Workers compensation system monthly dashboard

January 2019 report

System overview
Key workers compensation system statistics for the 12 months ending January 2019

- $256B of reported wages are safeguarded by the workers compensation scheme
- $3.6B in premiums were collected, representing 1.4% of reported NSW wages
- $2.9B was paid out as costs for workers claims
- 102,307 claims were reported to SIRA
- 76,472 workers received weekly benefit payments

Effectiveness
System effectiveness in protecting workers and getting workers back to work and wellbeing

Reportable claims

<table>
<thead>
<tr>
<th></th>
<th>JAN 2019</th>
<th>DEC 2018</th>
<th>JAN 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>7,853</td>
<td>7,832</td>
<td>6,960</td>
</tr>
</tbody>
</table>

Claim types

- All reportable claims: 7,853 (94.3%)
- Physical injuries: 7,406 (94.3%)
- Psychological injuries: 447 (5.7%)

Claims by body locations

- Head 9.1%
- Neck 1.6%
- Upper limbs 34.7%
- Trunk 18.6%
- Lower limbs 20.9%
- Psychological 5.7%
- Multiple locations 5.2%
- To be confirmed 3.2%
- Systemic locations 1.0%

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports

1 For the 2017/18 financial year
Workers compensation system monthly dashboard
January 2019 report

Effectiveness
Workers' claims journey results at January 2019

Monthly average over the last 12 months

11,312 records submitted

8,526 reportable claims

3,560 lost time

Return to work

62.9% at 4 weeks*

78.5% at 13 weeks*

85.8% at 26 weeks*

Note: SIRA identified data quality issues with the accuracy and completeness of return to work data submitted by the Nominal Insurer (NI). The data appears to indicate a significant deterioration in the NI’s RTW performance. SIRA instructed the NI to improve the quality of the data. To address the data quality and potential performance concerns with the NI, SIRA carried out a data quality audit in December 2018 and commenced a Compliance and Performance Review in February 2019.

* Based on a rolling 12 month cohort, for further details see the Explanatory Note.

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports
Workers compensation system monthly dashboard
January 2019 report

Efficiency & viability
Efficient system delivery, sustainability, and viability of the system for generations to come

Total claim payments made by insurers

Claim payments
Down 8.4%
DEC 2018 $264M claim payments
JAN 2019 $242M claim payments

Benefits paid to and for workers
as a percentage of total claims expenditure (2017/18)

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports
## Enquiries and complaints

- **2,299** enquiries
- **562** complaints

**Note:** Complaint data (which may include the name of an insurer) is derived from customers' verbatim reports to SIRA and the Workers Compensation Independent Review Office. While SIRA does some data cleansing, the reporting is verbatim from customers and might occasionally reference an incorrect insurer and/or insurer type.

## Disputes rate

- **0.6%** of active claims

**Note:** Including data from the Workers Compensation Commission.

## Workers’ perceptions of equity across the system

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Distributive Justice</th>
<th>Procedural Justice</th>
<th>Informational Justice</th>
<th>Interpersonal Justice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average (mean) on a 5-point scale</td>
<td>Average (mean) on a 5-point scale</td>
<td>Average (mean) on a 5-point scale</td>
<td>Average (mean) on a 5-point scale</td>
</tr>
<tr>
<td>New South Wales</td>
<td>3.9</td>
<td>3.8</td>
<td>3.7</td>
<td>4.3</td>
</tr>
<tr>
<td>Australian total</td>
<td>3.9</td>
<td>3.8</td>
<td>3.7</td>
<td>4.3</td>
</tr>
</tbody>
</table>

Definitions of dimensions used to measure customers perception of equity and perceived justice:

- **Distributive justice**, relates to the fairness of their compensation.
- **Informational justice**, is about receiving accurate and timely information about the rationale for decisions.
- **Interpersonal justice**, relates to whether workers were treated with respect and sensitivity.
- **Procedural justice**, about the fairness of the procedures used to determine the outcomes.

