Workers compensation system monthly dashboard
July 2018 report (published October 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>JUL 2018</th>
<th>JUN 2018</th>
<th>JUL 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims</td>
<td>9,037</td>
<td>8,164</td>
<td>7,293</td>
</tr>
</tbody>
</table>

Note: Insurers report this data to SIRA. Data is as at July 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).

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Claims by body locations

- HEAD 10.3%
- NECK 1.6%
- UPPER LIMBS 34.5%
- TRUNK 18.4%
- LOWER LIMBS 19.4%
- PSYCHOLOGICAL 5.8%
- MULTIPLE LOCATIONS 6.4%
- 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 8,510 (94%)
- Psychological injuries 527 (6%)

9,037 All reported claims
94%

Return to work rates

- 4 weeks 68%
- 13 weeks 81%
- 26 weeks 88%

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

JUN 2018
$240M
claim payments

JUL 2018
$266M
claim payments

Up
10.5%

Claim payment types

Total claim payments made by insurers

In July 2018, the Nominal insurer made payments worth near $184 million, Government self-insurers (TMF) $52.4 million, self-insurers $16 million, and specialised insurers $12.7 million.

3 Viability
Sustainability and viability for generations to come

4 Affordability
Insurance affordability

1.4%
Affordability of insurance as a percentage of NSW wages for 2016/17

For further information, data tables and accessible version, see SIRA workers compensation monthly reports
5 Customer experience
Customer experience with the system

Enquiries and complaints received by SIRA

2,504 enquiries received by SIRA in July 2018

253 complaints received by SIRA in July 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 July 2018

0.7%

In July 2018, there were 86,984 active claims and 601 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 July 2018

- Weekly Payments 45
- Medical: Payments 25
- Case Management Practice: Insurer Conduct/Behaviour 21
- Medical: Liability 13
- Workplace injury management: Suitable employment 12

In July 2018, 201 level 1 complaints were received

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

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

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.
## 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 premium paid FY 2016/17</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>% of Level 2 complaints resolved within 20 business days</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>67.8%</td>
<td>69%</td>
<td>65%</td>
<td>99%</td>
<td>0.23%</td>
<td>78%</td>
<td>64%*</td>
<td>80%*</td>
<td>88%*</td>
</tr>
<tr>
<td>Government self-insurer (TMF)</td>
<td>14%</td>
<td>15.8%</td>
<td>20%</td>
<td>19%</td>
<td>99%</td>
<td>0.17%</td>
<td>89%</td>
<td>80%</td>
<td>87%</td>
<td>89%</td>
</tr>
<tr>
<td>Specialised Insurers</td>
<td>5%</td>
<td>7.6%</td>
<td>5%</td>
<td>7%</td>
<td>90%</td>
<td>0.16%</td>
<td>100%</td>
<td>74%</td>
<td>84%</td>
<td>88%</td>
</tr>
<tr>
<td>Self-insurers</td>
<td>7%</td>
<td>8.8%</td>
<td>6%</td>
<td>9%</td>
<td>96%</td>
<td>0.44%</td>
<td>89%</td>
<td>76%</td>
<td>86%</td>
<td>89%</td>
</tr>
</tbody>
</table>

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For further information, data tables and accessible version, see [SIRA workers compensation monthly reports](http://www.sira.nsw.gov.au)