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WorkCover WA is the government agency responsible for overseeing the WA workers' compensation and injury management system. WorkCover WA undertakes a range of educational, advisory, enforcement and performance monitoring activities to ensure the WA workers' compensation scheme is fair, accessible and cost-effective for all participants.

Service Status Report
Medical, allied health, workplace rehabilitation
2013/14 to 2016/17

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Workers' Compensation in WA

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 employers who have the material and financial resources to cover their own liabilities from any workplace injuries that may occur, from having 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 24 self-insurers who manage claims within the WA workers' compensation scheme.

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

Purpose of report

This annual report details activities associated with treatment services provided within the WA workers' compensation scheme, which are broadly grouped under:



Allied
health



Medical



Workplace
rehabilitation



Other
treatment

This report includes indicators related to:

- ▲ the number of treatment services provided
- ▲ total treatment service payments
- ▲ average treatment service payments
- ▲ proportion of treatment service payments
- ▲ detailed breakdown of allied health, medical, workplace rehabilitation, and other treatment service types.



CLAIMS

SERVICES



28,438

The number of **claims lodged** in 2016/17

↓ 20%
over four years

1,027,998

The number of **services provided** in 2016/17

↓ 10%
over four years

During 2016/17, over a million services were provided, which included allied health, medical, workplace rehabilitation, and other treatment services. While the number of claims decreased by 20% over the last four years, the number of services provided dropped by 10%.

\$945 million

The amount of **claim payments** paid in 2016/17

↑ 0.4%
over four years

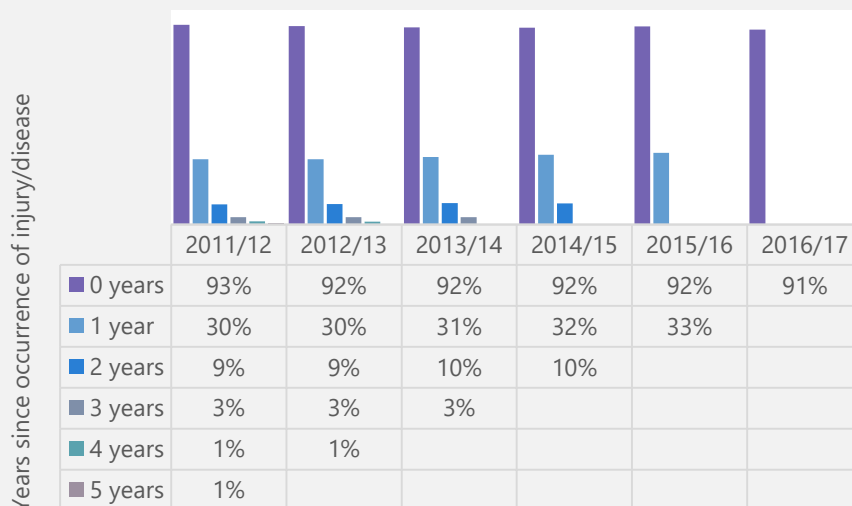
\$164 million

The amount of **service payments** paid in 2016/17

↓ 7%
over four years

In 2016/17, \$945 million was paid in the WA workers' compensation scheme, of which \$164 million was associated with treatment services. Between 2013/14 and 2016/17, the total claim payments remained stable. However the amount of service payments decreased by 7%.

Proportion of claims with treatment services by occurrence year

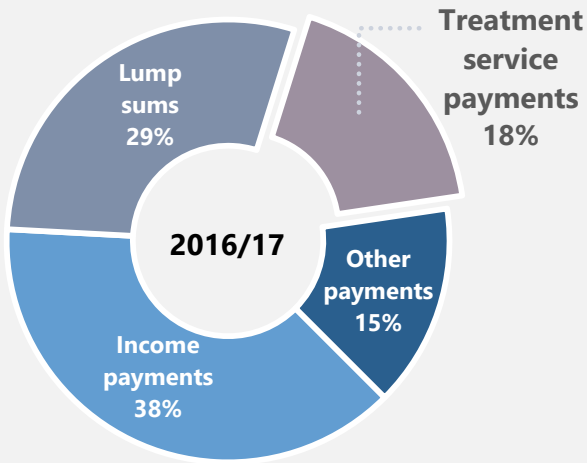


This graph shows the proportion of claims which received treatment services since the occurrence of the work-related injury or illness.

Around 92% of claims received treatment services in the same year as the injury/disease occurred.

