



Service status report

Medical, allied health and vocational rehabilitation

June 2011

Data used in this report was extracted from the WorkCover WA Q1 database on 24 October 2011 and reflects scheme activities that occurred prior to and including June 2011.

WorkCover WA

Service status report: Medical, allied health and vocational rehabilitation, June 2011

Perth, Western Australia: Western Australian Government.

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The data used in the report is derived from data supplied by insurers and exempt employers in accordance with the Q1 specification, which can be found on WorkCover WA's website at www.workcover.wa.gov.au.

Table of contents

	Page
Introduction	4
Section 1: Key indicators	5
Overview	5
Summary	
1.1.1 - 1.1.4: All services	7
1.2.1 - 1.2.7: Medical services	9
1.3.1 - 1.3.4: Allied health services	12
1.4.1 - 1.4.4: Vocational rehabilitation services	14
1.5.1 - 1.5.4: Other services	16
Section 2: Charts and graphs	18
2.1.1 - 2.1.22: Medical services	18
2.2.1 - 2.2.22: Allied health services	25
2.3.1 - 2.3.22: Vocational rehabilitation services	32
2.4.1 - 2.4.16: Other services	39
Section 3: Tables	46
3.1.1 - 3.1.7: All services	46
3.2.1 - 3.2.7: Medical services	48
3.3.1 - 3.3.7: Allied health services	52
3.4.1 - 3.4.7: Vocational rehabilitation services	56
3.5.1 - 3.5.7: Other services	60
Section 4: Glossary	63
Disclaimer	64

Introduction

Background: WA workers' compensation scheme

WorkCover WA is the government agency responsible for overseeing the workers' compensation and injury management system in Western Australia (WA). WA operates a privately underwritten workers' compensation scheme. This means that private insurance agencies are approved by WorkCover WA to provide workers' compensation insurance to WA employers. Additionally WorkCover WA also exempts large employers, who have the material and financial resources to cover their own liabilities from any workplace injuries that may occur, from needing to obtain workers' compensation insurance from an approved insurer. Exempt employers are commonly referred to as self-insurers. Currently there are eight approved insurers and 27 self-insurers who manage claims within the WA workers' compensation scheme.

The WA workers' compensation scheme is a fixed benefits scheme. Injured workers are able to access entitlements to assist with covering expenses with a work-related injury or disease. This includes medical, allied health, vocational rehabilitation and other health care services as part of the injury management process.

Service status report: Medical, allied health and vocational

This report details all payments associated with medical, allied health and vocational rehabilitation services provided within the WA workers' compensation scheme. The report is produced every six months and includes indicators in relation to:

- total and average payments associated with each service group
- number of active claims with services
- breakdown of medical, allied health and vocational rehabilitation service payment types.

Report structure

The report is presented in three parts:

1. Key indicators: a high-level overview summarises long and short term trend changes.
2. Charts and graphs: detailed views of service groups and sub groups illustrate quarterly trend development.
3. Data tables: details of annual and quarterly values are included for reference.

Context for this report

Claim payments

During 2010/11, 24% of total payments were made for medical, allied health and vocational rehabilitation services, as shown in Figure 1.

To provide context for these payments, Figure 2 (below) shows the number of new claims received by insurers each quarter. Between 2009/10 and 2010/11, there was a 3% increase in claim numbers compared with an 8% decrease in claim numbers between 2008/09 and 2009/10.

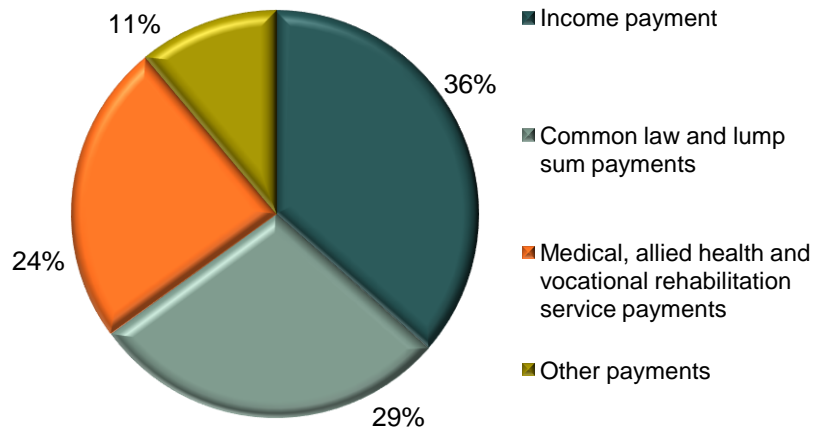


Figure 1: Breakdown of WA workers' compensation scheme payments in 2010/11

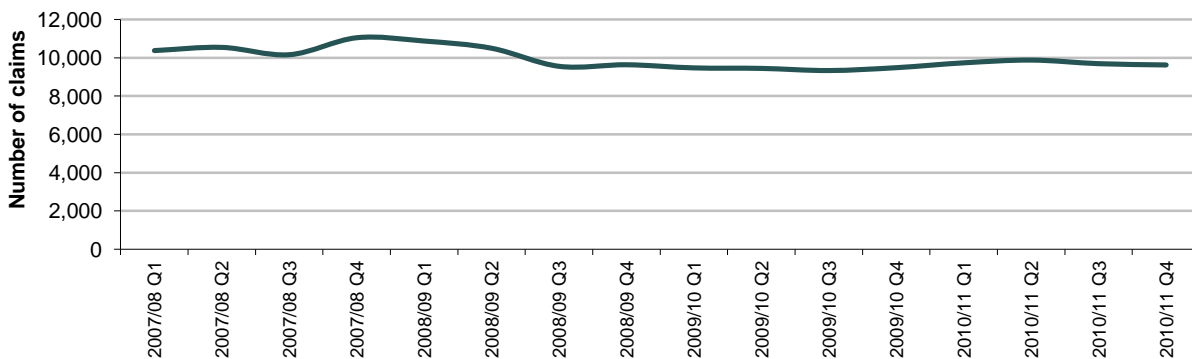


Figure 2: Number of claims by insurer received quarter

Section 1: Key indicators Overview

Key points:

- Over the past two years, total medical, allied health and vocational rehabilitation service payments have slightly decreased. Between 2008/09 and 2009/10 there was a 1.5% decrease in payments while between 2009/10 and 2010/11, there was a 0.7% decrease in payments.
- Similarly, the number of services have also been decreasing over time. Between 2008/09 and 2009/10 there was a 2.5% decrease in service numbers and a 0.3% decrease between 2009/10 and 2010/11.

Summary of changes between June 2009/10 and June 2010/11

Between the June 2009/10 and June 2010/11 quarters, there were over one million health care services provided to injured workers within the WA workers' compensation scheme and payments for services totalled \$135 million for the reference period. Payments for medical, allied health and vocational rehabilitation services represented 24.0% of all payments within the WA workers' compensation scheme in 2010/11 (see Figure 1 on page 4).

Medical services

- Overall payments for medical services decreased by 3.0%.
- Across medical services, there were increases in payments for specialist and 'other medical' services, the latter includes dentistry, medicare reimbursements and consultant psychiatric services (see pg 18).
- The average service payment for medical services increased marginally (1.1%) for the reference period. This is largely attributed to the increases in the average service payment for medical procedures (8.1%) and other medical services (7.2%).
- Non scheduled medical items accounted for just under a third of medical payments.

Allied health services

- Total allied health service payments decreased by 1.8%.
- For the reference period, total service payments for exercise therapy and occupational therapy services continued to increase whereas all other allied health service payments decreased (see pg 25).
- The average service payment for allied health services decreased by 3.9%. For the reference period, the average payment for all allied health services have decreased except ambulance services.

Vocational rehabilitation services

- Total vocational rehabilitation service payments decreased by 2.0%. The main decrease in payments were for placement activities, other vocational rehabilitation services and vocational assessment (see pg 32).
- However, the average payment for vocational rehabilitation services increased by 4.5%, most notably vocational assessments (23.9%) and placement activities (15.4%).

Other services

- Total 'other services' payments decreased by 2.1%.
- There were decreases in service payments for pharmacy and reports while there was a notable increase in alternative therapies and home help, although quarterly payments for both service types are typically low compared to other service types (such as pharmacy) and vary considerably between quarters.

Notes for reader

- It should be noted that payments in this report are adjusted for inflation to allow for meaningful comparisons over time.
- Some indicators are subject to development as claims mature, for instance, the average service payment.

**Section 1: Key indicators
Overview**

1.0.1 Key indicators - all medical, allied health and vocational rehabilitation services

	Current quarter	% change from previous quarter	% change from same quarter last year	One year trend [^]
All medical, allied health and vocational rehabilitation services (pg 7-8)				
Total service payments (\$m)	33.3	-3.2	-2.5	▼
Average payment per service (\$)	133.3	-1.3	0.0	■
Active claims with services	22,281	-3.9	-0.4	▼

1.0.2 Key indicators - service type

	Current quarter	% change from previous quarter	% change from same quarter last year	One year trend [^]
Medical services (pg 9-11)				
Total service payments (\$m)	17.9	-3.5	-3.0	▼
Average payment per service (\$)	201.0	0.6	1.1	▲
Proportion of all service payments (%)*	53.7	-0.1	-0.3	■
Allied health services (pg 12-13)				
Total service payments (\$m)	7.3	-5.4	-1.8	▼
Average payment per service (\$)	82.3	-5.7	-3.9	▼
Proportion of all service payments (%)*	21.8	-0.5	0.1	■
Vocational rehabilitation services (pg 14-15)				
Total service payments (\$m)	5.8	-1.1	-2.0	▼
Average payment per service (\$)	119.4	0.2	4.5	▲
Proportion of all service payments (%)*	17.5	0.4	0.1	■
Other services (pg 16-17)				
Total service payments (\$m)	2.3	0.9	-2.1	▼
Average payment per service (\$)	97.6	4.2	3.4	▲
Proportion of all service payments (%)*	6.9	0.3	0.0	■

* The percentage change is determined as the difference in the proportion of service payments. For example, if the current quarter is 5.4%, and the previous quarter was 5.6% the difference in proportion is: 5.4% - 5.6% = -0.2%

■ ≥ +/- 5% change in year

[^]Legend for one year trend: ▲ Increasing ■ Stable ▼ Decreasing

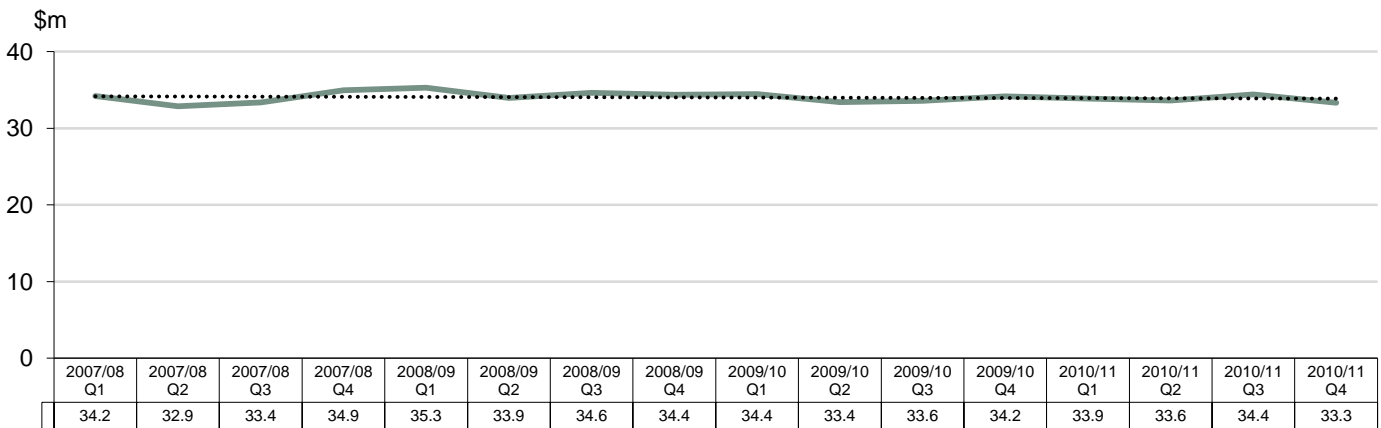
All medical, allied health and vocational rehabilitation services

This section provides an overview of payments relating to all medical, allied health and vocational rehabilitation services within the WA workers' compensation scheme. Payments are analysed at different levels (total, proportion, average) to provide an overall picture of service utilisation. It should be noted that payments are adjusted for inflation over time.

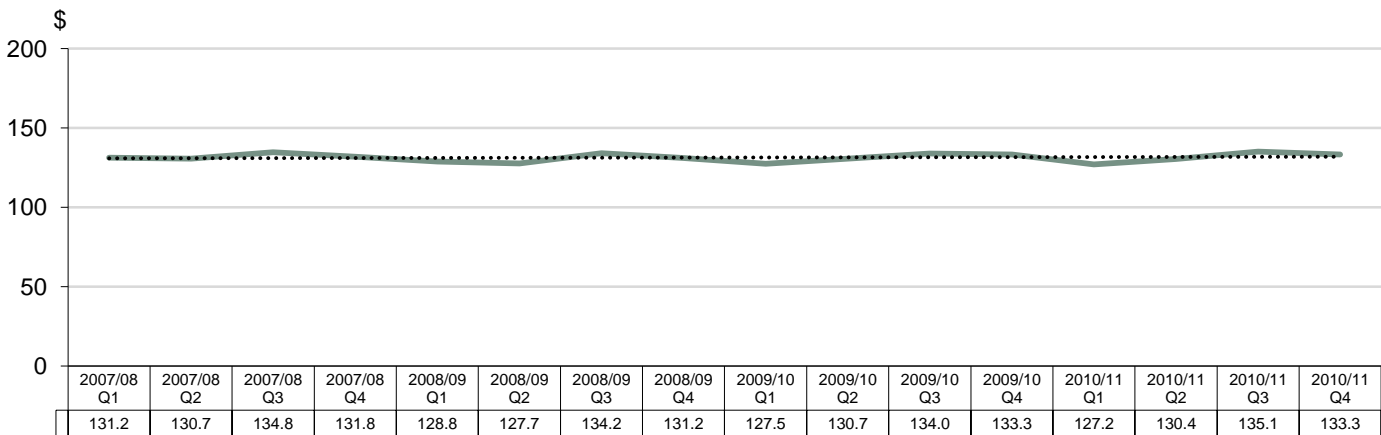
Summary:

- As shown in Indicator 1.1.1, total payments for medical, allied health and vocational rehabilitation services have slightly decreased over time.
- The average payment for medical, allied health and vocational rehabilitation services over the past four years is \$131. Between the June (Q4) 2009/10 and June (Q4) 2010/11 quarters, the average service payment has remained stable.

1.1.1 Total service payments by service quarter



1.1.2 Average payment per service by service quarter

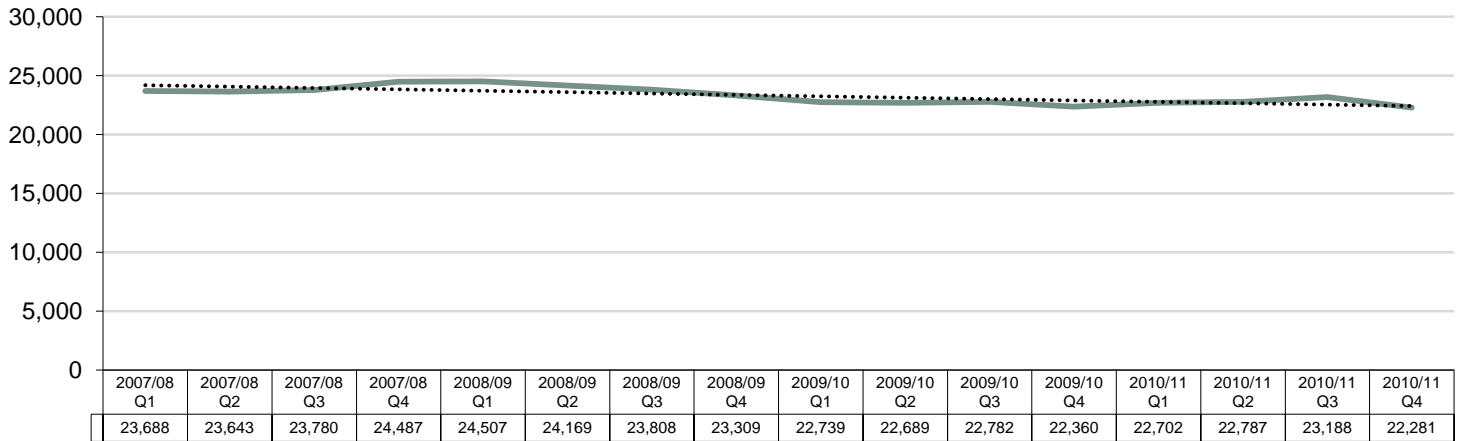


All medical, allied health and vocational rehabilitation services

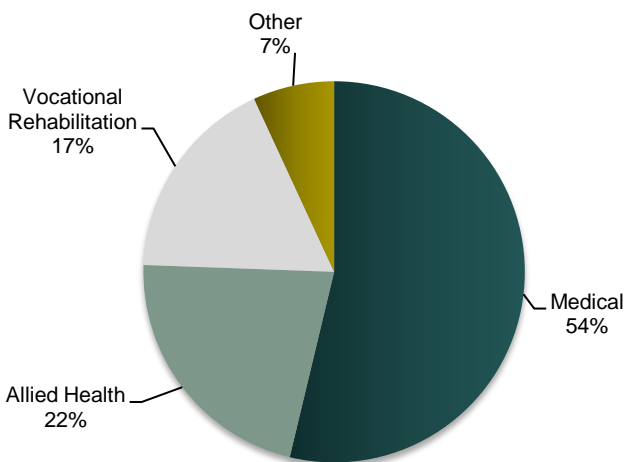
Summary:

- As shown in Indicator 1.1.3, there has been a slight decline in the number of active claims with services over time. However, more recently between 2009/10 and 2010/11, this trend has stabilised.
- Indicator 1.1.4 illustrates that medical services represent more than half of total service payments made in the June quarter (Q4) of 2010/11. This is a fairly consistent trend across service quarters for the past two years.

1.1.3 Number of active claims with services by service quarter



1.1.4 Proportion of service payments for the June quarter (Q4) of 2010/11



Services	\$m
Medical	17.9
Allied Health	7.3
Vocational Rehabilitation	5.8
Other	2.3
Total	33.3

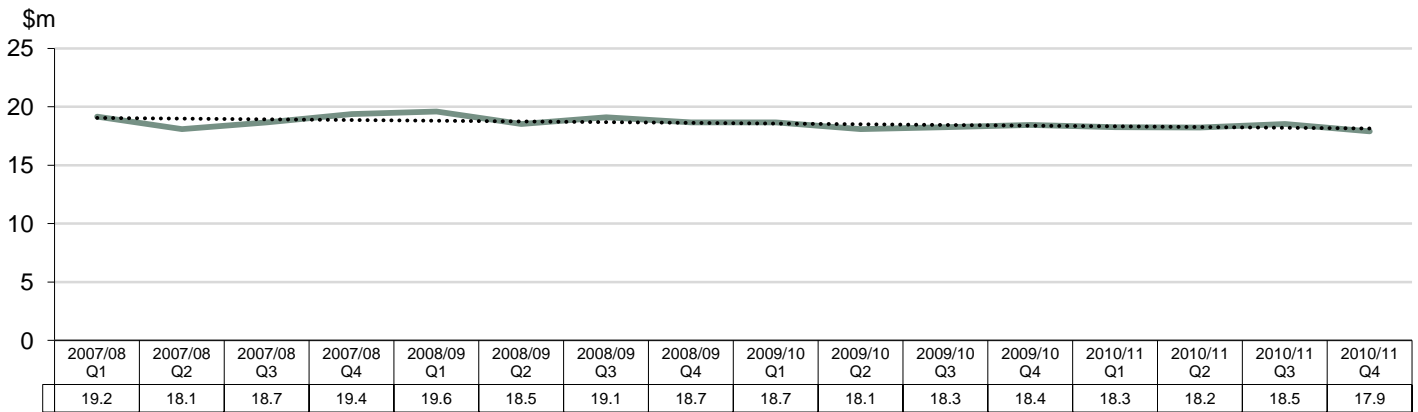
Section 1: Key indicators
Medical services

This section details payments relating to medical services only. Analysis of payments includes: total medical service payments by service quarter, average payment and proportion of medical service payments as a proportion of all service payments. Additionally, in Figures 1.2.5 to 1.2.7, medical service payments are classified into scheduled and non-scheduled items to provide a more detailed analysis.

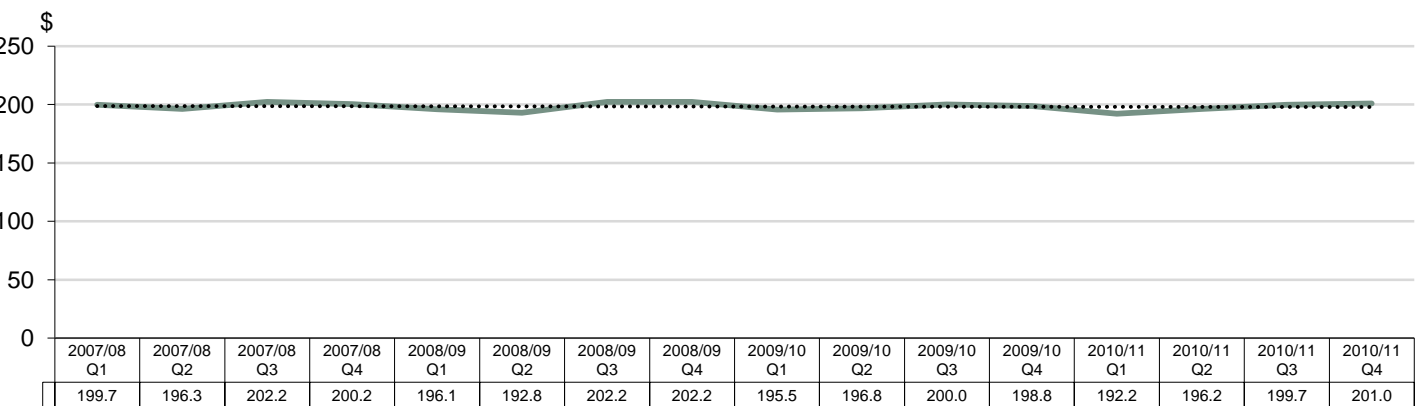
Summary:

- Payments for medical services have slightly decreased over time. Between June (Q4) 2009/10 and June (Q4) 2010/11 quarters, there was a 3% decrease in payments which may be reflective of a decrease in the number of medical services between 2009/10 and 2010/11 (see Section 3 of the report).
- As shown in Indicator 1.2.2, the average medical service payment has been stable over the past four years, with the average medical payment ranging from \$192 to \$202.

1.2.1 Total medical service payments by service quarter



1.2.2 Average medical service payment by service quarter

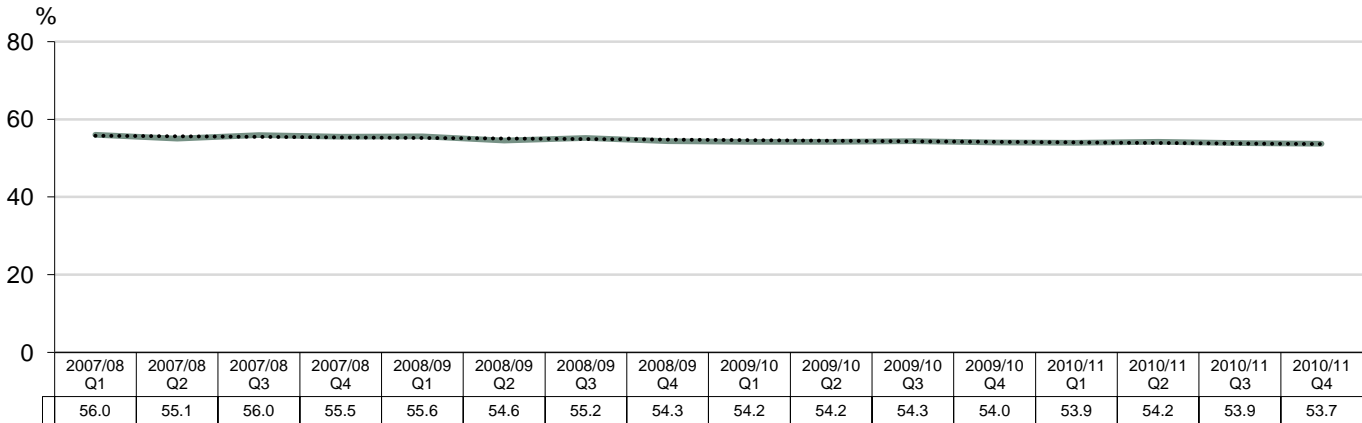


Section 1: Key indicators
Medical services

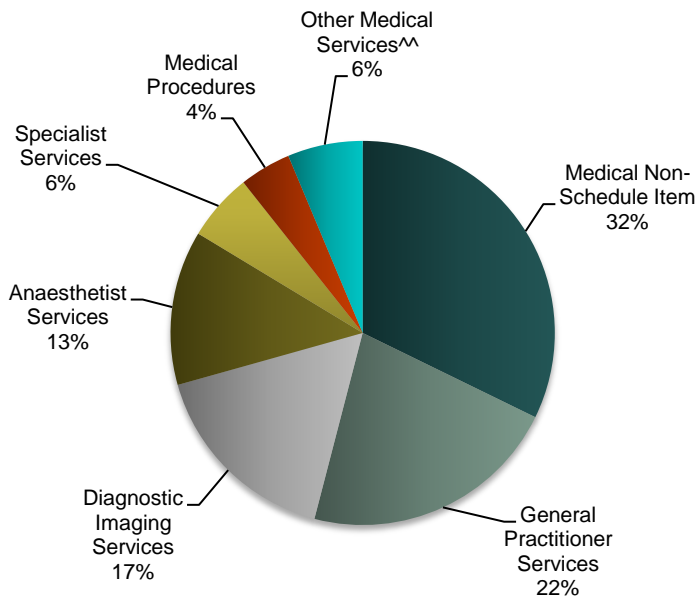
Summary:

- As illustrated in Indicator 1.2.3, medical service payments as a proportion of all service payments has slightly decreased over the past four years, on average accounting for 55% of claims.
- Indicator 1.2.4 shows that medical non-schedule items represent the greatest proportion (32%) of medical payments for the June quarter (Q4) of 2010/11.

1.2.3 Medical service payments as a proportion of all service payments by service quarter



1.2.4 Proportion of medical service payments for the June quarter (Q4) of 2010/11



Services	\$m
Medical Non-Schedule Item	5.8
General Practitioner Services	3.9
Diagnostic Imaging Services	3.0
Anaesthetist Services	2.3
Specialist Services	1.0
Medical Procedures	0.8
Other Medical Services	1.1
Total	17.9

^^ Other Medical Services include dentistry, outpatient services, consultant psychiatrist services, medicare reimbursements and occupational and rehabilitation physician services.

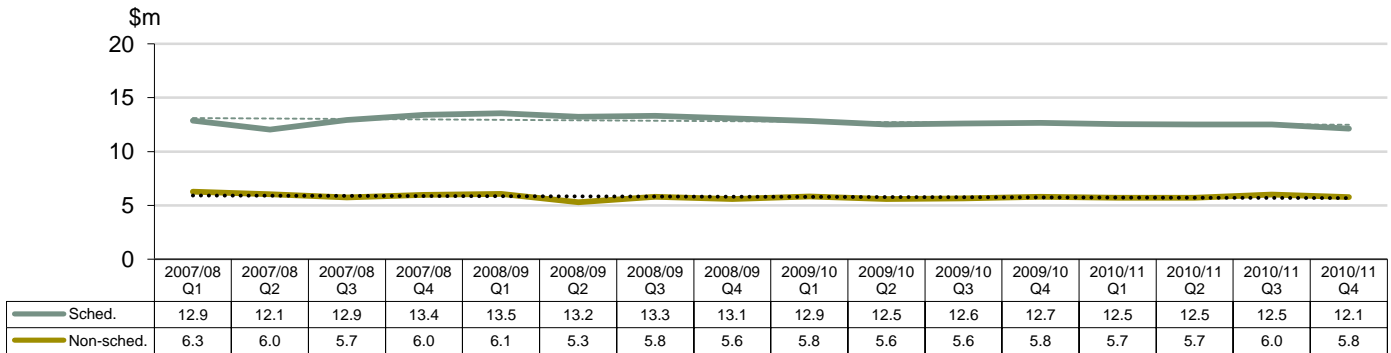
Section 1: Key indicators

Medical services: scheduled and non-scheduled items

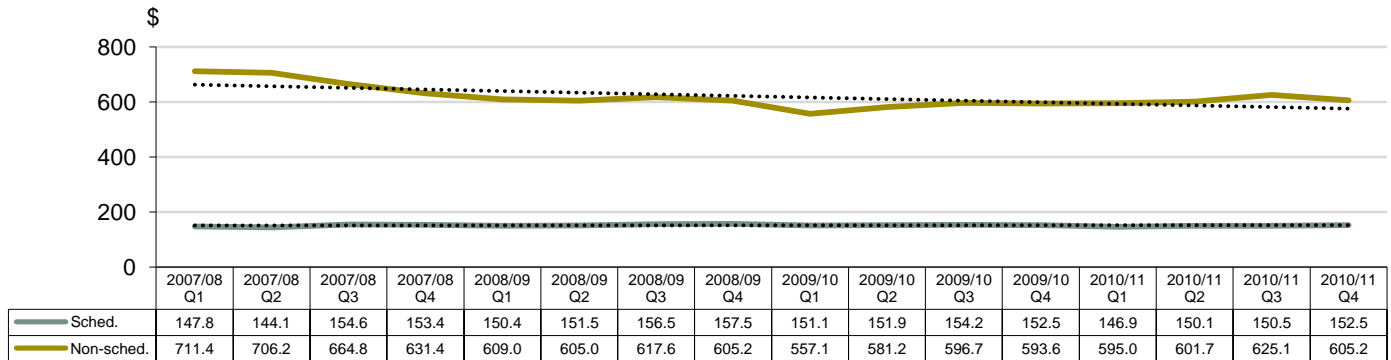
Summary:

- Indicator 1.2.5 shows that total service payments for both scheduled and non-scheduled items have remained stable over the past four years. However between June (Q4) 2009/10 and June (Q4) 2010/11 quarters, medical scheduled item payments have slightly decreased.
- Indicator 1.2.6 highlights stable to decreasing trends for the average service payment for both scheduled and non-scheduled items over time. However, since the September quarter (Q1) of 2009/10, the average service payment for non-scheduled items has been steadily increasing.
- Indicator 1.2.7 shows that the proportions of payments for medical scheduled items in comparison to those with non-scheduled items has remained stable and in the June (Q4) 2010/11 quarter were 68% and 32% respectively.

