Workers compensation system monthly dashboard
April 2018 report (published July 2018)

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

Reported claims

<table>
<thead>
<tr>
<th></th>
<th>APR 2018</th>
<th>MAR 2018</th>
<th>APR 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims</td>
<td>8,078</td>
<td>9,142</td>
<td>6,085</td>
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Claim types

- Physical injuries 7,637 (5% of All reported claims)
- Psychological injuries 441 (5% of All reported claims)

Return to work rates

- 4 weeks: 71%
- 13 weeks: 85%
- 26 weeks: 89%

Claims by body locations

- HEAD 10.8%
- NECK 1.8%
- UPPER LIMBS 33.9%
- TRUNK 18.5%
- LOWER LIMBS 20.4%
- PSYCHOLOGICAL 5.4%
- MULTIPLE LOCATIONS 6.0%
- TO BE CONFIRMED 1.7%
- SYSTEMIC LOCATIONS 0.7%
- NOT STATED 0.6%

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

MAR 2018
$243M claim payments

APR 2018
$220M claim payments

Down 9.5%

Claim payment types

Weekly payments 35.7%
Medical payments 24.1%
Common law (WID) 21.6%
Rehabilitation payments 6.2%
Lump sum (S66 & 67) 4.5%
Death payments 2.1%
Investigation payments 2.0%
Other payments 1.8%
Legal payments 1.6%
Commutation 1.5%

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 April 2018.
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**Customer experience**
Customer experience with the system

Enquiries and complaints received by SIRA

- **2,320** enquiries received by SIRA in May 2018
- **309** complaints received by SIRA in May 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 April 2018**

- **0.7%**

In April 2018, there were 82,308 active claims and 571 disputes lodged

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

**Equity**
System equity and fairness

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

- Weekly Payments 28
- Medical: Timeframes 14
- Case Management Practice: Insurer Conduct/Behaviour 25
- Medical: Payments 9
- Workplace injury management: Suitable employment 8

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

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

**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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For further information, data tables and accessible version, see [SIRA workers compensation monthly reports](http://www.sira.nsw.gov.au).