's too physical."

11. **Work type option (unit group):** 6144 Animal Welfare Workers
Major industry group: 6 Agriculture and Fishery Workers
Specific jobs within this work type that are considered suitable for the claimant:

Job: 61441 Animal Welfare Worker

Reason(s) for stating this job:

This job is suitable for Mrs Claimant because she has relevant skills, training and experience. For example, Mrs Claimant is passionately interested in animals. She is a member of the NZ Forest and Bird Protection Society and is specifically interested in raptors and their role in the environment.

Claimant comments (if applicable): "Yes, I love animals, but not full-time."

Review the Initial Occupational Assessment report and identify any additions to or variances to the work types or specific jobs identified in the Initial Occupational Assessment report

Total number of work type detail sheets attached: 11

Barriers to returning to work

Based on information obtained during the interview, state here any potential vocational barriers to the claimant successfully obtaining work in the jobs identified above:

There are no vocational barriers to Mrs Claimant successfully obtaining work in the jobs identified above.

Claimant comment

Please detail all comments made by the claimant including comments relating to their experiences during their vocational rehabilitation programme, experience, education, training, potential type of work options, proposed options and any other issues raised.

Mrs Claimant made the following comments:

- "ACC has been unhelpful"
- "I've done a lot of rehabilitation myself"
- "Twenty hours per week is my limit"
- "They need to find something I can do"
- "I'm too soft for some types of work"
- "I want to work from home"
- "I can only manage to get into town three times per week maximum"
- "I'd love to go back to work full-time, but can't"

Curriculum Vitae

Curriculum Vitae completed and attached: Yes No

Advice provided about use of Curriculum Vitae: Yes No

Other relevant information or comments

Mrs Claimant was interviewed at Vocational Consultants, Napier. The interviews were held on 5/2/2004 and 7/2/2004, over two one-hour sessions. The purpose of the interviews was covered with Mrs Claimant and she indicated that she understood.

Three copies of this report will be provided to the Case Manager and it is assumed that the Case Manager will forward a copy of the VIOA to the claimant.

The role of the occupational assessor and the VIA process was explained and discussed with the claimant.

The information for the work type options section was obtained from the following sources:

- New Zealand Standard Classification of Occupations, 1999
- Career Services KiwiCareers website
- Provider knowledge and research of the local job market

Signed

Consultant

Work Type Detail Sheet

Major Industry Group:	Technicians and Associate Professionals 3
Work Type Unit Group:	Social Work Associate Professionals 3341
Description of Work Type:	Provide social services.
Includes:	Social Worker; Probation Worker; Case Worker

33411 Social Worker	
Description:	
➤ Provides social services to meet the needs of people in a community.	
Specialisations:	
May also be known as:	Care and Protection Social Worker; Child Welfare Officer; Community Activities Officer; Community Centre Coordinator; Community Health Worker; Community Service Worker; Community Services Adviser (Local Authority); Community Social Worker; Community Worker; Family Support Worker; Health Social Worker; Maori Welfare Officer; Medical Psychiatric Social Worker; Mental Welfare Worker; Police Welfare Worker; Prison Programme Coordinator; Prison Welfare Worker; Rehabilitation Field Officer; Residential Social Worker; Resource Centre Community Worker; School Social Worker; Social Welfare Officer; Voluntary Worker; Whanau Support Worker; Youth Activities Officer; Youth Justice Social Worker; Youth Worker.
Related Occupations:	
Work Tasks may include any combination of the following:	
➤ Helps individuals and families to resolve their personal and social problems; Cooperates with schools and community services; Organises and supervises social, recreational and educational activities in youth clubs and similar organisations; Works to ensure the safety of children and young people, to prevent the development of delinquency in juveniles and to achieve the rehabilitation of juvenile and adult offenders; Helps to prevent cruelty to children; Helps the disabled to adjust to their disabilities and plans and organises home-help services where needed; Prepares specific reports for courts and carries out orders imposed by courts; Provides assistance to people who require information and/or money from welfare agencies.	
Work Environment:	
➤ Work indoors in office situation – usually in government office building, but sometimes for a youth organisation, a school or other environment such as a prison. Frequently work in community environments including courts and in the homes of clients.	
➤ Usually work in adequately heated and ventilated offices as base, but may work in a variety of community environments.	
➤ May work with people in very stressful and distressing personal situations.	
➤ Some aspects of this work may be suitable for people in wheelchairs .	
Work Function/Activity:	
➤ Sedentary physical demand. Frequent standing and walking when working.	
➤ Frequent sitting for interviewing, meetings and when completing reports/documentation.	
➤ Stretching up and reaching across are unlikely to be required.	

