



Australian Government

Comcare

# COMPARING BUSINESS UNIT PERFORMANCE

This guide explains how you can use Customer Information System (CIS) to report on claims performance for the different business areas within your organisation. Reporting on different business units within CIS is dependent on setting up a cost centre structure.

## USEFUL CIS REPORTS

- > Report 22 'Cost Centre Structure Report'
- > Report 4 'Claims, Cost and Time Lost by Cost Centre'.

Tip: There are many reports that allow you to 'Filter' by cost centre so that you can isolate just a selected cost centre in that report.

## IMPORTANT TERMINOLOGY

### > Cost centre structure:

Allows employers to register claims against meaningful business areas, such as states, branches or sections. This enables employers to devolve the costs of their claims down to a granular level and to assist with reporting on a large number of claims.

### > Liable cost centre:

This is the business area the injured worker was attached to when their compensable injury or illness occurred. Reference is made to this cost centre at question 13 under part 2 of the Claim for Workers' Compensation Form SRC16.

### > Injury year:

An injury year is a calendar year (Jan-Dec). Only claims that are accepted and have a date of injury within the reported calendar year are applicable to the injury year. For example, any claim that is accepted and has a date of injury in 2013 forms part of the 2013 injury year.

## CREATING YOUR COST CENTRE STRUCTURE

To allow Comcare to register and manage workers' compensation claims for your agency, a cost centre structure needs to be established within our workers' compensation database. A customer structure typically looks like an organisational chart but would also reflect how your agency wants to report. A cost centre structure can also be broken down by region or even different offices. To check your current cost centre structure, use CIS Report 22.



## COMPARING BUSINESS UNIT PERFORMANCE

CIS Report 4 'Claims, Cost and Time Lost by Cost Centre' is useful to highlight injury and claim hotspots within your agency. This report shows the claim frequency, total and average cost, total incapacity weeks and average incapacity weeks for a given period, grouped by the cost centre structure of your agency.

When reading CIS Report 4 please be careful about comparing the data for one period against another. Data from a recent Injury Year will have had less time to mature, meaning less time to incur costs.

Liabile Cost Centre No.	Liabile Cost Centre	No. Claims	Cost To Date(\$)	Future Cost Estimate(\$)	Total Cost(\$)	Average Cost(\$)	Incapacity Weeks	Avg. Incapacity Weeks
1	WA	1	2580.84	92778.00	93311.64	93311.64	0.13	0.13
2	NSW	1	1413.21	21032.00	22445.21	22445.21	0.72	0.72
3	ACT	5	21570.80	248779.00	258321.95	51664.39	4.24	0.85
4	SA/NT	1	15688.46	205041.00	210356.63	210356.63	7.16	7.16
5	QLD	2	3198.35	26154.00	26320.00	13160.00	0.00	0.00
6	VIC	3	3874.50	51907.00	52819.12	17606.37	0.20	0.07
7	TAS	1	1368.85	8512.00	8792.00	8792.00	0.00	0.00
8	WA	1	1531.32	13512.00	14781.55	14781.55	1.00	1.00
9	Corporate	4	9581.90	42240.00	50491.90	12622.98	5.98	1.50
10	Executive	5	73520.94	538048.00	574223.32	114844.66	31.00	6.20
	Total	24	134329.20	1248003.00	1311863.00	54660.97	50.430	2.10

The above table shows us that for this reporting period the 'Executive' business line is responsible for a large portion of the costs for the agency. This allows agencies to attribute claim costs to the relevant business areas and identify areas that may need greater focus on prevention.