

# Workers compensation system monthly dashboard

First report (published May 2018)

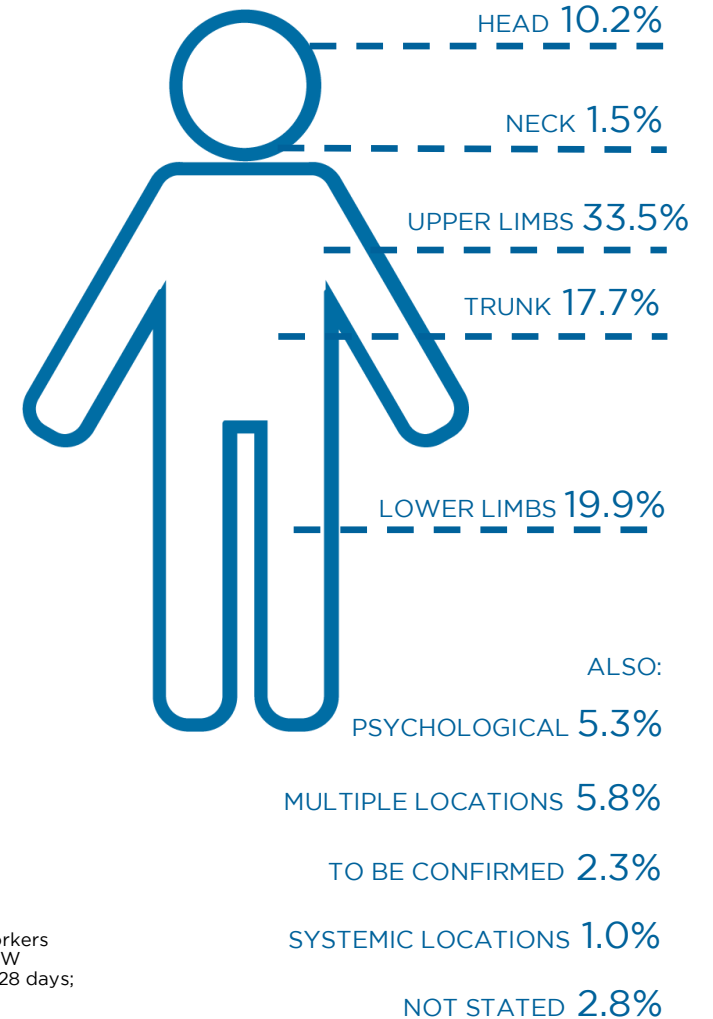


## 1 Effectiveness

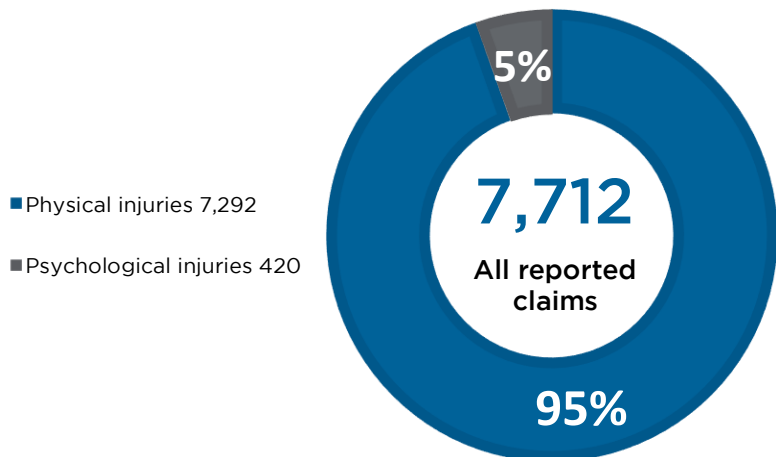
System effectiveness in protecting workers and getting workers back to work and well-being



