



Australian Government

Comcare

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COMCARE CUSTOMER INFORMATION SYSTEM

CIS REPORTING SUITE - QUICK REFERENCE GUIDE

CIS reports are grouped into three key categories which align with the varying levels of user access. The categories are Management reports, Case Management reports and Financial reports. We have also updated the numbering of the reports, though some favourites have been left as is for ease of use. The following table outlines the updated categories and provides a high-level mapping between existing reports and the new reports.

MANAGEMENT REPORTS

Report number	Report name	Description	Available formats
1	Progressive costs report	Shows how claim costs accumulate over the life of a claim.	PDF, RTF
2	Prevention and rehabilitation performance summary	A brief overview of an agency's performance over a number of key areas. The report also directs the user to more specific reports on each topic.	PDF, RTF
3	Claims and total cost by mechanism of incident	Shows the claim cost and number of claims for a given period, grouped by the major mechanism of injury groups.	PDF, RTF
4	Claims, cost and time lost by cost centre	Shows the claim frequency, total and average cost, total incapacity weeks and average incapacity weeks for a given period.	PDF, RTF
5	Prevention and rehabilitation performance summary	This report displays data on the number of claims to have their 5th, 30th and 60th day of incapacity determined in the chosen period.	PDF, RTF
6	Numbers of injuries resulting in five days incapacity by mechanism of incident	Reports on the number of claims with their fifth day of incapacity determined in the chosen period broken down by mechanism of incident.	PDF, RTF

Report number	Report name	Description	Available formats
7	Numbers of death claims	This report displays the number of claims for death (death benefit of funeral costs) accepted in the period.	PDF, RTF
8	Frequency of lost time claims	Displays the number of claims that had their first incapacity determination in the chosen period of at least one lost day or shift.	PDF, RTF
9	Percentage of claimants with greater than or equal to 10 days incapacity determined with a RTW plan	Highlights the number of claims with 10 or more incapacity days and the percentage of those claims with a registered return to work plan with Comcare.	PDF, RTF
10	Quality of RTW outcome	This report displays a summary of the outcomes of return to work plans.	PDF, RTF, CSV
11	T1 numbers of workplace injury and disease	Displays the number of total claims with the fifth day of incapacity determined in each financial year against the target of reducing the number of claims that reach the fifth day of incapacity by 40 per cent by 2012.	PDF, RTF
12	T3 weeks lost time	Displays the total number of weeks of incapacity determined in each financial year period, commencing 2001–2002 against the target of reducing the number of weeks lost by 40 per cent by 2012.	PDF, RTF
13	T4 average weeks for RTW activity to commence	Displays the average time taken (in calendar weeks) from date of injury to the date the first rehabilitation assessment service is provided.	PDF, RTF
14	Occupation by mechanism of incident—claims	This report lists the number of claims with a date of injury in the specified period, sorted by both occupation and mechanism of injury.	PDF, RTF
15	Occupation by mechanism of incident—total cost	Lists the total cost (cost to date plus outstanding liability) of claims with a date of injury in the specified period sorted by both occupation and mechanism of injury.	PDF, RTF
16	Age group by mechanism of incident—claims	This report lists the number of claims with a date of injury in the specified period sorted by both age profile and mechanism of injury.	PDF, RTF
17	Age group by mechanism of incident—total costs	Lists the total cost (cost to date plus outstanding liability) of claims with a date of injury in the specified period sorted by both age profile and mechanism of injury group.	PDF, RTF
18	Duty status by mechanism of incident—claims	Lists the number of claims with a date of injury in the specified period, sorted by both duty status and mechanism of injury group.	PDF, RTF

Report number	Report name	Description	Available formats
19	Duty status by mechanism of incident—total costs	Lists the total cost (cost to date plus outstanding liability) of claims with a date of injury in the specified period sorted by both duty status and mechanism of injury group.	PDF, RTF
20	Claims and total cost by age group	Displays a graph showing the number of claims and the associated total costs by age groupings.	PDF, RTF
21	Mechanism of injury by costs, incapacity and claims	This graph shows the average cost of claims within each mechanism of injury category.	PDF, RTF
22	Cost centre structure	Provides details on the agency's cost centre structure and associated contacts as contained within Comcare's core database.	PDF, RTF, CSV
23	Case manager listing	Provides details of all case managers Comcare has listed against a particular agency.	PDF, RTF, CSV