- **Bending, squatting, crouching and kneeling** are not required.
- **Twisting of the body or neck** is unlikely.
- **Contact with skin irritants or water** is unlikely.
- **Lifting, carrying and holding** are not usually required.
- **Repetitive movements** with hands may be required in completing documentation work – but on an occasional basis – i.e. word-processing.
- **Driving** is likely to be required.
- Use of **hand-held tools and power tools** will include computers and other record-keeping/office equipment and diaries.
- **Mental activities** are likely to require assessment, computing, decision-making, report-writing, knowledge of relevant social legislation and good communication skills with cultural sensitivity/knowledge.

Further Comments:

- Requires sedentary to medium physical demand, with a good level of health and fitness.
- Some ability for employees to self-pace the required work tasks to suit physical requirements.

Qualifications:

- Requires a Level B social work qualification (two-year minimum) for formal positions plus current registration. Less formal roles require a Level A (one-year) qualification or relevant experience.

Work Type Detail Sheet

Major Industry Group:	Professionals 2
Work Type Unit Group:	Counsellors 2445
Description of Work Type:	Assist individuals or groups with personal problems.
Includes:	Counsellor

24451 Counsellor	
Description:	
<ul style="list-style-type: none"> ➤ Works with individuals or groups to assist them with personal problems. 	
Specialisations:	School Counsellor; Career Counsellor; Drug and Alcohol Counsellor; Personal Counsellor
May also be known as:	Alcohol Counsellor; Counsellor Social Service; Drug and Alcohol Counsellor; Family Counsellor; Guidance Counsellor; Marriage Guidance Counsellor; Personal Counsellor; Relationship Counsellor; School Counsellor; Sexual Abuse Counsellor; Vocational Guidance Counsellor.
Related Occupations:	
Work Tasks may include any combination of the following:	
<ul style="list-style-type: none"> ➤ Talks privately with individuals, listens to personal problems, raises issues, suggests alternative options, encourages learning, growth, development and positive actions; Organises and facilitates group discussions focusing on finding personal solutions to problems faced by the individual; Coordinates community resources, provides training, education and support to individuals; Provides support and acts as an advocate for disadvantaged members of society. 	
Work Environment:	
<ul style="list-style-type: none"> ➤ Work indoors in a wide range of counselling and private practice situations. ➤ Work in office environment. ➤ Work areas are usually well heated, ventilated and appointed. ➤ Travel may be required if necessary to visit the client workplace or home. ➤ This role may be suitable for people in wheelchairs. 	
Work Function/Activity:	
<ul style="list-style-type: none"> ➤ Sedentary physical demand level. Sitting will be frequent. Standing will also be occasional as will walking. ➤ Stretching, bending, twisting, climbing and lifting are not required. ➤ Contact with skin irritants or water is unlikely. ➤ Repetitive movements are unlikely to be necessary. ➤ Driving in cars is likely to be required to go to a business or a client's home. ➤ Use of hand tools and equipment will include frequent use of writing tools, telephones, and general office equipment, reference books, tape recorders, video cameras and information or educational materials for client use. ➤ Bending over office desk is likely to be frequent when making written reports or case notes. ➤ Mental activities are likely to require a high level of cognitive and people skills, as well as strong 	

communication/listening, analysis and evaluation, research/information-gathering, organisational, planning and decision-making skills.

Further Comments:

- Overall this work type requires a sedentary physical demand level, sound cognitive functioning and a reasonable level of fitness and health with good hearing.
- Employees will have a good level of flexibility in managing required physical activities.

Qualifications:

- Preferred minimum requirement is the two-year National Diploma in Social Services (Counselling) with regular professional supervision.

Work Type Detail Sheet

Major Industry Group:	Technicians and Associate Professionals 3
Work Type Unit Group:	Social Work Associate Professionals 3341
Description of Work Type:	Provide social services.
Includes:	Social Worker; Probation Worker; Case Worker

33413 Case Worker

Description:

- Assists the work of social and welfare workers by providing services and support to families.

