

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 wages¹



\$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

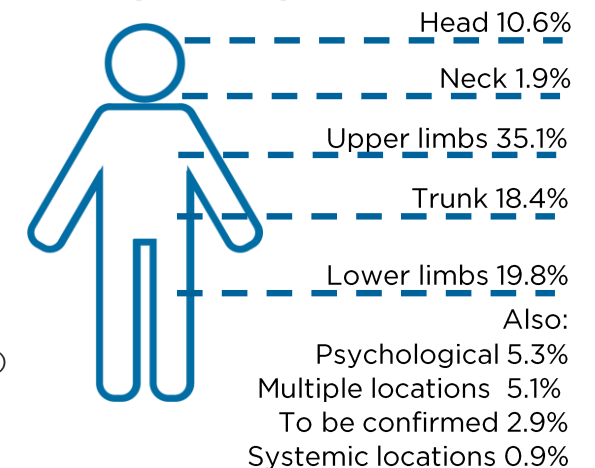
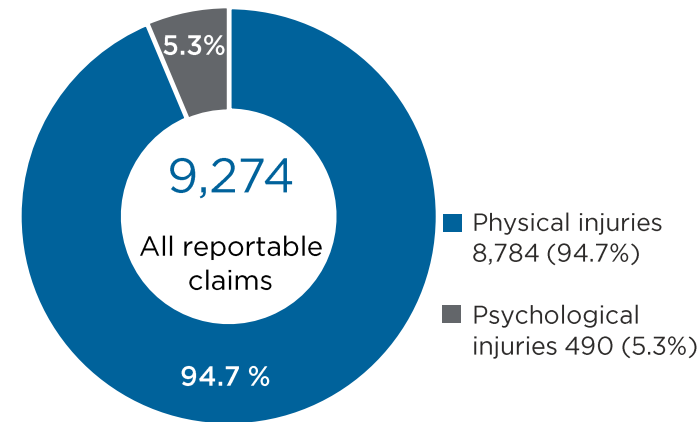
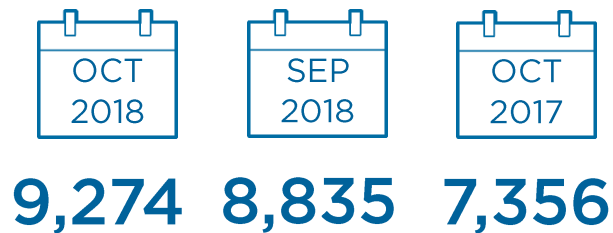


Reportable claims

Return to work rates

Claim types

Claims by body locations



¹For the 2017/18 financial year

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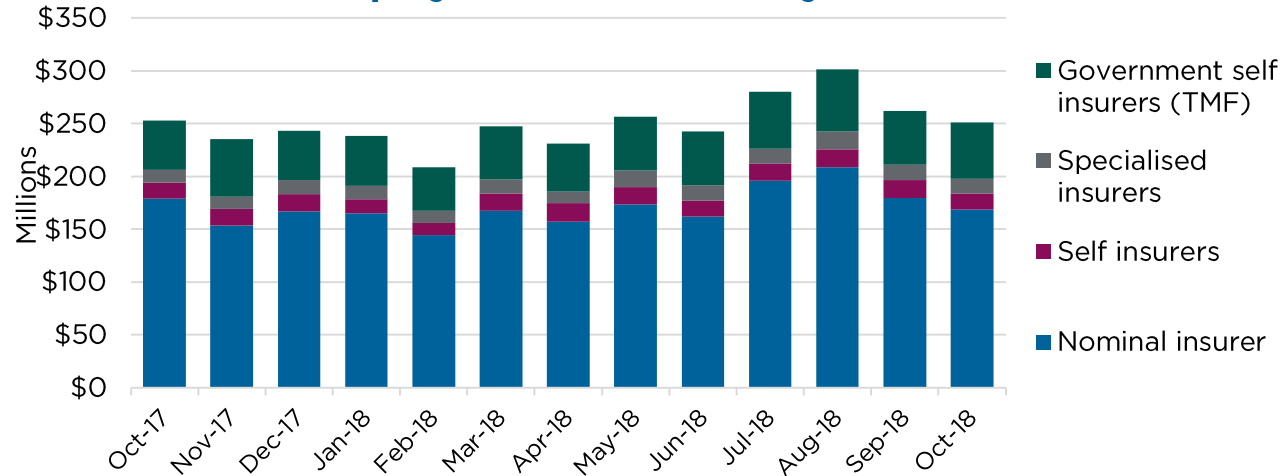
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Efficiency & viability

