

Workers compensation system monthly dashboard

June 2018 report (published September 2018)



1 Effectiveness

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



Reported claims



8,451
claims

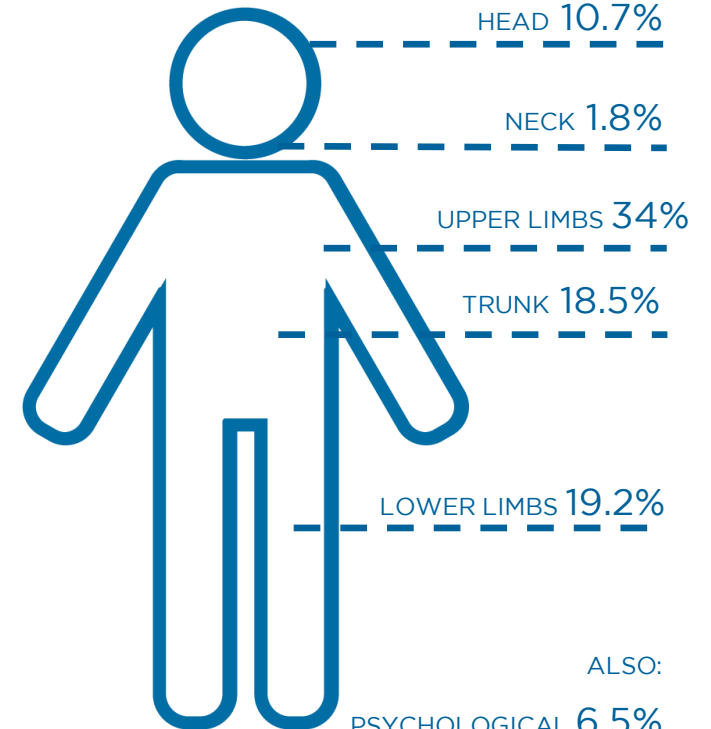


9,462
claims

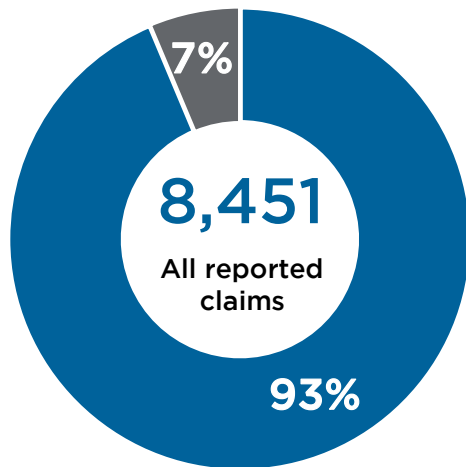


7,585
claims

Claims by body locations



Claim types



Return to work rates



4 weeks **69%**
13 weeks **82%**
26 weeks **89%**

ALSO:
PSYCHOLOGICAL 6.5%
MULTIPLE LOCATIONS 6.1%
TO BE CONFIRMED 2.4%
SYSTEMIC LOCATIONS 0.8%

Note: Insurers report this data to SIRA. Data is as at June 2018.

RTW data note: SIRA identified data quality issues with the completeness of the work status code data submitted by the Nominal Insurer (NI). This impacts the quality of the Return to Work data. SIRA determined this needed to be swiftly corrected and instructed the NI to improve the quality of this data. The NI has advised this will be rectified by the October data submission.

