

Workers compensation system monthly dashboard

April 2018 report (published July 2018)



1 Effectiveness

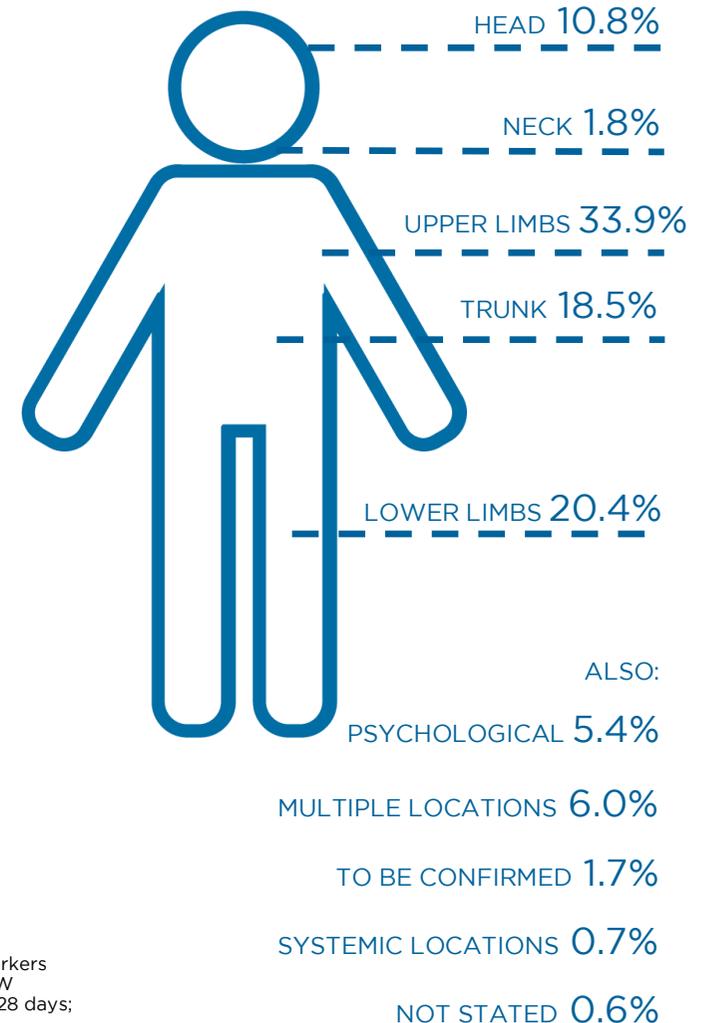
System effectiveness in protecting workers and getting workers back to work and well-being



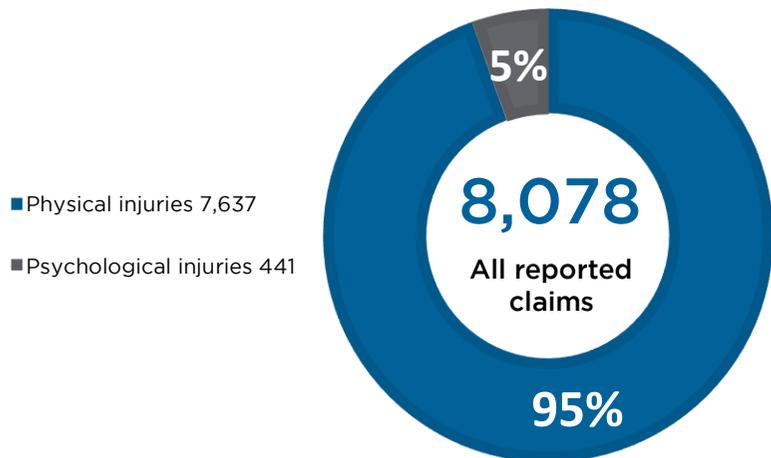
Reported claims



Claims by body locations



Claim types



Return to work rates



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

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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2 Efficiency

