Workers compensation system monthly dashboard
March 2018 report (published June 2018)

1 Effectiveness
System effectiveness in protecting workers and getting workers back to work and well-being

Reported claims

<table>
<thead>
<tr>
<th>Month</th>
<th>Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2018</td>
<td>9,360</td>
</tr>
<tr>
<td>Feb 2018</td>
<td>8,869</td>
</tr>
<tr>
<td>Mar 2017</td>
<td>9,140</td>
</tr>
</tbody>
</table>

Claims by body locations

- Head 10.1%
- Neck 2.0%
- Upper limbs 33.9%
- Trunk 18.8%
- Lower limbs 20.0%
- Psychological 6.3%
- Multiple locations 5.8%
- To be confirmed 1.5%
- Systemic locations 0.9%
- Not stated 0.7%

Claim types

- Physical injuries 8,775
- Psychological injuries 585

All reported claims 9,360

Return to work rates

- 4 weeks 72%
- 13 weeks 85%
- 26 weeks 89%

Note: Insurers reported this data to SIRA. Data is as at March 2018.

The return to work (RTW) rate is the percentage of time lost by claimants who have been off work as a result of their employment-related injury/disease and have returned to work at different points in time from the date the claim was reported (i.e., 4, 13, and 26 weeks for the Workers Compensation monthly dashboard). RTW rates are calculated monthly for the last 13 months up to the date of data. The cohort for each RTW measure is based on claims reported in a 12-month period, with a lag to allow for claim development (i.e., the lag for the 4-week measure is 28 days; the lag for the 13-week measure is 91 days; and the lag for the 26-week measure is 182 days).

For further information, data tables and accessible version, see SIRA workers compensation monthly reports.
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2 Efficiency
Efficient system delivery in terms of cost, time and process

Claim payments

- **FEB 2018**: $207M claim payments
- **MAR 2018**: $235M claim payments
- Up 13.5%

3 Viability
Sustainability and viability for generations to come

Total claim payments made by insurers

4 Affordability
Insurance affordability

Affordability of insurance as a percentage of NSW wages for 2016/17

1.4%

Note: Insurers reported this data to SIRA. Data is as at March 2018.
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5 Customer experience
Customer experience with the system

Enquiries and complaints received by SIRA

2,084 enquiries received by SIRA in April 2018

195 complaints received by SIRA in April 2018

Note: Complaint data, including the name of the relevant insurers etc is derived from verbatim reports from customers. Whilst some data cleansing processes are undertaken by SIRA the reporting is verbatim from customers and may from time to time reference an incorrect insurer and/or insurer type.

Disputes lodged for March 2018

0.7%

In March 2018, there were 83,464 active claims and 591 disputes lodged

Note: Including data from WIRO (Workers Compensation Independent Review Office) and the Workers Compensation Commission.

6 Equity
System equity and fairness

Top 5 Complaint types (Level 1) reported to SIRA in April 2018

- Weekly Payments: 33%
- Medical: Timeframes: 16%
- Case Management Practice: Insurer Conduct/Behaviour: 12%
- Medical: Payments: 12%
- Medical: Liability: 26%

Benefits paid to and for workers as a percentage of total claims expenditure

- Expenses: 47%
- Indirect to claimant: 30%
- Direct to claimant: 23%

Note: The benefits paid to and for workers is calculated annually. Details of definitions can be found in the methodology and data section. Insurers reported this data to SIRA at the end of the 2016/17 financial year.

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