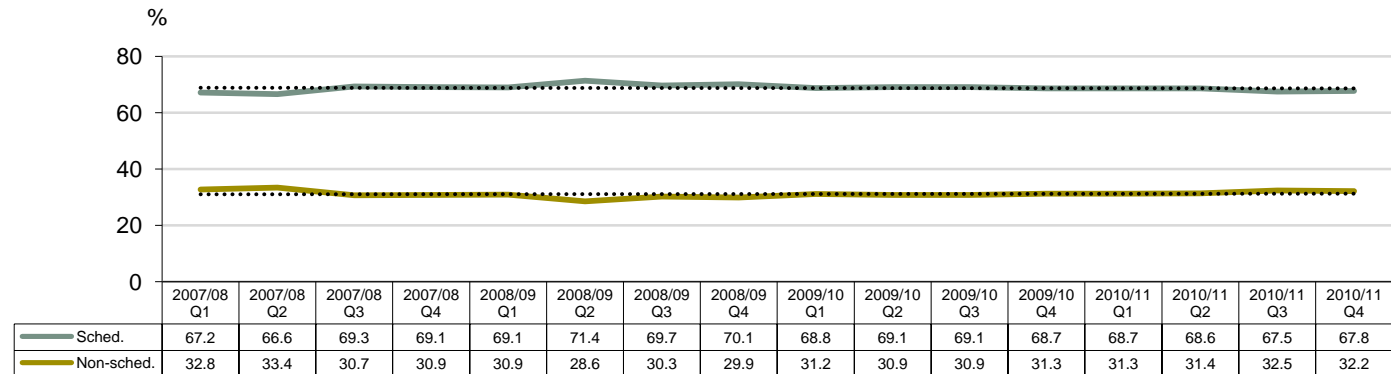
1.2.5 Total service payments by service quarter



1.2.6 Average service payment by service quarter



1.2.7 Proportion of medical service payments by service quarter



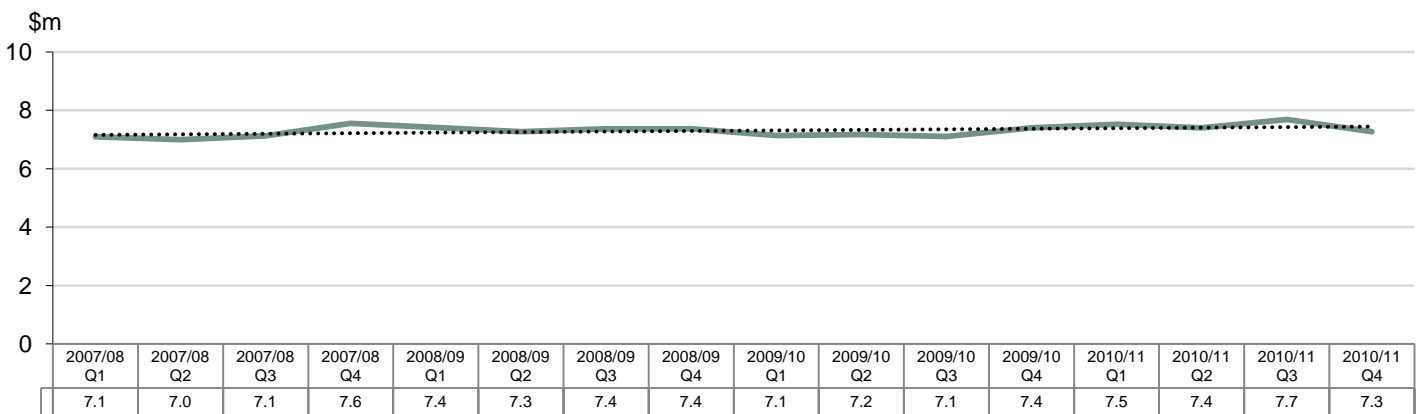
Section 1: Key indicators
Allied health services

This section reports on allied health service payments and reports on different service utilisation trends. Allied health includes physiotherapy, exercise therapy, occupational therapy, ambulance services, clinical psychology and speech pathology services (see page 53 for further breakdown of allied health service types)

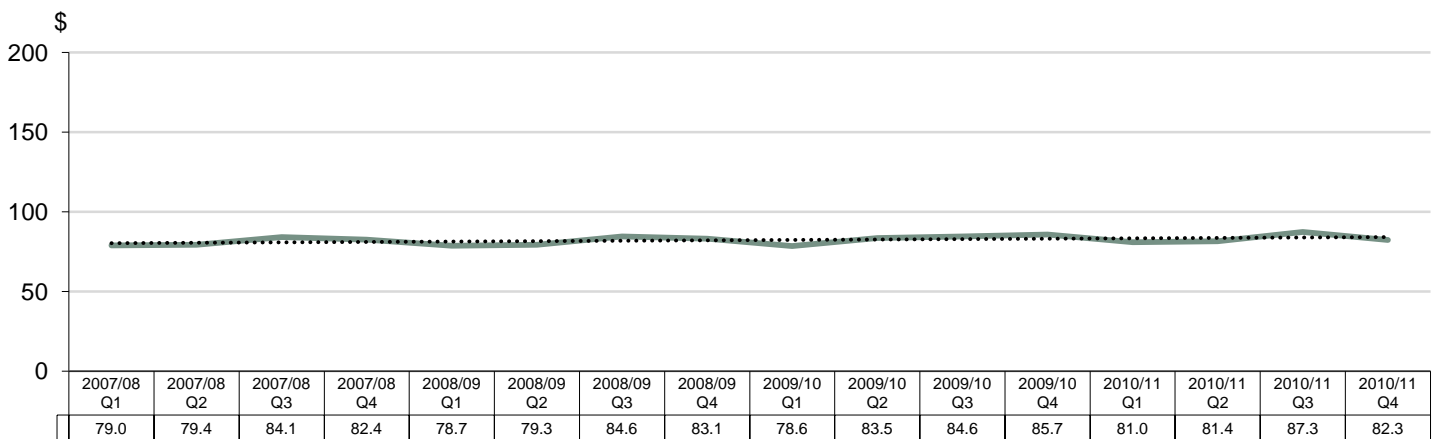
Summary:

- Indicator 1.3.1 shows that payments for allied health services are stable to increasing over time. Between the March (Q3) 2009/10 and March (Q3) 2010/11 quarters, there was a 8% increase in payments. The figure for the most recent quarter is subject to further development as additional service information is collected from insurers.
- The average allied health service payment has been slowly increasing over time (Indicator 1.3.2).

1.3.1 Total allied health service payments by service quarter



1.3.2 Average allied health service payment by service quarter

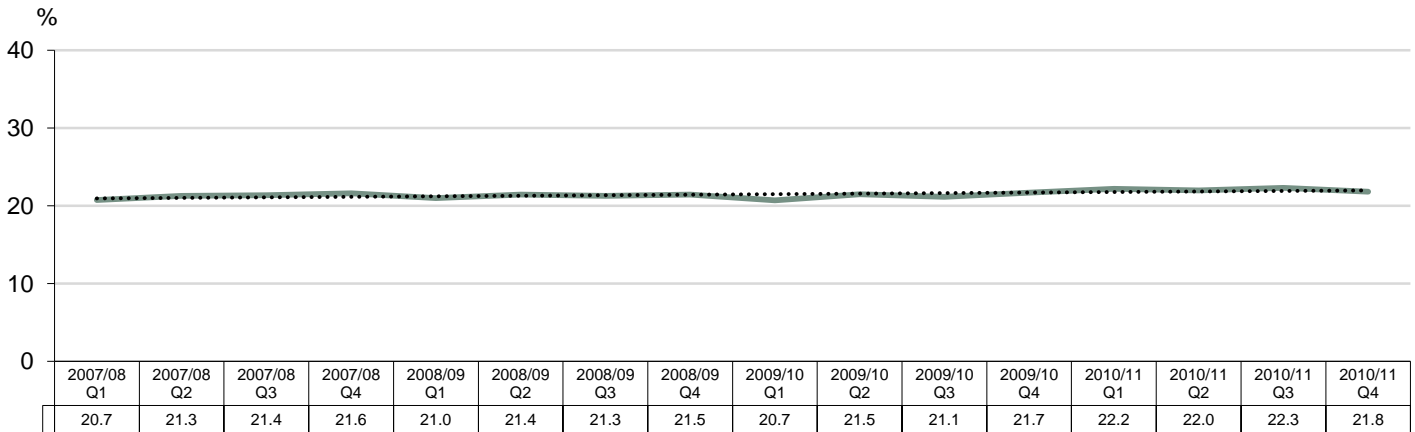


Section 1: Key indicators
Allied health services

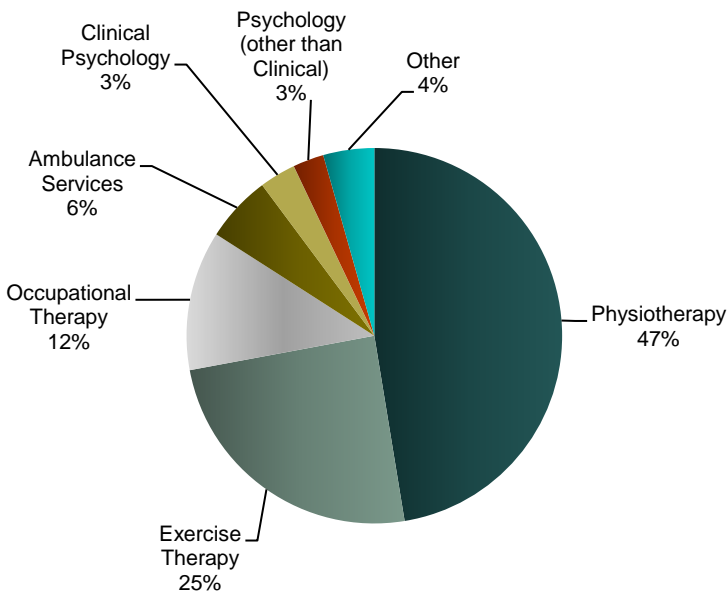
Summary:

- Indicator 1.3.3 shows that allied health service payments, as a proportion of all service payments, is stable to increasing.
- Physiotherapy services represent nearly half of all total allied health service payments made for the June quarter (Q4) of 2010/11. Further details relating to trends in proportion of allied health service payments are contained in Section 2 of this report (see page 25).

1.3.3 Allied health service payments as a proportion of all service payments by service quarter



1.3.4 Proportion of allied health service payments for the June quarter (Q4) of 2010/11



Services	\$m
Physiotherapy	3.4
Exercise Therapy	1.8
Occupational Therapy	0.9
Ambulance Services	0.4
Clinical Psychology	0.2
Psychology (other than Clinical)	0.2
Other Allied Health Services ^{^^}	0.3
Total	7.3

^{^^} Other Allied Health Services include chiropractic, massage, optometry, osteopathy, pain management programs and speech pathology services.

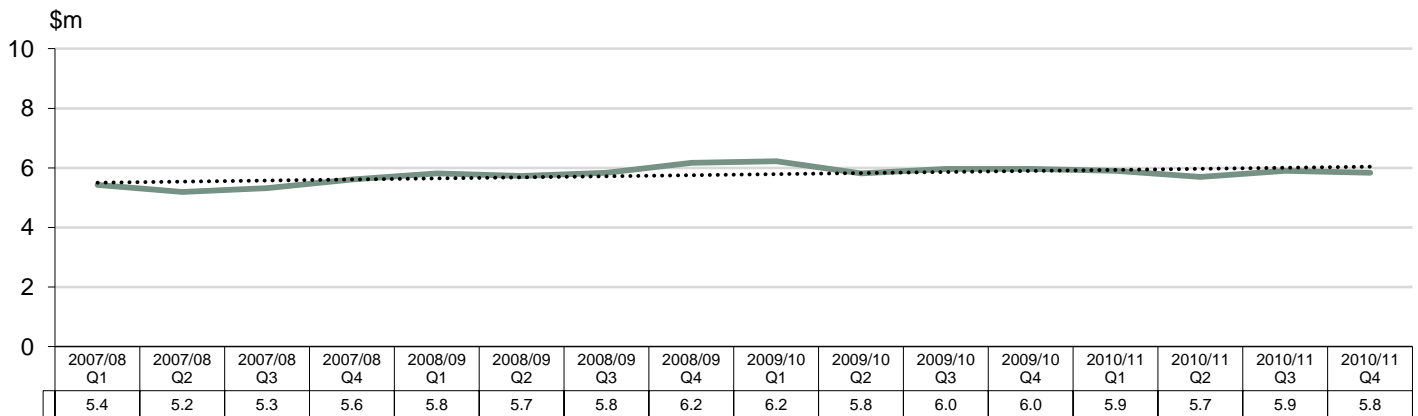
Section 1: Key indicators Vocational rehabilitation services

This section provides a summary of costs relating to vocational rehabilitation services, including total cost per service quarter, average service payment and vocational rehabilitation payments as a proportion of all medical and allied health service payments.

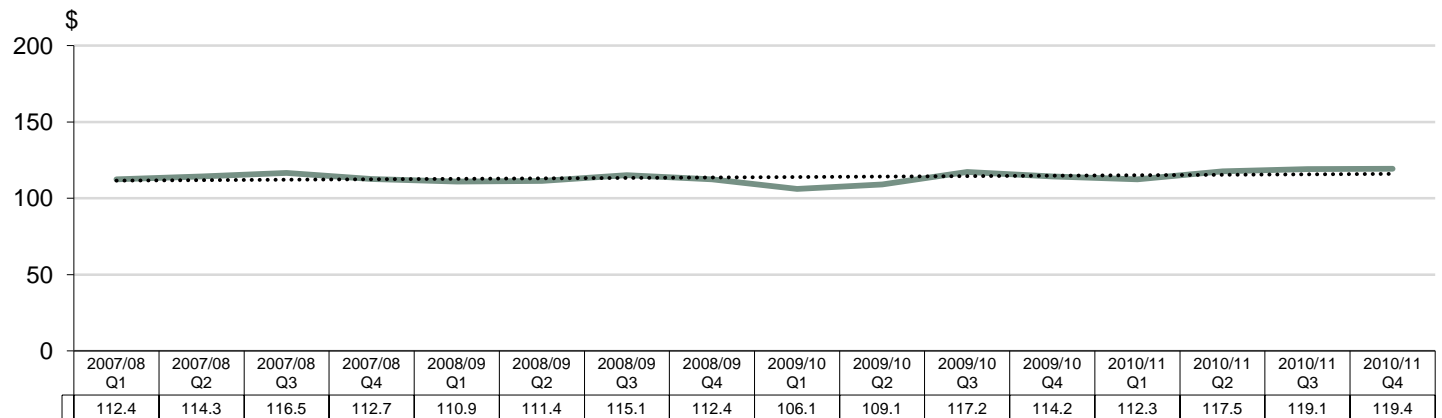
Summary:

- As shown in Indicator 1.4.1, total payments for vocational rehabilitation services have slowly increased over time, and totalled \$5.8 million in the June 2010/11 quarter.
- Indicator 1.4.2 shows that the average service payment for vocational rehabilitation services are slowly increasing over time. This trend is evident in more recent times, with a 4.5% increase over 2010/11.

1.4.1 Total vocational rehabilitation service payments by service quarter



1.4.2 Average vocational rehabilitation service payment by service quarter

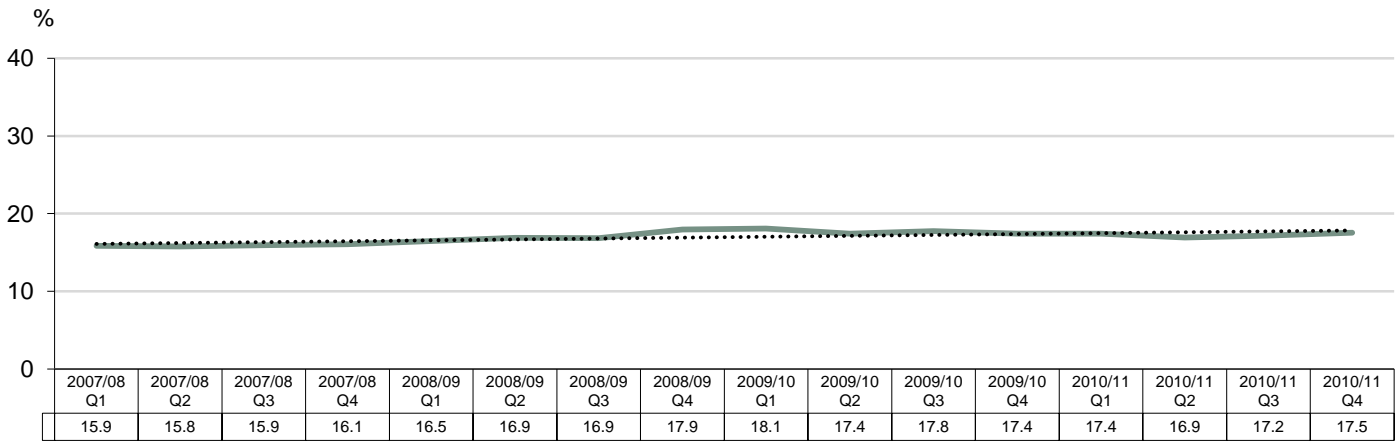


Section 1: Key indicators
Vocational rehabilitation services

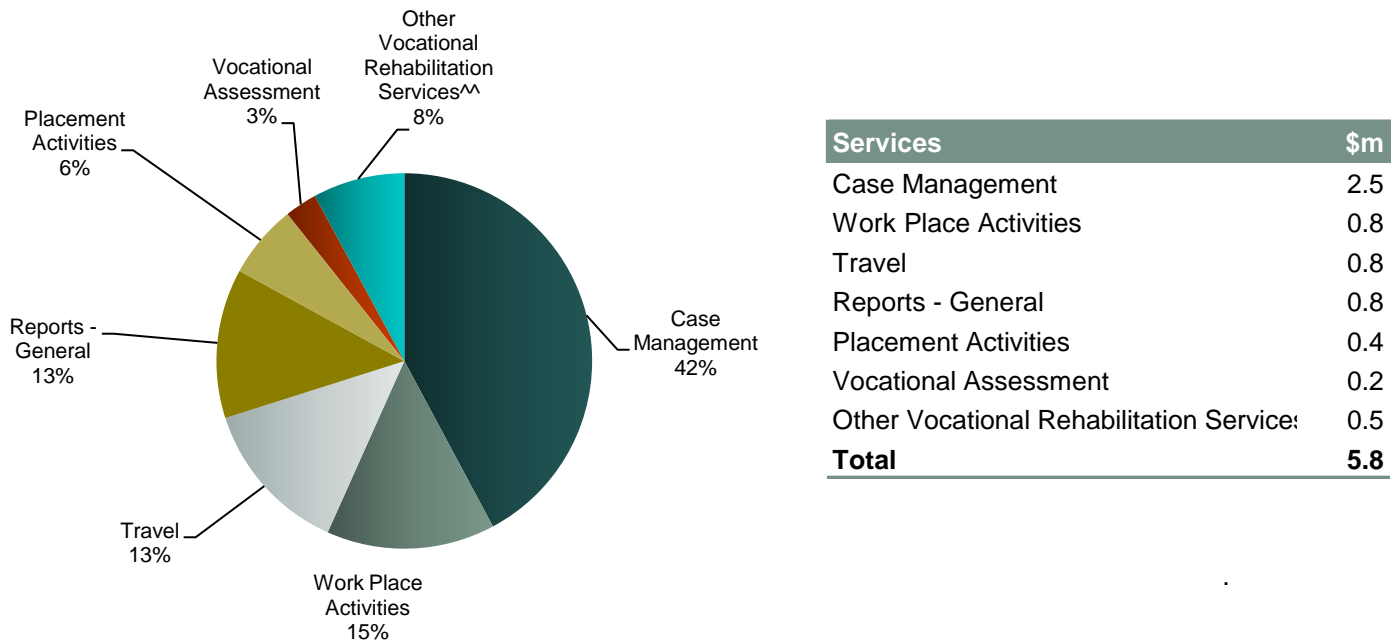
Summary:

- As shown in Indicator 1.4.3, vocational rehabilitation payments, as a proportion of total service payments has marginally increased over time.
- Case management and work place activities make up more than 50% of all vocational rehabilitation payments for the (Q4) 2010/11.

1.4.3 Vocational rehabilitation service payments as a proportion of all service payments by service quarter



1.4.4 Proportion of vocational rehabilitation service payments in the June quarter (Q4) of 2010/11



^ Other Vocational Rehabilitation Services include training and education, vocational counselling, ergonomic assessment, job analysis and specialised retraining program assistance.

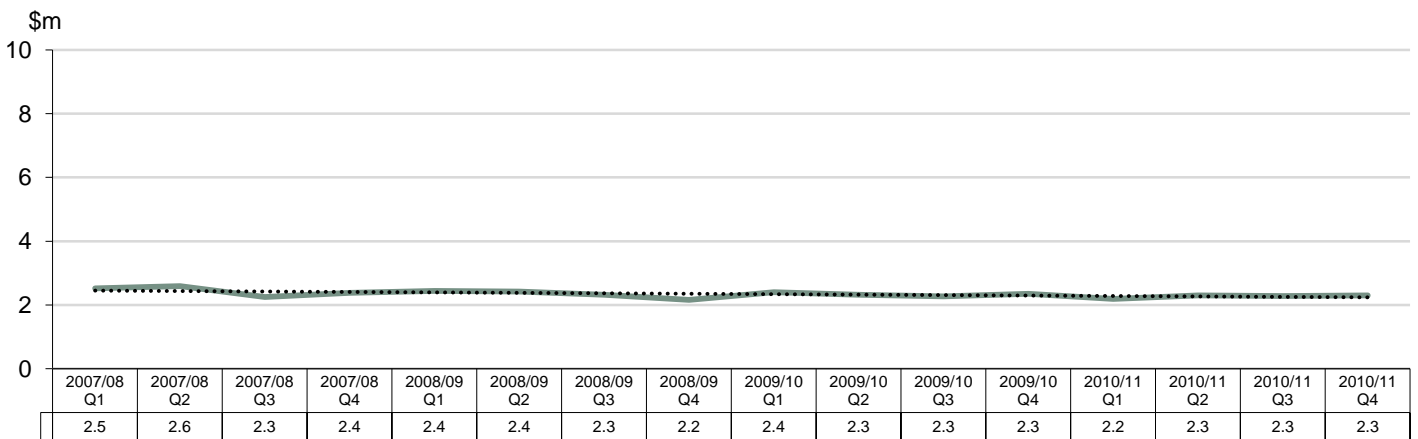
Section 1: Key indicators
Other services

This section details “other” payments related to medical, allied health and vocational rehabilitation services. Other payments include pharmaceutical supplies and aids and appliances (e.g. hearing aids, artificial limbs) to assist with injury management.

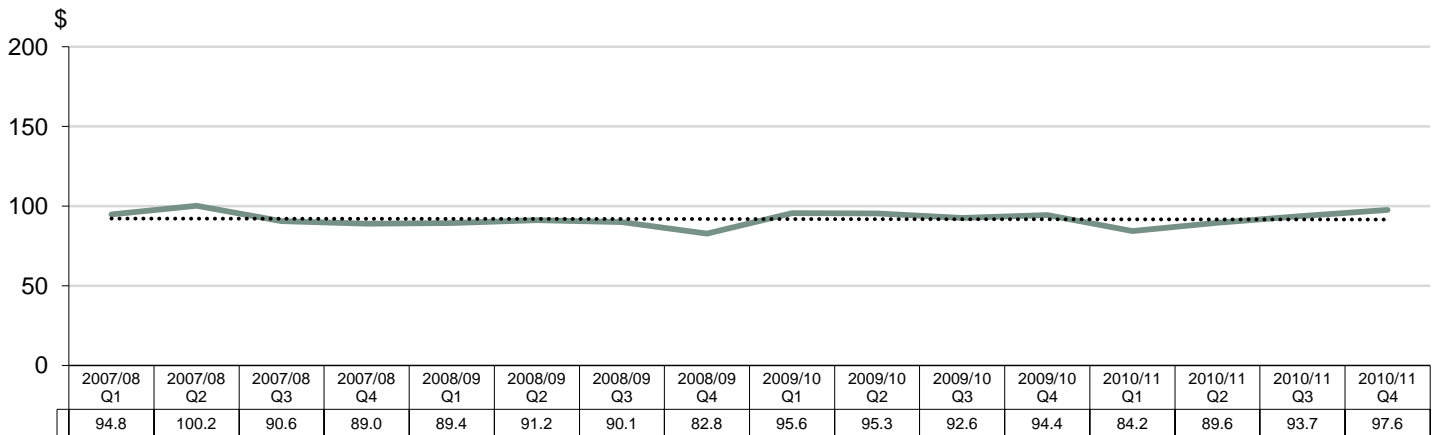
Summary:

- Indicator 1.5.1 shows that total payments for other services is stable to decreasing over time.
- In relation to the average service payment (Indicator 1.5.2), this has been stable over time, despite variations across service quarters. However, between the September (Q1) 2010/11 and June (Q4) 2010/11 quarters, there has been a 16% increase in the average service payment for other services.

1.5.1 Total other service payments by service quarter



1.5.2 Average other service payment by service quarter

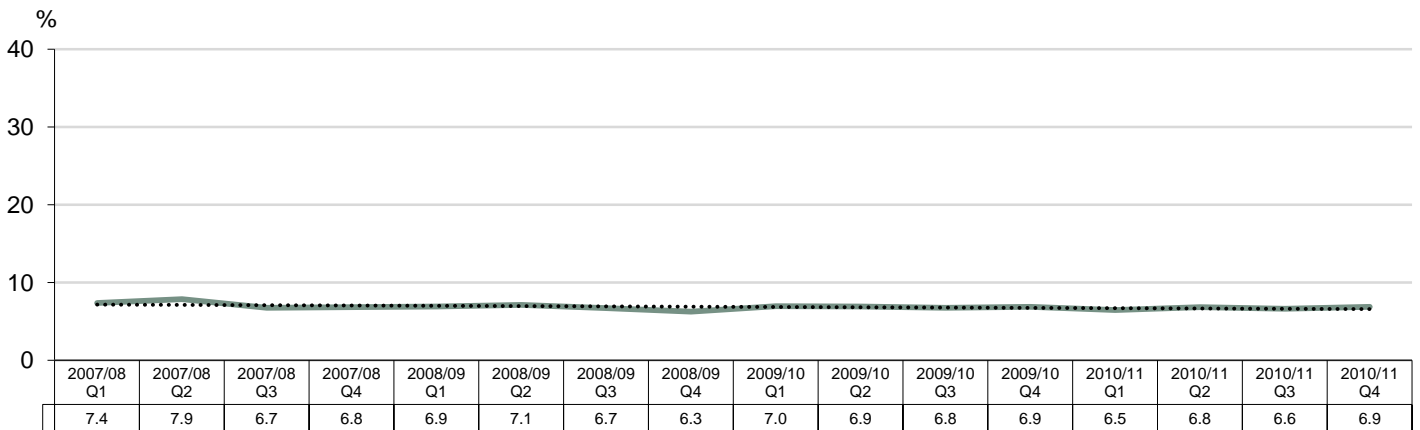


Section 1: Key indicators
Other services

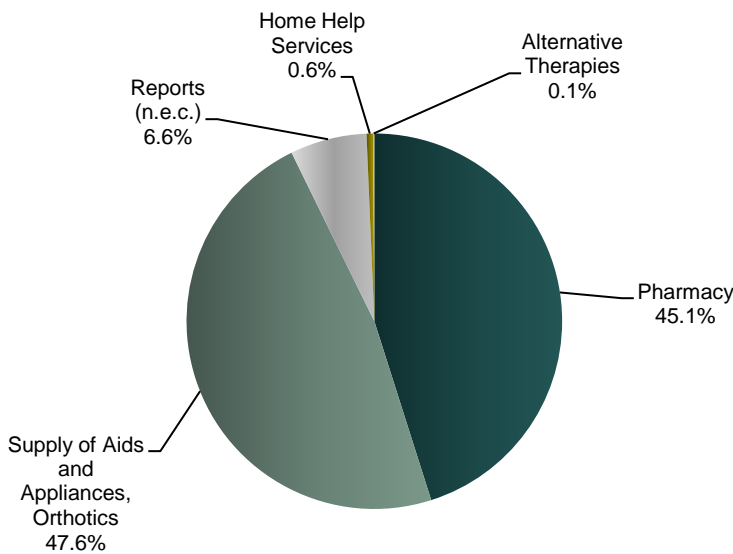
Summary:

- Indicator 1.5.3 shows other services as a proportion of total medical, allied health and vocational rehabilitation services has remained stable over the past four years.
- As can be observed from Indicator 1.5.4, the supply of aids, appliances and orthotics and pharmacy services represent the majority of other service payments for the June quarter (Q4) of 2010/11.

