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

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

-$253B
of reported wages are safeguarded by the workers compensation scheme

-$3.6B
in premiums were collected, representing 1.4% of NSW wages

-$2.9B
was paid out as costs for workers claims

100,159
claims were reported to SIRA

77,809
workers received weekly benefit payments

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

Reportable claims
Return to work rates
Claim types
Claims by body locations

<table>
<thead>
<tr>
<th>OCT 2018</th>
<th>SEP 2018</th>
<th>OCT 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>9,274</td>
<td>8,835</td>
<td>7,356</td>
</tr>
</tbody>
</table>

4 weeks 66.6%
13 weeks 80.9%
26 weeks 87.1%

- All reportable claims 9,274
- Physical injuries 8,784 (94.7%)
- Psychological injuries 490 (5.3%)

For the 2017/18 financial year

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

Claim payments
- SEP 2018: $262M claim payments
- OCT 2018: $251M claim payments
Down 4.3%

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)
- Expenses: 45%
- Indirect to claimant: 31%
- Direct to claimant: 24%

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

2,381 enquiries
288 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

0.7%

In October 2018 there were 91,620 active claims and 644 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</th>
<th>Procedural Justice</th>
<th>Informational Justice</th>
<th>Interpersonal Justice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average (mean)</td>
<td>Average (mean)</td>
<td>Average (mean)</td>
<td>Average (mean)</td>
</tr>
<tr>
<td></td>
<td>on a 5-point scale</td>
<td>on a 5-point scale</td>
<td>on a 5-point scale</td>
<td>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.


Affordability
Insurance affordability

1.4%

Affordability of insurance as a percentage of NSW wages for 2017/18

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## 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><strong>Nominal insurer</strong></td>
<td>74%</td>
<td>67%</td>
<td>67%</td>
<td>66%</td>
<td>99%</td>
<td>0.2%</td>
<td>63%</td>
<td>79%</td>
<td>87%</td>
</tr>
<tr>
<td><strong>Government self insurer (TMF)</strong></td>
<td>13%</td>
<td>16%</td>
<td>21%</td>
<td>20%</td>
<td>98%</td>
<td>0.1%</td>
<td>77%</td>
<td>87%</td>
<td>89%</td>
</tr>
<tr>
<td><strong>Specialised Insurers</strong></td>
<td>6%</td>
<td>8%</td>
<td>6%</td>
<td>6%</td>
<td>95%</td>
<td>0.2%</td>
<td>73%</td>
<td>83%</td>
<td>87%</td>
</tr>
<tr>
<td><strong>Self insurers</strong></td>
<td>7%</td>
<td>9%</td>
<td>6%</td>
<td>8%</td>
<td>96%</td>
<td>0.4%</td>
<td>69%</td>
<td>81%</td>
<td>87%</td>
</tr>
</tbody>
</table>

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

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