For the subsequent year, only 30% to 33% of claims continued to have treatment services, and 3% by the third year post-injury or illness.

Total claim payments



In 2016/17, around two-thirds of total claim payments were made directly to the worker (either by income replacement or lump sum). Payments for treatment services, such as medical, allied health, workplace rehabilitation, and other treatment services, accounted for 18%.

Hospital charges and legal expenses are not considered to be treatment services, and therefore categorised with 'other payments'.

Services at a glance 2016/17



Allied health

- 359,668 services**
Decreased by 7.9% over four years
- \$37.2m total payments**
Increased by 0.5% over four years
- 23% of total treatment service payments**
Increased by 8.6% over four years



Medical

- 348,409 services**
Decreased by 15.3% over four years
- \$86.1m total payments**
Decreased by 12.2% over four years
- 53% of total treatment service payments**
Decreased by 5.0% over four years



Workplace rehabilitation

- 248,464 services**
Increased by 0.6% over four years
- \$34.1m total payments**
Increased by 2.0% over four years
- 21% of total treatment service payments**
Increased by 10.2% over four years

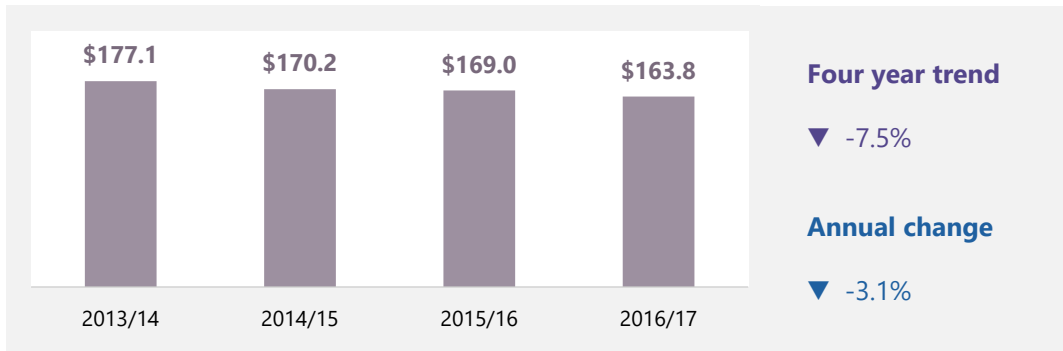


Other treatment services

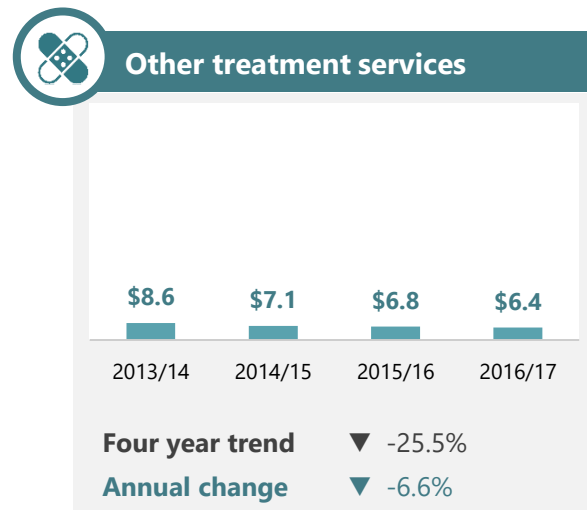
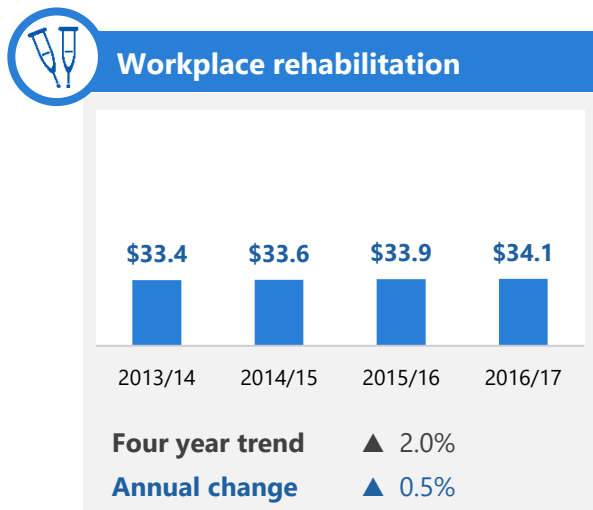
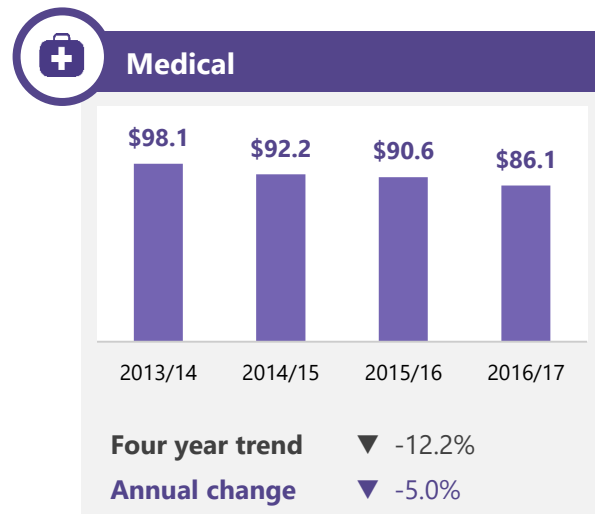
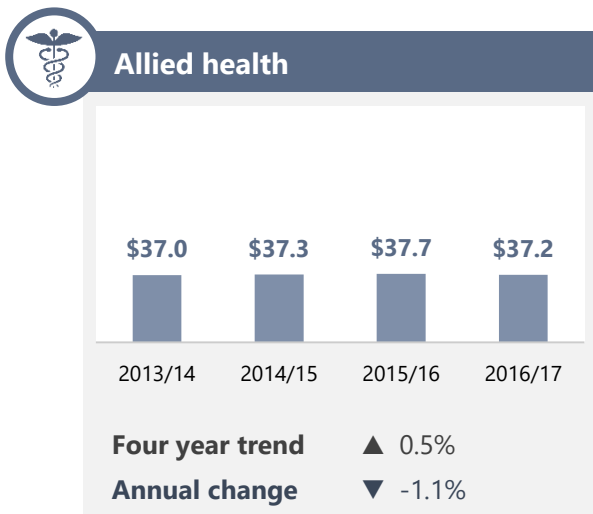
- 71,457 services**
Decreased by 27.3% over four years
- \$6.4m total payments**
Decreased by 25.5% over four years
- 4% of total treatment service payments**
Decreased by 19.4% over four years

Treatment service payments

Total treatment service payments all service payments (\$million)



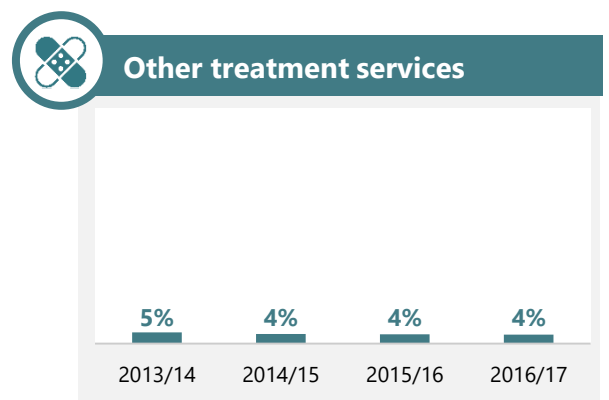
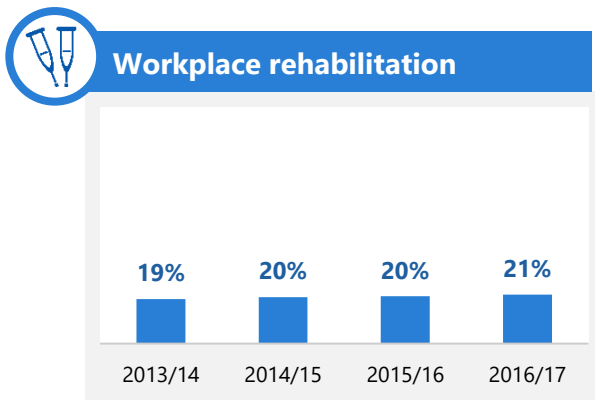
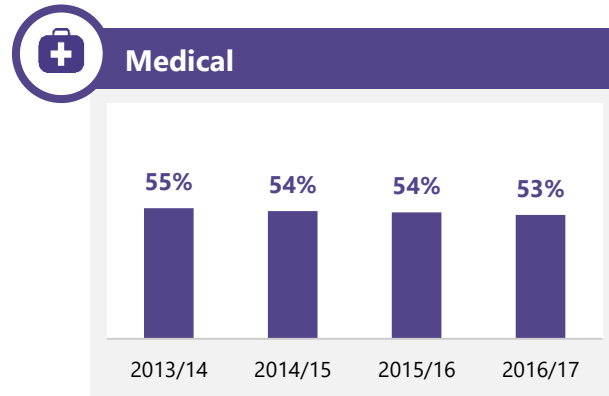
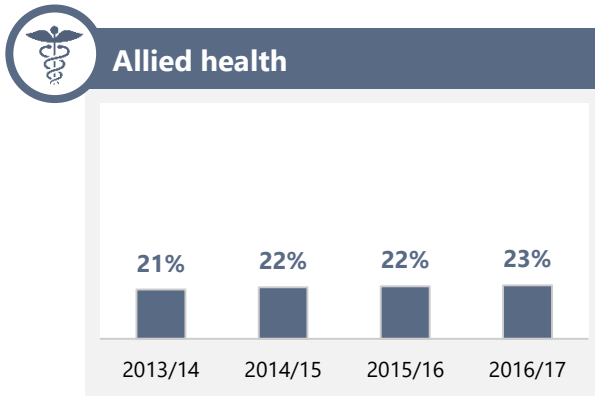
Total treatment service payments by service type (\$million)



