

Workers compensation system monthly dashboard

May 2018 report (published August 2018)



1 Effectiveness

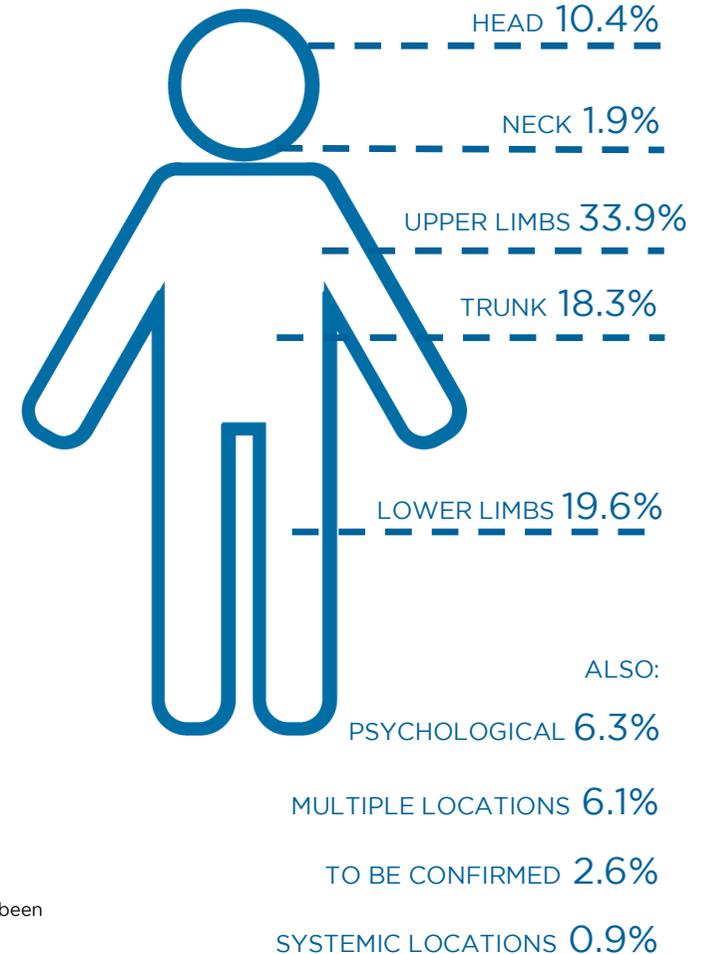
System effectiveness in protecting workers and getting workers back to work and well-being



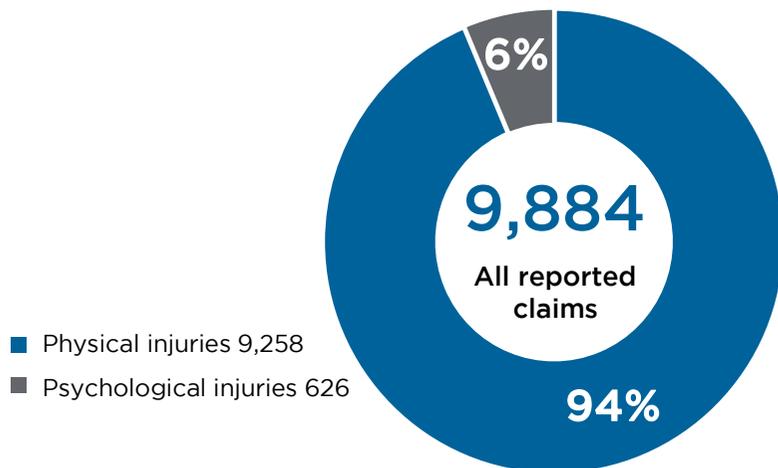
Reported claims



Claims by body locations



Claim types



Return to work rates



Note: Insurers reported this data to SIRA. Data is as at May 2018. Insurer data error has occurred which is contributing to this result and has been rectified. Corrected data will be available from next quarter data.

