



Australian Government
Department of Human Services

Freedom of Information Release

The total number of threats in the 2010-2011 and 2011-2012 (to date) made to employees of the Child Support Program broken down into:

- *Verbal*
- *Emailed or written*
- *Physical.*

The department has previously published answers to questions about the number of threats recorded in 2010–11 financial year and the number of stress claims and this information available in the department’s disclosure log.

Threats recorded in 2011–12 financial year to date, as at 16 April 2012.

- a) verbal (telephone) 54 security reports and 6 customer aggression reports
- b) physical (face-to-face) 12
- c) email/mail 6

Relating to workers compensation stress claims for employees of the Child Support Program in the same period, the total number of:

- *Claims lodged*
- *Claims approved*
- *Value of claims approved.*

The department has previously published answers to questions about the number of threats recorded in 2010–11 financial year and the number of stress claims and this information available in the department’s disclosure log.

Workers compensation claims with the mental stress injury mechanise of the 2011-12 financial year to date as at 28 March 2012.

Financial Year	Lodged**	Accepted**	Costs*
2011–12	8	3	\$ 53,660.38

* Cost to Date: total sum of costs paid (as at 28 March 2012) 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 and administers 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 mental stress 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 injury claims in the table above, and the instances of verbal, written or physical threats, 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 28 March 2012) against the accepted mental stress injury claims with a date of injury in the corresponding financial year period.