1.5.3 Other service payments as a proportion of all service payments by service quarter



1.5.4 Proportion of other service payments for the June quarter (Q4) of 2010/11



Services	\$000's
Pharmacy	1,036
Supply of Aids and Appliances, Orthotics	1,094
Reports (n.e.c.)	152
Home Help Services	13
Alternative Therapies	2
Total	2,297

Section 2: Charts and graphs
Medical services indicators

2.1.1 Medical services indicators

	This quarter	% change from previous quarter	% change from same quarter last year	Four year trend [^]
Total service payments (\$)				
Medical Non-Schedule Item	5,769,234	-4.1	-0.2	■
General Practitioner Services	3,904,150	-6.4	-11.7	▼
Diagnostic Imaging Services	2,970,610	-4.1	-3.7	▲
Anaesthetist Services	2,330,204	-3.7	0.8	▲
Specialist Services	1,017,695	-2.0	6.4	■
Medical Procedures	776,679	-0.2	-6.0	■
Other Medical Services ^{^^}	1,131,758	11.2	6.1	▼
Average payment per service (\$)				
Medical Non-Schedule Item	605.2	-3.2	2.0	▼
General Practitioner Services	83.9	-0.6	-3.6	■
Diagnostic Imaging Services	307.2	-0.6	-1.2	▲
Anaesthetist Services	379.2	0.2	1.4	■
Specialist Services	87.9	-3.0	-5.6	■
Medical Procedures	478.0	8.7	8.1	▲
Other Medical Services ^{^^}	282.8	14.7	7.2	▼
Proportion of medical service payments (%)*				
Medical Non-Schedule Item	32.2	-0.2	0.9	■
General Practitioner Services	21.8	-0.7	-2.2	▼
Diagnostic Imaging Services	16.6	-0.1	-0.1	▲
Anaesthetist Services	13.0	0.0	0.5	▲
Specialist Services	5.7	0.1	0.5	■
Medical Procedures	4.3	0.1	-0.1	■
Other Medical Services ^{^^}	6.3	0.8	0.5	▼

* The percentage changes for the proportion of medical service payments calculates the difference in proportion of service payments.

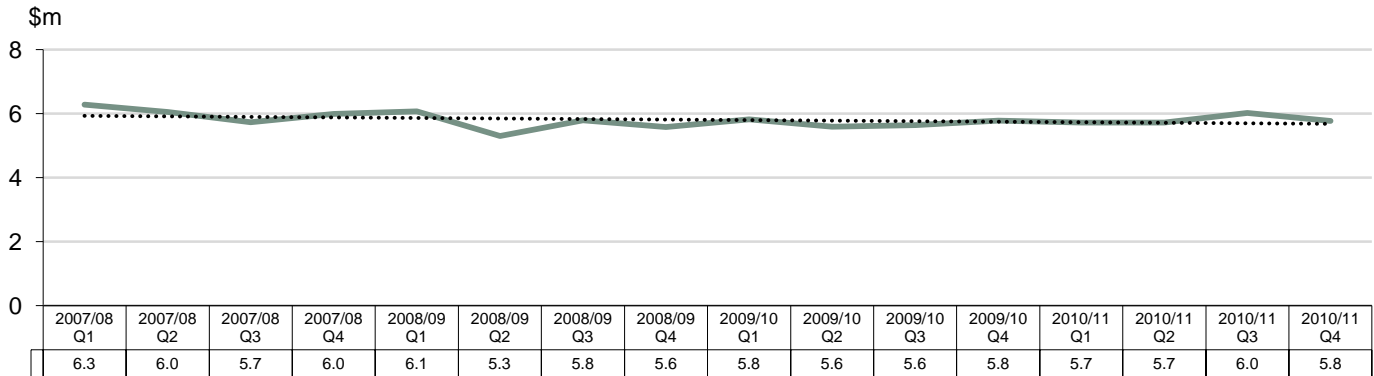
■ ≥ +/- 5% change in year

[^]Legend for four year trend: ▲ Increasing ■ Stable ▼ Decreasing

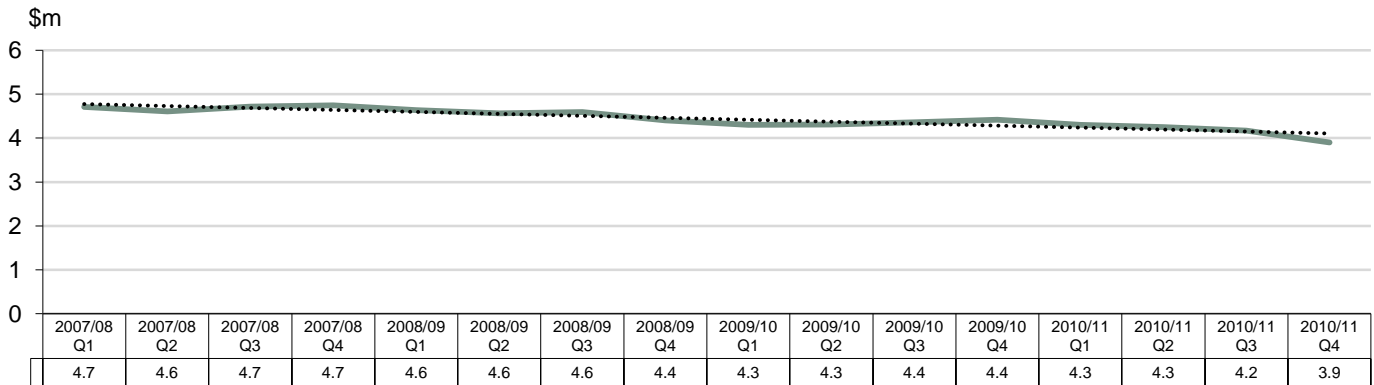
^{^^} Other Medical Services include dentistry, outpatient services, consultant psychiatrist services, medicare reimbursements and occupational and rehabilitation physician services.

Section 2: Charts and graphs
Medical services - Total service payments

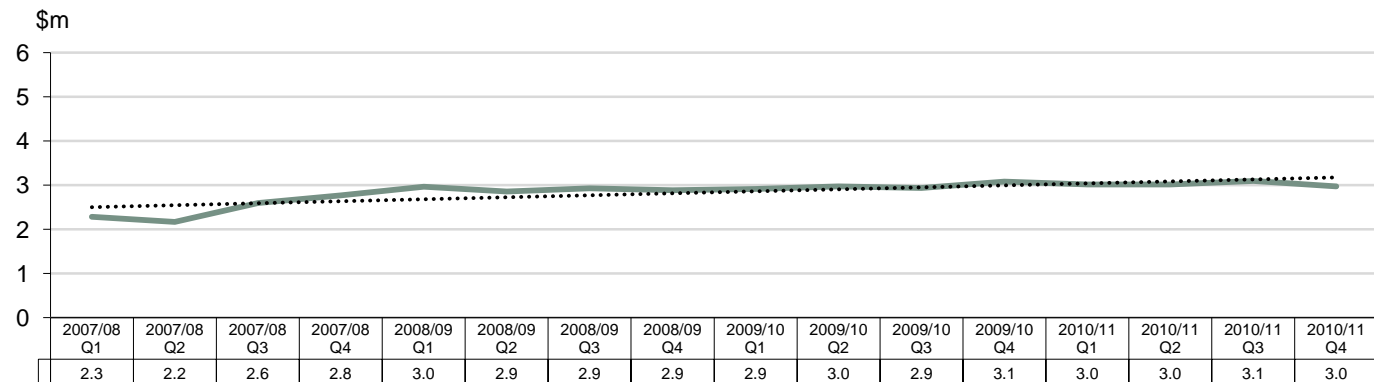
2.1.2 Total medical non-schedule item payments by service quarter



2.1.3 Total general practitioner service payments by service quarter

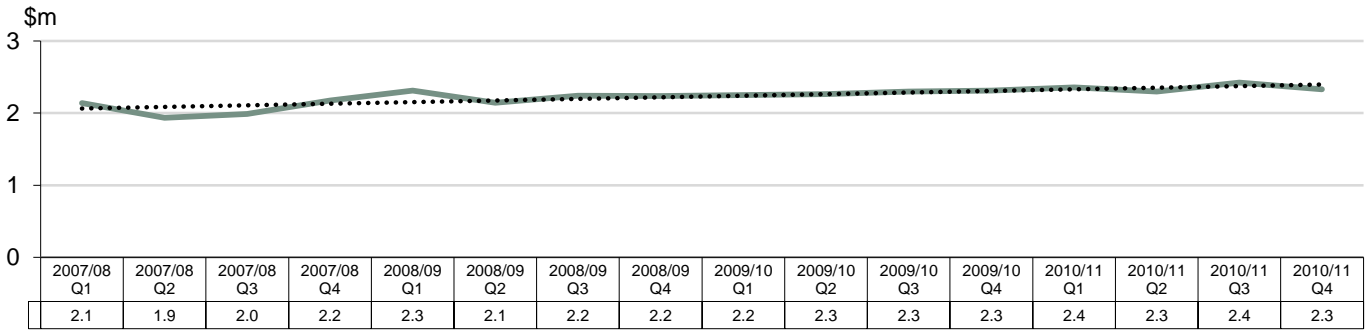


2.1.4 Total diagnostic imaging service payments by service quarter

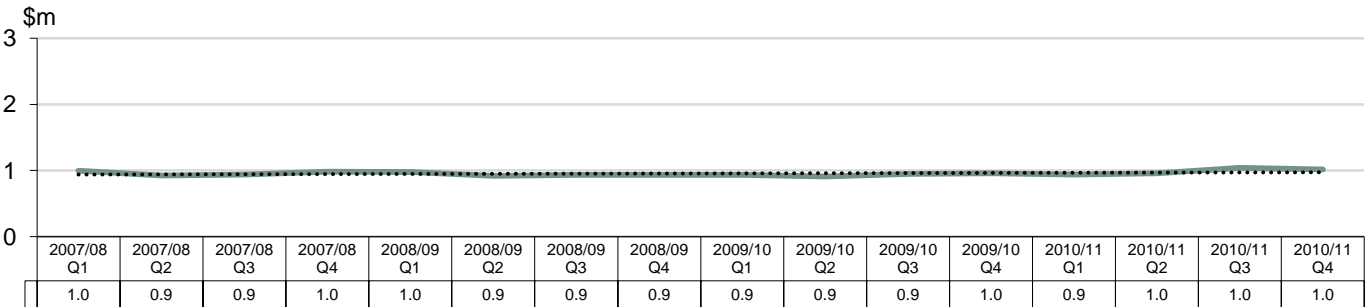


Section 2: Charts and graphs
Medical services - Total service payments

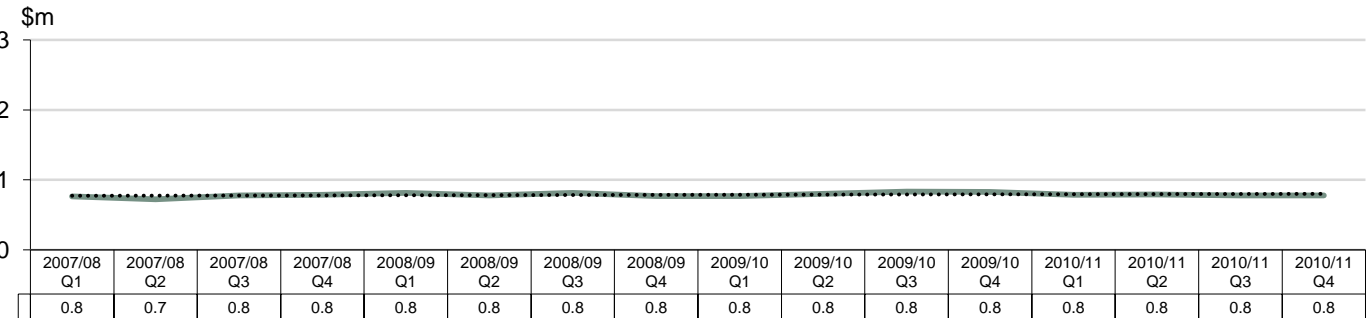
2.1.5 Total anaesthetist service payments by service quarter



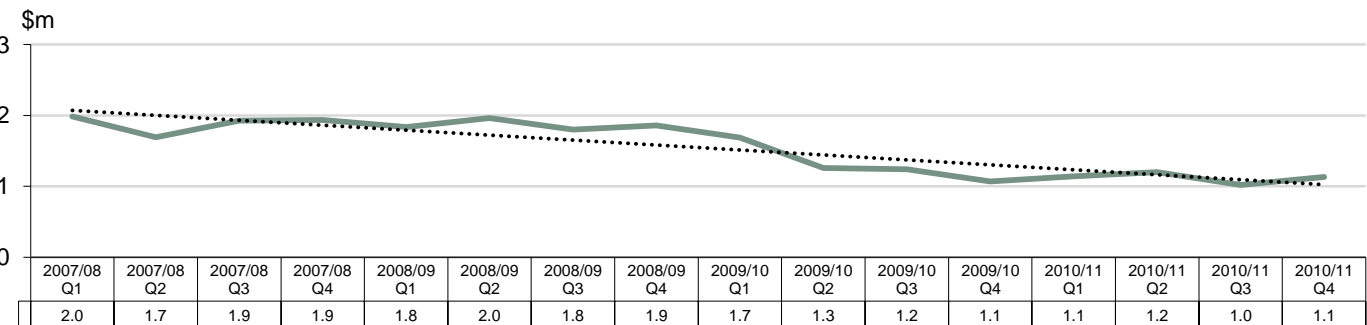
2.1.6 Total specialist service payments by service quarter



2.1.7 Total medical procedure payments by service quarter

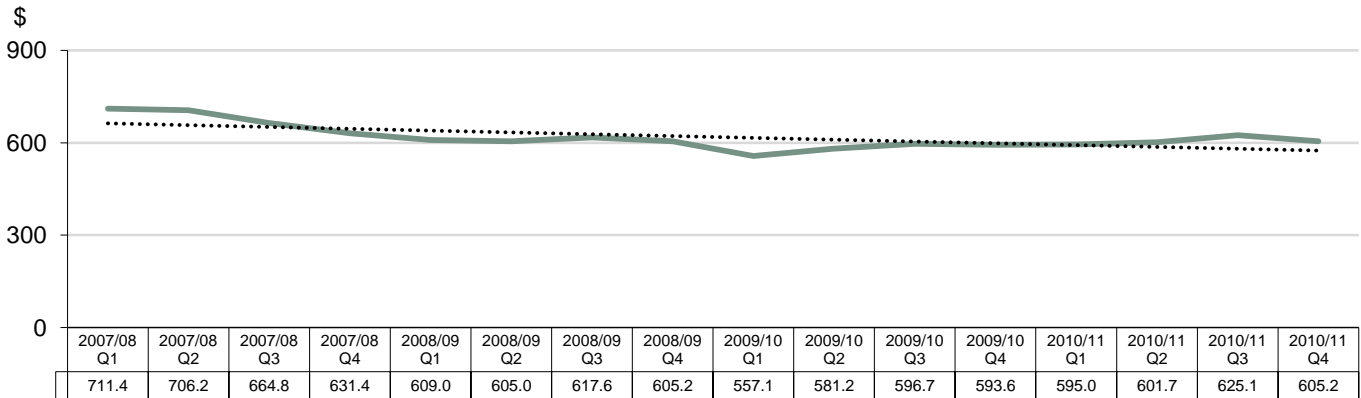


2.1.8 Total other medical service payments by service quarter

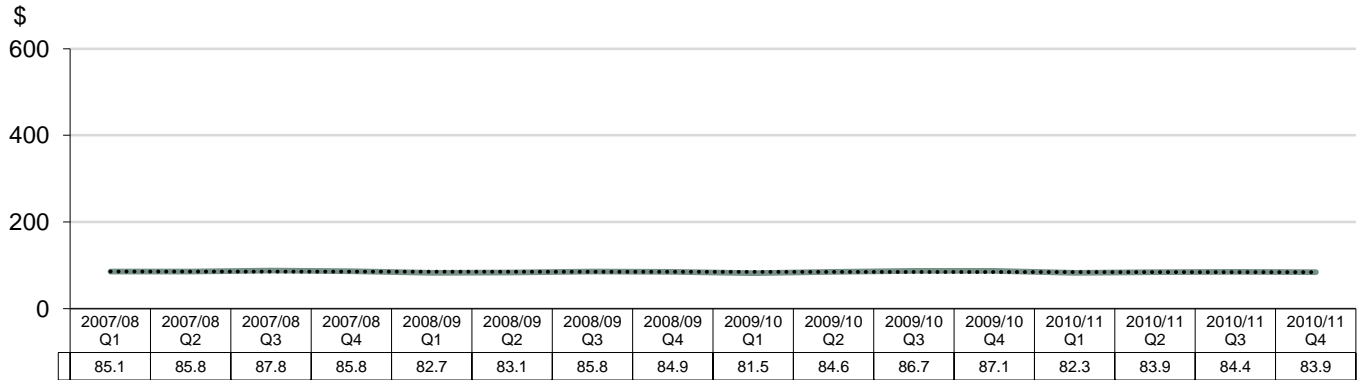


Section 2: Charts and graphs
Medical services - Average service payment

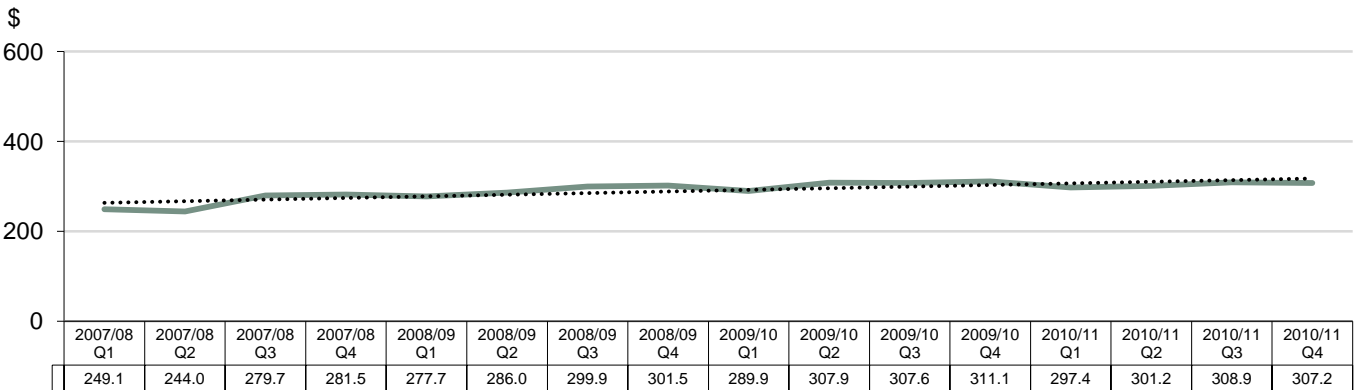
2.1.9 Average payment per medical non-schedule item by service quarter



2.1.10 Average payment per general practitioner service by service quarter

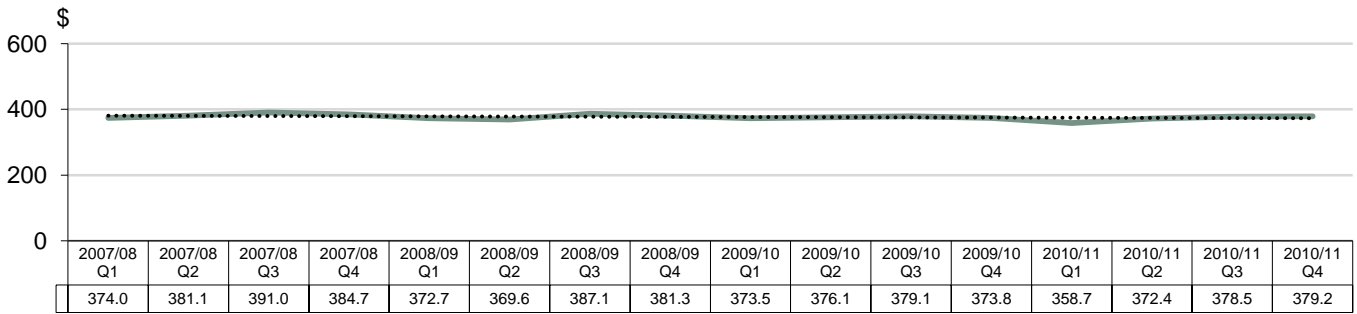


2.1.11 Average payment per diagnostic imaging service by service quarter

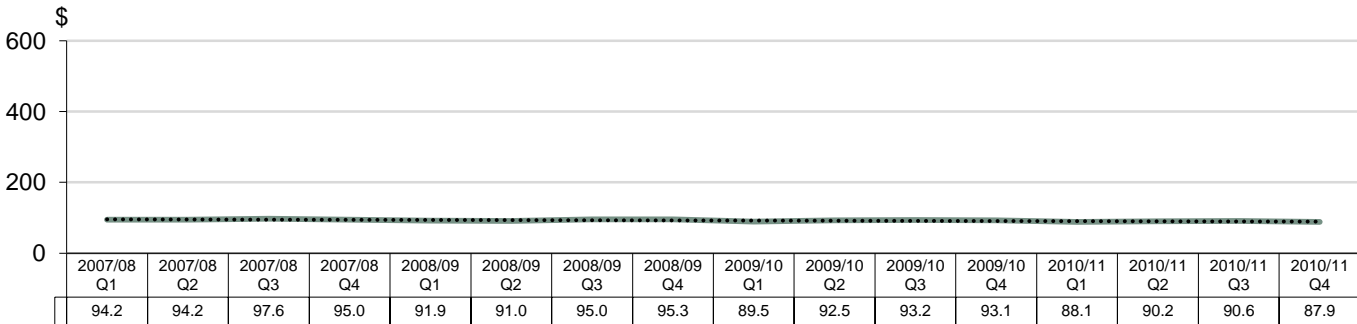


Section 2: Charts and graphs
Medical services - Average service payment

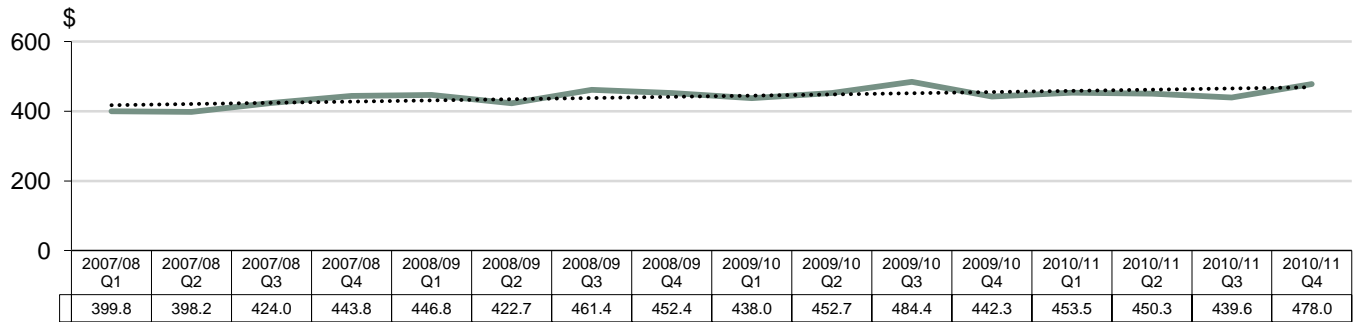
2.1.12 Average payment per anaesthetist service by service quarter



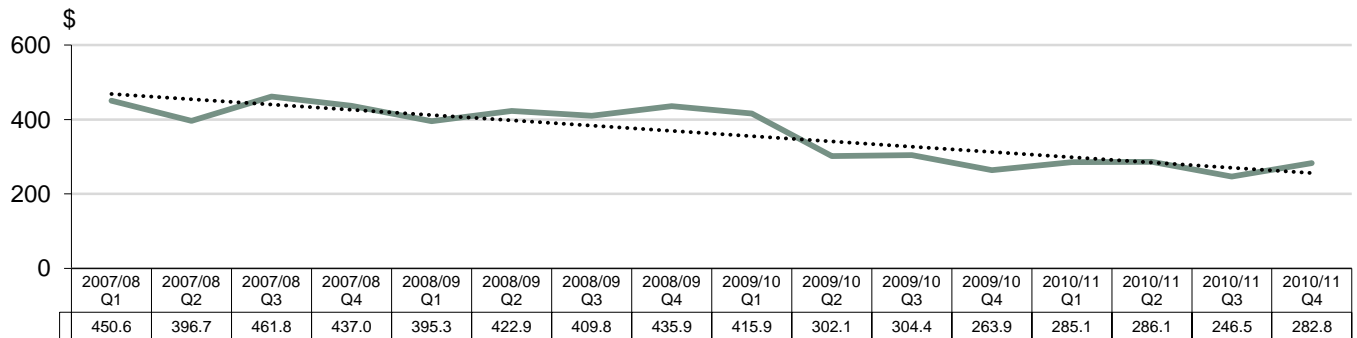
2.1.13 Average payment per specialist service by service quarter



2.1.14 Average payment per medical procedure by service quarter



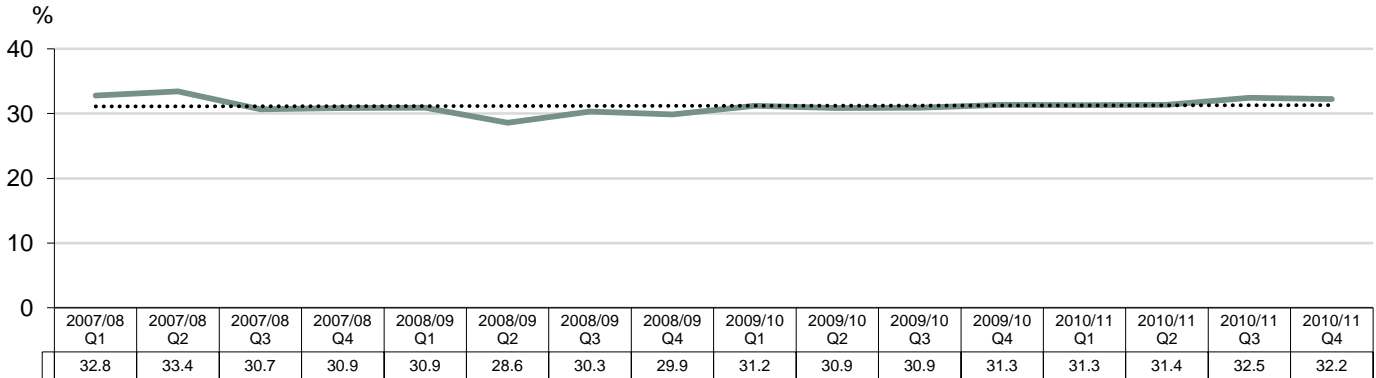
2.1.15 Average payment per other medical service by service quarter



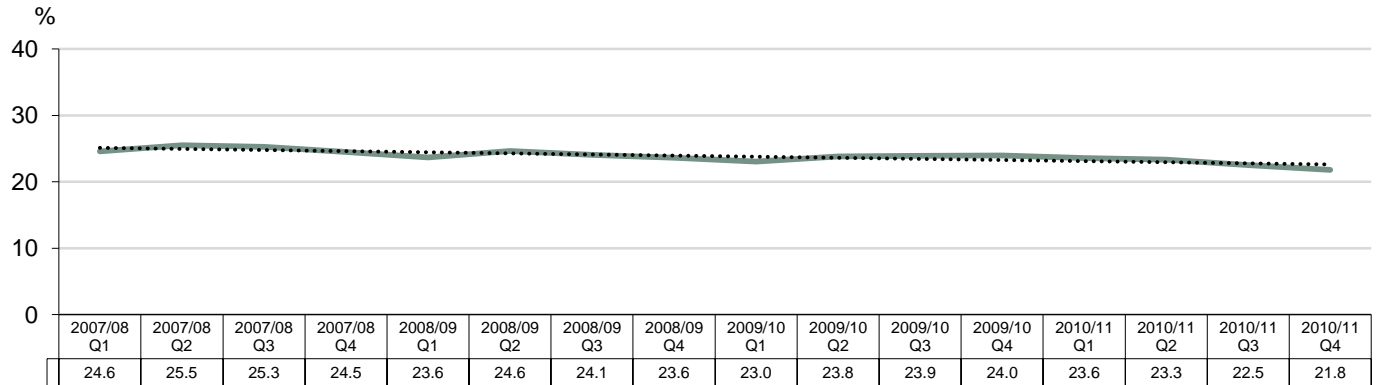
Section 2: Charts and graphs

Medical services - Proportion of medical service payments

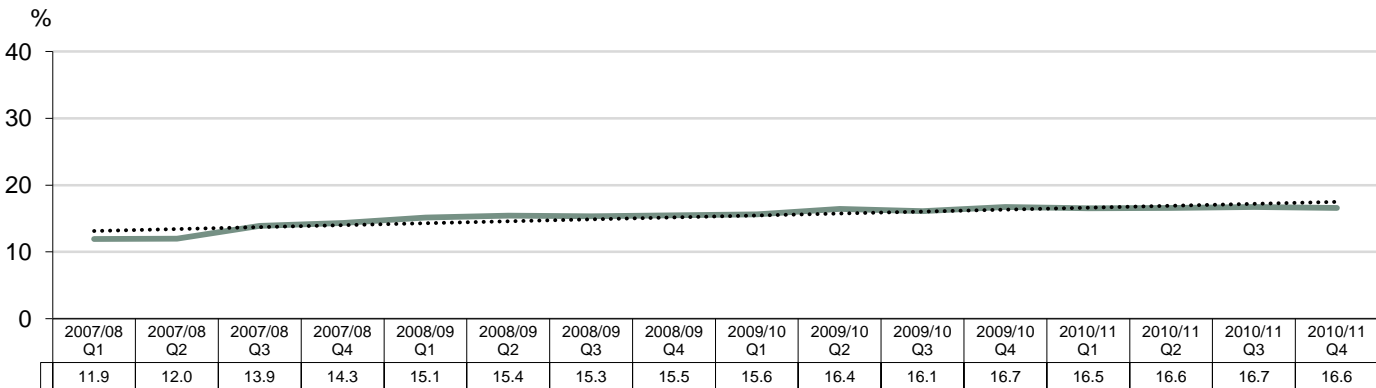
2.1.16 Medical non-schedule item payments as a proportion of medical service payments by service quarter



