



Australian Government

Comcare

CUSTOMER INFORMATION SYSTEM ACCESS REQUEST AND REHABILITATION CASE MANAGER UPDATE

This form is to be completed to gain access to Comcare's Customer Information System (CIS) and/or create, replace or update the details of a Rehabilitation Case Manager in Comcare's data base.

To avoid potential privacy breaches, CIS access is provided to an individual (not team access) and an individual workplace email address must be provided. The user requesting access must be authorised by the agency's CIS administrator or customer contact.

CIS access is to be used by the authorised user only.

Please complete all fields on this form. If you have any questions about this form call Comcare on 1300 366 979.

Return the completed form by email to agency.updates@comcare.gov.au

Customer (Agency)

CIS access and Rehabilitation Case Manager CIS only Rehabilitation Case Manager only

APPLICANTS PERSONAL DETAILS

Title First name Surname
Position
Phone Email
Mail address

REHABILITATION CASE MANAGER

Create Amend Replace

Replace and deactivate, previous Rehabilitation Case Manager name

Does this Rehabilitation Case Manager have delegation authority¹? Yes No

CIS ACCESS LEVEL (select all required)

Management level data Case management level data Financial level data CIS administrator²

¹ Delegations under section 36 and section 37 of the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act) for the Rehabilitation Authority (section 41(a) Officer of or person employed by the Department, Commonwealth authority or licensed corporation) and Information Privacy Principles must be applied.

² Person responsible for signing all access request forms and maintaining current user list for agency.

DEFINITION OF ACCESS

Management level—Provides access to the 'management' category of reports which are broad trend and summary reports. Does not allow a user to see individual claimants' details like names, injury dates etc.

Case management level—Provides access to the 'case manager' category of reports and to the 'View claim' function. These users can see claimants' names and private details for which your agency is the liable agency.

Financial level—Provides access to the 'finance' category of reports. This includes reports on remittance advice and incapacity determinations.

CIS agency administrator—This is the user who authorises all new access for an agency. Can also view the user/access list report

APPLICANTS DECLARATION

I understand that, as an authorised user, I am to be provided access to Comcare's information technology (IT) facilities, and through such facilities, access to Comcare client information. In granting me this access I accept that:

1. Access is granted for authorised use only and that authorised use constitutes access only to the data and facilities I have permission to access and for the purposes for which such permission is granted. In providing me with a user ID and password for my exclusive use, Comcare considers usage of its IT resources by such identification to be attributable to me.
2. To protect Comcare information assets from unauthorised access and to ensure that its IT facilities function properly, CIS Administrators are required to monitor system usage and may disclose such usage without notifying the authorised user. Individuals using Comcare IT facilities without authority, or in excess of their authority, will have their activities recorded by these administrators and if it reveals evidence of criminal activity, the Security Administrator may provide details of such activity to law enforcement officials.
3. The information and recipient is governed by the *Privacy Act 1988* (Privacy Act) and are bound by the Information Privacy Principles (IPPs) under the Privacy Act. Dealing with workers' compensation can be a sensitive issue and it is important to realise that what is read and is seen must only be used for its intended purpose. IPPs are contained in section 14 of the Privacy Act. The IPPs set out standards for handling personal information.

NOTE TO REHABILITATION CASE MANAGER AND CUSTOMER CONTACT/CIS ADMINISTRATOR

Claim information and access to this is governed by the Privacy Act. To avoid breaches of the Privacy Act, it is the responsibility of the Rehabilitation Case Manager and/or the agency to notify Comcare when a Rehabilitation Case Manager is no longer working in that role or their contact details change. All claims allocated to that Rehabilitation Case Manager must be reallocated to an active Rehabilitation Case Manager, enabling Comcare to deactivate the previous Rehabilitation Case Manager.

Applicant's signature Date / /

CUSTOMER CONTACT/CIS ADMINISTRATOR

Name Title
Administrator's signature Date / /

COMCARE CONTACT INFORMATION

Name Employer Account Management
Email agency.updates@comcare.gov.au
Phone 1300 366 979