Efficient system delivery in terms of cost, time and process



3 Viability

Sustainability and viability for generations to come



Claim payments



\$243M
claim payments

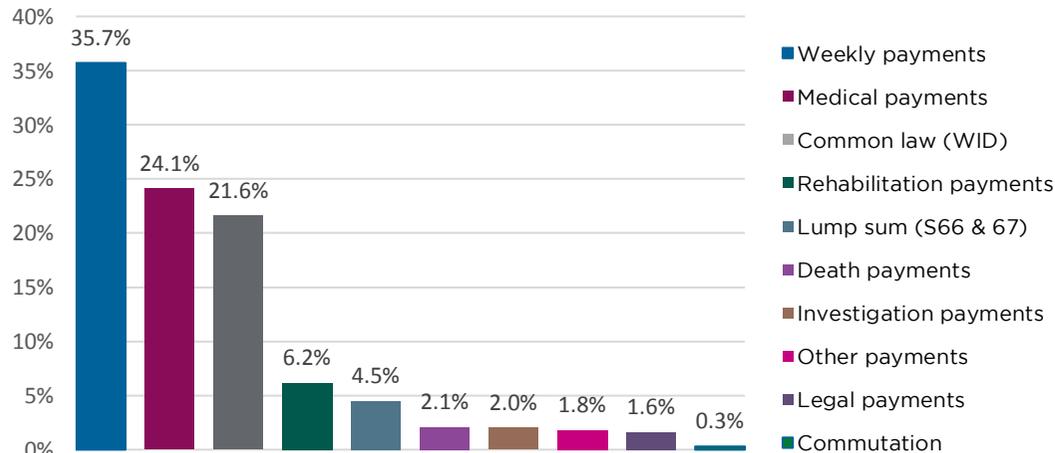


\$220M
claim payments



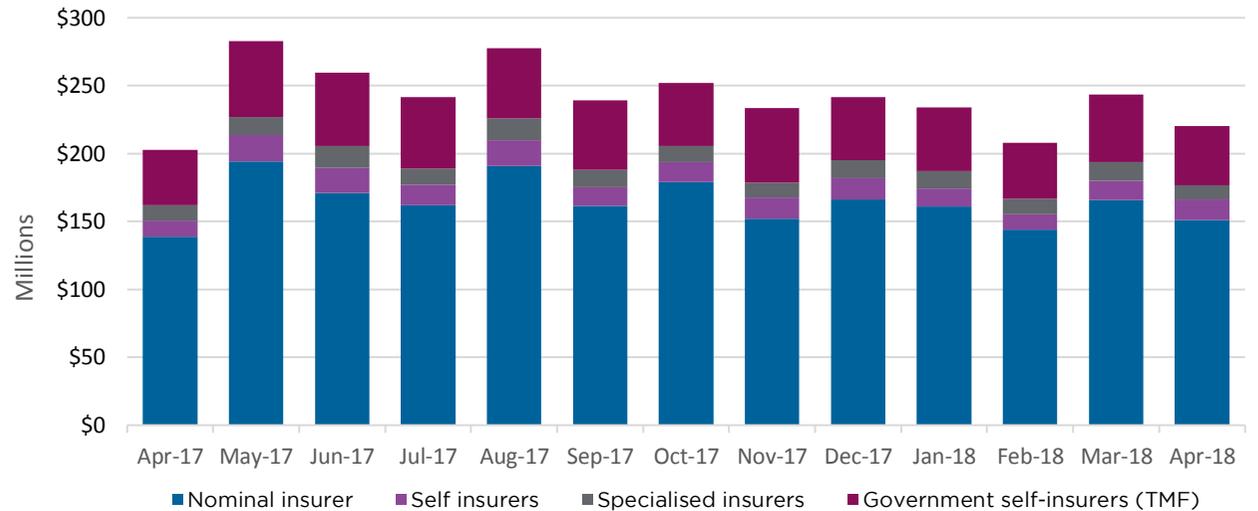
Down
9.5%

Claim payment types



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

Total claim payments made by insurers



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



2,320 enquiries
received by SIRA in May 2018

309 complaints
received by SIRA in May 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 April 2018



0.7%

In April 2018, there were 82,308 active claims and 571 disputes lodged

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

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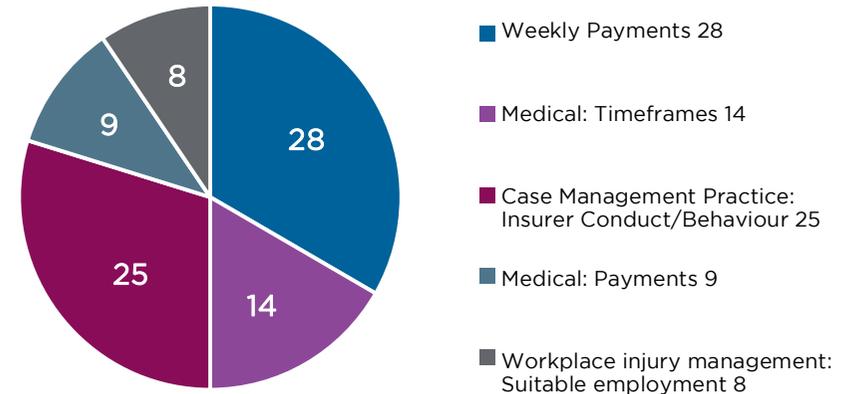
For further information, data tables and accessible version, see [SIRA workers compensation monthly reports](#)

6 Equity

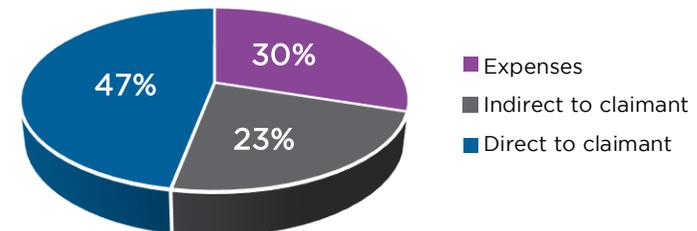
System equity and fairness



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



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.