 **Payments for medical services make up the largest proportion of treatment service payments over four years.**

Treatment service payment proportions

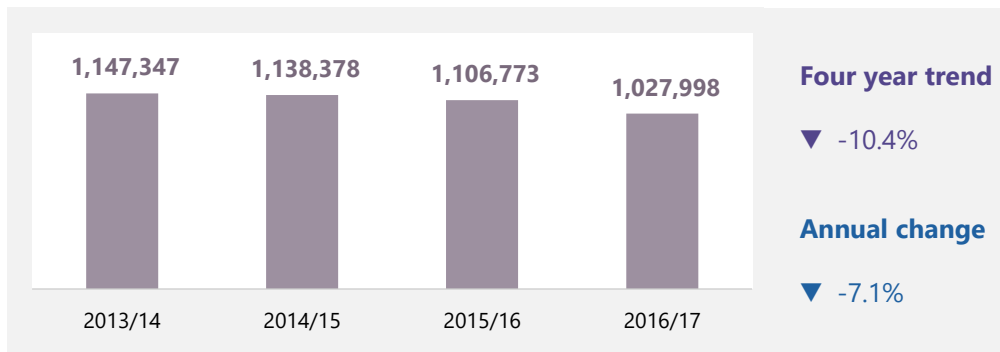
Total treatment service payments proportions by service type



