



**Australian Government**  
**Department of Human Services**

**Freedom of Information Release**

1. The total number of a) verbal threats, b) emailed or other written threats and c) physical threats to Child Support Agency (CSA) staff related to their duties reported in the 2010–11 financial year.

a) verbal (telephone)	70
b) physical (face-to-face)	12
c) email/mail	2

2. Please provide the total number of CSA workers compensation stress claims a) lodged and b) approved and c) the total value for 2010-11 financial years.

<b>Financial Year</b>	<b>Lodged**</b>	<b>Accepted**</b>	<b>Costs*</b>
2010–11	12	5	\$127,289

\* Cost to Date: total sum of costs paid (as at 4 July 2011) against injuries that have occurred in the financial year indicated.

\*\* The table includes all workers' compensation claims for Psychological Injury regardless of the mechanism of injury.

- 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 Part 1, 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 4 July 2011) against the accepted psychological injury claims with a date of injury in the corresponding financial year period.