CASE MANAGEMENT REPORTS

Report number	Report name	Description	Available formats
66	Customer data report—claim detail	This report provides a complete record of all claims for your agency.	CSV
30	Customer data report—claims by cost centre and case manager	Based on report 66, this report can be filtered by cost centre, claims manager and customer structure.	CSV
31	Customer data report—open claims	Based on Report 66, this report provides a complete record of all open claims for your agency, which can be filtered by cost centre and customer structure.	CSV
32	Customisable data report—claim detail	This report is a fully customisable version of report 66, allowing you to select the columns you wish to display in the published report.	CSV
33	Accepted claims by date	This report provides a listing of all claims accepted within a chosen date period.	CSV
34	Claims incurring payment	This report provides a listing of claims that Comcare has recently processed payments for.	PDF, RTF, CSV

Report number	Report name	Description	Available formats
36	Open return to work plan	This report allows a customer to identify all of their open RTW plans by case manager.	PDF, RTF, CSV
37	Claim activity post RTW	This report looks at all closed RTW plans and provides information about incapacity and medicals since RTW plan closure, listing records in date closure order.	PDF, RTF, CSV
38	Rehabilitation expenditure	This provides the customer with a representation of the amount of money being spent on rehabilitation in comparison to total costs to date.	PDF, RTF, CSV
39	Open/expired return to work plan	This provides a listing of all RTW plans where the plan end date has expired with no recorded lodgement of a RTW plan amendment or closure form.	PDF, RTF, CSV
40	RTWP average cost and duration	This provides a representation of the average cost and duration of a customer's closed RTW programs.	PDF, RTF, CSV
41	Early intervention	This report lists all open claims with five or more days of incapacity and no rehabilitation costs incurred.	PDF, RTF, CSV
42	Provider performance	This report details RTW plan goals and outcomes by provider.	PDF, RTF, CSV
43	Claims with multiple RTW plans	A listing of all open claims with more than one RTW plan.	PDF, RTF, CSV
44	Customer data report—RTW	This report provides a complete record of all claims with a RTW plan for your agency.	CSV
45	Open claims by cost centre by mechanism of incident	This report provides details for claims with a date of injury in the specified period, sorted by liable cost centre and then mechanism of injury.	PDF, RTF, CSV
46	Claim details by nature of injury/disease	This report lists claims details by the eleven major TOOCS categories of nature of injury. This identifies the most serious injury or disease sustained/suffered.	PDF, RTF, CSV
47	Claim details by agency of injury/disease	Lists the claim details by the nine major TOOCS categories of agency of injury. This identifies the object, substance or circumstance that was principally involved in, or most closely associated with, inflicting the injury or disease.	PDF, RTF, CSV
48	Claims with reconsiderations	This report provides details of claims that have a Reconsideration within the chosen period.	PDF, RTF, CSV

Report number	Report name	Description	Available formats
49	Claims with AAT case decision	This report provides the details of claims that have had an AAT case within the chosen period.	PDF, RTF, CSV
50	Top 50 claims by cost to date	This provides a listing of claim details for the top 50 high cost claims to date with a date of injury in the specified period.	PDF, RTF, CSV
51	Claims with a date of injury within the last four years	This report is a statement of all claims, including any undetermined and rejected claims, with a date of injury in the previous four experience years. These claims can directly impact on an agency's premium.	PDF, RTF
52	High cost claims	This report provides a listing of open/active claims which have an estimated total liability of over \$10K. The claims are identified in broad total liability categories and are listed in descending order of total liability.	PDF, RTF, CSV

FINANCIAL REPORTS

Report Number	Report Name	Description	Available Formats
70	Incapacity determinations	This report is a statement of incapacity determinations made within a chosen period, allowing for both individual daily reports as well as cumulative fortnightly reports. The report can be run for individual cost centres as well as all cost centres within the agency.	CSV
71	Payment remittance detail report by date	This report gives details of incapacity payments made in a specified date range.	CSV
72	Payment remittance detail report by payment number	This report gives details of incapacity payments made within a specified date range, by payment number.	CSV
73	Payment remittance summary report	This report provides a summary of payments made within a specified date range.	PDF, RTF, CSV
74	Claims approaching 45 weeks	This report provides a listing of claims that have had between 35 and 55 weeks incapacity determined.	PDF, RTF, CSV

Q. Where can I get more information?

A. A detailed *Guide to understanding customer reports* is available on the CIS website. This provides you with detailed information on the suite of available reports in CIS, along with an overview of how to run reports in CIS and the broader functionality of the system.

The CIS website can be found at www.comcare.gov.au - follow the link to CIS on the right hand side under "Key Resources". We provide a range of documentation to assist you with using CIS.

Our CIS Helpdesk is available to assist you with your reporting, case management and customer enquiries - you can contact the CIS helpdesk by email agency_updates@comcare.gov.au or you can call us on 1300 366 979.