



Australian Government

Comcare

# TREND REPORTING ON TYPES OF INJURIES

This guide explains how you can use the Customer Information System (CIS) to report on the Mechanisms of Injury (MOIs) that have occurred at your agency and how much those injuries cost. This information can be useful to identify priority areas for injury prevention and case management strategies.

## TREND CATEGORIES

There are four different trend categories available to report on in CIS. These categories are:

- > Mechanism of Injury
- > claimant age
- > claimant occupation
- > duty status.

## USEFUL CIS REPORTS:

- > 21: Mechanism of Injury by Costs, Incapacity and Claims
- > 16: Age Group by Mechanism of Incident—Claims
- > 17: Age Group by Mechanism of Incident—Costs
- > 14: Occupation by Mechanism of Incident—Claims
- > 15: Occupation by Mechanism of Incident—Costs
- > 18: Duty Status by Mechanism of Incident—Claims
- > 19: Duty Status by Mechanism of Incident—Total Cost

## IMPORTANT TERMINOLOGY

### > Mechanism of Injury/Incident:

The Mechanism of Incident classification is intended to identify the action, exposure, or event which was the direct cause of the most serious injury or disease. These codes are based on the Type of Occurrence Classification System (TOOCS) which is published by Safe Work Australia.

### > Duty Status:

The location of the employee in relation to their employment at the time of injury. Examples include: 'working at usual place', 'during an authorised sporting activity'.

### > Case Estimates:

The estimated cost of claims for your agency at a defined time. When claim information is added (such as for time off work, forms or medical expenses) this information is then used to calculate the estimates. Case estimates are supplied two months after the end of each month as this delay allows sufficient time for claims to be processed and ensures case estimates better reflect the actual cost of claims to date.



# REPORTING ON TYPES OF INJURY AND THEIR COSTS

CIS Report '21: Mechanism of Injury by Costs, Incapacity and Claims is the best report in CIS to report on the types of injuries that have occurred at your agency.

## Reading Report 21: Mechanism of Injury by Costs, Incapacity and Claims

CIS Report 21 represents accepted claims with a date of injury in the period chosen. These claims are then broken down into what action, exposure, or event (otherwise known as Mechanism of Injury) caused the claim.

When reading CIS Report 21, please be careful when comparing the data for one period against another. Data from a recent period will have had less time to incur costs and have claims registered against it when compared to an older period, meaning the data would be skewed in favour of the more recent period in most cases.

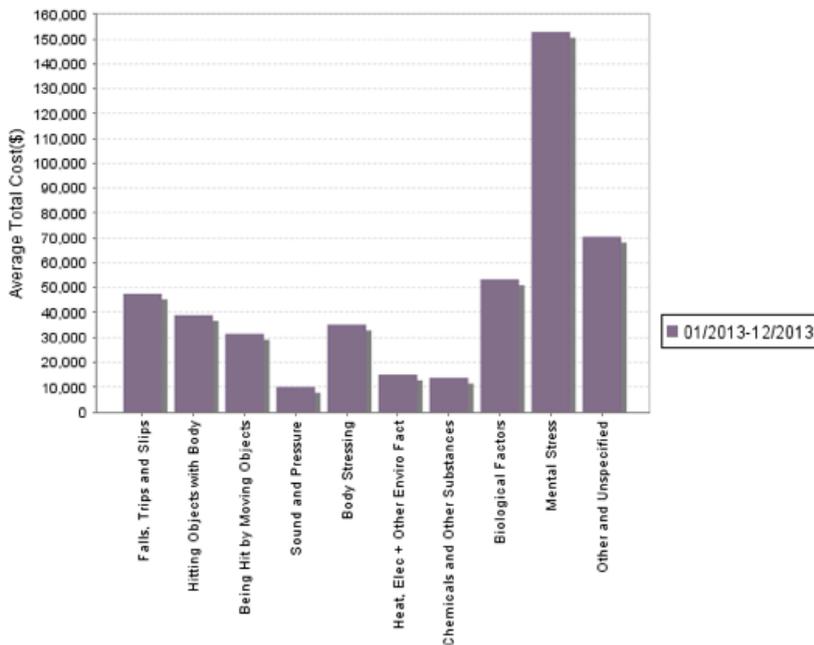
Note the Total Cost and Average Total Cost columns represent the sum of the cost to date and future cost estimate on the most recent estimate date. While the other columns represent data as at yesterday.

### The graphs

There are eight graphs available for this report. A useful graph is the third graph, which outlines the number of claims versus the cost of those claims.

