Workers compensation system monthly dashboard
May 2018 report (published August 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>MAY 2018</th>
<th>APR 2018</th>
<th>MAY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims</td>
<td>9,884</td>
<td>7,747</td>
<td>8,834</td>
</tr>
</tbody>
</table>

Claims by body locations

- HEAD 10.4%
- NECK 1.9%
- UPPER LIMBS 33.9%
- TRUNK 18.3%
- LOWER LIMBS 19.6%
- ALSO:
  - PSYCHOLOGICAL 6.3%
  - MULTIPLE LOCATIONS 6.1%
  - TO BE CONFIRMED 2.6%
  - SYSTEMIC LOCATIONS 0.9%

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

Claim types

- Physical injuries 9,258
- Psychological injuries 626

Return to work rates

- 4 weeks 70%
- 13 weeks 83%
- 26 weeks 89%

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

APR 2018
$229M claim payments

MAY 2018
$244M claim payments

Up 6.6%

Claim payment types

Total claim payments made by insurers

In May 2018, the Nominal insurer made payments worth over $165 million, Government self-insurers (TMF) $47.5 million, self-insurers $15 million, and specialised insurers $14.6 million.

3 Viability
Sustainability and viability for generations to come

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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5 Customer experience
Customer experience with the system

Enquiries and complaints received by SIRA

2,209 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 May 2018

0.8%

In May 2018, there were 83,501 active claims and 675 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

- Medical Practitioner - Treating Specialist: Fees/Billing 33
- Weekly Payments 20
- Case Management Practice: Insurer Conduct/Behaviour 17
- Medical: Payments 12
- Workplace injury management: Suitable employment 7

In June 2018, 138 level 1 complaints were received

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

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

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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