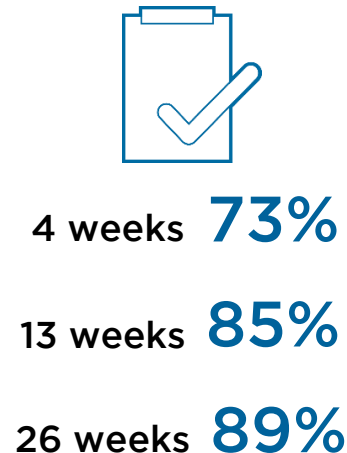
### Claims by body locations



### Claim types



### Return to work rates



**Note:** Insurers reported this data to SIRA as at December 2017.

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



**\$231M**  
claim payments

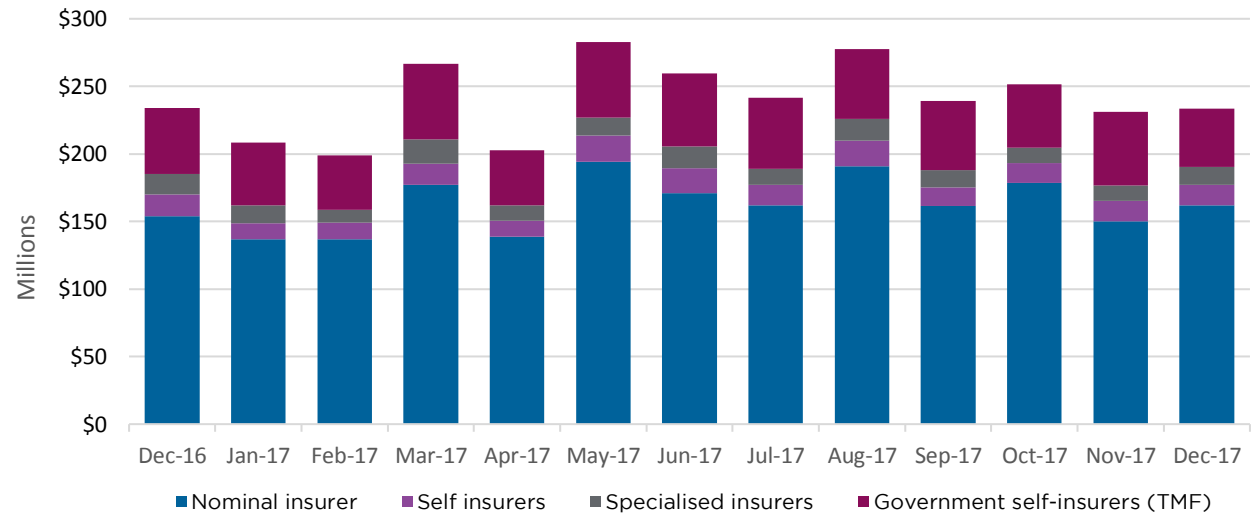


**\$234M**  
claim payments

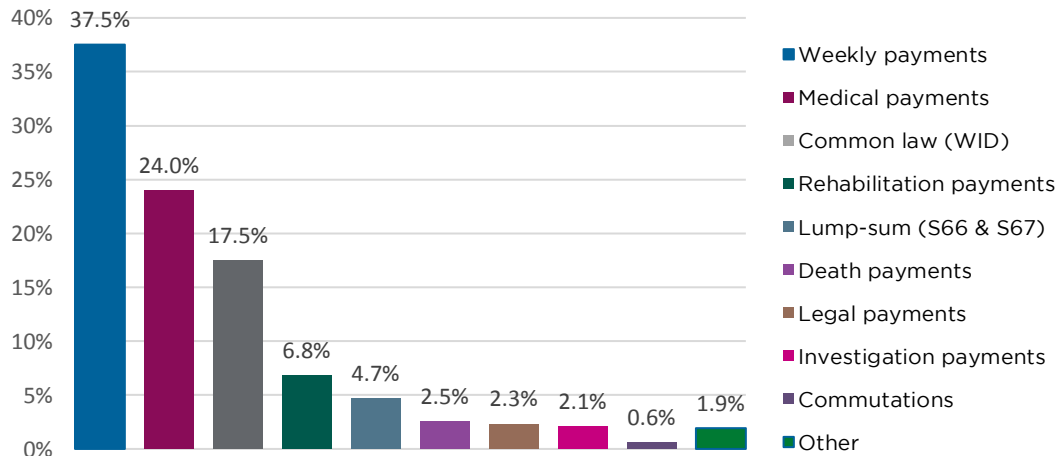


Up  
**1.1%**

### Total claim payments made by insurers



### Claim payment types



Note: Insurers reported this data to SIRA as at December 2017.

## 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



**3,474** enquiries  
received by SIRA in March 2018

**214** complaints  
received by SIRA in March 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 January 2018



**0.7%**

In January 2018, there were 80,106 active claims and 552 disputes lodged

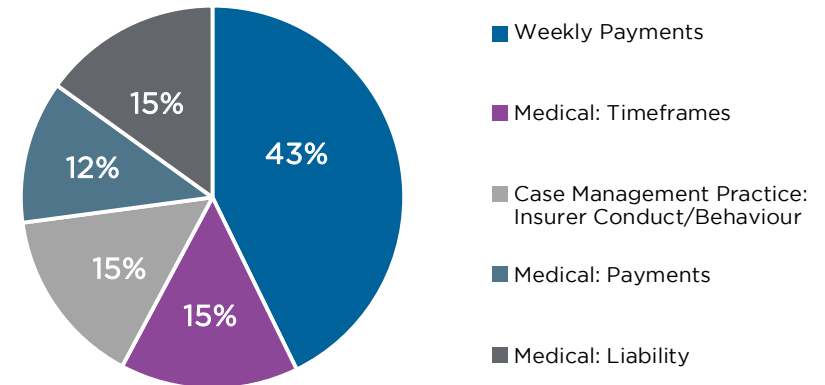
**Note:** Including data from WIRO (Workers Compensation Independent Review Office) and the Workers Compensation Commission.

## 6 Equity

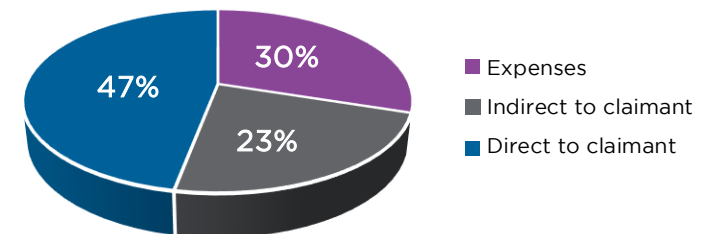
System equity and fairness



### Top 5 complaint types (Level 2) reported to SIRA in March 2018



### Benefits paid to and for workers as a percentage of total claims expenditure for 2016/17



**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](#)