

## Freedom of Information Release

- The total number of reported a) verbal threats, b) emailed or other written threats and c) physical threats to Child Support Agency staff related to their duties in the 2009-10 financial year.

a) Verbal (Phone)	67
b) Email/Mail	0
c) Physical (Face-to-face)	7

- The same information as point 1) for the 2008-09, 2007-08, financial years.

- For 2008-09

a) Verbal (Phone)	75
b) Email/Mail	1
c) Physical (Face-to-face)	5

- For 2007-08

a) Verbal (Phone)	75
b) Email/Mail	2
c) Physical (Face-to-face)	3

- The total number of CSA workers compensation stress claims a) lodged and b) approved and c) the total value each year for the 2007-08, 2008-09 and 2009-10 financial years.

Financial Year**	Lodged	Accepted	Costs to date*
2007-08	14	3	\$181,205
2008-09	11	2	\$46,677
2009-10	15	6	\$145,468

\* Cost to Date: total sum of costs paid (as at 30 August 2010) against injuries that have occurred in the financial years indicated.

\*\* The table includes all lodged workers' compensation claims for Psychological Injury regardless of the mechanism of injury. Only a small portion of these claims will be solely related to incidents of customer aggression.

a) Comcare is the workers' compensation insurer for Australian Government employees, including Child Support Agency. They administer the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act), which provides compensation benefits (including reasonable medical expenses and time off work) to employees who become ill or are injured in the course of their Commonwealth employment.

b) The workers' compensation data in the table above shows the total number of psychological injury claims Lodged and Accepted in the given injury year, irrespective of the cause (mechanism) of injury. This means that no direct correlation can be drawn between the number of psychological injury claims in the table above, and the instances of verbal, written or physical threats outlined in Parts 1 and 2, as the cause is likely to be unrelated.

c) Each *Cost to Date* value above represents the total sum of costs paid to date (as at 30 August 2010) against the accepted psychological injury claims with a date of injury in the corresponding financial year period.