2.1.17 General practitioner service payments as a proportion of medical service payments by service quarter



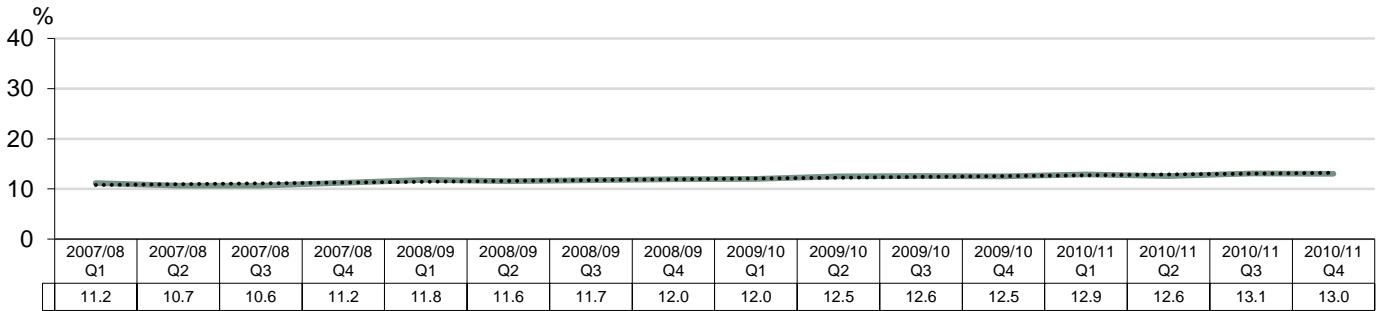
2.1.18 Diagnostic imaging service payments as a proportion of medical service payments by service quarter



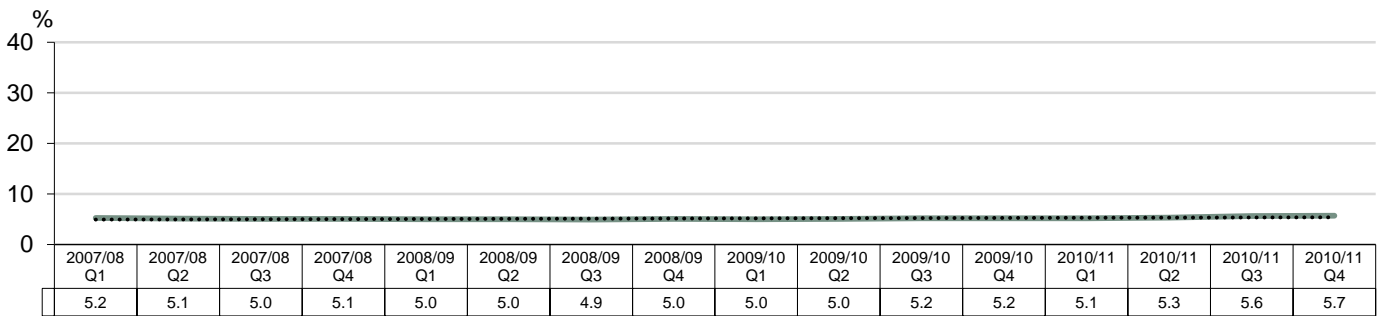
Section 2: Charts and graphs

Medical services - Proportion of medical service payments

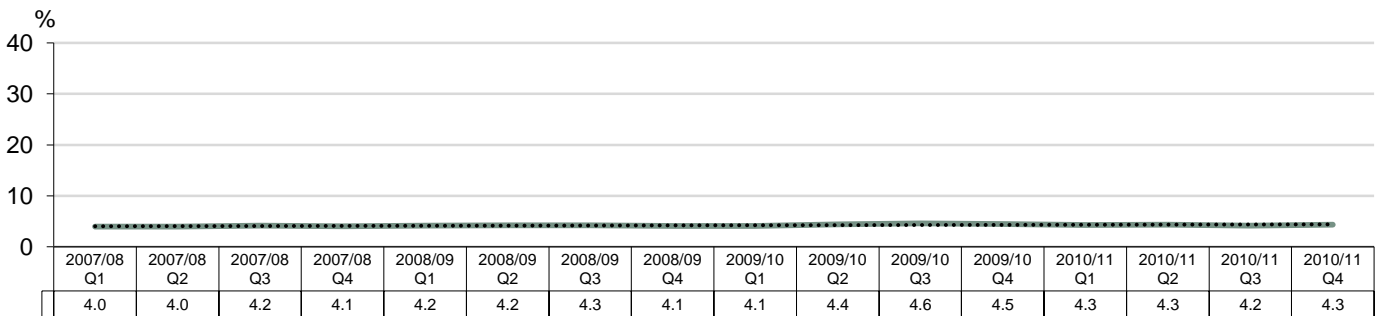
2.1.19 Anaesthetist service payments as a proportion of medical service payments by service quarter



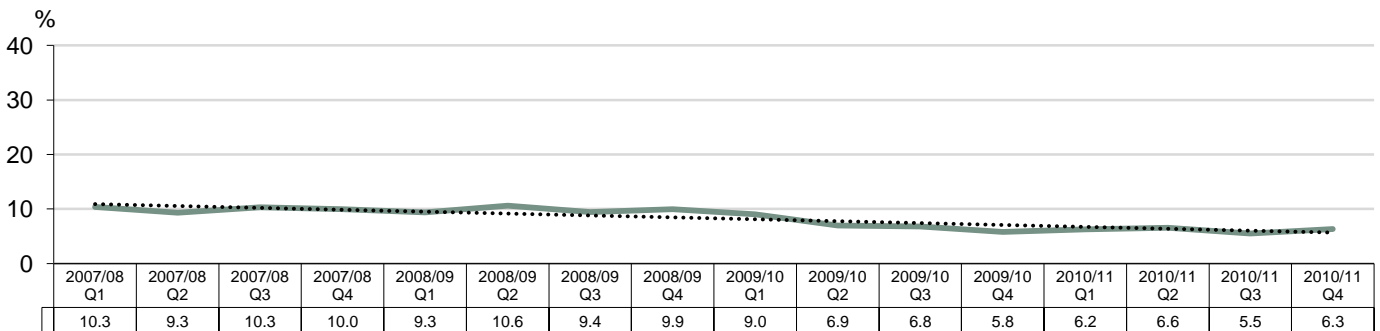
2.1.20 Specialist service payments as a proportion of medical service payments by service quarter



2.1.21 Medical procedure payments as a proportion of medical service payments by service quarter



2.1.22 Other medical service payments as a proportion of medical service payments by service quarter



Section 2: Charts and graphs

Allied health services indicators

2.2.1 Allied health services indicators

	This quarter	% change from previous quarter	% change from same quarter last year	Four year trend [^]
Total service payments (\$)				
Physiotherapy	3,447,584	-1.0	-3.8	▼
Exercise Therapy	1,791,480	0.9	15.2	▲
Occupational Therapy	874,072	0.4	11.7	▲
Ambulance Services	417,075	-40.5	-39.5	▲
Clinical Psychology	227,217	1.6	-4.7	■
Psychology (other than Clinical)	193,915	-10.6	-13.8	▲
Other Allied Health Services ^{^^}	319,148	-23.0	-4.1	■
Average payment per service (\$)				
Physiotherapy	59.2	-1.3	-2.6	■
Exercise Therapy	116.2	0.3	-2.3	■
Occupational Therapy	107.8	-1.0	-2.6	■
Ambulance Services	1,500.3	-41.8	-34.0	▲
Clinical Psychology	207.9	-4.7	-1.8	■
Psychology (other than Clinical)	199.1	-0.9	-4.3	■
Other Allied Health Services ^{^^}	75.6	-22.8	9.2	▲
Proportion of allied health service payments (%)*				
Physiotherapy	47.4	2.1	-1.0	▼
Exercise Therapy	24.6	1.5	3.6	▲
Occupational Therapy	12.0	0.7	1.5	▲
Ambulance Services	5.7	-3.4	-3.6	▲
Clinical Psychology	3.1	0.2	-0.1	▼
Psychology (other than Clinical)	2.7	-0.2	-0.4	▲
Other Allied Health Services ^{^^}	4.4	-1.0	-0.1	■

* The percentage changes for the proportion of allied health payments calculates the difference in proportion of service payments.

≥ +/- 5% change in year

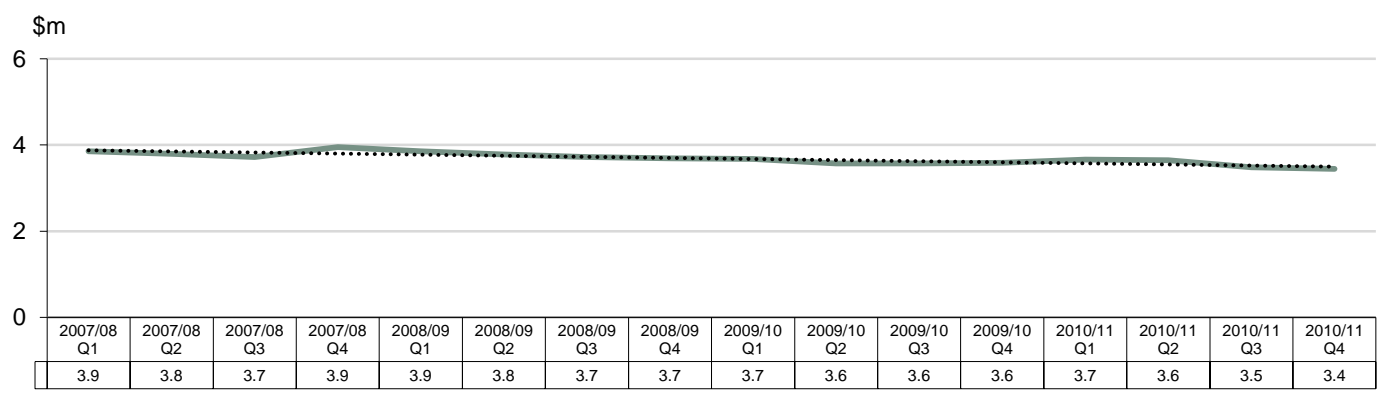
[^]Legend for four year trend: ▲ Increasing ■ Stable ▼ Decreasing

^{^^} Other Allied Health Services include chiropractic, massage, optometry, osteopathy, pain management programs and speech pathology services.

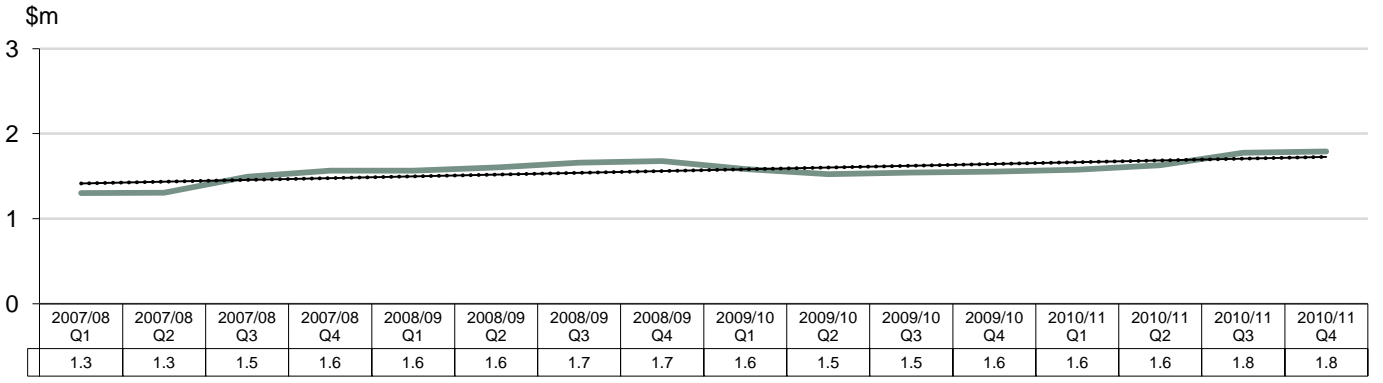
Section 2: Charts and graphs

Allied health services - Total service payments

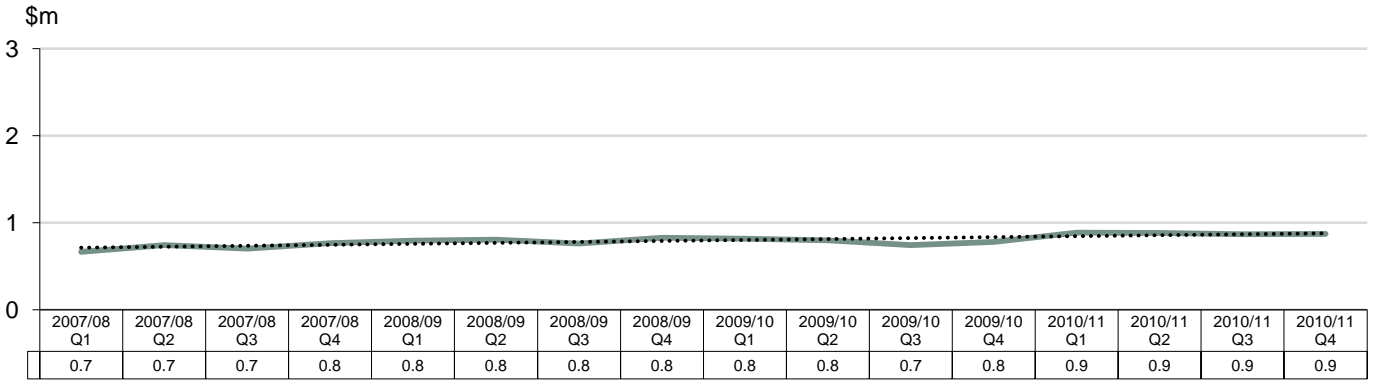
2.2.2 Total physiotherapy service payments by service quarter



2.2.3 Total Exercise Therapy service payments by service quarter

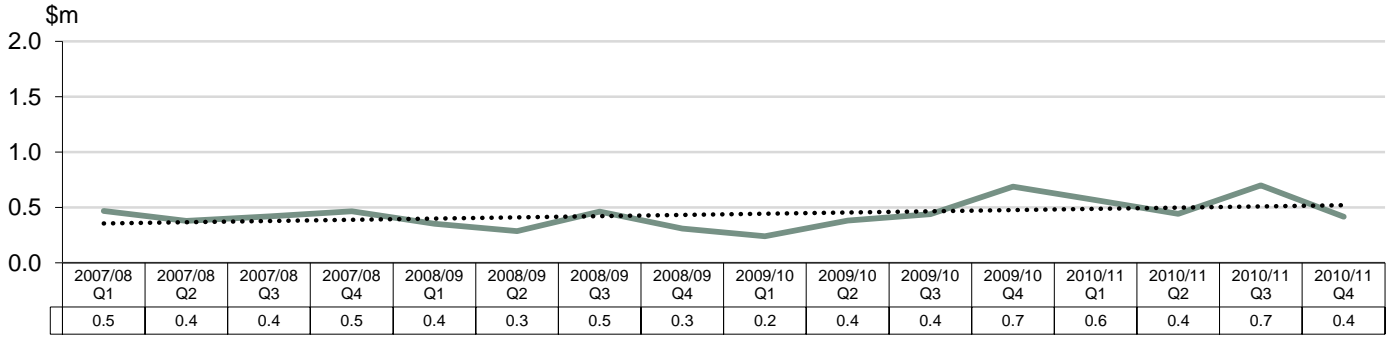


2.2.4 Total Occupational Therapy service payments by service quarter

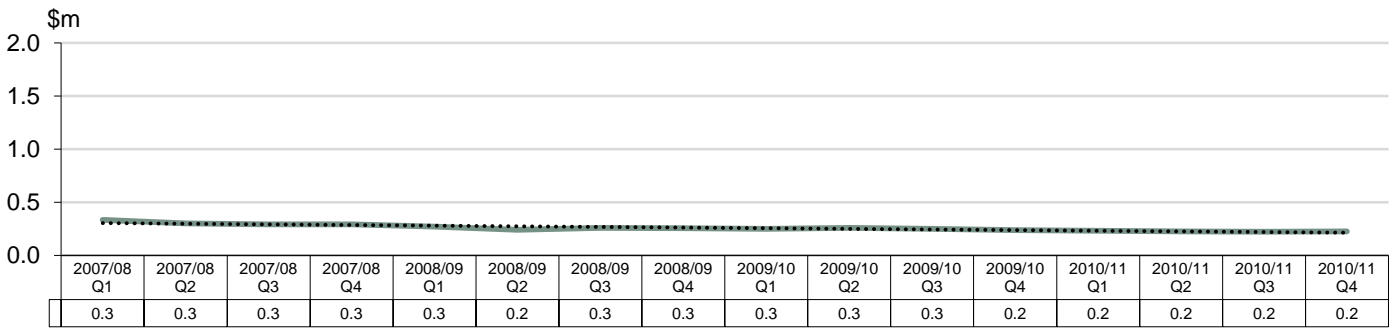


Section 2: Charts and graphs
Allied health services - Total service payments

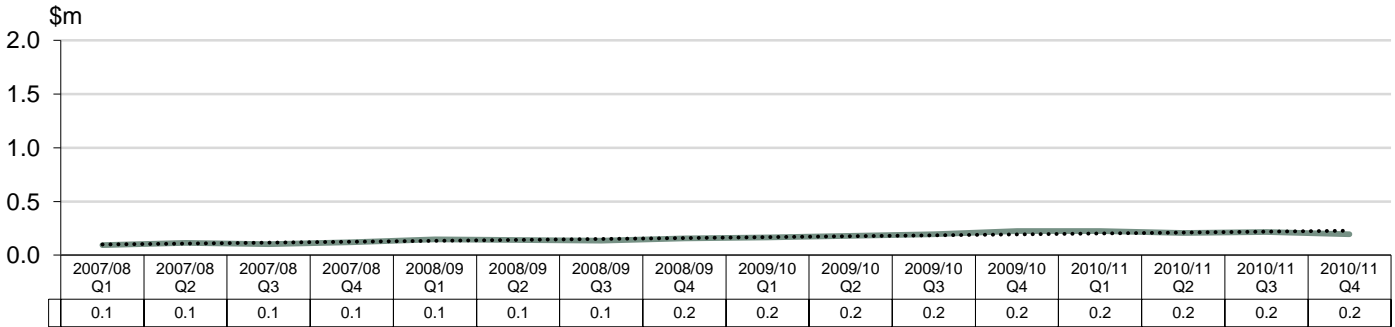
2.2.5 Total Ambulance Services service payments by service quarter



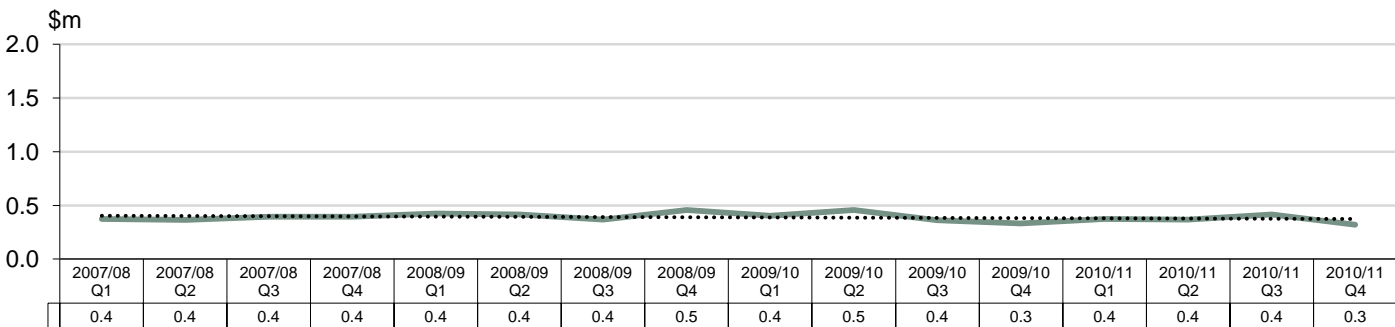
2.2.6 Total Clinical Psychology service payments by service quarter



2.2.7 Total Psychology (other than Clinical) service payments by service quarter



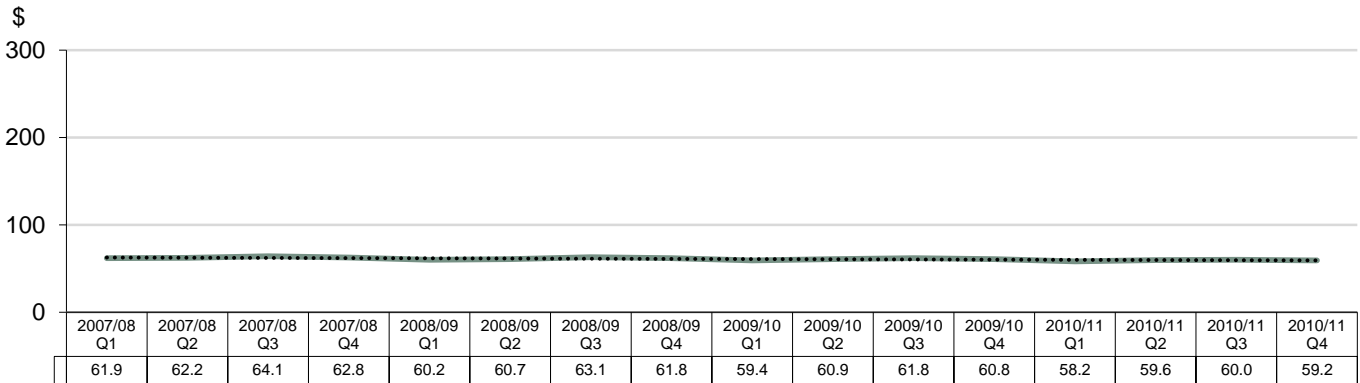
2.2.8 Total other allied health service payments by service quarter



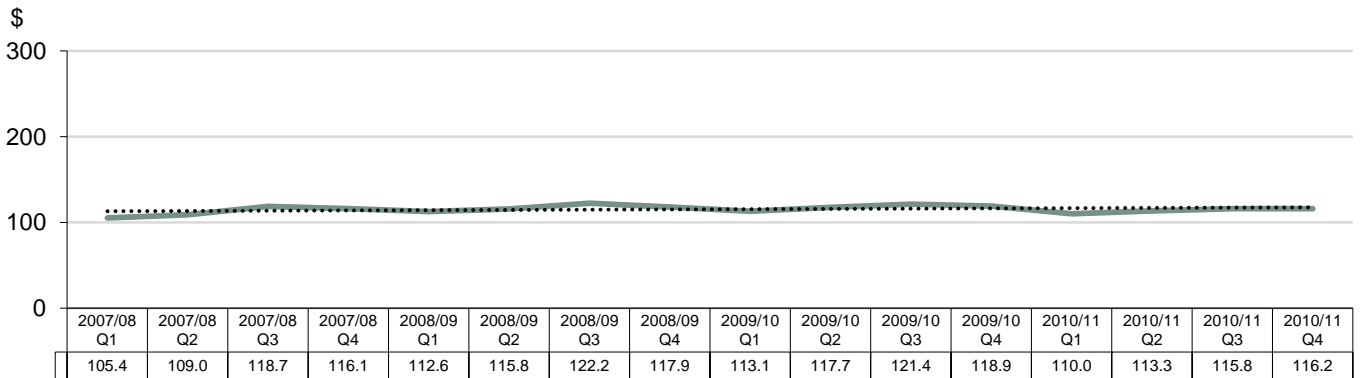
Section 2: Charts and graphs

Allied health services - Average service payment

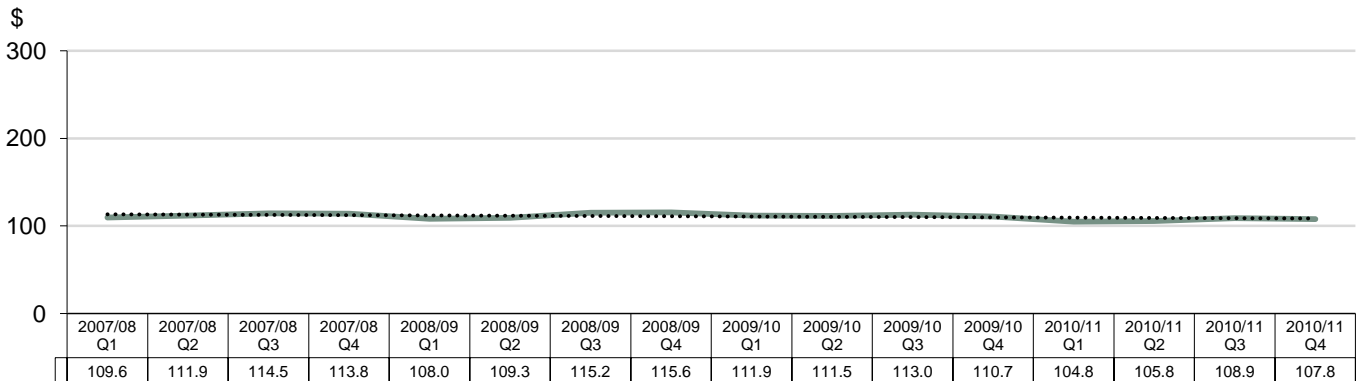
2.2.9 Average payment per Physiotherapy service by service quarter



2.2.10 Average payment per Exercise Therapy service by service quarter



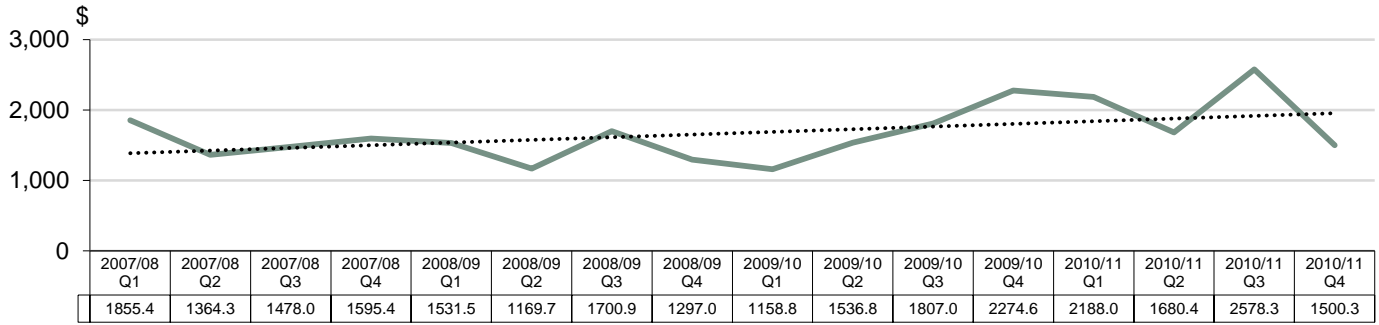
2.2.11 Average payment per Occupational Therapy service by service quarter



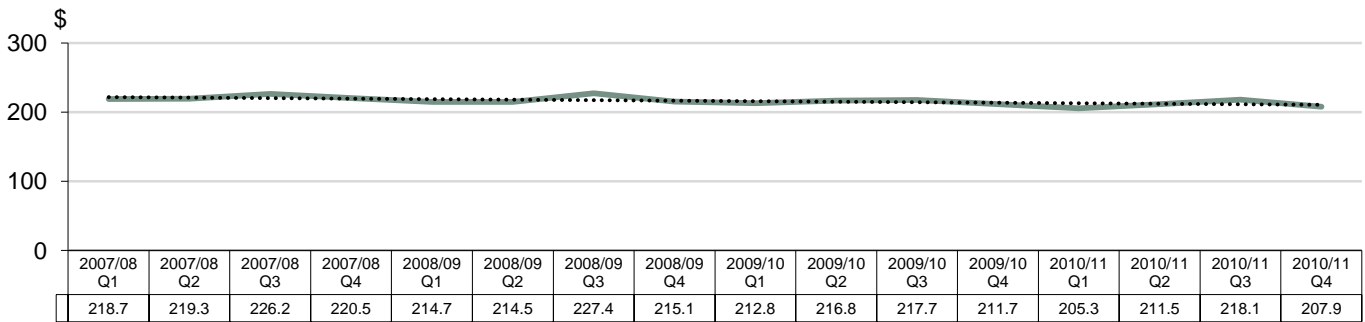
Section 2: Charts and graphs

Allied health services - Average service payment

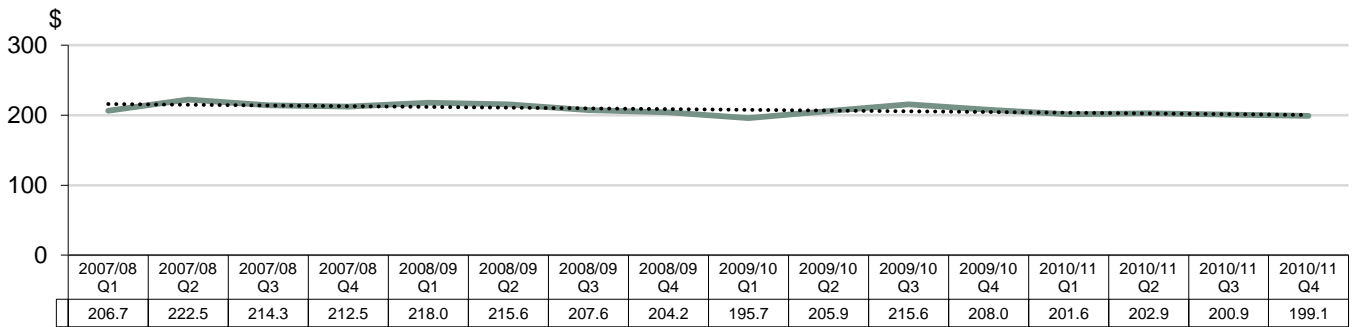
2.2.12 Average payment per Ambulance Services service by service quarter