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



3 Viability

Sustainability and viability for generations to come



Claim payments



\$254M
claim payments

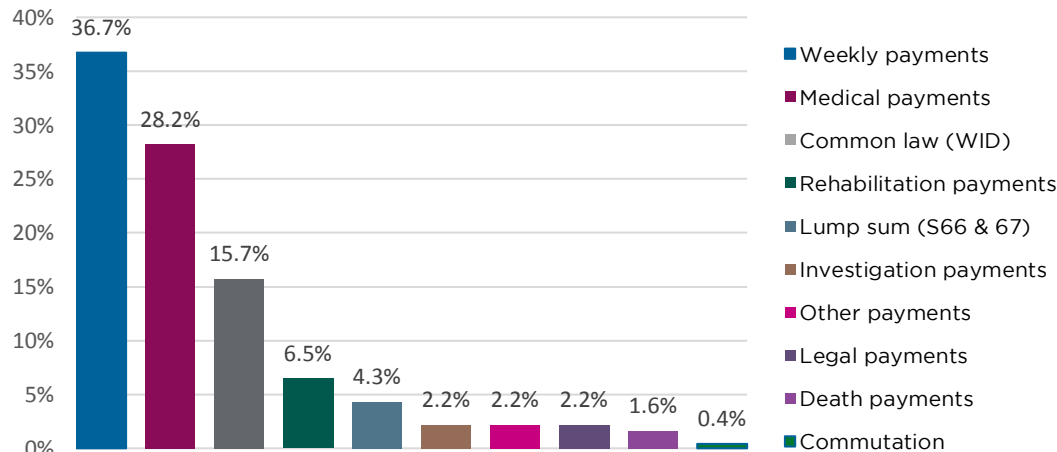


\$228M
claim payments



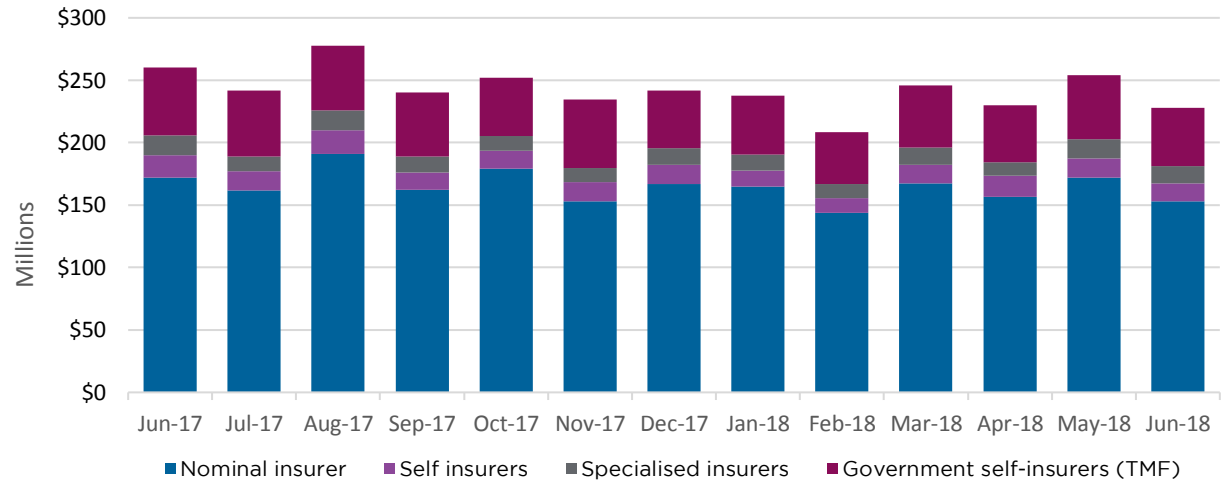
Down
10.2%

Claim payment types



Note: Insurers reported this data to SIRA. Data is as at June 2018.

Total claim payments made by insurers



In June 2018, the Nominal insurer made payments worth near \$153 million, Government self-insurers (TMF) \$46.7 million, self-insurers \$14.6 million, and specialised insurers \$13.6 million.

4 Affordability

Insurance affordability



1.4%

Affordability of insurance as a percentage of NSW wages for 2016/17

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5 Customer experience

Customer experience with the system

Enquiries and complaints received by SIRA



2,216 enquiries
received by SIRA in June 2018

233 complaints
received by SIRA in June 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 June 2018



0.6%

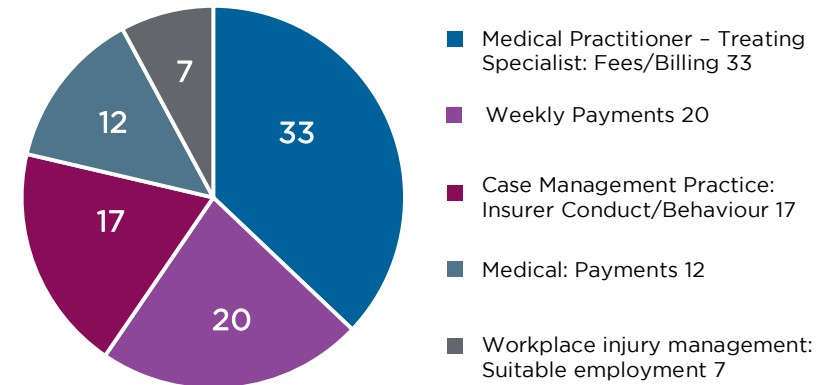
In June 2018, there were 82,906 active claims and 521 disputes lodged

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

6 Equity

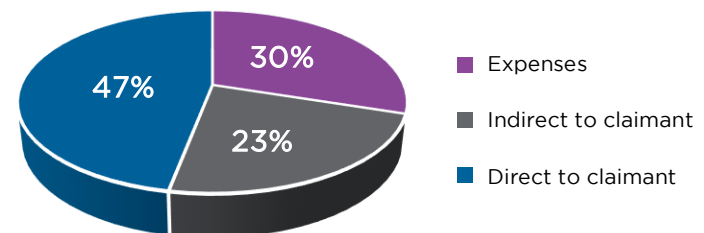
System equity and fairness

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



In June 2018, 138 level 1 complaints were received

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



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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NSW workers compensation insurer scorecard

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

	% share of premium paid FY 2016/17	% 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	% of Level 2 complaints resolved within 20 business days	RTW rate 4 weeks	RTW rate 13 weeks	RTW rate 26 weeks
Nominal Insurer	74%	68%	67%	65%	98%	0.16%	90%	65%*	81%*	89%*
Government self-insurer (TMF)	14%	16%	21%	20%	98%	0.13%	100%	80%	88%	89%
Specialised Insurers	5%	8%	6%	7%	95%	0.23%	100%	74%	84%	88%
Self-insurers	7%	8%	6%	8%	96%	0.23%	100%	77%	86%	90%

Note: Insurers reported this data to SIRA. Data is as at June 2018

*SIRA identified data quality issues with the completeness of the work status code data submitted by the Nominal Insurer (NI). This impacts the quality of the Return to Work data. SIRA determined this needed to be swiftly corrected and instructed the NI to improve the quality of this data. The NI has advised this will be rectified by the October data submission.

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For further information, data tables and accessible version, see [SIRA workers compensation monthly reports](#)