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;

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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



\$229M
claim payments

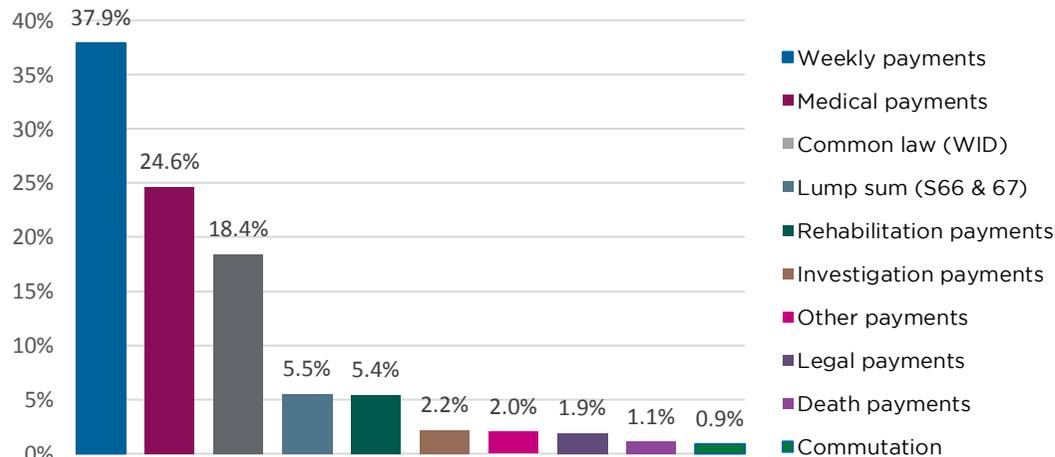


\$244M
claim payments



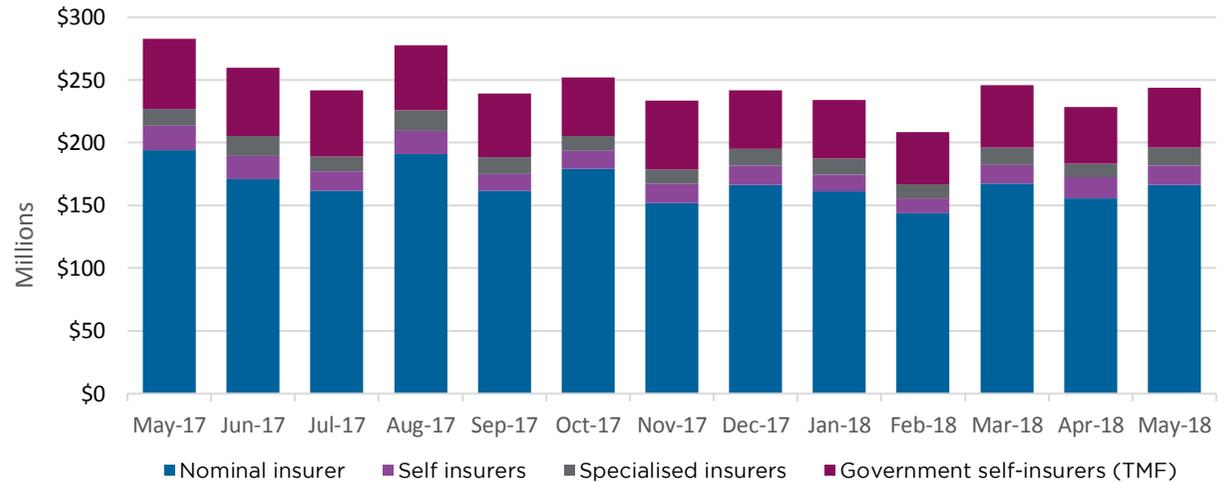
Up
6.6%

Claim payment types



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

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.

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



2,209 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%

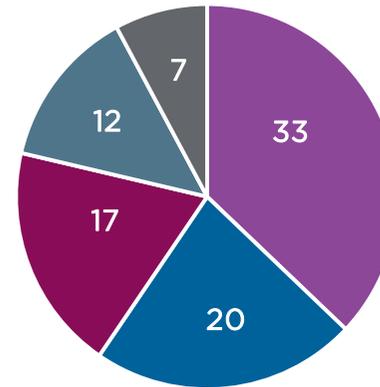
In May 2018, there were 83,501 active claims and 675 disputes lodged

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

6 Equity

System equity and fairness

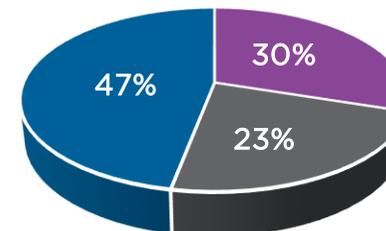
Top 5 Complaint types (Level 1) reported to SIRA in June 2018



- 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 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.

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