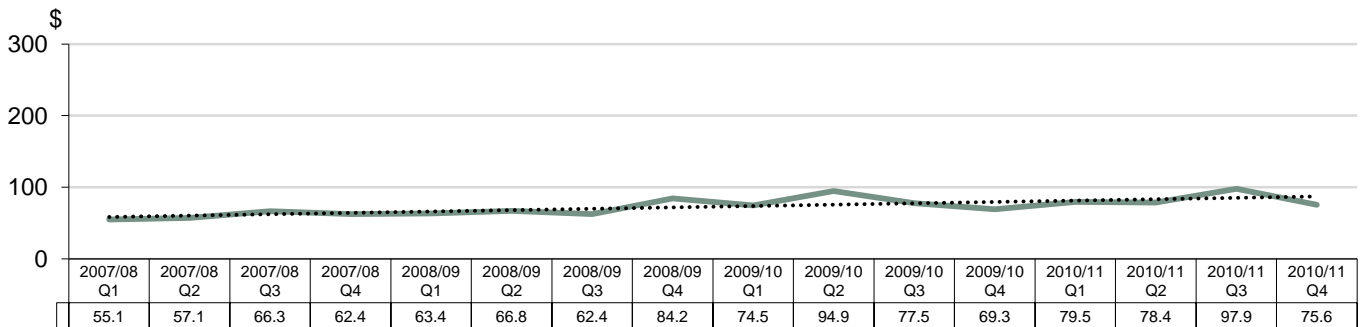
2.2.13 Average payment per Clinical Psychology service by service quarter



2.2.14 Average payment per Psychology (other than Clinical) service by service quarter



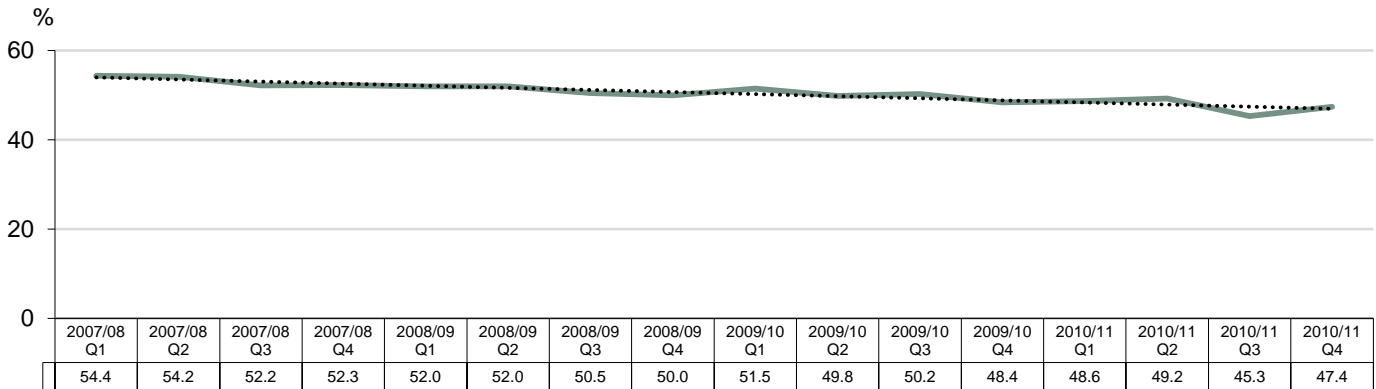
2.2.15 Average payment per other allied health service by service quarter



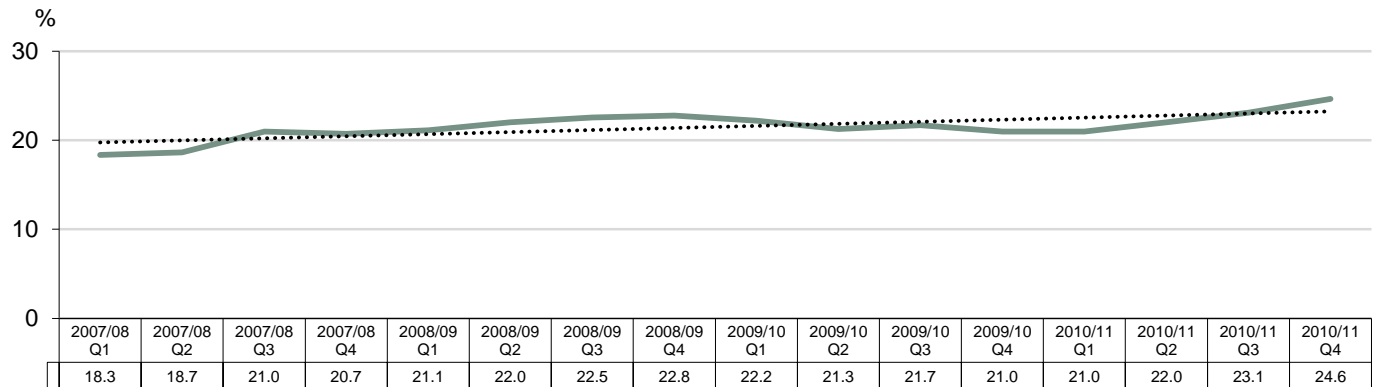
Section 2: Charts and graphs

Allied health services - Proportion of allied health service payments

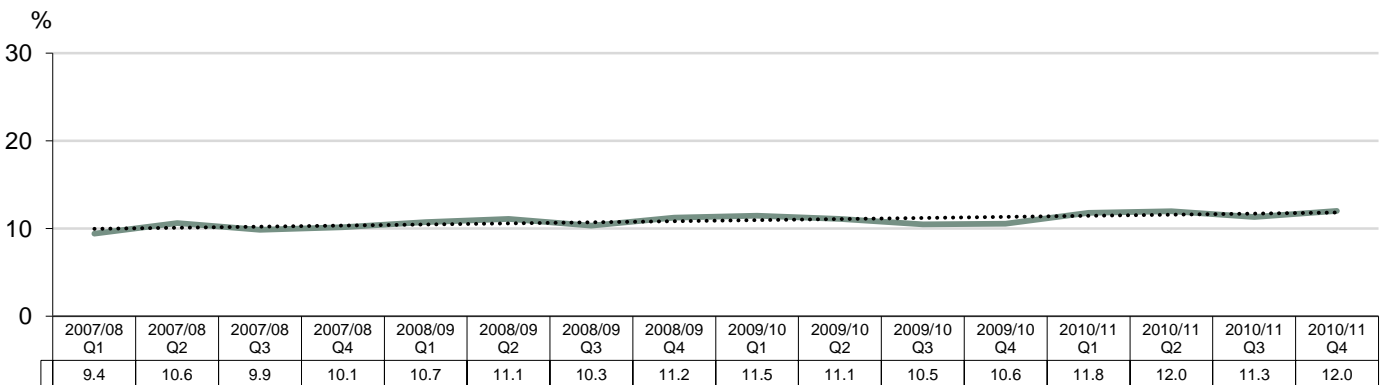
2.2.16 Physiotherapy service payments as a proportion of allied health service payments by service quarter



2.2.17 Exercise Therapy service payments as a proportion of allied health service payments by service quarter



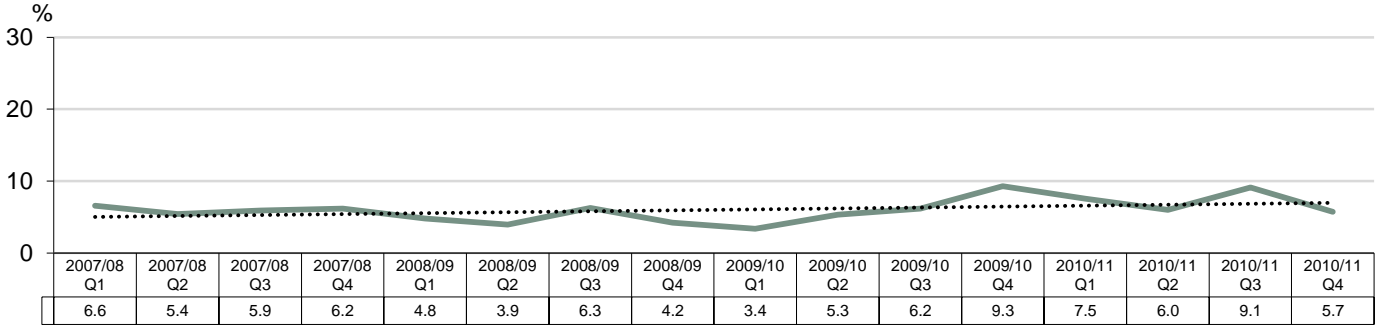
2.2.18 Occupational Therapy service payments as a proportion of allied health service payments by service quarter



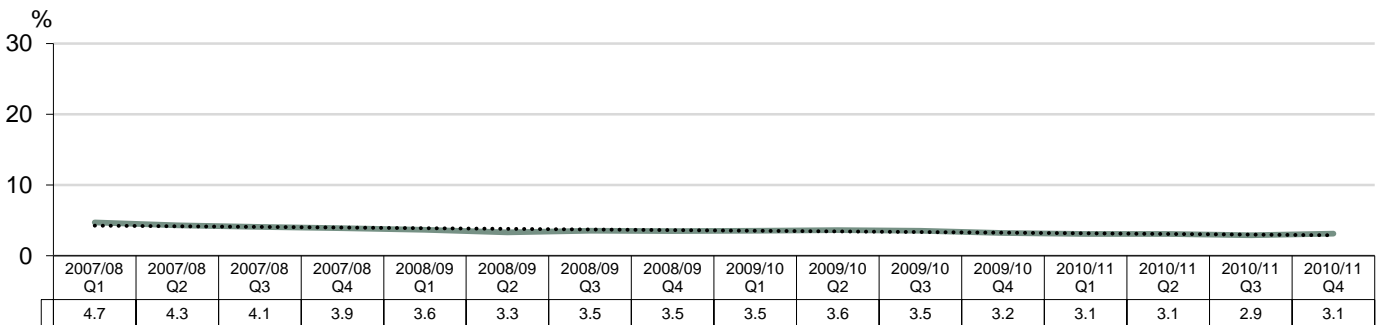
Section 2: Charts and graphs

Allied health services - Proportion of allied health service payments

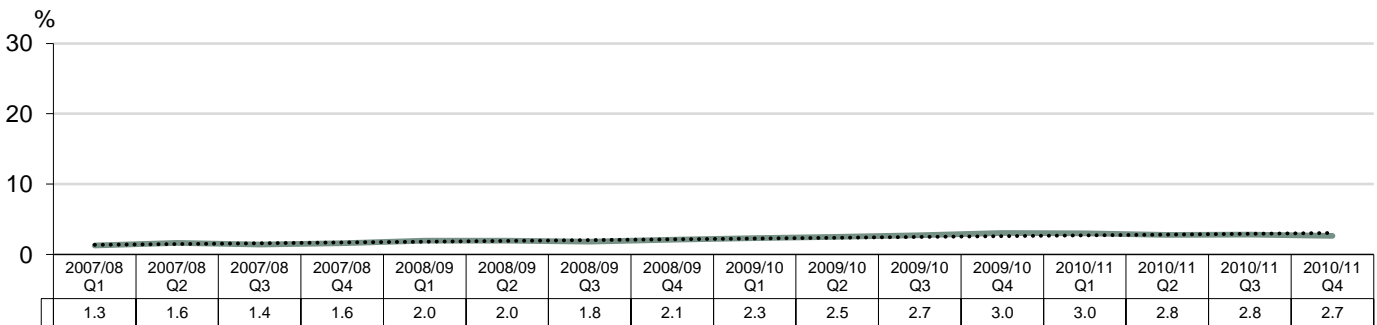
2.2.19 Ambulance Services service payments as a proportion of allied health service payments by service quarter



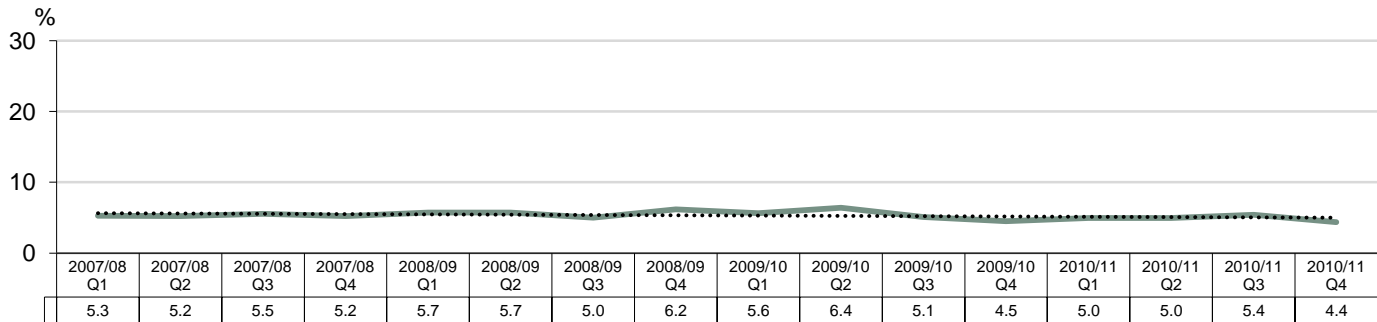
2.2.20 Clinical Psychology service payments as a proportion of allied health service payments by service quarter



2.2.21 Psychology (other than Clinical) service payments as a proportion of allied health service payments by service quarter



2.2.22 Other allied health service payments as a proportion of allied health service payments by service quarter



Section 2: Charts and graphs

Vocational rehabilitation services indicators

2.3.1 Vocational rehabilitation services indicators

	This quarter	% change from previous quarter	% change from same quarter last	Four year trend [^]
Total service payments (\$)				
Case Management	2,462,531	-3.0	0.5	▲
Work Place Activities	847,074	-0.5	3.5	■
Travel	782,815	-3.9	4.9	▲
Reports - General	751,836	0.3	-3.3	■
Placement Activities	369,447	18.0	-19.3	▲
Vocational Assessment	162,957	3.2	-7.3	■
Other Vocational Rehabilitation Services ^{^^}	461,562	-3.9	-13.7	■
Average payment per service (\$)				
Case Management	99.1	-2.2	5.1	▲
Work Place Activities	98.4	-0.4	5.9	■
Travel	170.2	-5.0	2.8	▲
Reports - General	138.6	3.5	6.6	■
Placement Activities	194.5	19.0	15.4	▲
Vocational Assessment	457.7	5.2	23.9	▲
Other Vocational Rehabilitation Services ^{^^}	145.9	6.0	1.0	■
Proportion of vocational rehabilitation service payments (%)*				
Case Management	42.2	-0.8	1.1	■
Work Place Activities	14.5	0.1	0.8	■
Travel	13.4	-0.4	0.9	▲
Reports - General	12.9	0.2	-0.2	■
Placement Activities	6.3	1.0	-1.4	▲
Vocational Assessment	2.8	0.1	-0.2	■
Other Vocational Rehabilitation Services ^{^^}	7.9	-0.2	-1.1	■

* The percentage changes for the proportion of vocational rehabilitation service payments calculates the difference in proportion of service payments.

■ ≥ +/- 5% change in year

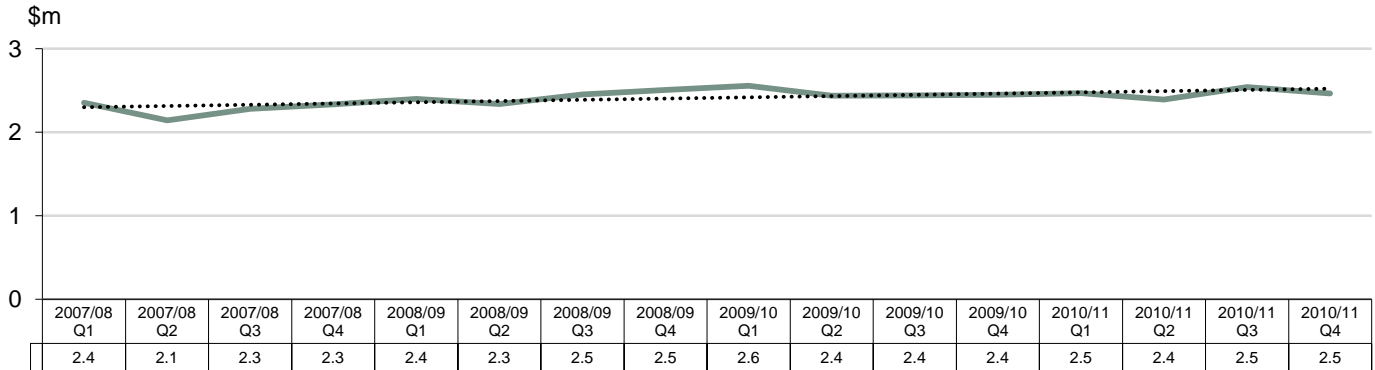
[^]Legend for four year trend: ▲ Increasing ■ Stable ▼ Decreasing

^{^^} Other Vocational Rehabilitation Services include training and education, vocational counselling, ergonomic assessment,

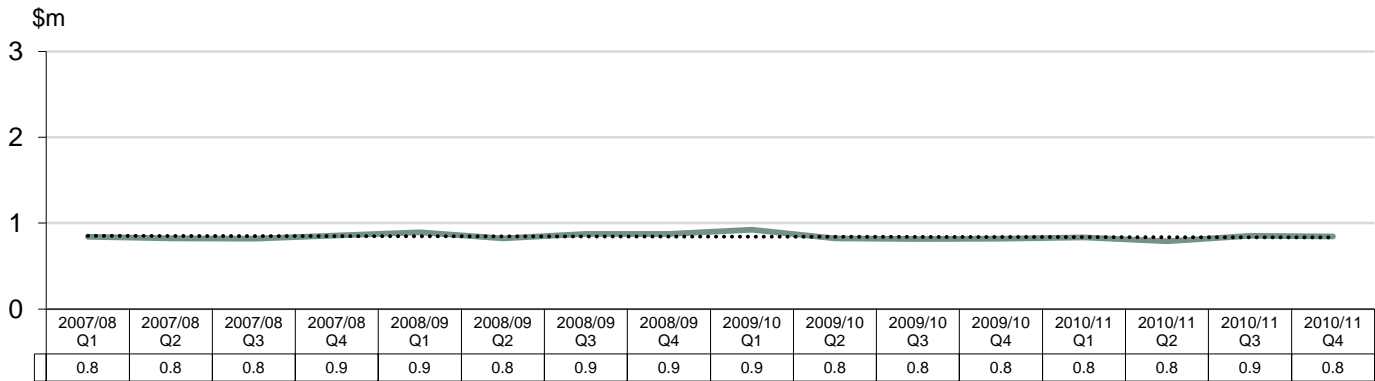
Section 2: Charts and graphs

Vocational rehabilitation services - Total service payments

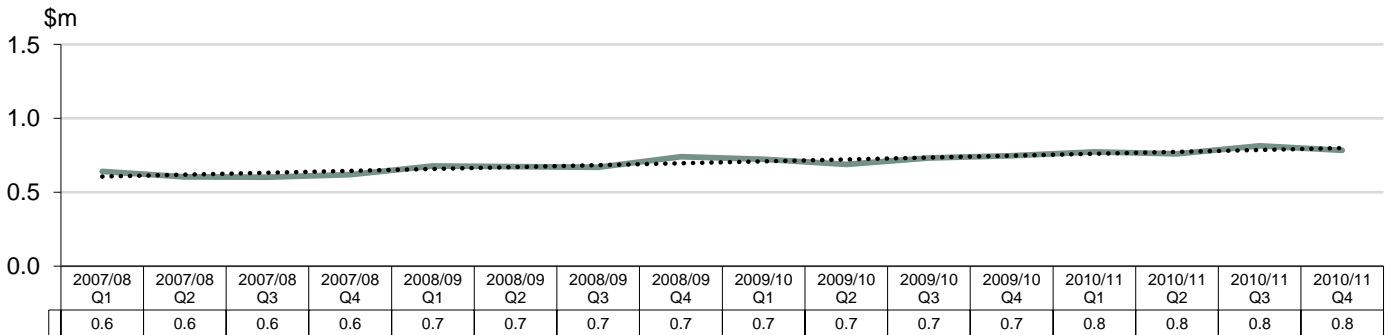
2.3.2 Total Case management service payments by service quarter



2.3.3 Total Work Place Activities service payments by service quarter



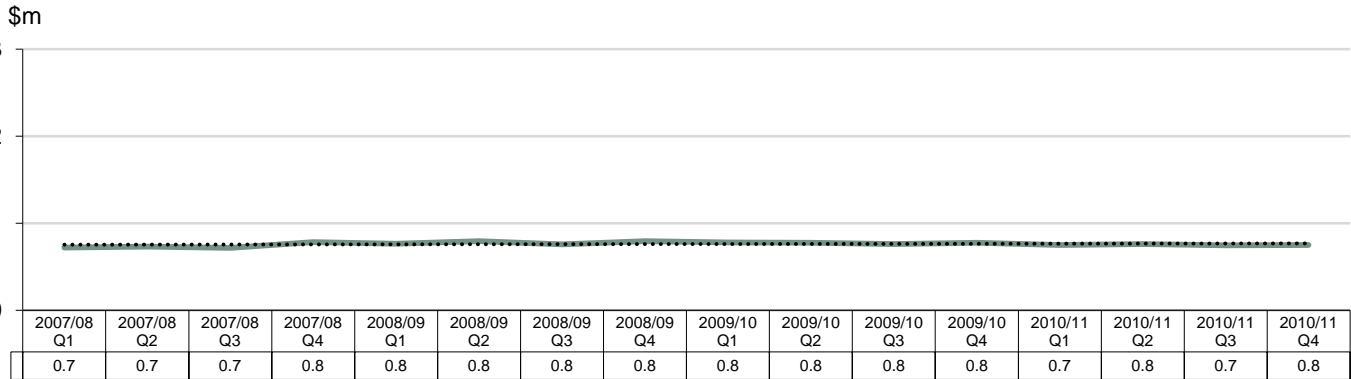
2.3.4 Total Travel service payments by service quarter



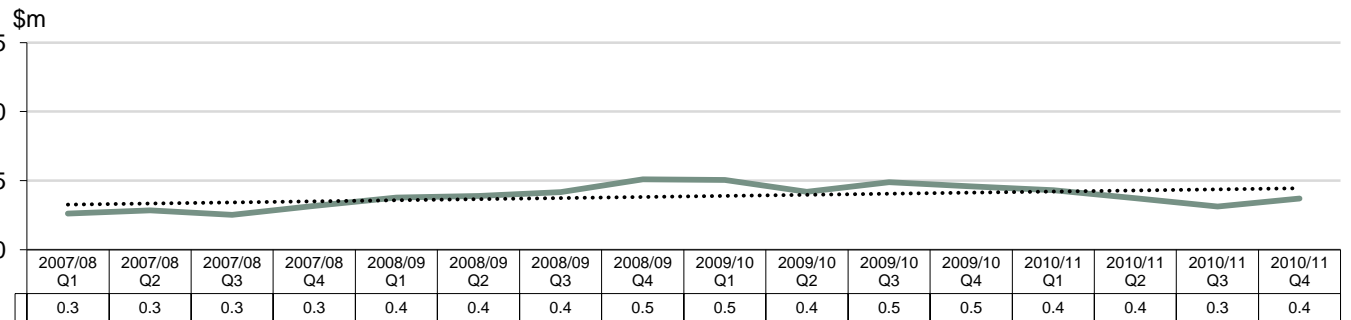
Section 2: Charts and graphs

Vocational rehabilitation services - Total service payments

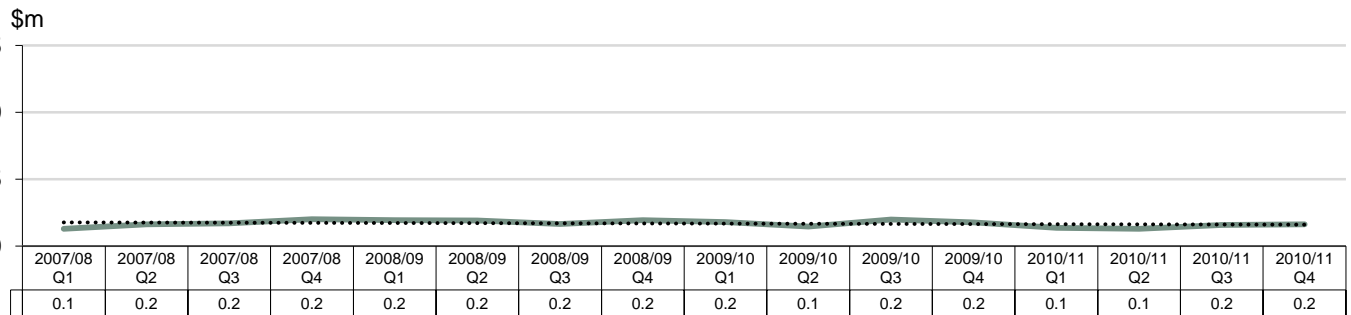
2.3.5 Total Reports - General service payments by service quarter



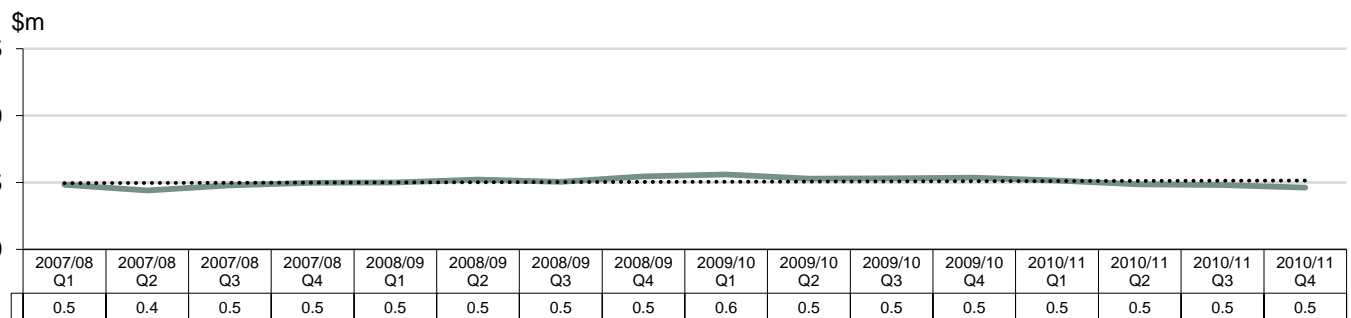
2.3.6 Total Placement Activities service payments by service quarter



2.3.7 Total Vocational Assessment service payments by service quarter



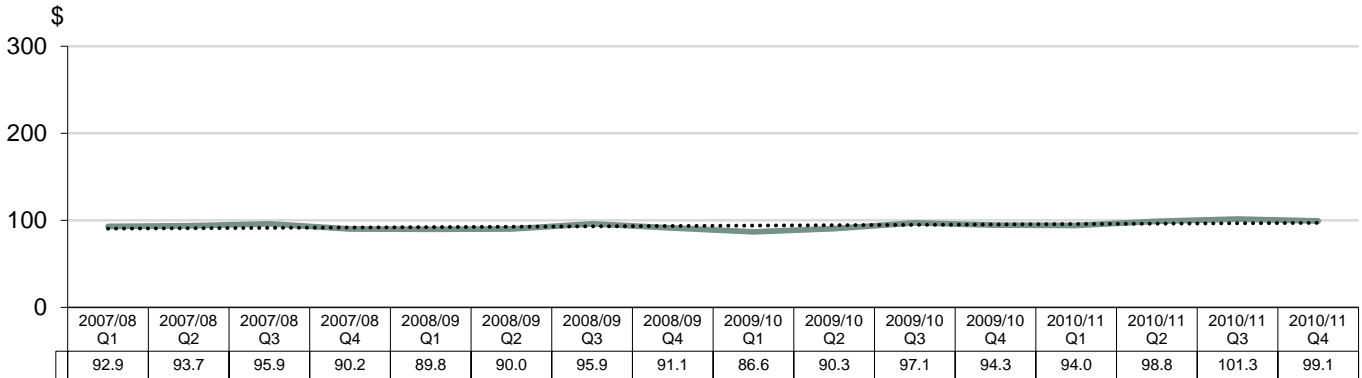
2.3.8 Total other vocation rehabilitation service payments by service quarter