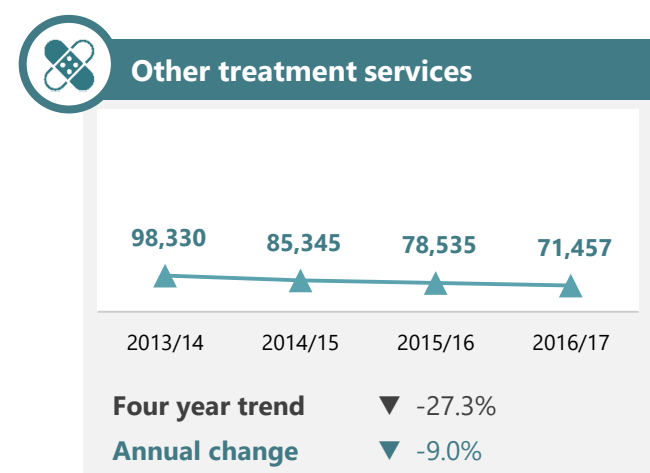
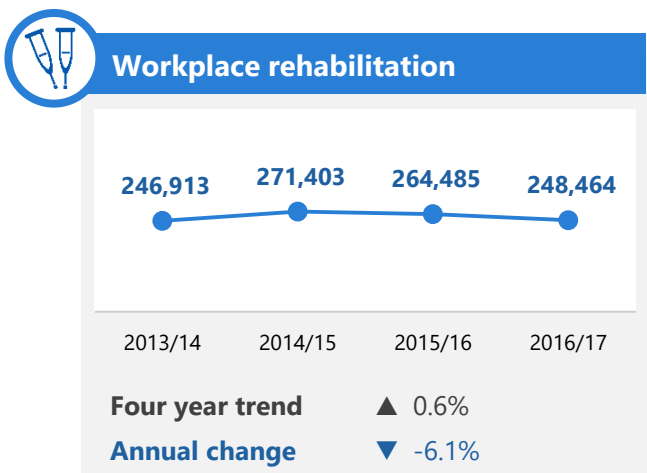
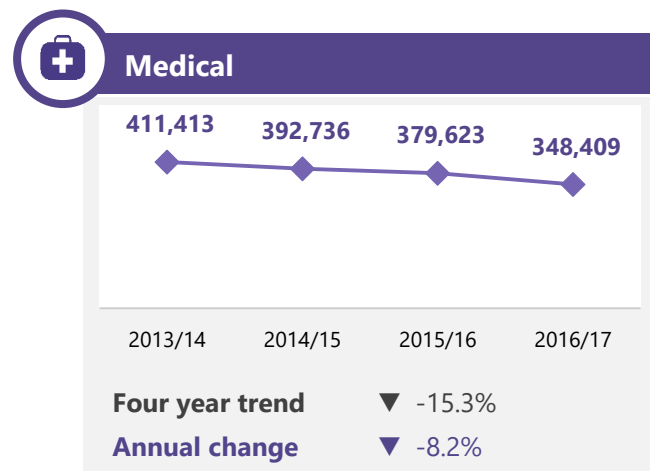
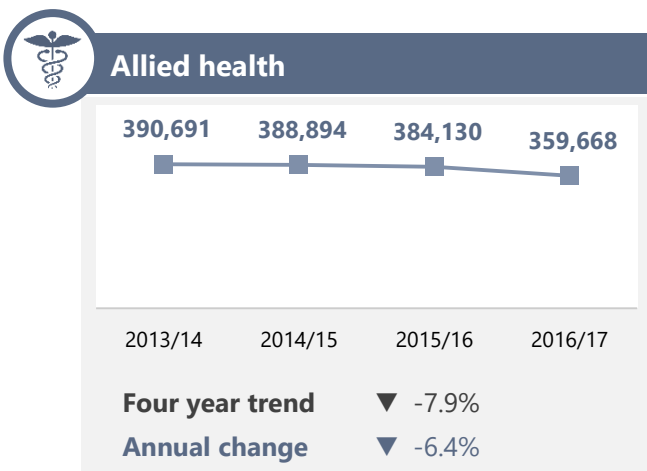
Medical service payments account for more than half of treatment service payments across four years.

Treatment service numbers

Total treatment service numbers all treatment services



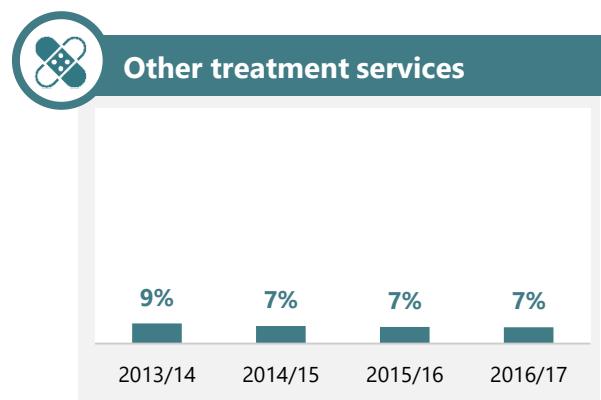
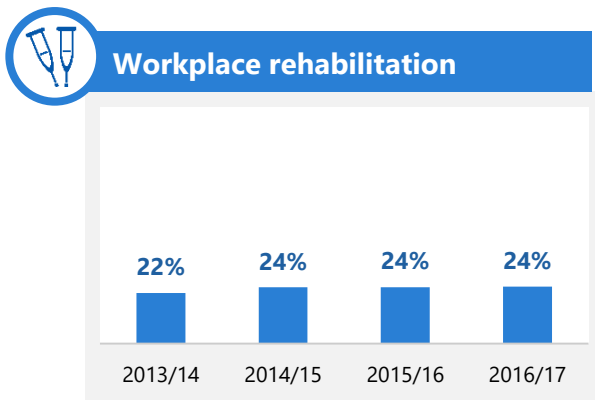
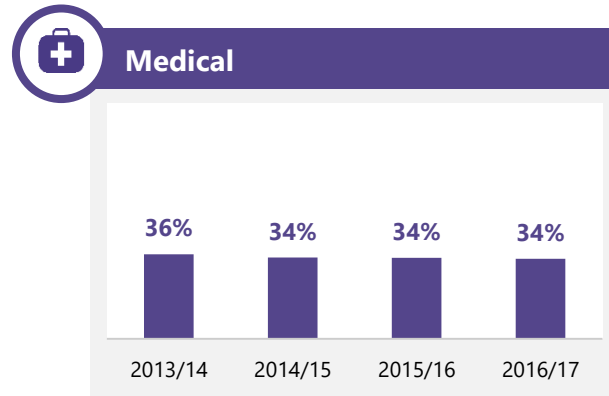
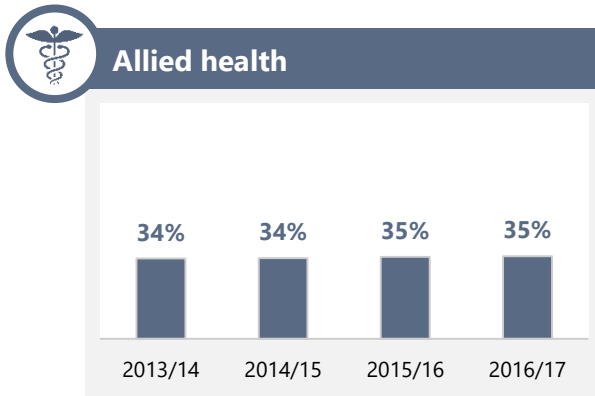
Total treatment service numbers by service type