Specialisations:

May also be known as: Social Case Worker; Social Welfare Case Worker.

Related Occupations:

Work Tasks may include any combination of the following:

- Assesses client needs, and plans and evaluates support and counselling requirements; Provides support and information to clients on emotional, financial, recreational, health, housing and other social welfare matters; May liaise with community groups and assist in the development of support networks for families.

Work Environment:

- Work **indoors** in office situation – usually for Child, Youth and Family. Frequently work in community environments including courts and in the homes of clients.
- Usually work in **adequately heated and ventilated** offices as a base, but may work in a variety of community environments.
- May work with people in very **stressful and distressing** personal situations.
- Some aspects of this work may be suitable for people in **wheelchairs**.

Work Function/Activity:

- **Sedentary** physical demand. Frequent **standing and walking** when working.
- Frequent **sitting** for interviewing and meetings and when completing reports/documentation.
- **Stretching up and reaching across** are unlikely to be required.
- **Bending, squatting, crouching and kneeling** are not required.
- **Twisting of the body or neck** is unlikely.
- **Contact with skin irritants or water** is unlikely.
- **Lifting, carrying and holding** are not usually required.
- **Repetitive movements** with hands may be required in completing documentation work – but on an occasional basis – i.e. word-processing.
- **Driving** is likely to be required.
- Use of **hand-held tools and power tools** will include computers and other record-keeping/office equipment and diaries.

➤ **Mental activities** are likely to require assessment, computing, decision-making, report-writing, knowledge of relevant social legislation and good communication skills with cultural sensitivity/knowledge.

Further Comments:

- Requires sedentary to medium physical demand, with a good level of health and fitness.
- Some ability for employees to self-pace the required work tasks to suit physical requirements.

Qualifications:

- Requires a Level B Social Work qualification (two-year minimum) for formal positions plus current registration. Less formal roles require a Level A (one-year) qualification or relevant experience.

Appendix 3: Work Type Detail Sheet

Major Industry Group:	Legislators, Administrators and Managers 1
Work Type Unit Group:	Supply and Distribution Manager 1226
Description of Work Type:	Plan, organise and co-ordinate, through subordinates, the supply and distribution activities of an establishment.
Includes:	Supply and Distribution Manager, Wholesale and Warehouse Manager, Retail Manager; Hotel or Motel Manager; Restaurant or Tavern Manager; Other Lodging Services Manager; Other Catering Services Manager

12261 Supply and Distribution Manager	
Description:	
Plans, organises and co-ordinates, through subordinates, the supply and distribution activities of a private or public establishment.	
Specialisations:	Logistics Manager
May Also Be Known as:	Coal Merchant, Distribution Manager, Export Manager, Exporter, Hospital Pharmacy Manager, Import Manager, Importer, Logistics Manager, Purchasing Manager, Stock Saleyards Manager, Supply and Distribution Manager, Supply Manager, Supply Planning Manager
Related Occupations:	
Work Tasks may Include Any Combination of the Following:	
Analyses the requirements of an establishment concerning current and future changes in supply and distribution of goods; makes purchasing, sales and credit policy decisions; negotiates with suppliers' or manufacturers' agents and advises on current and future marketing trends; purchases and maintains supply of goods.	
Work Environment:	
Typically work indoors in an office environment within an office and stores environment – usually for large public or private organisations. Spend the bulk of their day working in their own office, or in meetings with suppliers' representatives, their purchasing staff or internal managers to determine what items and quantity of goods are required. In almost all situations they will work in adequately heated and ventilated offices. Travel would be required to attend meetings, or to visit other sites operated by the business or organisation or to meet current and potential supplying organisations to assess goods. Wheelchair access should be available to all likely offices and premises.	
Work Function/Activity:	
Largely sedentary. Sitting at an office desk or meeting with staff and others are the predominant activities. Standing and moving about the office and/or organisation premises will be frequent. They will also need to stand occasionally to address meetings or groups. Stretching, bending, twisting, climbing and lifting are unlikely to be required, unless there is a "hands-on" component to the work. Repetitive movements are unlikely to be necessary unless significant keyboarding is required. Driving in cars is likely to be occasional as most work will be completed at the base workplace. Use of hand tools is uncommon other than for writing tools, telephones, calculators and computers, which are likely to be in frequent use – although office support staff will be available. Bending, squatting or crouching should be unnecessary for this type of position, unless hands-on components are required. Mental activities are likely to require a high level of cognitive functioning with communication/administration, organisational, purchasing knowledge, planning and decision-making capabilities.	
Further Comments:	
Overall this work type requires a sedentary physical demand and sound cognitive functioning. Employees have a good level of flexibility in managing required activities to suit physical needs. Where the role involves significant hands-on work, the likely work environment and functions/activities should also be considered as part of the assessment.	
Qualifications:	
No formal qualifications required, but significant experience necessary.	