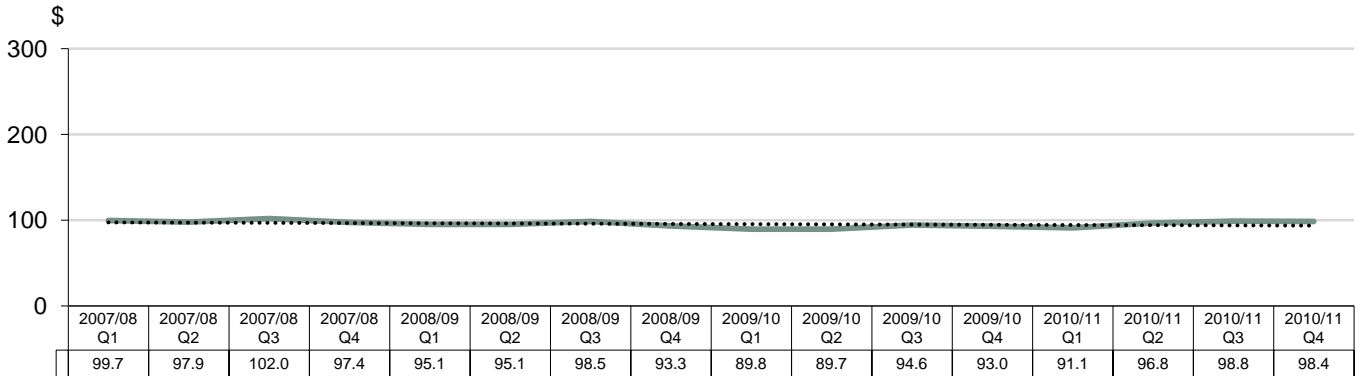
Section 2: Charts and graphs

Vocational rehabilitation services - Average service payment

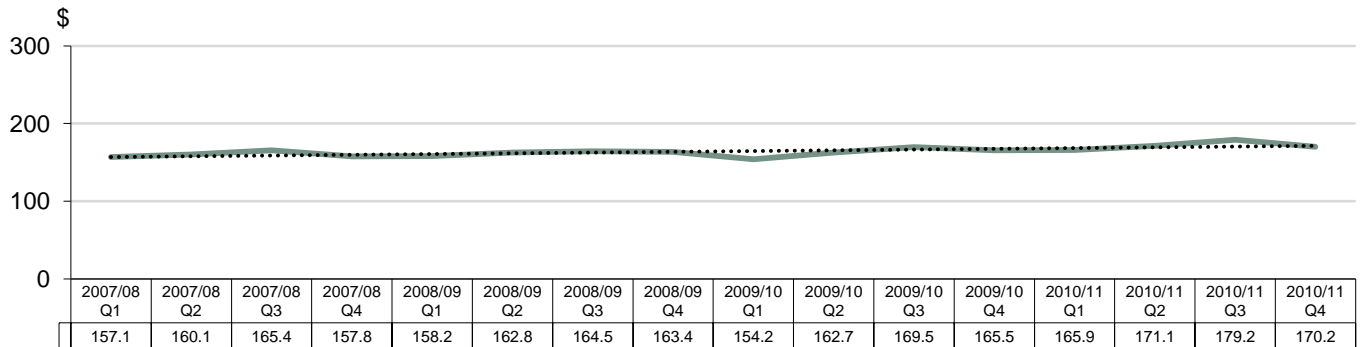
2.3.9 Average payment per Case management service by service quarter



2.3.10 Average payment per Work Place Activities service by service quarter



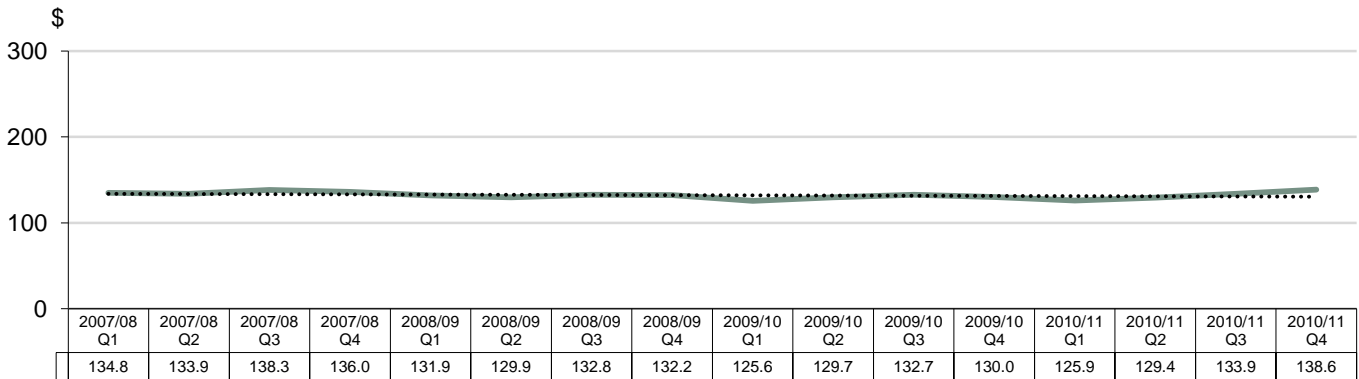
2.3.11 Average payment per Travel service by service quarter



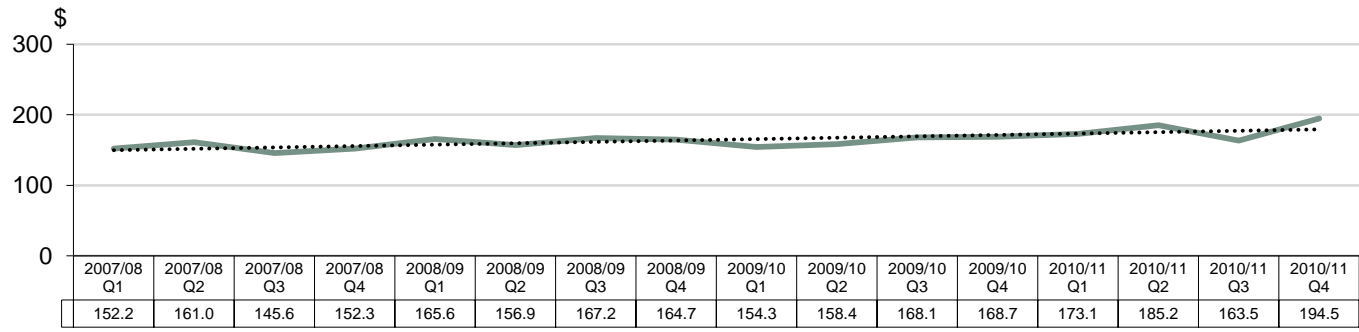
Section 2: Charts and graphs

Vocational rehabilitation services - Average service payment

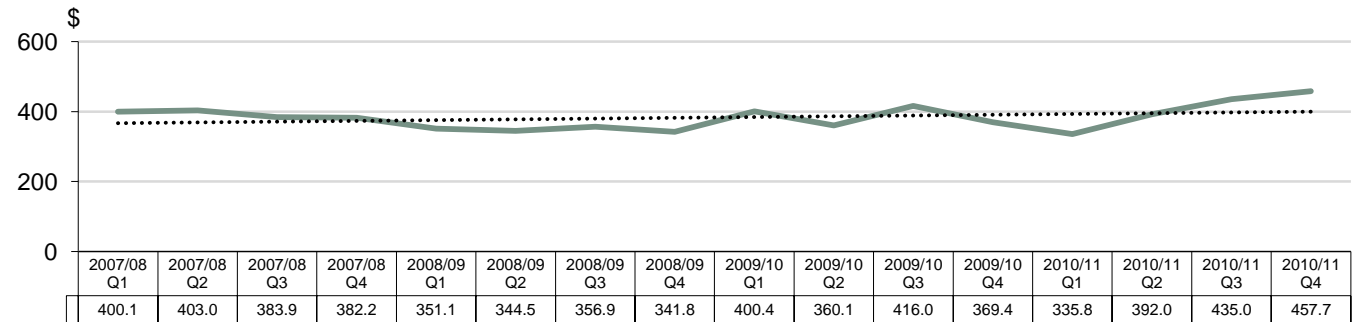
2.3.12 Average payment per Reports - General service by service quarter



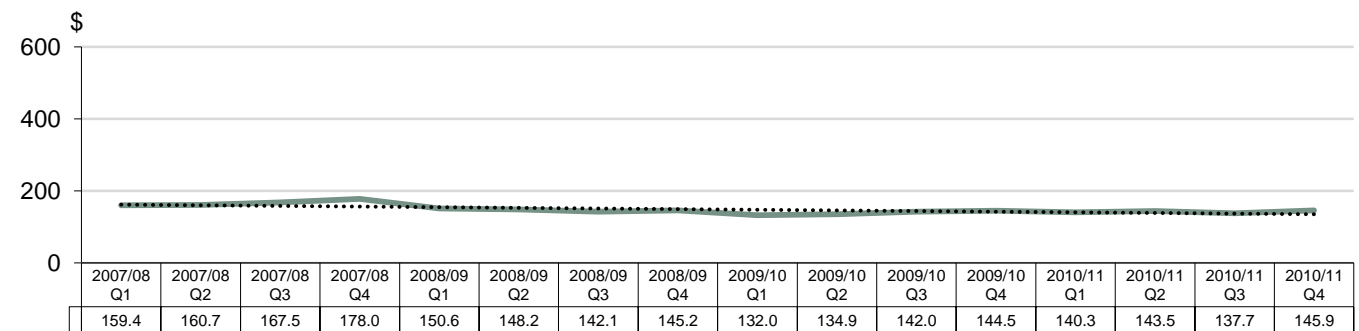
2.3.13 Average payment per Placement Activities service by service quarter



2.3.14 Average payment per Vocational Assessment service by service quarter

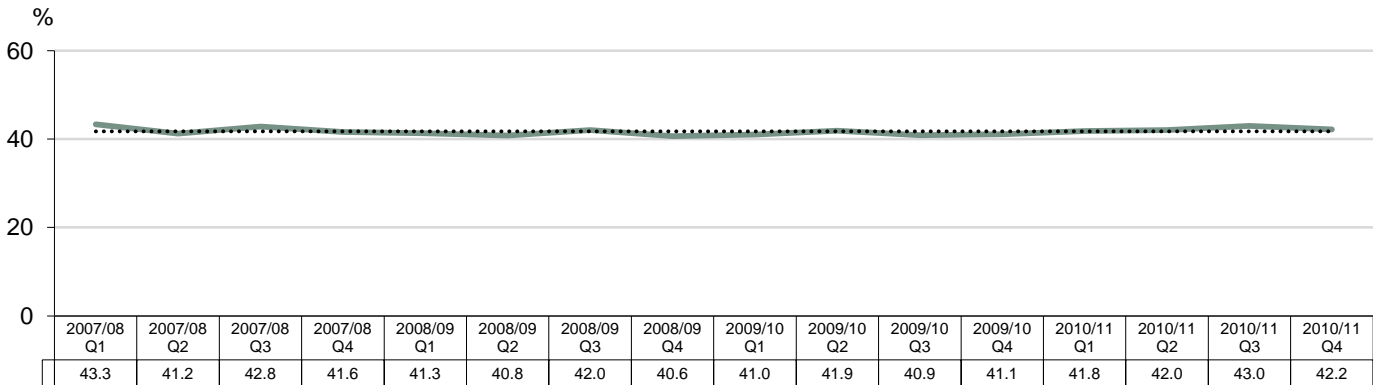


2.3.15 Average payment per other Vocational Rehabilitation service by service quarter

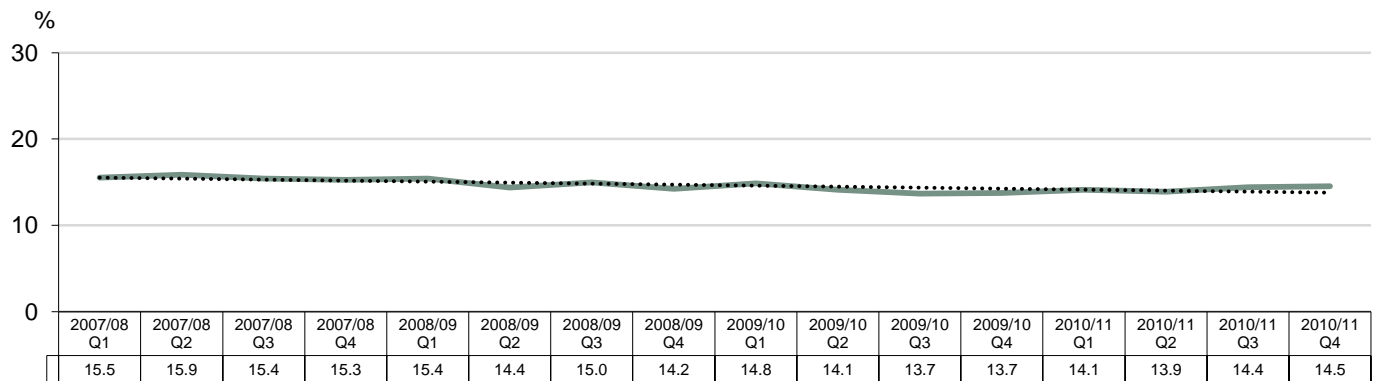


Vocational rehabilitation services - Proportion of voc rehab service payments

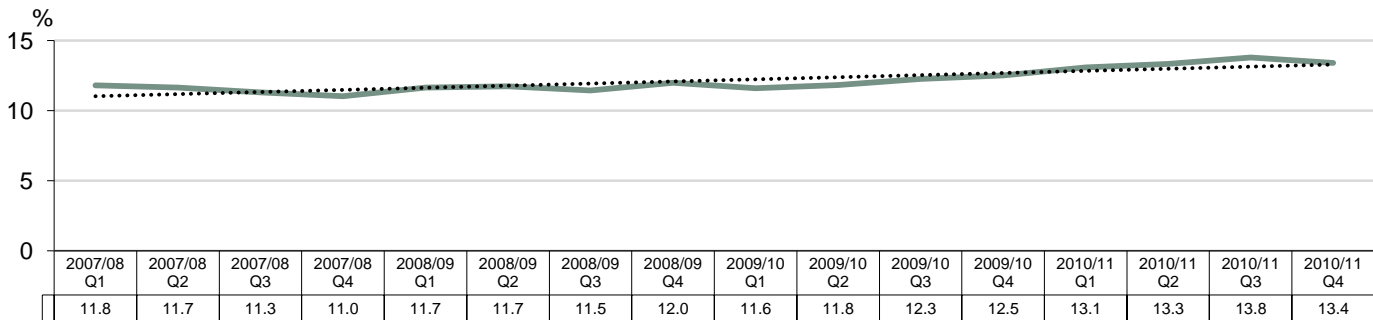
2.3.16 Case management service payments as a proportion of voc rehab service payments by service quarter



2.3.17 Work Place Activities service payments as a proportion of voc rehab service payments by service quarter



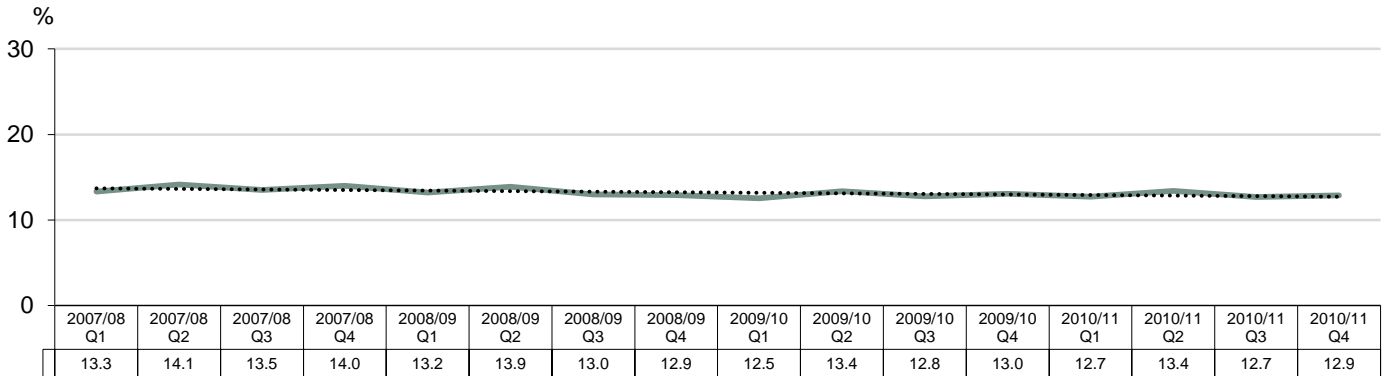
2.3.18 Travel service payments as a proportion of voc rehab service payments by service quarter



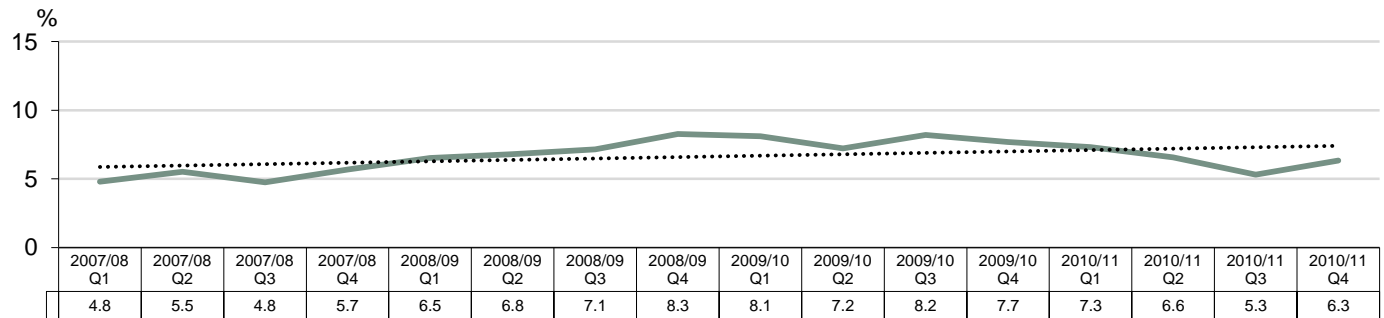
Section 2: Charts and graphs

Vocational rehabilitation services - Proportion of voc rehab service payments

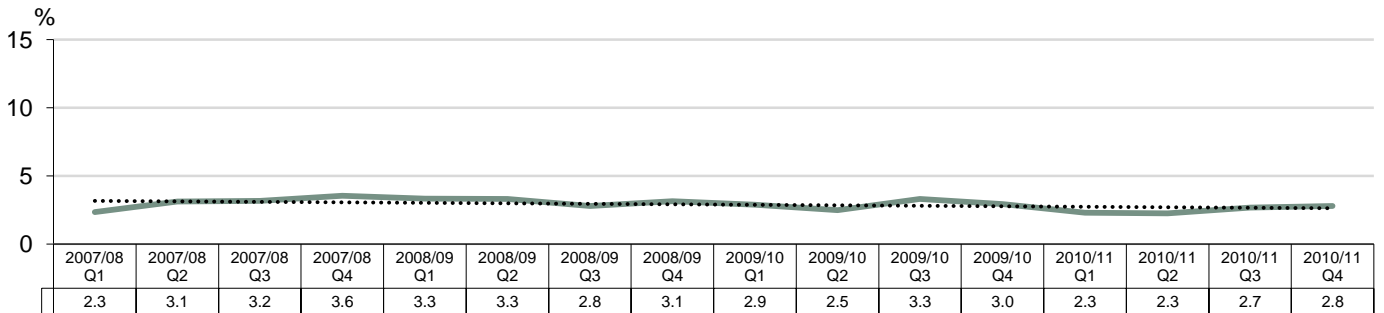
2.3.19 Reports - General service payments as a proportion of voc rehab service payments by service quarter



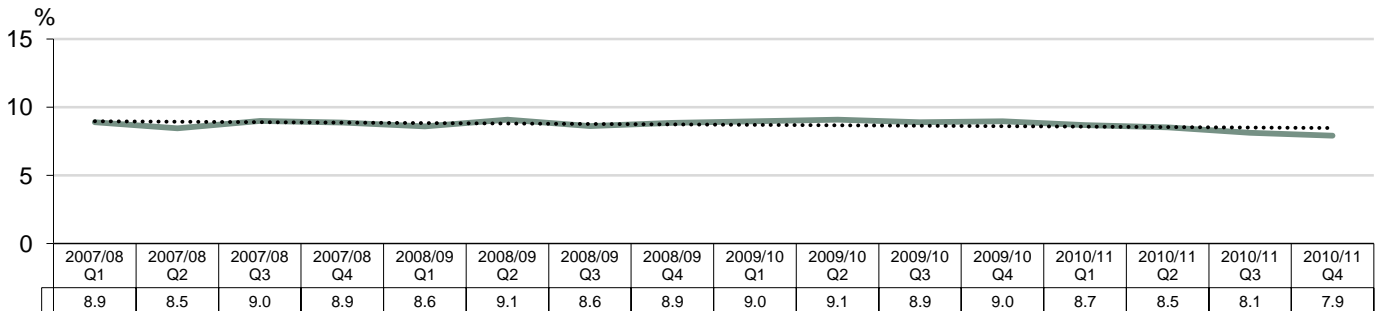
2.3.20 Placement activity service payments as a proportion of voc rehab service payments by service quarter



2.3.21 Vocational Assessment service payments as a proportion of voc rehab service payments by service quarter



2.3.22 Other voc rehab service payments as a proportion of voc rehab service payments by service quarter




Section 2: Charts and graphs
Other services indicators

2.4.1 Other services indicators

	This quarter	% change from previous quarter	% change from same quarter	
			last year	Four year trend ^
Total service payments (\$)				
Pharmacy	1,035,901	-1.6	-11.9	▼
Supply of Aids and Appliances, Orthotics	1,094,102	-0.3	11.0	▲
Reports (n.e.c.)	151,541	23.2	-11.9	■
Home Help Services	12,887	206.8	11.8	▼
Alternative Therapies	2,353	597.0	46.5	▼
Average payment per service (\$)				
Pharmacy	80.1	2.7	-1.6	■
Supply of Aids and Appliances, Orthotics	107.6	1.9	8.3	▲
Reports (n.e.c.)	404.1	30.8	-3.7	■
Home Help Services	330.4	41.6	80.6	▲
Alternative Therapies	181.0	114.5	181.7	▲
Proportion of other service payments (%)*				
Pharmacy	45.1	-1.1	-5.0	▼
Supply of Aids and Appliances, Orthotics	47.6	-0.5	5.6	▲
Reports (n.e.c.)	6.6	1.2	-0.7	■
Home Help Services	0.6	0.4	0.1	▼
Alternative Therapies	0.1	0.1	0.0	■

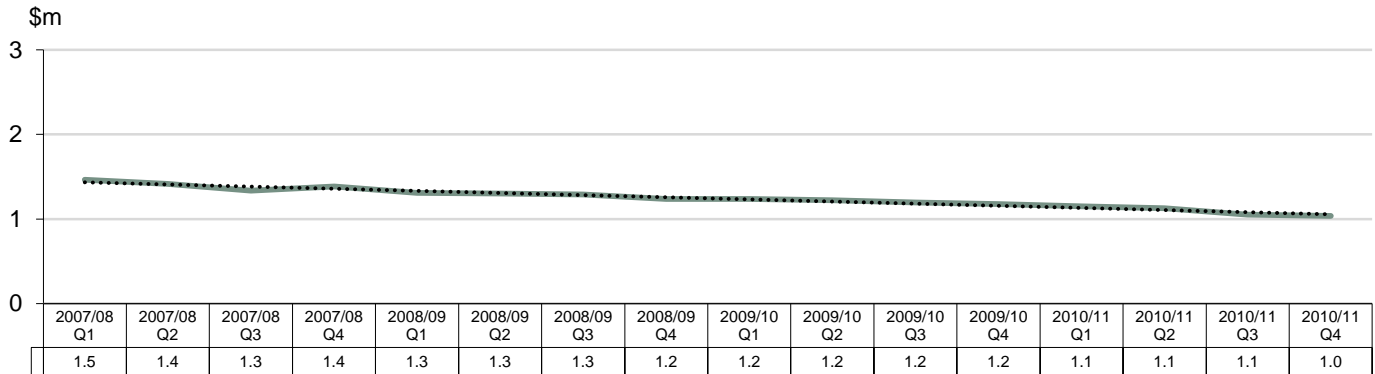
* The percentage changes for the proportion of other service payments calculates the difference in proportion of service payments.

 ≥ +/- 5% change in year

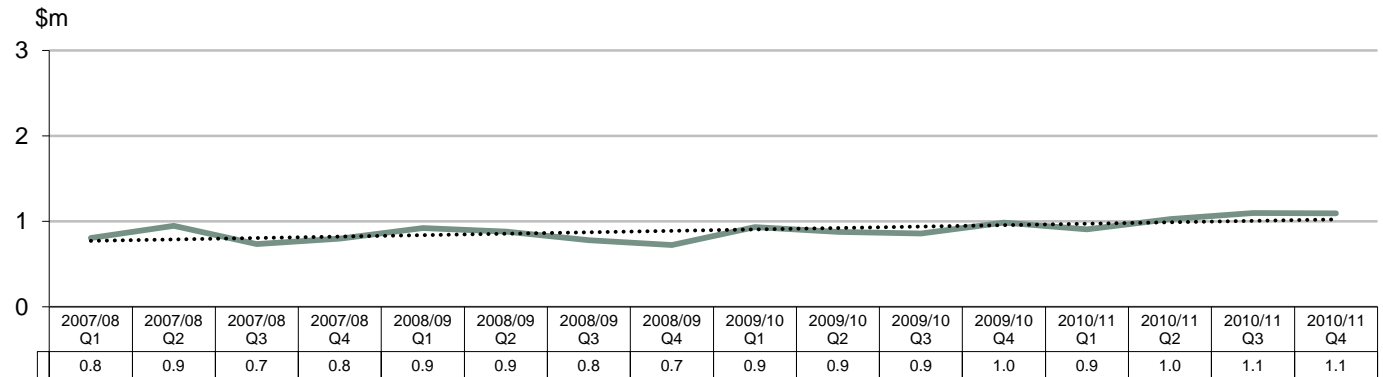
^Legend for four year trend: ▲ Increasing ■ Stable ▼ Decreasing

Section 2: Charts and graphs
Other services - Total service payments

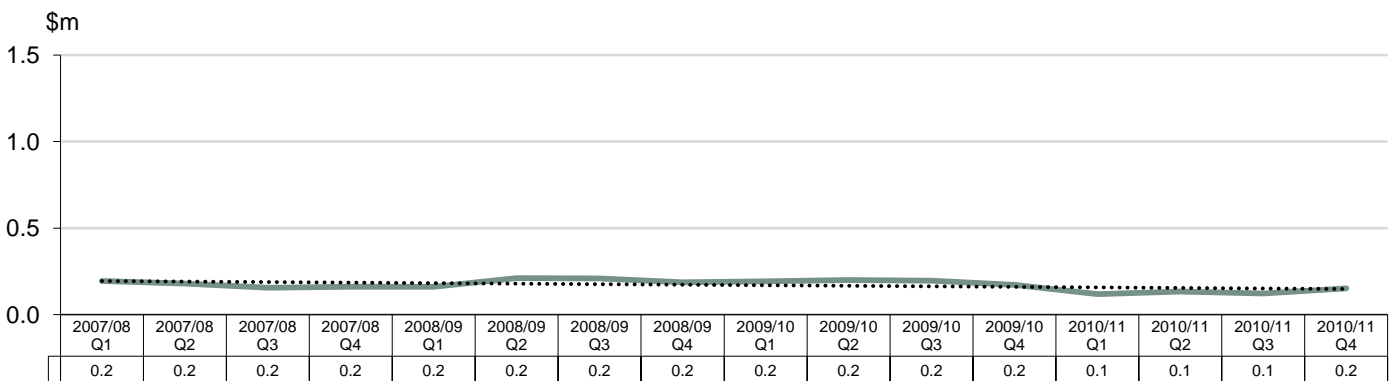
2.4.2 Total Pharmacy service payments by service quarter