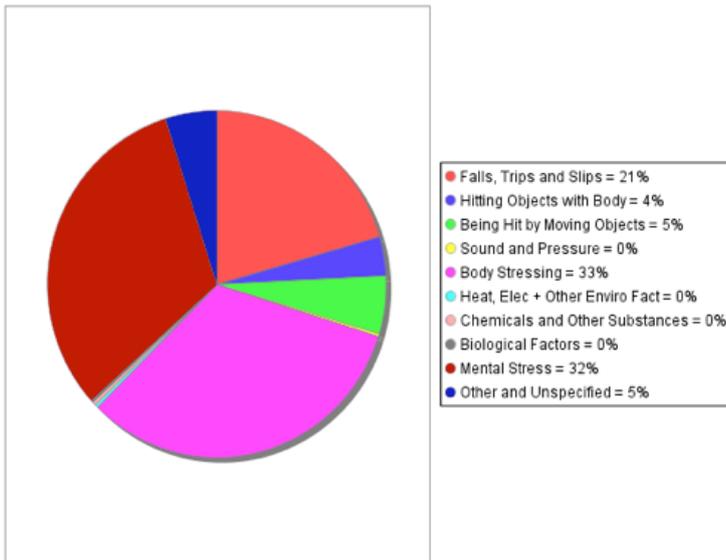
### Example graphs from Report 21

Graph 1 represents average total cost of claims by Mechanism of Injury.



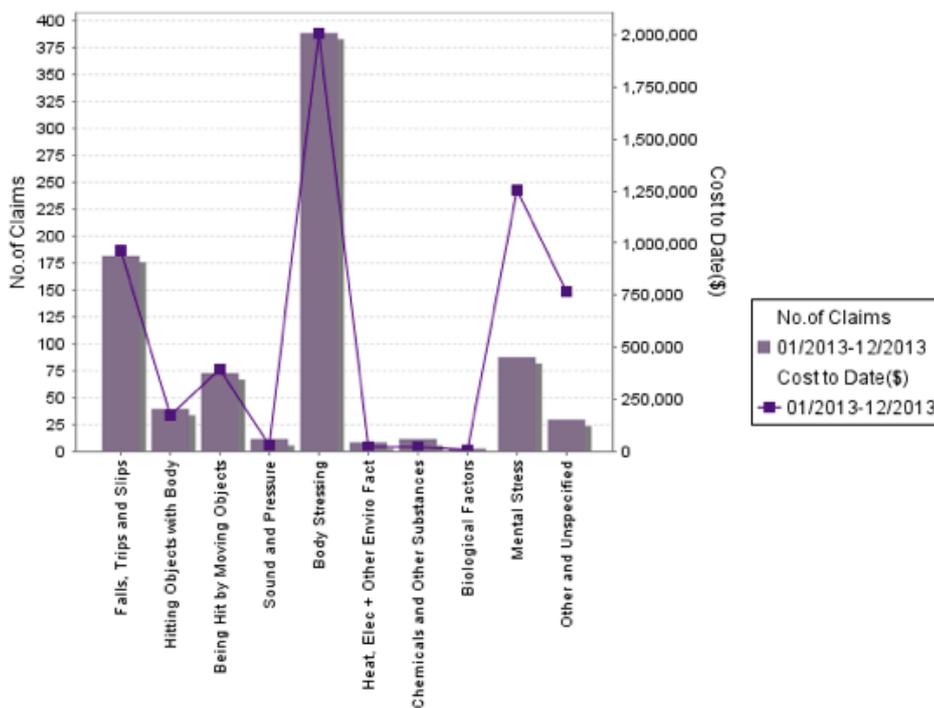
In the above graph we can see that for the selected period, mental stress claims are the most expensive.

Graph 2 represents total cost as a percentage of MOI.



Again, we can see that for the selected period, mental stress claims make up the largest proportion of costs.

Graph 3 represents the number of claims versus the cost of those claims.



This graph shows us that the greatest number of claims that occurred in the period were body stressing claims. However, despite the lower number of mental stress claims, these claims represent much higher cost.

## OTHER WAYS TO BREAK DOWN INJURY TYPE

Similar to CIS Report 21 are reports that break down the injuries that have occurred by Age, Occupation, and Duty Status. These reports read much like Report 21 above. These reports are:

- > 14: Occupation by Mechanism of Incident—Claims and 15: Occupation by Mechanism of Incident—Costs. These reports enable managers and health and safety managers to monitor occupational trends in injury incidence. This assists in identifying particular risk areas within the agency which require improved injury prevention and case management strategies.
- > 16: Age Group by Mechanism of Incident—Claims and 17: Age Group by Mechanism of Incident—Cost. These reports enable managers to identify any age-related trends in injury incidence for particular MOI groups. This can assist in the development of effective injury prevention and case management strategies.
- > 18: Duty Status by Mechanism of Incident—Claims and 19: Duty Status by Mechanism of Incident—Cost. These reports enable managers to identify the injury profile of their agency. It can alert management to the most high-risk activities and identify the need for organisational policy and guidelines to assist in effective injury prevention.