Workers compensation system monthly dashboard
August 2018 report (published November 2018)

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

Reported claims

<table>
<thead>
<tr>
<th>Month</th>
<th>Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG 2018</td>
<td>9,904</td>
</tr>
<tr>
<td>JUL 2018</td>
<td>8,652</td>
</tr>
<tr>
<td>AUG 2017</td>
<td>8,456</td>
</tr>
</tbody>
</table>

Note: Insurers report this data to SIRA. Data is as at August 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 from 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

Claim payments

<table>
<thead>
<tr>
<th>Month</th>
<th>Claim Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 2018</td>
<td>$279M</td>
</tr>
<tr>
<td>AUG 2018</td>
<td>$283M</td>
</tr>
</tbody>
</table>

Up 1.5%

Total claim payments made by insurers

For further information, data tables and accessible version, see SIRA workers compensation monthly reports

1.4%
Affordability
Insurance affordability

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

2,702 enquiries
received by SIRA in August 2018

267 complaints
received by SIRA in August 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 August 2018

0.7%

In August 2018, there were 90,530 active claims and 619 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 August 2018

- Weekly Payments 29
- Case Management Practice: Insurer Conduct/Behaviour 25
- Medical: Payments 20
- Disputes: Liability 12
- Workplace injury management: Suitable employment 12

In August 2018, 187 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.

For further information, data tables and accessible version, see SIRA workers compensation monthly reports

3
# 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>67.6%</td>
<td>68.8%</td>
<td>66%</td>
<td>98%</td>
<td>0.18%</td>
<td>62%</td>
<td>79%</td>
<td>87%</td>
</tr>
<tr>
<td><strong>Government self-insurer</strong></td>
<td>13%</td>
<td>15.9%</td>
<td>19.7%</td>
<td>19%</td>
<td>99%</td>
<td>0.21%</td>
<td>79%</td>
<td>87%</td>
<td>90%</td>
</tr>
<tr>
<td><strong>Specialised insurers</strong></td>
<td>6%</td>
<td>7.7%</td>
<td>5.8%</td>
<td>7%</td>
<td>96%</td>
<td>0.19%</td>
<td>74%</td>
<td>84%</td>
<td>88%</td>
</tr>
<tr>
<td><strong>Self-insurers</strong></td>
<td>7%</td>
<td>8.8%</td>
<td>5.8%</td>
<td>8%</td>
<td>97%</td>
<td>0.36%</td>
<td>74%</td>
<td>84%</td>
<td>88%</td>
</tr>
</tbody>
</table>

*Note: Insurers reported this data to SIRA. Data is as at August 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 from the October data submission.*

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For further information, data tables and accessible version, see SIRA workers compensation monthly reports