Appendix 4:

37.02 US Department of Labour Physical Demand Characteristics of Work

Overview

The Physical Demand Characteristics of Work chart of the US Department of Labor lists the occupational requirements for physical exertion.

Parameters

- Amount of weight moved at work.
- Relative frequency that activity occurs during workday (occasional, frequent or constant).

Where:

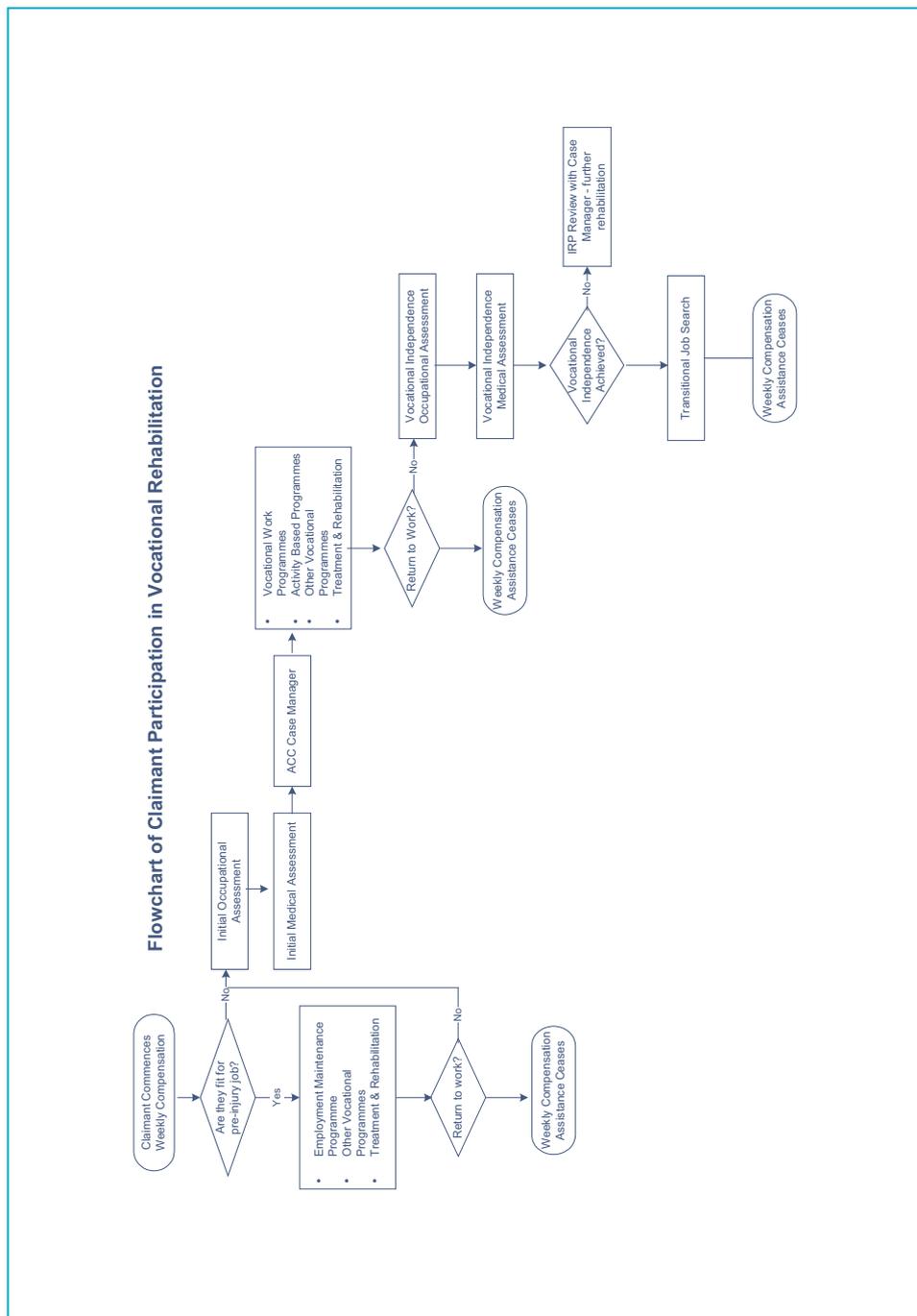
- Operation of controls includes pushing and/or pulling of arm and/or leg controls
- Operating controls while seated includes pushing and/or pulling of arm and/or leg controls.

