



Summary of Key Performance Indicators

Key Performance Indicators of Effectiveness

	2007/08	2008/09	2009/10	2010/11 Target	2010/11
Indicator 1.1 Number of non-compliance events identified as a result of a claim on the General Account	-	7	5	8	6
Indicator 1.2 Percentage of lost-time injuries with an appropriate injury management response	98%	100%	100%	100%	100%
Indicator 1.3 User satisfaction with the dispute resolution system	65%	71%	75%	70%	69%
Indicator 1.4 Resolution of Disputes:					
1) Percentage of Part XI disputes resolved within 26 weeks of the date the application was received	61%	55%	60%	68%	75%
2) Percentage of Part XII disputes resolved within five working days of referral to Arbitrator for a decision	93%	97%	96%	90%	92%
3) Number of common law applications relating to an injury occurring prior to 14 November 2005 resolved within 52 weeks from date an application is received	104	76	43	10	12

Key Performance Indicators of Efficiency

	2007/08	2008/09	2009/10	2010/11 Target	2010/11
Indicator 2.1 Average weighted cost (\$) per regulation activity	\$153	\$152	\$193	\$166	\$202
Indicator 2.2 (new from 2008/09)					
1) Average weighted cost (\$) to resolve a:					
a. Part XI dispute	\$4,567	\$4,109	\$4,594	\$4,726	\$4,573
b. Part XII dispute	\$826	\$721	\$758	\$976	\$809
c. Common law application relating to an injury occurring prior to 14 November 2005	\$3,112	\$4,627	\$3,404	\$3,699	\$3,668
2) Average weighted cost (\$) to process a Memorandum of Agreement	\$370	\$327	\$332	\$442	\$332

For more information, see the [Additional Key Performance Indicator Information \(p.94\)](#) section.