Excluding Workplace rehabilitation, the number of treatment services has continued to decrease between 2013/14 and 2016/17.

Treatment service proportions

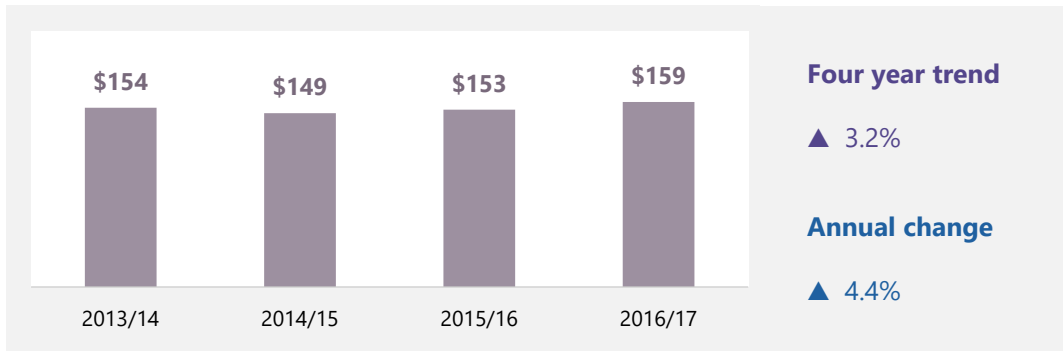
Total treatment service numbers proportions by service type