References:

Matheson LN. Chapter 18: Functional Capacity Evaluation. pages 168-188. In: Demeter SL, Andersson GBJ, Smith GM. Disability Evaluation. Mosby. American Medical Association. 1996.

PHYSICAL DEMAND LEVEL	OCCASIONAL (0-33% OF THE WORKDAY)	FREQUENT (34-66% OF THE WORKDAY)	CONSTANT (67-100% OF THE WORKDAY)	TYPICAL ENERGY REQUIRED
Sedentary	10lbs (4.5 kilos)	negligible	negligible	1.5-2.1 METS
Light	20lbs (9 kilos)	10lbs (4.5 kilos) and/or walk and/or stand with operation of controls	negligible and/or operate controls while seated	2.2-3.5 METS
Medium	20-50lbs (9-22.7 kilos)	10-25lbs (4.5-11.4 kilos)	10lbs (4.5 kilos)	3.6-6.3 METS
Heavy	50-100lbs (22.7-45.4 kilos)	25-50lbs (11.4-22.7 kilos)	10-20lbs (4.5-9 kilos)	6.4-7.5 METS
Very heavy	> 100lbs (45.4 kilos)	> 50lbs (> 22.7 kilos)	20lbs (> 9 kilos)	> 7.5 METS

Appendix 5: Flowchart of Claimant Participation in Vocational Rehabilitation



Appendix 6: Quarterly Contract Monitoring Requirements

Contract monitoring requirements are outlined in the Accident Compensation Corporation's Master Agreement for provision of services to ACC, and individual service schedules for Initial Occupational Assessments and Vocational Independence Occupational Assessments.

Schedule 4, clause 5 of the Master Agreement states that:

5.1 Measures

The Agreement requires the Vendor to provide results to ACC against a number of contract monitoring measures. The measures are specified in each Service Schedule.

5.2 Purpose

The purpose of these is to monitor progress and quality of delivery of the Services in terms of results against expected performance measures (see Quality Checklist for Acceptance of Reports 7.3).

5.3 Level of Reporting

The reporting is to be at an individual Claimant level (as outlined in clause 9 of the IOA and VIOA schedules).

Clause 9 of the Service Schedules for Initial Occupational Assessments and Vocational Independence Occupational Assessments outlines the reporting requirements for each occupational assessment.

Clause 9.2 Measures

Requires the Provider to supply ACC results against a number of contract monitoring measures (see 9.5) to demonstrate that the Provider is providing a quality service and complying with the service specifications contained in this schedule.

9.5 Quarterly Contract Monitoring Reports

The provider will provide to the ACC Healthwise Programme Manager for Occupational Assessments, a contract monitoring report every quarter commencing 1 April each year. The report is to contain:

- (a) the claim number and branch for each claimant referred to this service;
- (b) acknowledgement that all the requirements in clause 9.1 of this service schedule have been met for each occupational assessment report completed;
- (c) acknowledgement that each occupational assessment report is consistent with the Occupational Assessor Guide (2004) including acknowledgement that each report meets the requirements contained in the Case Manager checklist for occupational assessment reports;
- (d) the reason for not meeting any of the requirements contained in b, and c) above.

NOTE

The case manager may contact the assessor to request clarification of the report. It may be appropriate and necessary for the case manager to request further clarification, explanation, corrections, or oversights, or reconsideration of conclusions within the report as long as any alterations do not change any of the recorded facts or interview findings.



November 2004

Occupational Assessor Guide

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