2.4.3 Total Supply of Aids and Appliances, Orthotics service payments by service quarter

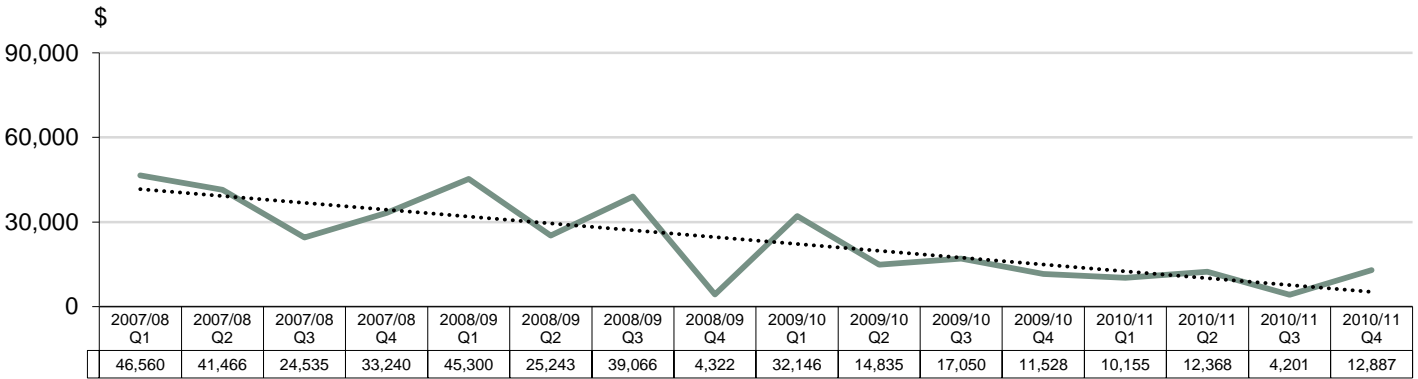


2.4.4 Total Reports (n.e.c.) service payments by service quarter

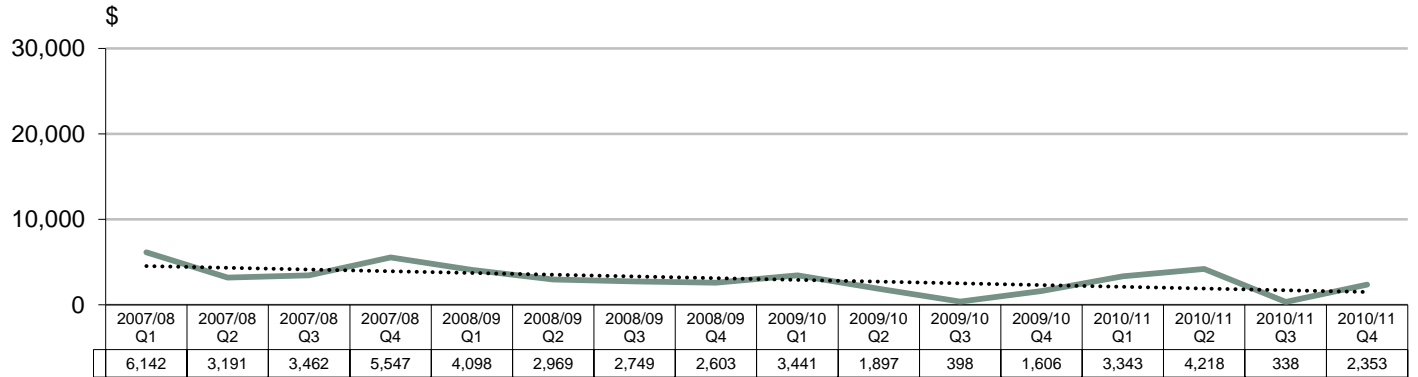


Section 2: Charts and graphs
Other services - Total service payments

2.4.5 Total Home Help Services service payments by service quarter

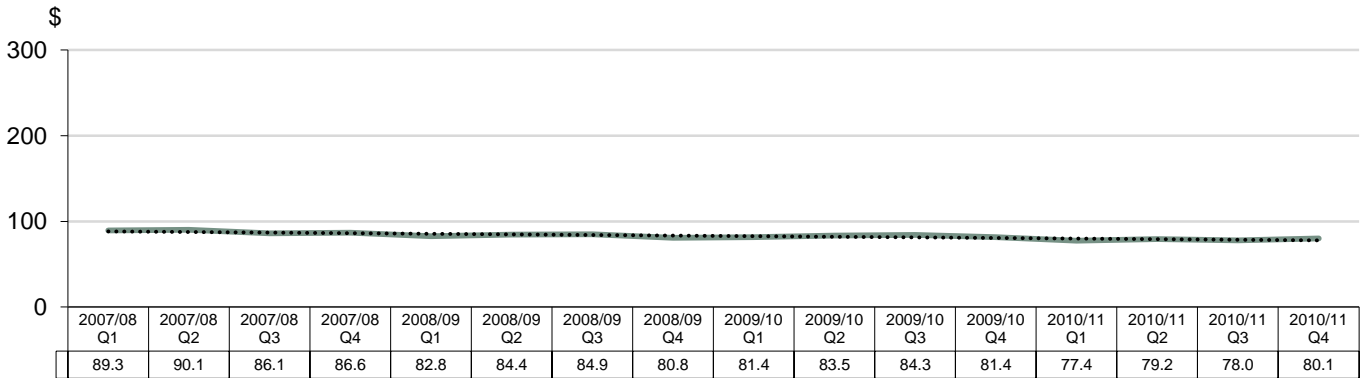


2.4.6 Total Alternative Therapies service payments by service quarter

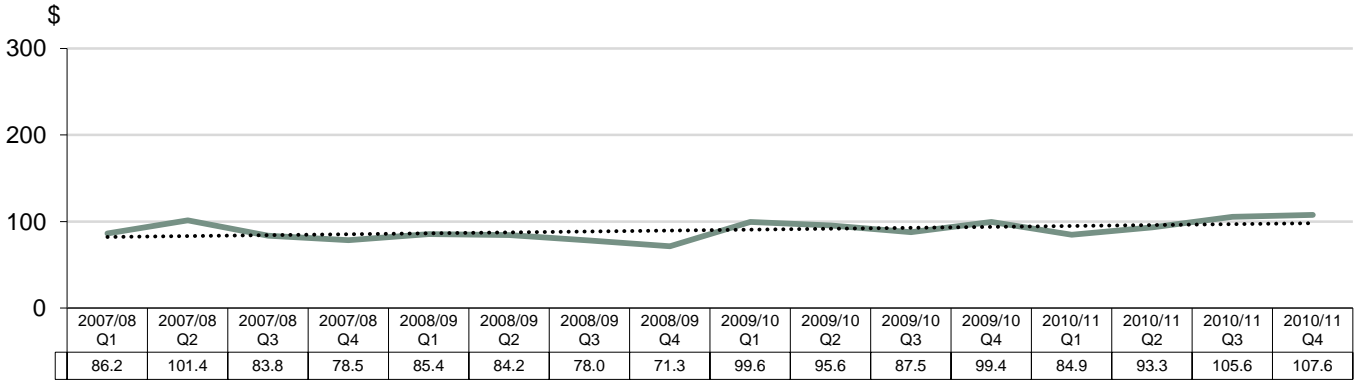


Section 2: Charts and graphs
Other services - Average service payment

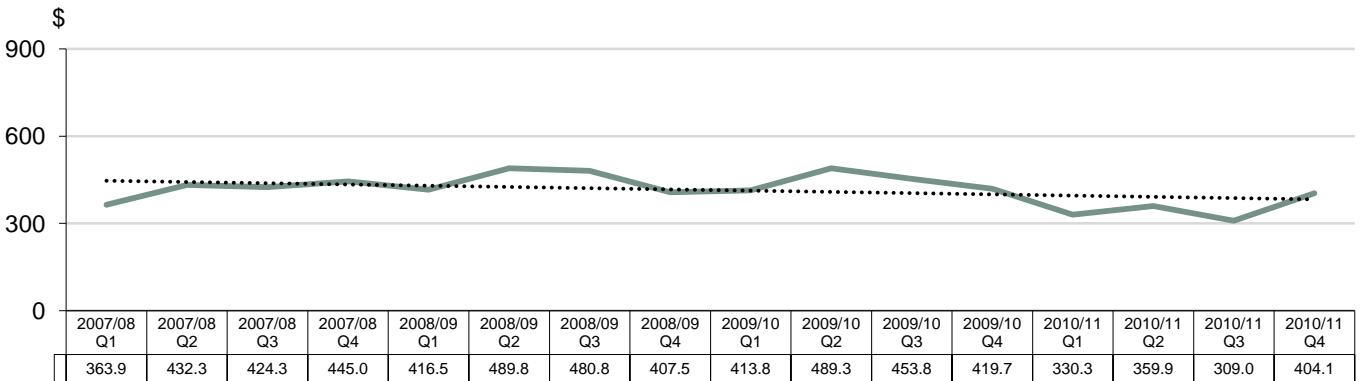
2.4.7 Average payment per Pharmacy service by service quarter



2.4.8 Average payment per Supply of Aids and Appliances, Orthotics service by service quarter

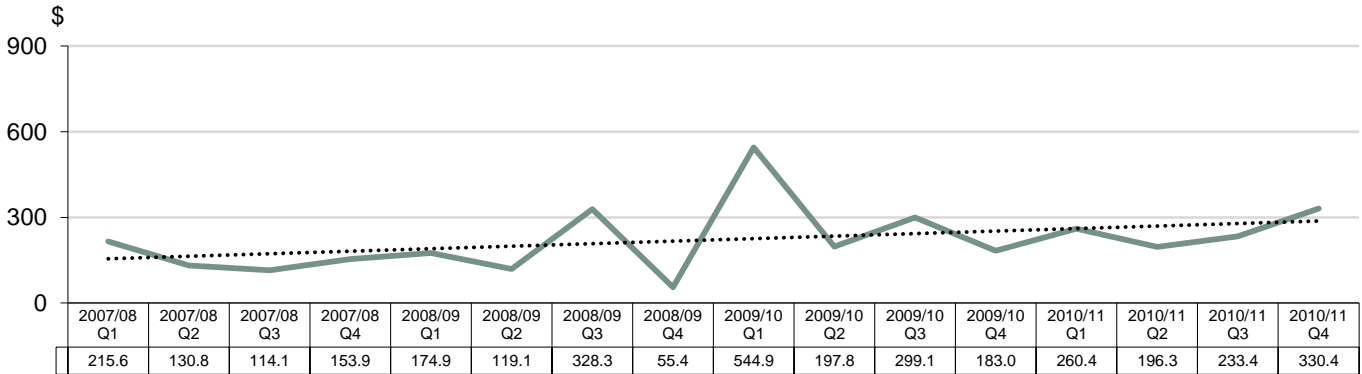


2.4.9 Average payment per Reports (n.e.c.) service by service quarter

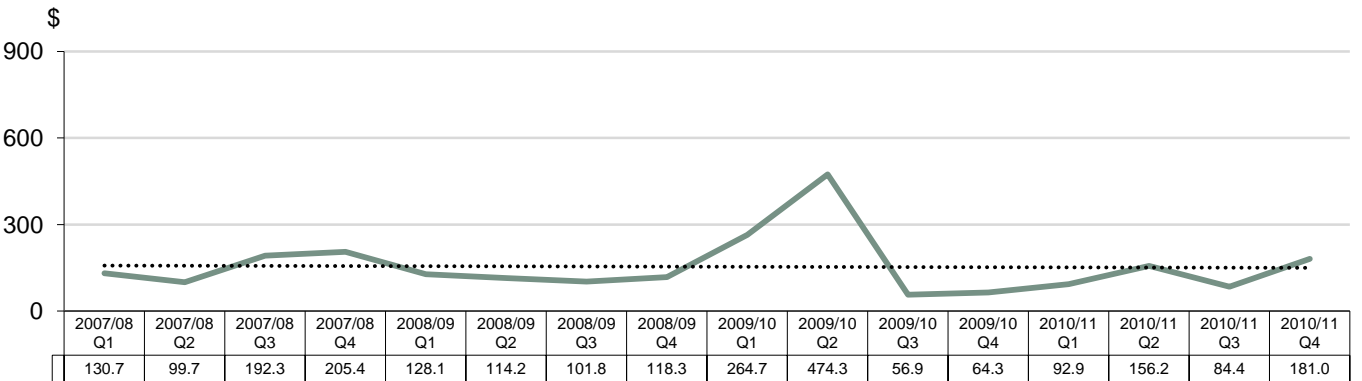


Section 2: Charts and graphs
Other services - Average service payment

2.4.10 Average payment per Home Help Services service by service quarter



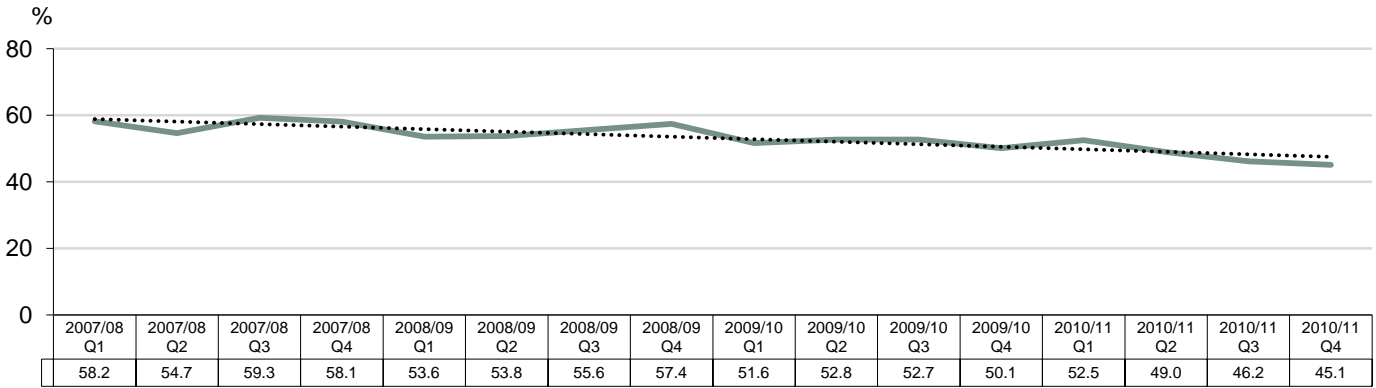
2.4.11 Average payment per Alternative Therapies service by service quarter



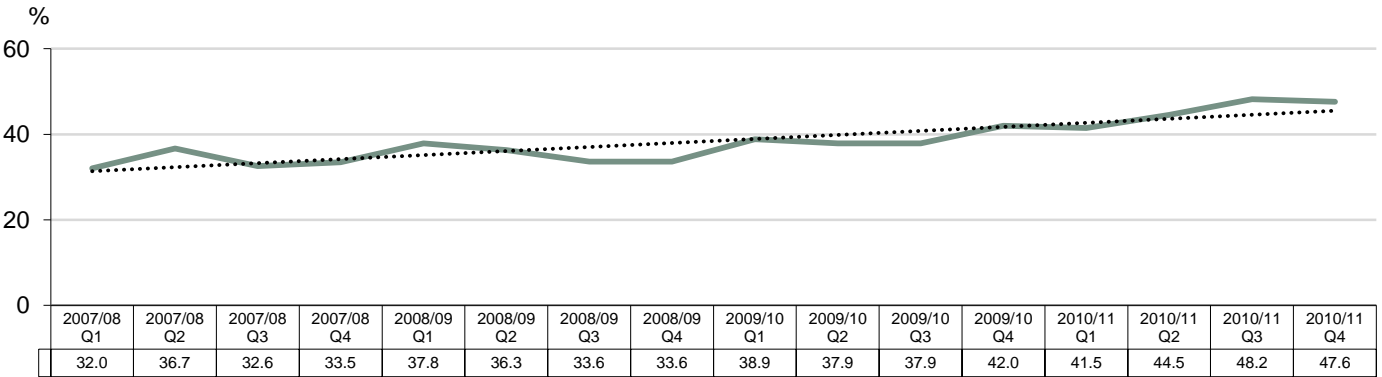
Section 2: Charts and graphs

Other services - Proportion of other service payments

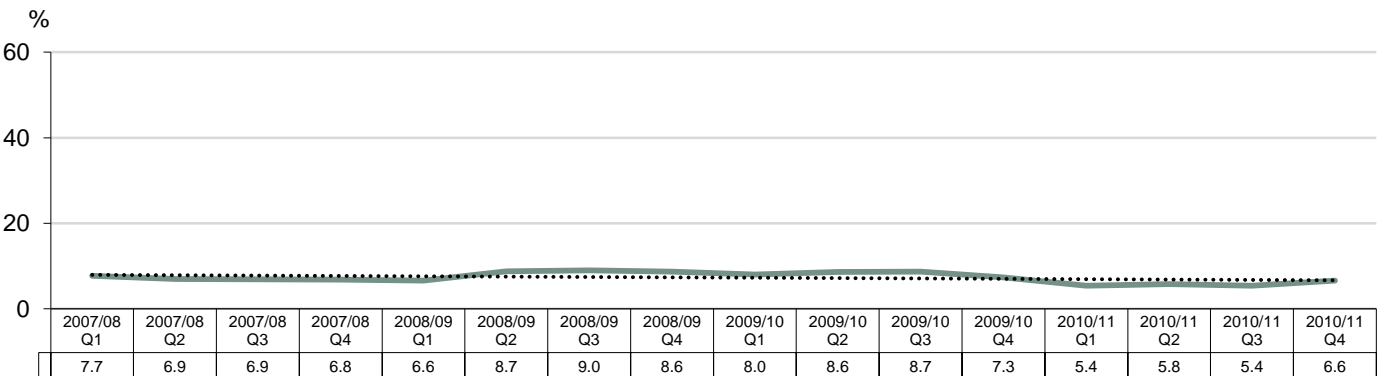
2.4.12 Pharmacy service payments as a proportion of other service payments by service quarter



2.4.13 Supply of Aids and Appliances, Orthotics service payments as a proportion of other service payments by service quarter



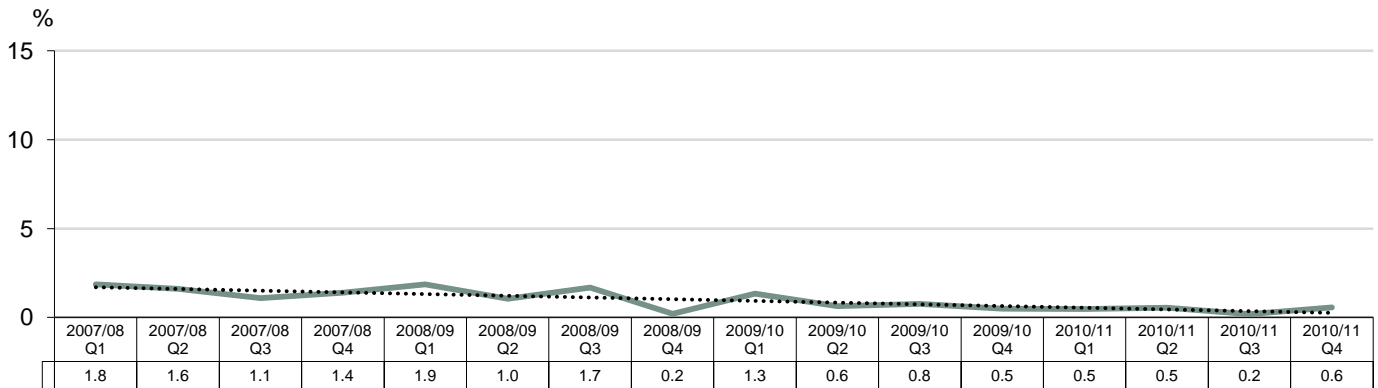
2.4.14 Reports (n.e.c.) service payments as a proportion of other service payments by service quarter



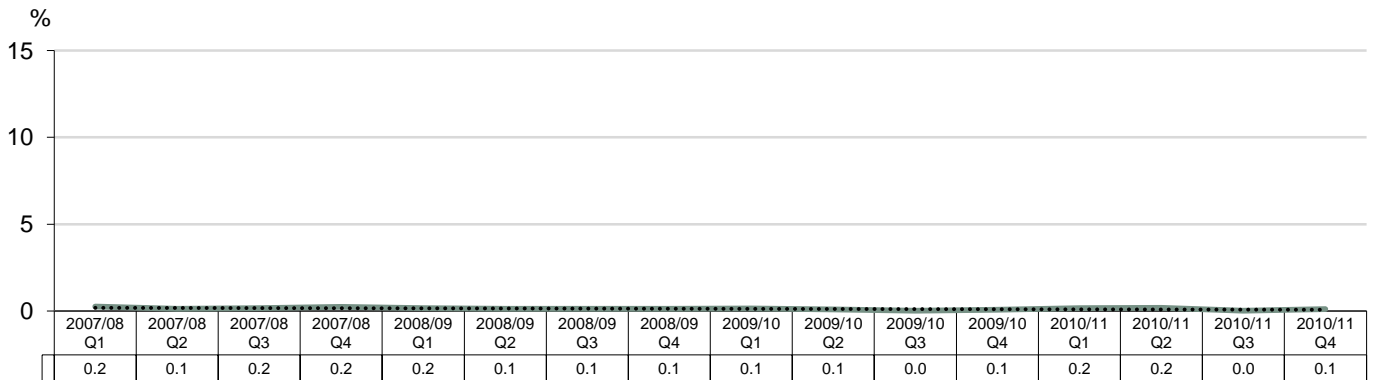
Section 2: Charts and graphs

Other services - Proportion of other service payments

2.4.15 Home Help Services service payments as a proportion of other service payments by service quarter



2.4.16 Alternative Therapies service payments as a proportion of other service payments by service quarter



Section 3: Tables

All services

3.1.1 Services (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
All	994,143	1,024,728	1,059,448	1,032,587	266,350	257,859	254,682	249,811
Medical	369,383	377,311	382,843	371,598	95,009	92,940	92,828	89,074
Allied Health	335,467	354,296	361,595	347,194	92,836	90,832	87,966	88,311
Vocational Rehabilitation	193,030	189,182	209,370	215,062	52,541	48,417	49,582	48,901
Other	96,263	103,939	105,640	98,733	25,964	25,670	24,306	23,525

This indicator reports the number of services for each year/quarter of service.

3.1.2 Proportion of services (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
All	100	100	100	100	100	100	100	100
Medical	37	37	36	36	36	36	36	36
Allied Health	34	35	34	34	35	35	35	35
Vocational Rehabilitation	19	18	20	21	20	19	19	20
Other	10	10	10	10	10	10	10	9

This indicator reports the proportion of services for each year/quarter of service.

3.1.3 Service payments (\$m)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
All	67	135	138	136	34	34	34	33
Medical	36	75	76	73	18	18	19	18
Allied Health	14	29	29	29	8	7	8	7
Vocational Rehabilitation	12	22	24	24	6	6	6	6
Other	5	10	9	9	2	2	2	2

This indicator reports total service payments for each year/quarter of service.

3.1.4 Proportion of service payments (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
All	100	100	100	100	100	100	100	100
Medical	54	56	55	54	54	54	54	54
Allied Health	21	21	21	21	22	22	22	22
Vocational Rehabilitation	17	16	17	18	17	17	17	18
Other	8	7	7	7	6	7	7	7

This indicator reports proportion of service payments for each year/quarter of service.

Section 3: Tables

All services

3.1.5 Average service payment (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
	All	68	132	130	131	127	130	135
Medical	98	200	198	198	192	196	200	201
Allied Health	42	81	81	83	81	81	87	82
Vocational Rehabilitation	60	114	112	111	112	118	119	119
Other	52	94	88	94	84	90	94	98

This indicator reports average service payments for each year/quarter of service.

3.1.6 Average services per claim (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
	All	25	26	26	25	23	20	17
Medical	9	9	10	9	9	8	8	6
Allied Health	22	21	21	20	19	16	14	10
Vocational Rehabilitation	51	52	52	44	34	27	21	12
Other	4	4	5	4	4	3	3	3

This indicator reports the average number of services per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

3.1.7 Average service payment per claim (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
	All	3,214	3,335	3,410	3,252	3,060	2,679	2,359
Medical	1,750	1,847	1,892	1,840	1,769	1,616	1,456	1,187
Allied Health	1,798	1,759	1,741	1,649	1,521	1,324	1,217	825
Vocational Rehabilitation	5,897	5,898	5,827	5,154	4,213	3,494	2,746	1,827
Other	403	398	387	343	294	241	231	175

This indicator reports the average service payment per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

Section 3: Tables

Medical services

3.2.1 Services (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Medical	369,383	377,311	382,843	371,598	95,009	92,940	92,828	89,074
Anaesthetist Services	19,677	21,532	23,654	24,276	6,570	6,171	6,396	6,145
Consultant Psychiatrist Services	2,177	1,799	1,592	1,608	368	435	397	477
Dentistry	1,145	1,192	1,244	1,219	328	323	278	273
Diagnostic Imaging Services	33,593	37,219	40,033	39,171	10,158	10,023	10,025	9,670
General Practitioner Services	221,630	218,118	216,392	204,734	52,274	50,649	49,419	46,519
Medical Non-Schedule Item	31,269	35,489	37,307	39,261	9,606	9,504	9,627	9,532
Medical Procedures	7,254	7,334	7,131	7,120	1,739	1,761	1,770	1,625
Medicare Reimbursements	687	726	787	336	37	19	20	27
Outpatient Service (n.e.c.)	8,875	9,682	10,046	9,177	2,318	2,425	2,348	2,167
Physician, Occ. & Rehab Physician Services	4,477	3,862	4,252	3,993	945	987	1,087	1,058
Specialist Services	38,599	40,358	40,405	40,703	10,666	10,643	11,461	11,581

This indicator reports the number of services for each year/quarter of service.

3.2.2 Proportion of services (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Medical	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Anaesthetist Services	5.33	5.71	6.18	6.53	6.92	6.64	6.89	6.90
Consultant Psychiatrist Services	0.59	0.48	0.42	0.43	0.39	0.47	0.43	0.54
Dentistry	0.31	0.32	0.32	0.33	0.35	0.35	0.30	0.31
Diagnostic Imaging Services	9.09	9.86	10.46	10.54	10.69	10.78	10.80	10.86
General Practitioner Services	60.00	57.81	56.52	55.10	55.02	54.50	53.24	52.23
Medical Non-Schedule Item	8.47	9.41	9.74	10.57	10.11	10.23	10.37	10.70
Medical Procedures	1.96	1.94	1.86	1.92	1.83	1.89	1.91	1.82
Medicare Reimbursements	0.19	0.19	0.21	0.09	0.04	0.02	0.02	0.03
Outpatient Service (n.e.c.)	2.40	2.57	2.62	2.47	2.44	2.61	2.53	2.43
Physician, Occ. & Rehab Physician Services	1.21	1.02	1.11	1.07	0.99	1.06	1.17	1.19
Specialist Services	10.45	10.70	10.55	10.95	11.23	11.45	12.35	13.00

This indicator reports the proportion of services for each year/quarter of service.

Section 3: Tables

Medical services

3.2.3 Service payments (\$m)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Medical	69.36	75.32	75.90	73.48	18.26	18.24	18.54	17.90
Anaesthetist Services	6.24	8.24	8.93	9.12	2.36	2.30	2.42	2.33
Consultant Psychiatrist Services	0.57	0.47	0.39	0.40	0.09	0.10	0.10	0.11
Dentistry	1.33	1.28	1.43	1.41	0.35	0.41	0.24	0.33
Diagnostic Imaging Services	8.04	9.83	11.64	11.91	3.02	3.02	3.10	2.97
General Practitioner Services	19.51	18.78	18.20	17.39	4.30	4.25	4.17	3.90
Medical Non-Schedule Item	21.43	24.04	22.73	22.83	5.72	5.72	6.02	5.77
Medical Procedures	2.61	3.05	3.18	3.23	0.79	0.79	0.78	0.78
Medicare Reimbursements	3.07	2.95	2.82	0.85	0.06	0.03	0.04	0.09
Outpatient Service (n.e.c.)	1.96	2.18	2.13	1.98	0.50	0.51	0.47	0.43
Physician, Occ. & Rehab Physician Services	0.81	0.67	0.69	0.61	0.14	0.15	0.17	0.16
Specialist Services	3.80	3.84	3.77	3.75	0.94	0.96	1.04	1.02

This indicator reports total service payments for each year/quarter of service.

3.2.4 Proportion of service payments (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Medical	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Anaesthetist Services	8.99	10.93	11.77	12.41	12.90	12.60	13.06	13.02
Consultant Psychiatrist Services	0.83	0.62	0.51	0.55	0.47	0.55	0.51	0.62
Dentistry	1.92	1.70	1.88	1.91	1.91	2.22	1.27	1.87
Diagnostic Imaging Services	11.59	13.05	15.34	16.21	16.54	16.55	16.70	16.60
General Practitioner Services	28.13	24.94	23.98	23.67	23.56	23.31	22.50	21.81
Medical Non-Schedule Item	30.89	31.92	29.95	31.07	31.30	31.35	32.46	32.23
Medical Procedures	3.76	4.05	4.19	4.40	4.32	4.35	4.20	4.34
Medicare Reimbursements	4.43	3.91	3.72	1.16	0.36	0.17	0.23	0.52
Outpatient Service (n.e.c.)	2.82	2.89	2.80	2.70	2.73	2.79	2.56	2.43
Physician, Occ. & Rehab Physician Services	1.17	0.88	0.90	0.83	0.77	0.83	0.92	0.89
Specialist Services	5.47	5.10	4.96	5.10	5.14	5.26	5.60	5.69

This indicator reports proportion service of payments for each year/quarter of service.

Section 3: Tables

Medical services

3.2.5 Average service payment (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
	Medical	188	200	198	198	192	196	200
Anaesthetist Services	317	383	378	376	359	372	378	379
Consultant Psychiatrist Services	264	260	243	250	232	232	240	231
Dentistry	1,164	1,073	1,149	1,153	1,065	1,254	846	1,224
Diagnostic Imaging Services	239	264	291	304	297	301	309	307
General Practitioner Services	88	86	84	85	82	84	84	84
Medical Non-Schedule Item	685	677	609	582	595	602	625	605
Medical Procedures	359	416	446	454	453	450	440	478
Medicare Reimbursements	4,467	4,057	3,584	2,529	1,752	1,672	2,140	3,472
Outpatient Service (n.e.c.)	220	225	212	216	215	210	202	201
Physician, Occ. & Rehab Physician Services	182	173	161	153	149	153	156	150
Specialist Services	98	95	93	92	88	90	91	88

This indicator reports average service payment for each year/quarter of service.

3.2.6 Average services per claim (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
	Medical	9	9	10	9	9	8	8
Anaesthetist Services	4	5	5	4	4	4	4	4
Consultant Psychiatrist Services	6	8	7	6	7	3	4	4
Dentistry	3	3	3	3	3	3	2	2
Diagnostic Imaging Services	2	3	3	3	2	2	2	2
General Practitioner Services	6	6	6	6	6	5	5	4
Medical Non-Schedule Item	4	4	4	4	3	3	3	3
Medical Procedures	1	1	1	1	1	1	1	1
Medicare Reimbursements	1	1	1	1	2	1	1	2
Outpatient Service (n.e.c.)	2	2	2	2	2	2	2	2
Physician, Occ. & Rehab Physician Services	4	4	3	4	3	3	3	3
Specialist Services	5	5	5	5	5	4	4	3

This indicator reports the average number of services per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

Section 3: Tables

Medical services

3.2.7 Average service payment per claim (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Medical	1,750	1,847	1,892	1,840	1,769	1,616	1,456	1,187
Anaesthetist Services	1,553	1,720	1,795	1,657	1,547	1,470	1,433	1,411
Consultant Psychiatrist Services	1,551	1,889	1,772	1,456	1,597	716	981	873
Dentistry	2,841	3,084	3,383	3,281	2,760	2,838	2,089	1,889
Diagnostic Imaging Services	621	707	771	758	710	671	649	535
General Practitioner Services	524	510	508	496	463	419	385	332
Medical Non-Schedule Item	2,481	2,563	2,457	2,278	2,112	2,044	1,806	1,636
Medical Procedures	461	521	561	538	524	510	476	426
Medicare Reimbursements	3,278	3,265	2,566	2,542	910	1,592	521	212
Outpatient Service (n.e.c.)	407	415	381	389	389	346	338	323
Physician, Occ. & Rehab Physician Services	636	620	553	547	440	494	495	394
Specialist Services	481	472	474	447	424	388	356	296

This indicator reports the average service payment per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

Section 3: Tables

Allied health services

3.3.1 Services (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	335,467	354,296	361,595	347,194	92,836	90,832	87,966	88,311
Ambulance Services	1,011	1,106	987	1,002	259	264	272	278
Chiropractic	8,694	9,625	9,880	7,696	1,747	1,834	1,607	1,452
Clinical Psychology	6,621	5,506	4,708	4,660	1,132	1,067	1,025	1,093
Complementary Therapy	456	536	628	550	106	116	106	92
Counselling	636	640	706	790	243	244	215	191
Counselling Psychology	12	75	170	188	62	75	90	131
Exercise Therapy	47,016	50,396	55,564	52,763	14,331	14,375	15,322	15,420
Hydrotherapy	8,018	8,085	6,556	5,210	1,312	1,221	1,032	1,288
Massage	4,688	5,011	4,672	3,766	873	834	811	681
Occupational Therapy	22,379	25,609	28,540	28,110	8,457	8,372	7,988	8,107
Optometry	101	104	96	92	18	26	27	13
Osteopathy	524	577	554	560	144	126	100	119
Other Allied Health Services	37	99	112	51	15	21	36	23
Pain Management Program	68	40	36	29	9	4	4	3
Physiotherapy	232,882	244,216	244,837	237,248	62,836	61,067	58,049	58,219
Podiatry	583	640	754	731	163	159	197	213
Psychology (other than Clinical)	1,720	2,007	2,748	3,703	1,115	1,014	1,079	974
Speech Pathology	21	24	47	45	14	13	6	14

This indicator reports the number of services for each year/quarter of service.

3.3.2 Proportion of services (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Ambulance Services	0.30	0.31	0.27	0.29	0.28	0.29	0.31	0.31
Chiropractic	2.59	2.72	2.73	2.22	1.88	2.02	1.83	1.64
Clinical Psychology	1.97	1.55	1.30	1.34	1.22	1.17	1.17	1.24
Complementary Therapy	0.14	0.15	0.17	0.16	0.11	0.13	0.12	0.10
Counselling	0.19	0.18	0.20	0.23	0.26	0.27	0.24	0.22
Counselling Psychology	0.00	0.02	0.05	0.05	0.07	0.08	0.10	0.15
Exercise Therapy	14.02	14.22	15.37	15.20	15.44	15.83	17.42	17.46
Hydrotherapy	2.39	2.28	1.81	1.50	1.41	1.34	1.17	1.46
Massage	1.40	1.41	1.29	1.08	0.94	0.92	0.92	0.77
Occupational Therapy	6.67	7.23	7.89	8.10	9.11	9.22	9.08	9.18
Optometry	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.01
Osteopathy	0.16	0.16	0.15	0.16	0.16	0.14	0.11	0.13
Other Allied Health Services	0.01	0.03	0.03	0.01	0.02	0.02	0.04	0.03
Pain Management Program	0.02	0.01	0.01	0.01	0.01	0.00	0.00	0.00
Physiotherapy	69.42	68.93	67.71	68.33	67.68	67.23	65.99	65.92
Podiatry	0.17	0.18	0.21	0.21	0.18	0.18	0.22	0.24
Psychology (other than Clinical)	0.51	0.57	0.76	1.07	1.20	1.12	1.23	1.10
Speech Pathology	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.02

This indicator reports the proportion of services for each year/quarter of service.

Section 3: Tables
Allied health services

3.3.3 Service payments (\$m)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	28.05	28.77	29.42	28.82	7.52	7.40	7.68	7.27
Ambulance Services	1.79	1.73	1.41	1.75	0.57	0.44	0.70	0.42
Chiropractic	0.48	0.52	0.51	0.39	0.08	0.09	0.08	0.07
Clinical Psychology	1.54	1.22	1.03	1.00	0.23	0.23	0.22	0.23
Complementary Therapy	0.06	0.08	0.24	0.39	0.10	0.06	0.13	0.05
Counselling	0.14	0.14	0.14	0.15	0.05	0.05	0.04	0.04
Counselling Psychology	0.00	0.01	0.04	0.03	0.01	0.02	0.02	0.03
Exercise Therapy	5.31	5.67	6.51	6.21	1.58	1.63	1.78	1.79
Hydrotherapy	0.16	0.14	0.12	0.09	0.02	0.02	0.02	0.02
Massage	0.35	0.38	0.36	0.28	0.06	0.06	0.06	0.05
Occupational Therapy	2.57	2.88	3.20	3.14	0.89	0.89	0.87	0.87
Optometry	0.06	0.06	0.05	0.04	0.01	0.01	0.01	0.00
Osteopathy	0.04	0.04	0.04	0.04	0.01	0.01	0.01	0.01
Other Allied Health Services	0.01	0.01	0.01	0.01	0.00	0.01	0.01	0.00
Pain Management Program	0.04	0.02	0.02	0.01	0.00	0.00	0.00	0.00
Physiotherapy	15.02	15.31	15.04	14.40	3.66	3.64	3.48	3.45
Podiatry	0.11	0.11	0.13	0.12	0.03	0.04	0.04	0.04
Psychology (other than Clinical)	0.37	0.43	0.58	0.76	0.22	0.21	0.22	0.19
Speech Pathology	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.00

This indicator reports total service payments for each year/quarter of service.

3.3.4 Proportion of service payments (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Ambulance Services	6.39	6.02	4.80	6.07	7.54	6.00	9.13	5.74
Chiropractic	1.71	1.80	1.72	1.34	1.13	1.24	1.08	1.00
Clinical Psychology	5.48	4.23	3.49	3.47	3.09	3.05	2.91	3.13
Complementary Therapy	0.20	0.27	0.81	1.35	1.29	0.83	1.67	0.72
Counselling	0.50	0.50	0.49	0.52	0.62	0.64	0.55	0.53
Counselling Psychology	0.01	0.05	0.12	0.12	0.16	0.21	0.23	0.35
Exercise Therapy	18.94	19.69	22.12	21.54	20.97	22.01	23.10	24.64
Hydrotherapy	0.56	0.49	0.40	0.31	0.26	0.30	0.21	0.28
Massage	1.26	1.33	1.21	0.97	0.83	0.77	0.76	0.69
Occupational Therapy	9.18	10.01	10.86	10.90	11.79	11.97	11.33	12.02
Optometry	0.21	0.19	0.17	0.14	0.10	0.17	0.12	0.06
Osteopathy	0.14	0.15	0.14	0.14	0.11	0.12	0.10	0.12
Other Allied Health Services	0.02	0.04	0.05	0.02	0.02	0.13	0.13	0.03
Pain Management Program	0.15	0.08	0.06	0.04	0.03	0.01	0.02	0.04
Physiotherapy	53.53	53.23	51.11	49.97	48.65	49.23	45.32	47.42
Podiatry	0.38	0.39	0.44	0.41	0.41	0.50	0.51	0.55
Psychology (other than Clinical)	1.33	1.49	1.97	2.65	2.99	2.78	2.82	2.67
Speech Pathology	0.01	0.01	0.03	0.02	0.02	0.02	0.01	0.02

This indicator reports proportion service of payments for each year/quarter of service.

Section 3: Tables
Allied health services

3.3.5 Average service payment (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	84	81	81	83	81	81	87	82
Ambulance Services	1,772	1,566	1,432	1,747	2,188	1,680	2,578	1,500
Chiropractic	55	54	51	50	49	50	52	50
Clinical Psychology	232	221	218	215	205	211	218	208
Complementary Therapy	126	147	381	708	914	532	1,214	569
Counselling	219	226	203	191	191	194	196	200
Counselling Psychology	219	198	208	186	188	208	198	192
Exercise Therapy	113	112	117	118	110	113	116	116
Hydrotherapy	19	17	18	17	15	18	16	16
Massage	75	76	76	74	71	68	72	73
Occupational Therapy	115	112	112	112	105	106	109	108
Optometry	575	536	511	439	430	493	338	353
Osteopathy	74	74	76	72	58	73	73	72
Other Allied Health Services	189	121	128	127	87	452	268	110
Pain Management Program	633	581	518	413	249	242	373	935
Physiotherapy	64	63	61	61	58	60	60	59
Podiatry	182	177	173	163	191	235	201	187
Psychology (other than Clinical)	217	214	211	207	202	203	201	199
Speech Pathology	169	157	166	142	113	124	151	129

This indicator reports average service payment for each year/quarter of service.

3.3.6 Average services per claim (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	22	21	21	20	19	16	14	10
Ambulance Services	1	1	1	1	1	1	1	1
Chiropractic	12	12	11	10	10	8	8	7
Clinical Psychology	10	9	8	8	6	5	5	4
Complementary Therapy	3	4	3	3	2	3	2	2
Counselling	6	5	5	5	4	3	3	2
Counselling Psychology	2	4	5	5	2	3	5	3
Exercise Therapy	17	18	17	16	14	13	11	7
Hydrotherapy	9	9	9	9	9	6	6	5
Massage	11	9	8	7	7	5	4	4
Occupational Therapy	12	11	12	11	11	10	9	7
Optometry	1	1	1	1	1	1	1	1
Osteopathy	9	6	7	7	5	5	4	5
Other Allied Health Services	2	3	2	4	4	1	2	1
Pain Management Program	2	2	2	2	2	-	1	-
Physiotherapy	18	18	18	17	16	14	13	10
Podiatry	3	3	3	3	2	2	3	2
Psychology (other than Clinical)	7	8	9	9	6	7	6	3
Speech Pathology	7	5	18	17	-	1	-	11

This indicator reports the average number of services per claim, to date, by the year/quarter in which the claim was lodged with the insurer.

The data is subjected to changes as claims data matures.

Section 3: Tables
Allied health services

3.3.7 Average service payment per claim (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Allied Health	1,798	1,759	1,741	1,649	1,521	1,324	1,217	825
Ambulance Services	2,034	1,830	1,622	2,029	2,060	2,308	2,965	1,781
Chiropractic	653	618	585	500	489	407	422	373
Clinical Psychology	2,405	1,926	1,642	1,707	1,310	1,004	1,107	842
Complementary Therapy	880	1,741	2,062	1,401	796	300	575	164
Counselling	1,229	1,022	1,066	963	711	498	599	254
Counselling Psychology	466	836	860	1,008	429	525	866	585
Exercise Therapy	1,982	2,016	2,030	1,788	1,636	1,507	1,265	853
Hydrotherapy	165	157	152	151	139	98	113	101
Massage	806	691	620	527	511	374	287	285
Occupational Therapy	1,350	1,260	1,351	1,268	1,127	1,029	934	677
Optometry	602	625	526	487	552	453	436	437
Osteopathy	626	457	529	529	296	349	316	383
Other Allied Health Services	266	672	240	646	446	901	586	132
Pain Management Program	1,307	713	451	1,450	354	-	151	-
Physiotherapy	1,174	1,135	1,108	1,053	960	854	781	602
Podiatry	585	554	580	512	391	449	695	235
Psychology (other than Clinical)	1,453	1,723	1,878	1,792	1,239	1,352	1,135	669
Speech Pathology	1,157	770	2,745	2,153	-	250	-	1,171

This indicator reports the average service payment per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

Section 3: Tables

Vocational rehabilitation services

3.4.1 Services (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Vocational Rehabilitation Services	193,026	189,182	209,370	215,062	52,541	48,417	49,581	48,900
Aids & Appliances	288	277	338	234	52	29	42	58
Aids & Appliances Assessment	80	87	83	89	24	24	21	19
Case Management	103,434	97,826	105,745	107,563	26,233	24,201	25,058	24,854
Ergonomic Assessment	266	332	414	338	84	77	87	50
Functional Capacity Evaluation	203	241	166	203	27	43	36	24
Job Analysis	196	141	99	134	34	20	13	17
Medical Costs	3,490	3,692	6,642	8,334	2,192	1,966	2,190	1,936
Placement Activities	7,209	7,316	10,355	11,547	2,489	2,015	1,915	1,899
Purchase of Aids & Appliances	164	288	166	862	57	39	42	50
Reports - General	22,028	21,808	23,679	23,929	5,958	5,890	5,596	5,423
Retraining Criteria Assistance	23	11	23	28	3	4	4	2
Specialised Retrain. Program Assistance	19	24	18	22	5	2	1	1
Support Counselling	1,587	1,584	1,393	1,158	178	193	168	182
Training & Education	1,137	1,039	1,504	1,240	283	263	204	200
Travel	15,825	15,419	16,999	17,743	4,650	4,438	4,545	4,599
Vocational Assessment	1,306	1,684	2,129	1,803	404	328	363	356
Vocational Counselling	1,166	1,511	908	650	131	146	132	140
Work Place Activities	32,143	33,706	36,337	36,880	9,152	8,159	8,616	8,607
Worksite Assessment	2,462	2,196	2,372	2,305	585	580	548	483

This indicator reports the number of services for each year/quarter of service.

3.4.2 Proportion of services (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Vocational Rehabilitation Services	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Aids & Appliances	0.15	0.15	0.16	0.11	0.10	0.06	0.08	0.12
Aids & Appliances Assessment	0.04	0.05	0.04	0.04	0.05	0.05	0.04	0.04
Case Management	53.59	51.71	50.51	50.01	49.93	49.98	50.54	50.83
Ergonomic Assessment	0.14	0.18	0.20	0.16	0.16	0.16	0.18	0.10
Functional Capacity Evaluation	0.11	0.13	0.08	0.09	0.05	0.09	0.07	0.05
Job Analysis	0.10	0.07	0.05	0.06	0.06	0.04	0.03	0.03
Medical Costs	1.81	1.95	3.17	3.88	4.17	4.06	4.42	3.96
Placement Activities	3.73	3.87	4.95	5.37	4.74	4.16	3.86	3.88
Purchase of Aids & Appliances	0.08	0.15	0.08	0.40	0.11	0.08	0.08	0.10
Reports - General	11.41	11.53	11.31	11.13	11.34	12.17	11.29	11.09
Retraining Criteria Assistance	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.00
Specialised Retrain. Program Assistance	0.01	0.01	0.01	0.01	0.01	0.00	0.00	0.00
Support Counselling	0.82	0.84	0.67	0.54	0.34	0.40	0.34	0.37
Support Counselling	0.82	0.84	0.67	0.54	0.34	0.40	0.34	0.37
Training & Education	0.59	0.55	0.72	0.58	0.54	0.54	0.41	0.41
Travel	8.20	8.15	8.12	8.25	8.85	9.17	9.17	9.40
Vocational Counselling	0.60	0.80	0.43	0.30	0.25	0.30	0.27	0.29
Work Place Activities	16.65	17.82	17.36	17.15	17.42	16.85	17.38	17.60
Worksite Assessment	1.28	1.16	1.13	1.07	1.11	1.20	1.11	0.99

This indicator reports the proportion of services for each year/quarter of service.

Section 3: Tables

Vocational rehabilitation services

3.4.3 Service payments (\$m)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Vocational Rehabilitation Services	23.01	21.55	23.54	23.97	5.90	5.69	5.91	5.84
Aids & Appliances	0.03	0.03	0.03	0.02	0.01	0.00	0.00	0.01
Aids & Appliances Assessment	0.01	0.01	0.01	0.01	0.00	0.00	0.00	0.00
Case Management	10.11	9.11	9.69	9.88	2.47	2.39	2.54	2.46
Ergonomic Assessment	0.05	0.07	0.07	0.06	0.01	0.01	0.01	0.01
Functional Capacity Evaluation	0.10	0.10	0.09	0.09	0.01	0.02	0.02	0.01
Job Analysis	0.04	0.03	0.02	0.03	0.01	0.01	0.00	0.00
Medical Costs	0.37	0.35	0.50	0.62	0.17	0.15	0.17	0.16
Placement Activities	1.24	1.12	1.69	1.87	0.43	0.37	0.31	0.37
Purchase of Aids & Appliances	0.02	0.05	0.03	0.10	0.01	0.01	0.01	0.01
Reports - General	3.10	2.96	3.12	3.10	0.75	0.76	0.75	0.75
Retraining Criteria Assistance	0.01	0.00	0.01	0.01	0.00	0.00	0.00	0.00
Specialised Retrain. Program Assistance	0.01	0.02	0.01	0.02	0.00	0.00	0.00	0.00
Support Counselling	0.23	0.23	0.18	0.16	0.02	0.03	0.02	0.03
Training & Education	0.37	0.29	0.39	0.33	0.09	0.08	0.05	0.08
Travel	2.59	2.47	2.76	2.89	0.77	0.76	0.81	0.78
Vocational Assessment	0.52	0.66	0.74	0.70	0.14	0.13	0.16	0.16
Vocational Counselling	0.17	0.19	0.14	0.12	0.02	0.03	0.04	0.03
Work Place Activities	3.39	3.34	3.47	3.38	0.83	0.79	0.85	0.85
Worksite Assessment	0.65	0.53	0.57	0.57	0.15	0.15	0.14	0.12

This indicator reports total service payments for each year/quarter of service.

3.4.4 Proportion of service payments (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Vocational Rehabilitation Services	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Aids & Appliances	0.13	0.14	0.13	0.10	0.11	0.06	0.07	0.13
Aids & Appliances Assessment	0.05	0.06	0.05	0.05	0.05	0.05	0.07	0.05
Case Management	43.93	42.25	41.17	41.21	41.79	42.03	42.98	42.18
Ergonomic Assessment	0.21	0.33	0.32	0.25	0.22	0.19	0.25	0.14
Functional Capacity Evaluation	0.43	0.47	0.38	0.39	0.23	0.33	0.32	0.19
Job Analysis	0.18	0.14	0.10	0.13	0.13	0.09	0.05	0.07
Medical Costs	1.60	1.61	2.13	2.60	2.87	2.70	2.96	2.66
Placement Activities	5.39	5.19	7.20	7.81	7.30	6.56	5.30	6.33
Purchase of Aids & Appliances	0.10	0.23	0.12	0.41	0.20	0.14	0.11	0.20
Reports - General	13.46	13.73	13.24	12.92	12.71	13.39	12.69	12.88
Retraining Criteria Assistance	0.03	0.02	0.02	0.04	0.01	0.02	0.01	0.05
Specialised Retrain. Program Assistance	0.03	0.09	0.06	0.09	0.06	0.03	0.01	0.01
Support Counselling	1.02	1.06	0.77	0.66	0.40	0.53	0.40	0.48
Support Counselling	1.02	1.06	0.77	0.66	0.40	0.53	0.40	0.48
Training & Education	1.62	1.34	1.64	1.38	1.53	1.35	0.80	1.41
Travel	11.24	11.45	11.71	12.06	13.08	13.35	13.79	13.41
Vocational Counselling	0.75	0.86	0.61	0.49	0.39	0.45	0.66	0.54
Work Place Activities	14.74	15.51	14.73	14.10	14.13	13.88	14.42	14.51
Worksite Assessment	2.80	2.45	2.44	2.39	2.49	2.61	2.42	1.98

This indicator reports proportion service of payments for each year/quarter of service.

Section 3: Tables

Vocational rehabilitation services

3.4.5 Average service payment (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Vocational Rehabilitation Services	119	114	112	111	112	118	119	119
Aids & Appliances	104	107	93	99	120	123	101	127
Aids & Appliances Assessment	156	156	155	147	126	124	204	138
Case Management	98	93	92	92	94	99	101	99
Ergonomic Assessment	181	212	180	177	153	142	170	168
Functional Capacity Evaluation	491	422	541	460	510	431	523	470
Job Analysis	213	218	248	230	222	252	248	256
Medical Costs	106	94	76	75	77	78	80	80
Placement Activities	172	153	164	162	173	185	163	195
Purchase of Aids & Appliances	144	175	175	114	212	199	149	234
Reports - General	141	136	132	129	126	129	134	139
Retraining Criteria Assistance	334	299	247	382	229	267	166	1,431
Specialised Retrain. Program Assistance	385	785	758	948	731	947	720	786
Support Counselling	147	145	129	136	133	155	141	153
Training & Education	327	278	257	268	319	292	232	411
Travel	163	160	162	163	166	171	179	170
Vocational Assessment	401	391	348	387	336	392	435	458
Vocational Counselling	148	123	157	181	174	175	295	226
Work Place Activities	106	99	95	92	91	97	99	98
Worksite Assessment	262	241	242	248	251	256	261	239

This indicator reports average service payment for each year/quarter of service.

3.4.6 Average services per claim (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Vocational Rehabilitation Services	51	52	52	44	34	27	21	12
Aids & Appliances	2	2	2	2	2	2	1	2
Aids & Appliances Assessment	2	1	2	1	2	2	1	2
Case Management	28	28	27	23	18	15	12	7
Ergonomic Assessment	2	1	2	2	1	2	2	2
Functional Capacity Evaluation	2	2	2	2	1	3	2	1
Job Analysis	1	1	1	1	1	1	1	1
Medical Costs	4	5	6	6	5	4	3	2
Placement Activities	7	8	8	7	5	4	4	3
Purchase of Aids & Appliances	3	4	5	2	2	2	2	4
Reports - General	7	7	7	6	4	4	3	2
Retraining Criteria Assistance	1	1	1	1	1	1	2	-
Specialised Retrain. Program Assistance	1	2	2	1	-	-	-	-
Support Counselling	3	3	3	2	2	2	2	2
Training & Education	2	3	2	2	2	1	1	2
Travel	5	5	5	5	4	3	3	2
Vocational Assessment	2	2	2	2	2	1	1	1
Vocational Counselling	3	2	2	2	1	1	1	1
Work Place Activities	12	12	12	11	8	7	6	4
Worksite Assessment	2	2	2	2	1	1	1	1

This indicator reports the average number of services per claim, to date, by the year/quarter in which the claim was lodged with the insurer.

The data is subjected to changes as claims data matures.

Section 3: Tables

Vocational rehabilitation services

3.4.7 Average service payment per claim (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
	Vocational Rehabilitation Services	5,897	5,898	5,827	5,154	4,213	3,494	2,746
Aids & Appliances	178	202	142	189	196	179	195	35
Aids & Appliances Assessment	249	295	246	166	222	303	293	346
Case Management	2,595	2,559	2,514	2,270	1,904	1,668	1,349	972
Ergonomic Assessment	301	264	295	255	212	277	265	253
Functional Capacity Evaluation	826	837	788	737	944	906	540	471
Job Analysis	299	320	271	296	284	198	271	589
Medical Costs	411	393	439	434	387	346	252	169
Placement Activities	1,087	1,267	1,334	1,152	990	683	749	474
Purchase of Aids & Appliances	532	614	591	343	313	303	1,147	411
Reports - General	909	871	858	764	625	547	486	366
Retraining Criteria Assistance	391	396	267	569	258	314	384	-
Specialised Retrain. Program Assistance	992	1,646	739	1,729	-	-	-	-
Support Counselling	402	359	376	317	290	266	291	400
Training & Education	586	721	652	626	489	705	231	835
Travel	809	777	828	796	730	604	506	367
Vocational Assessment	769	777	736	710	713	671	723	775
Vocational Counselling	349	349	285	347	351	362	391	343
Work Place Activities	1,218	1,196	1,131	1,003	850	758	575	443
Worksite Assessment	401	382	400	390	382	347	334	313

This indicator reports the average service payment per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

Section 3: Tables

Other services

3.5.1 Services (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	96,263	103,939	105,640	98,733	25,964	25,670	24,306	23,525
Alternative Therapies	268	124	107	49	36	27	4	13
Home Help Services	825	964	668	254	39	63	18	39
Pharmacy	64,828	63,572	61,743	58,456	14,845	14,222	13,500	12,934
Reports (n.e.c.)	1,609	1,676	1,708	1,716	358	369	398	375
Supply of Aids and Appliances, Orthotics	28,733	37,603	41,414	38,258	10,686	10,989	10,386	10,164

This indicator reports the number of services for each year/quarter of service.

3.5.2 Proportion of services (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Alternative Therapies	0.28	0.12	0.10	0.05	0.14	0.11	0.02	0.06
Home Help Services	0.86	0.93	0.63	0.26	0.15	0.25	0.07	0.17
Pharmacy	67.34	61.16	58.45	59.21	57.18	55.40	55.54	54.98
Reports (n.e.c.)	1.67	1.61	1.62	1.74	1.38	1.44	1.64	1.59
Supply of Aids and Appliances, Orthotics	29.85	36.18	39.20	38.75	41.16	42.81	42.73	43.21

This indicator reports the proportion of services for each year/quarter of service.

Section 3: Tables

Other services

3.5.3 Service payments (\$m)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	9.90	9.74	9.34	9.33	2.19	2.30	2.28	2.30
Alternative Therapies	0.07	0.02	0.01	0.01	0.00	0.00	0.00	0.00
Home Help Services	0.11	0.15	0.11	0.08	0.01	0.01	0.00	0.01
Pharmacy	6.05	5.60	5.14	4.83	1.15	1.13	1.05	1.04
Reports (n.e.c.)	0.72	0.69	0.77	0.76	0.12	0.13	0.12	0.15
Supply of Aids and Appliances, Orthotics	2.95	3.28	3.31	3.65	0.91	1.02	1.10	1.09

This indicator reports total service payments for each year/quarter of service.

3.5.4 Proportion of service payments (%)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Alternative Therapies	0.69	0.19	0.13	0.08	0.15	0.18	0.01	0.10
Home Help Services	1.13	1.50	1.22	0.81	0.46	0.54	0.18	0.56
Pharmacy	61.07	57.49	55.01	51.79	52.51	48.96	46.22	45.10
Reports (n.e.c.)	7.27	7.09	8.21	8.15	5.41	5.77	5.40	6.60
Supply of Aids and Appliances, Orthotics	29.83	33.74	35.42	39.17	41.47	44.55	48.18	47.64

This indicator reports proportion service of payments for each year/quarter of service.

Section 3: Tables

Other services

3.5.5 Average service payment (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	103	94	88	94	84	90	94	98
Alternative Therapies	256	148	116	150	93	156	84	181
Home Help Services	136	151	171	297	260	196	233	330
Pharmacy	93	88	83	83	77	79	78	80
Reports (n.e.c.)	448	412	449	443	330	360	309	404
Supply of Aids and Appliances, Orthotics	103	87	80	95	85	93	106	108

This indicator reports average service payment for each year/quarter of service.

3.5.6 Average services per claim (number)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	4	4	5	4	4	3	3	3
Alternative Therapies	2	2	2	3	2	2	2	4
Home Help Services	16	9	10	7	1	3	3	5
Pharmacy	4	4	4	3	3	2	2	2
Reports (n.e.c.)	2	2	2	2	2	1	1	1
Supply of Aids and Appliances, Orthotics	3	3	3	3	3	3	3	2

This indicator reports the average number of services per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

3.5.7 Average service payment per claim (\$)

	2006/07	2007/08	2008/09	2009/10	2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4
Other	403	399	388	348	304	249	241	190
Alternative Therapies	220	263	224	352	393	217	305	285
Home Help Services	2,044	1,648	1,135	1,791	762	1,451	587	1,606
Pharmacy	296	288	274	220	172	148	126	96
Reports (n.e.c.)	661	604	659	591	498	446	313	450
Supply of Aids and Appliances, Orthotics	263	270	261	265	259	209	234	188

This indicator reports the average service payment per claim, to date, by the year/quarter in which the claim was lodged with the insurer. The data is subjected to changes as claims data matures.

Section 4: Glossary

TERM	DEFINITION / EXPLANATION OF TERM
Active claims	Refers to a claim with one or more service payments in a financial year/quarter.
Average payment per service	This represents the total cost of payments divided by the number of services incurred during a service quarter/year (see definition for service quarter/year below).
Allied health service payments	Refers to payments made under Clause 17(1) and (3) of Schedule 1 of the <i>Workers' Compensation and Injury Management Act 1981</i> . Payments are adjusted to allow for meaningful comparison over time. Service payments in this category include: <ul style="list-style-type: none"> • physiotherapy • ambulance • psychology.
Medical service payments	Refers to payments made under Clause 17(1), (3) and (5) of Schedule 1 of the <i>Workers' Compensation and Injury Management Act 1981</i> . These payments are made to Medical/General Practitioners who treat the injured worker. It includes consultation and treatment expenses. It also refers to total payments made to Specialists to whom the Medical/General Practitioner refers the injured worker. It includes consultation and treatment expenses rendered by Specialists. Payments are adjusted for inflation to allow for meaningful comparisons over time. For further information, see the Q1 insurer/self-insurer data specification on the WorkCover WA website: www.workcover.wa.gov.au .
Non-scheduled items	Refers to a procedure which is included in the schedule of medical items for which WorkCover WA sets prescribed fees.
Other service payments	Refers to payments made under Clause 17(1), (3) (4), (5) and (6) of Schedule 1 of the <i>Workers' Compensation and Injury Management Act 1981</i> . Payments are adjusted to allow for meaningful comparison over time. Service payments in this category include: <ul style="list-style-type: none"> • pharmacy • supply of aids and appliances.
Scheduled items	Refers to defined medical procedures and the associated fee payable.
Service payment	Is collated based on the financial year or quarter the service was provided as part of injury management for the injured worker. Payments are adjusted for inflation to allow for meaningful comparisons over time.
Service year/period/quarter	Refers to the year, period or quarter when services were provided as part of the injury management for a worker's compensation claim, irrespective of when the injury occurred or when the payment was made.
Vocational rehabilitation service payments	Refers to payments made under Clause 17(1a) of Schedule 1 of the <i>Workers' Compensation and Injury Management Act 1981</i> . These payments are in relation to the progressive and co-ordinated use of measures for counselling, occupational and vocational training and retraining, work assessments and the use of aids, appliances, services or other means to facilitate the restoration of those workers to their fullest capacity for gainful employment for which they are capable. Payments are adjusted for inflation to allow for meaningful comparisons over time.

Disclaimer

- 1 Due to the dynamic nature of workers' compensation claims, the interpretation of data contained within this report (the data) must be undertaken with some caution. Data users are cautioned to consider carefully the provisional nature of the data before using it for decisions that concern personal or public safety or the conduct of business that involves substantial monetary or operational consequences.
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