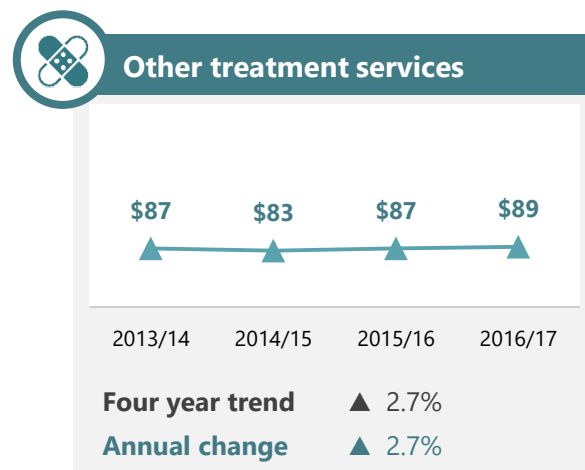
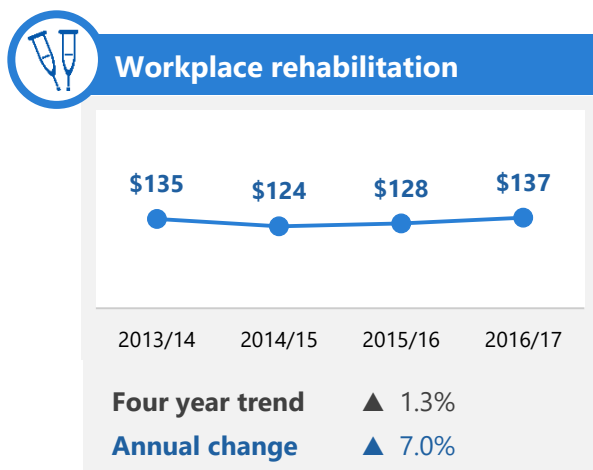
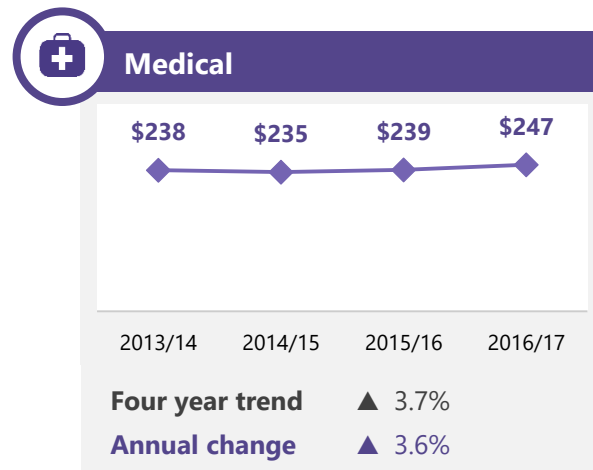
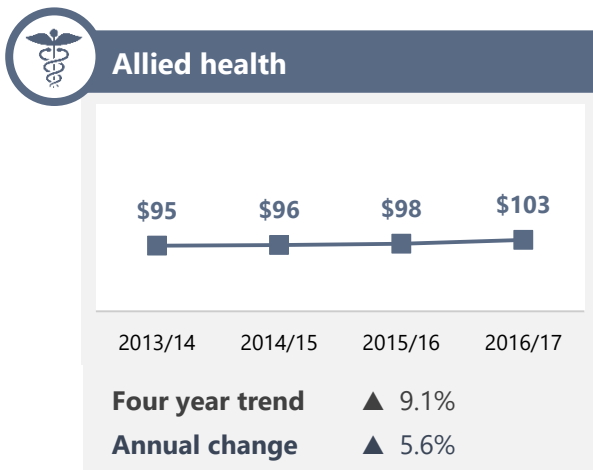
Although medical service payments was the larger proportion of treatment service payments, the **number** of medical services is **on par** with allied health service numbers.

Average treatment service payments

Average treatment service payments all treatment services



Average treatment service payment by service type

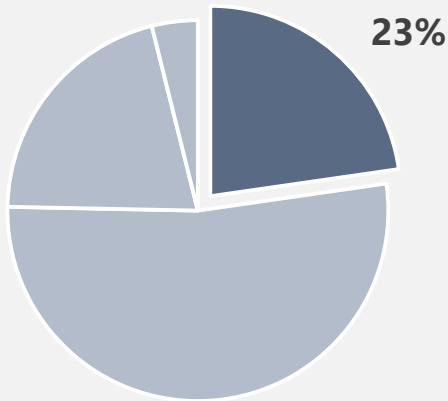


Over a four year period, the average medical service payment was 1.6 times higher than the total average treatment service payment.

Profile of allied health services



Allied health services



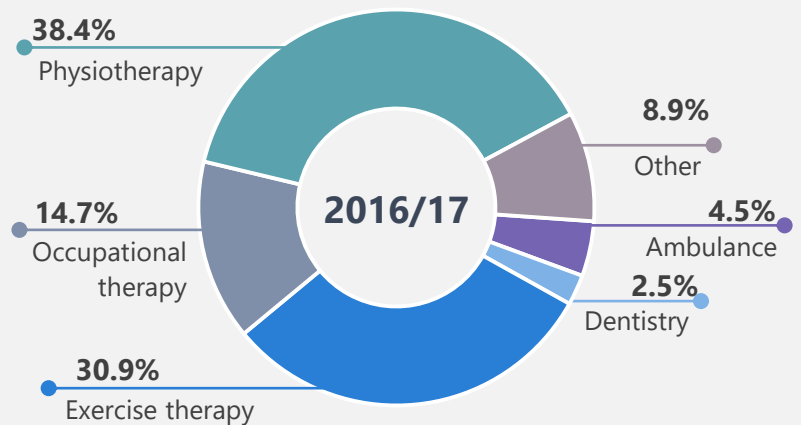
In 2016/17, \$37.2 million was paid for allied health services accounting for 23% of all treatment service payments. The total service payments for allied health remained stable (increased by 0.5%) from 2013/14 to 2016/17.

