Workers compensation system monthly dashboard
November 2018 report (published June 2019)

System overview
Key workers compensation system statistics for the 12 months ending November 2018

$255B of reported wages are safeguarded by the workers compensation scheme

$3.6B in premiums were collected, representing 1.4% of reported NSW wages¹

$2.9B was paid out as costs for workers claims

101,236 claims were reported to SIRA

78,009 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>Month</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOV 2018</td>
<td>10,147</td>
</tr>
<tr>
<td>OCT 2018</td>
<td>9,424</td>
</tr>
<tr>
<td>NOV 2017</td>
<td>8,692</td>
</tr>
</tbody>
</table>

Claim types

10,147 All reportable claims

- Physical injuries 9,505 (93.7%)
- Psychological injuries 642 (6.3%)

Claims by body locations

- Head 10.5%
- Neck 1.9%
- Upper limbs 34.3%
- Trunk 17.6%
- Lower limbs 19.9%
- Also: Psychological 6.3%
- Multiple locations 6.0%
- To be confirmed 2.7%
- Systemic locations 0.8%

¹For the 2017/18 financial year

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Effectiveness
Workers' claims journey results at November 2018

Average over the last 12 months

- 11,161 records submitted A*
- 8,439 reportable claims ^
- 3,491 lost time T^  

Return to work

- 65.3% at 4 weeks *
- 80.2% at 13 weeks *
- 86.7% at 26 weeks *

A Records submitted includes all records received from insurers across NSW. This data excludes administration errors.
T Lost time is based on workers receiving weekly benefits.
^ Figure is based on a 12 month average.

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

Total claim payments made by insurers

Claim payments

- Government self insurers (TMF)
- Specialised insurers
- Self insurers
- Nominal insurer

Claim payment types

- Weekly payments
- Medical payments
- Common law (WID)
- Rehabilitation payments
- Lump sum (S66 & 67)
- Death payments
- Investigation payments
- Other payments
- Legal payments
- Commutation

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

Down 4.7%

OCT 2018
$267M claim payments

NOV 2018
$255M claim payments

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 2017/18 financial year.

For more information, including an accessible version and data tables, visit https://www.sira.nsw.gov.au/corporate-information/workers-compensation-reports
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Customer experience & equity
Customers’ experience with the system is positive and equitable

Enquiries and complaints

2,490 enquiries
254 complaints

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

Disputes lodged

0.6%

In November 2018 there were 90,115 active claims and 576 disputes lodged

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

Workers’ perceptions of equity across the system

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Distributive Justice Average (mean) on a 5-point scale</th>
<th>Procedural Justice Average (mean) on a 5-point scale</th>
<th>Informational Justice Average (mean) on a 5-point scale</th>
<th>Interpersonal Justice Average (mean) on a 5-point scale</th>
</tr>
</thead>
<tbody>
<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.


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>69%</td>
<td>66%</td>
<td>98%</td>
<td>0.2%</td>
<td>61%</td>
<td>78%</td>
<td>86%</td>
</tr>
<tr>
<td>Government self insurer (TMF)</td>
<td>13%</td>
<td>16%</td>
<td>19%</td>
<td>20%</td>
<td>99%</td>
<td>0.2%</td>
<td>77%</td>
<td>87%</td>
<td>89%</td>
</tr>
<tr>
<td>Specialised Insurers</td>
<td>6%</td>
<td>8%</td>
<td>5%</td>
<td>6%</td>
<td>95%</td>
<td>0.2%</td>
<td>73%</td>
<td>82%</td>
<td>87%</td>
</tr>
<tr>
<td>Self insurers</td>
<td>7%</td>
<td>9%</td>
<td>7%</td>
<td>8%</td>
<td>93%</td>
<td>0.3%</td>
<td>68%</td>
<td>79%</td>
<td>87%</td>
</tr>
</tbody>
</table>

Note: insurers reported this data to SIRA as at November 2018

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.

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