



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 your agency's CIS administrator or Agency Director.

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

Please complete all fields on this form. The form requires the Signature of the Applicant and the CIS Administrator or Agency Director (EL2 or Above). It must not be authorised by the same person requesting access.

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](mailto:agency.updates@comcare.gov.au)

Customer (Agency)

CIS and Rehabilitation Case Manager  CIS only  Rehabilitation Case Manager only

## APPLICANTS PERSONAL DETAILS

Title  First name  Surname   
Position   
Phone  Email   
Postal address

## REHABILITATION CASE MANAGER

Create  Amend  Replace

Replace and deactivate (name of previous case manager)

Does this Rehabilitation Case Manager have Delegation Authority<sup>1</sup>?  Yes  No

## CIS ACCESS LEVEL (select all required)

Management Level  Case Management Level  Financial Level  CIS Administrator<sup>2</sup>

<sup>1</sup> 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.

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

## DEFINITIONS OF CIS ACCESS LEVELS

**Management level** – Recommended for Managers to assist in identifying potential hot spots and develop effective injury prevention and case management strategies, by giving you access to aggregate data including number of claims, types of claims, cost of claims, length of time injured employees are off work (incapacity) etc.

**Case management level** – Recommended for a Rehabilitation Case Manager, these reports allow you to preform detailed claims analysis and provide access to the 'View Claim' function.

**Financial level** – Recommended for Finance team (Payroll), Human Resources and Management who need to reconcile incapacity periods against their agency's payroll system.

**CIS Administrator** – This is the user who is authorised to grant all new staff members CIS access for an agency (usually EL1 or above). Can also view the user/access list report. It is Recommended that there be more than one Administrator per agency.

## 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 exceeding 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 are 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 AGENCY DIRECTOR (EL2 OR ABOVE)/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  /  /

## AGENCY DIRECTOR/CIS ADMINISTRATOR

Name  Title   
Signature