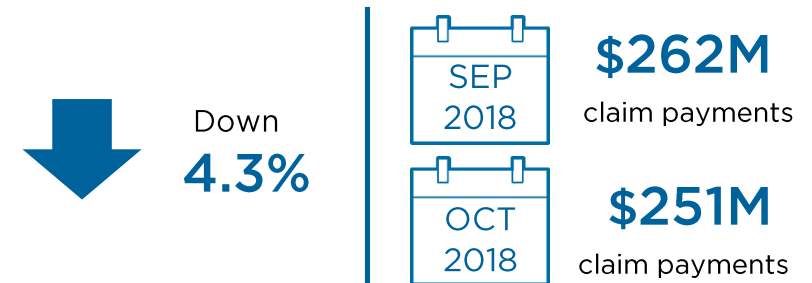
Efficient system delivery, sustainability, and viability of the system for generations to come



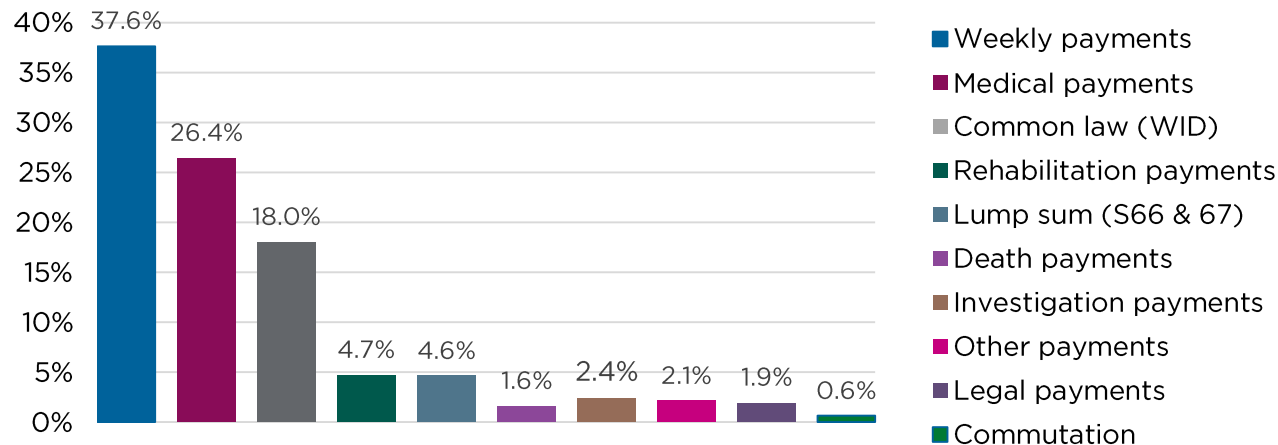
Total claim payments made by insurers



Claim payments

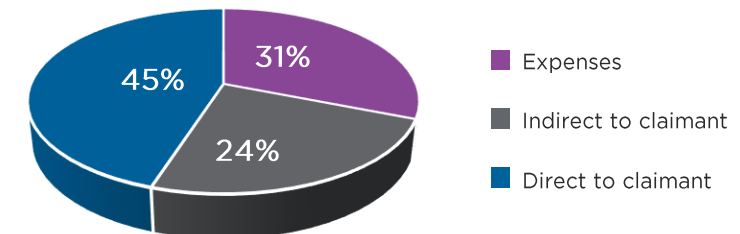


Claim payment types



Benefits paid to and for workers

as a percentage of total claims expenditure (2017/18)



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.

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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

Jurisdiction	Distributive Justice Average (mean) on a 5-point scale	Procedural Justice Average (mean) on a 5-point scale	Informational Justice Average (mean) on a 5-point scale	Interpersonal Justice Average (mean) on a 5-point scale
New South Wales	3.9	3.8	3.7	4.3
Australian total	3.9	3.8	3.7	4.3

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 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



	% share of reported wages FY 2017/18	% share of total claims FY 2017/18	% share of total payments made	% share of total active claims	% of injury notifications actioned within 7 days	% of Level 1 complaints to active claims	RTW rate 4 weeks	RTW rate 13 weeks	RTW rate 26 weeks
Nominal insurer	74%	67%	67%	66%	99%	0.2%	63%	79%	87%
Government self insurer (TMF)	13%	16%	21%	20%	98%	0.1%	77%	87%	89%
Specialised Insurers	6%	8%	6%	6%	95%	0.2%	73%	83%	87%
Self insurers	7%	9%	6%	8%	96%	0.4%	69%	81%	87%

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

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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.

Website www.sira.nsw.gov.au | Catalogue no. SIRA08972 | © State Insurance Regulatory Authority 0619

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