**Source:** Safe Work Australia 2018 Return to Work Survey.

## Affordability

### Insurance affordability

- **1.4%**

Affordability of insurance as a percentage of reported NSW wages for 2017/18
# NSW workers compensation insurer scorecard

Information about the performance of insurers operating within the workers compensation system

<table>
<thead>
<tr>
<th></th>
<th>% share of reported wages FY 2017/18</th>
<th>% share of total claims FY 2017/18</th>
<th>% share of total payments made</th>
<th>% share of total active claims</th>
<th>% of injury notifications actioned within 7 days</th>
<th>% of Level 1 complaints to active claims</th>
<th>RTW rate 4 weeks</th>
<th>RTW rate 13 weeks</th>
<th>RTW rate 26 weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominal insurer</td>
<td>74%</td>
<td>67%</td>
<td>67%</td>
<td>66%</td>
<td>98%</td>
<td>0.1%</td>
<td>58%</td>
<td>76%</td>
<td>85%</td>
</tr>
<tr>
<td>Government self-insurer (TMF)</td>
<td>13%</td>
<td>16%</td>
<td>20%</td>
<td>19%</td>
<td>99%</td>
<td>0.0%</td>
<td>76%</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>Specialised insurers</td>
<td>6%</td>
<td>8%</td>
<td>7%</td>
<td>7%</td>
<td>97%</td>
<td>0.1%</td>
<td>73%</td>
<td>83%</td>
<td>86%</td>
</tr>
<tr>
<td>Self insurers</td>
<td>7%</td>
<td>9%</td>
<td>6%</td>
<td>8%</td>
<td>96%</td>
<td>0.1%</td>
<td>66%</td>
<td>77%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Note: insurers reported this data to SIRA as at January 2019

Disclaimer: While reasonable care has been taken in preparing this document, the State Insurance Regulatory Authority (SIRA) makes no warranties of any kind about its accuracy, currency or suitability for any particular purpose. SIRA disclaims liability for any kind of loss or damages arising from, or in connection with, the use of any information in this document.

SIRA identified data quality issues with the accuracy and completeness of return to work data submitted by the Nominal Insurer (NI). The data appears to indicate a significant deterioration in the NI’s RTW performance. SIRA instructed the NI to improve the quality of the data. To address the data quality and potential performance concerns with the NI, SIRA carried out a data quality audit in December 2018 and commenced a Compliance and Performance Review in February 2019.


Workers compensation system monthly dashboard
January 2019 report

Additional system performance measures
Information about the performance of insurers operating within the workers compensation system

Cost to the system for weekly benefits paid per month

Number of workers receiving weekly benefits per month

Note: to ensure consistency across the time series, the chart excludes Section 39 claimants that exited the system.

Note: to ensure consistency across the time series, the chart excludes Section 39 claimants that exited the system. The chart shows distinct number of workers receiving weekly benefits per month.

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports
Note: The percentage of workers at work at 4, 13, and 26 weeks is a variation of the RTW work measure reported on pages 2 and 5 of the dashboard. This measure includes medical only claims who never left work and allows an insurer type comparison of workers who are at work at 4, 13 and 26 week intervals from the date the claims entered the system. See the “Data source information” section of the Explanatory note for further details on the percentage of workers at work measure.

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports
Workers compensation system monthly dashboard
January 2019 report

Additional system performance measures
Information about the performance of insurers operating within the workers compensation system

Average duration of weekly benefits paid in the first 6 months

Note: This chart shows the average number of days of weekly benefits paid to injured workers in the first 6 months of their claim. This measure uses work hours lost and injury quarter to calculate average days, it is reported to September 2018 to allow for claim data development. See the “Data source information” section of the Explanatory note for further details on the average duration of weekly benefits paid in the first 6 months measure.

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports
Workers compensation system monthly dashboard
January 2019 report

Additional system performance measures
Information about the performance of insurers operating within the workers compensation system

Reportable claims development

Claim payments development

Note: The reportable claims development chart visualises the development of reportable claims by injury financial year. Displaying reportable claims by injury financial year, across development months from claim injury date, helps to track variations in figures and also benchmark against previous injury financial years. The claim payments development chart visualises the development of claim payments by injury financial year. Displaying claim payments by injury financial year, across development months from claim injury date, allows for system payment comparisons. No indexation or adjustments have been applied to payment figures, the chart shows original dollar values.

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports