

A Snapshot of WorkCover WA Statistics

Advisory services

In 2006-2007, our advisory services team responded to over 25,000 inquiries relating to all aspects of workers' compensation and injury management.

Customer Assistance Unit

Individuals or organisations experiencing difficulties with any aspect of the workers' compensation process are able to access the resources of our Customer Assistance Unit.

The experienced staff of the Unit can provide assistance in situations which may, if not clarified, end up as disputes in the Dispute Resolution Directorate (DRD).

Early intervention by the Unit in the period July 2007 to February 2008 has resulted in:

- 224 potential disputes being avoided and assisted in achieving liveable outcomes for those involved.

Dispute Resolution Directorate

- There have been 1962 Part XI Applications lodged since 14 November 2005
- The majority of Applications are resolved at conciliation (see diagram)

- There have been 1435 Part XII Applications received since 14 November 2005.
- 90% of Part XII Applications were resolved within 6 weeks.

The number of Interlocutory Applications filed with the DRD peaked in September 2006 and has been declining since.

This indicates that clients have become more familiar with the 2005 legislative changes.

Scheme providers

To date there are **36 Approved Vocational Rehabilitation Providers (AVRPs)**.

20 are Agency providers, 11 are Single providers and 5 are employer based.

In the past 12 months the WorkCover WA Board has approved one single provider and one agency is awaiting Board approval.

One agency has voluntarily relinquished its accreditation.

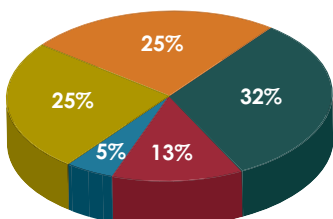
In the past 12 months, WorkCover WA has approved 13 doctors for designation as **Approved Medical Specialists (AMS)**.

To date, there are 158 Registered AMSs.

There are currently 273 registered agents approved by WorkCover WA.

Statutory disputes (Part XI) resolved by type of resolution

(14 Nov 2005 to 31 Dec 2007)



- Administratively Close
- Pre-teleconference
- Teleconference
- Conciliation
- Arbitration



Compliance activity

Compliance Officers inspect and investigate employers to ensure they comply with the workers' compensation legislation. They enforce compliance through investigations and prosecution.

In 2006-2007 a total of 24,081 compliance **inspections** were undertaken.

Of these 108 more extensive **investigations** took place.

Investigated matters included:

- Weekly payment to workers by employers
- Employers not having a workers' compensation insurance policy or having an inadequate policy
- Wage inspections and request for inspection or information from the employer
- Unlawful discontinuance of weekly payments
- Employers failing to keep position available during worker's incapacity
- Employers not notifying the worker and WorkCover WA of their intention to dismiss a worker

Activity	2006 - 2007 N
Completed Inspections	24,081
Completed Investigations	108
Uninsured employers	1,818
Policies recommended for cancellation	2,734
Prosecutions	3

Three matters had prosecution action completed and three additional matters were referred for prosecution during the 2006-2007 period.

Completed prosecutions 2006-2007

(September 2006) - One prosecution was completed which resulted in a fine of \$5,000 costs of \$475.70 and \$1562.70 avoided premium to be paid by the employer. There were a total of 7 workers.

(October 2006) - One prosecution was completed which resulted in a fine of \$500.00 costs of \$475.70 and \$93.80 avoided premium to be paid by the employer. There were a total of 3 workers.

(November 2006) - One prosecution was completed which resulted in a fine of \$7,000.00 costs of \$400.70 and \$3,212.96 avoided premium to be paid by the employer. There were a total of 9 workers.

Noise induced hearing loss

The Noise Induced Hearing Loss (NIHL) Branch of WorkCover WA identifies workers whose hearing deteriorates by 10% or more from their initial (baseline) hearing test.

In 2006-2007, 650 workers were identified with 10% or more deterioration from their full audio assessment.

After further investigations 84 workers were assessed with a compensable (10% or more) work related NIHL.

The average compensation amount paid for occupational NIHL was \$16,500.

WorkCover WA website

The WorkCover WA website averages over 25,000 hits per month.

The most popular downloaded publication is the *Guidelines for Injury Management in the Workplace*, which averages over 2000 downloads per month.

In 2008, out of the top five referring sites to the WorkCover WA website, four were government agencies and one was a service provider, Allianz Insurance.

Scheme statistics

While there has been an increase in numbers of employees and workers' compensation policies issued in Western Australia over the three years from 2004-2005 to 2006-2007, the numbers of new claims have remained relatively stable.

Claim estimates, average claim size and claim duration have also remained stable over this period.

Premium rates are at their lowest since 1990.

In 2006-2007:

- around 42 per cent of claims were for claims coded as injuries that incurred income payments (injury income claims);
- for injury income claims, the average time from occurrence to initial liability decision date was 34 days;
- the average number of compensated days lost for injury income claims was 63 days; and
- one third of all claim costs were for weekly benefits.

Disclaimer

WorkCover WA has made a reasonable effort to ensure that the data is up to date, accurate, complete and comprehensive at the time of disclosure. Neither WorkCover WA or its agencies or representatives are responsible for data that is misinterpreted or altered in any way.



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