Allied health treatment includes services such as ambulance services, dentistry, exercise therapy, occupational therapy, and physiotherapy. Occupational therapy service payments had the largest increase since 2013/14 to 2016/17 (19.6%), whilst ambulance services had the largest decrease (27.1%) over the same period.

Proportion of allied health service payment types

In 2016/17, physiotherapy accounted for 38.4% of the total allied health payments, followed by exercise therapy (30.9%), and occupational therapy (14.7%).

The proportion of service payments for ambulance services had the largest decrease from 6.2% in 2013/14 to 4.5% in 2016/17. Occupational therapy, as a proportion to allied health service payments, had the greatest increase from 12.4% to 19.1%, over the same period.



Profile of allied health services



At a glance - allied health services by type 2016/17

Ambulance services

Total payments:
\$1,672,720

■ 0.0% since previous year

Number of services:
884

▼ 11.3% since previous year

Average payment per service:
\$1,892

▲ 12.8% since previous year

Dentistry

Total payments:
\$923,800

▼ 13.4% since previous year

Number of services:
813

▼ 4.6% since previous year

Average payment per service:
\$1,136

▼ 9.2% since previous year

Exercise therapy

Total payments:
\$11,505,738

▲ 2.5% since previous year

Number of services:
84,273

▼ 0.1% since previous year

Average payment per service:
\$137

▲ 2.5% since previous year

Occupational therapy

Total payments:
\$5,485,651

▲ 7.0% since previous year

Number of services:
42,834

▲ 1.7% since previous year

Average payment per service:
\$128

▲ 5.2% since previous year

Physiotherapy

Total payments:
\$14,302,069

▼ 6.6% since previous year

Number of services:
205,734

▼ 9.1% since previous year

Average payment per service:
\$70

▲ 2.7% since previous year

Other allied health services

Total payments:
\$3,330,611

▲ 2.7% since previous year

Number of services:
25,130

▼ 14.9% since previous year

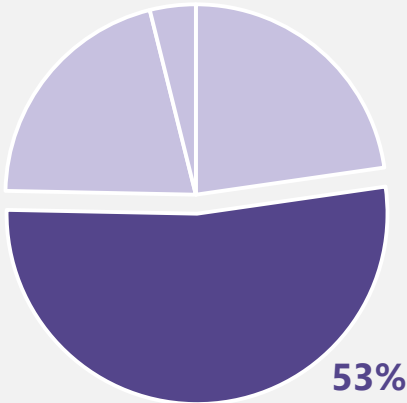
Average payment per service:
\$133

▲ 20.7% since previous year

Profile of medical services



Medical services



In 2016/17, \$86.1 million was paid for medical services accounting for 53% of all treatment service payments. The total payments for medical services decreased (12.2%) from 2013/14 to 2016/17.

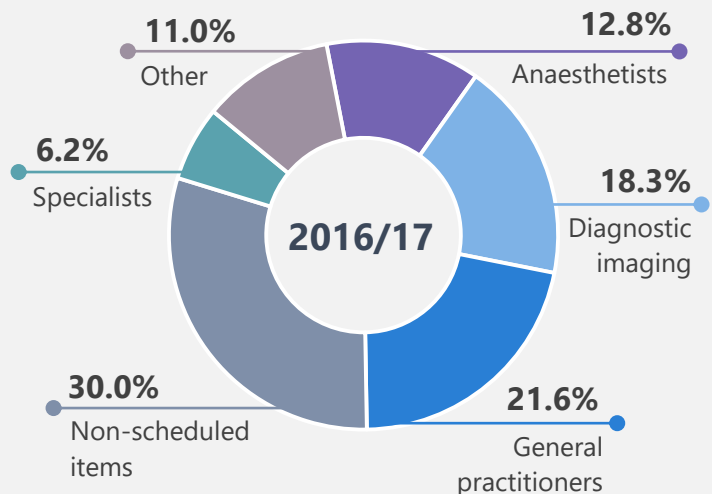
Medical services include services for medical non-scheduled items, general practitioners, diagnostic imaging, and anaesthetists.

Payments for specialist services had the highest increase in service payments (10.2%) from 2013/14 to 2016/17, whilst other medical service payments had the largest decrease (35.5%) over the same period.

Proportion of medical service payment types

In 2016/17, medical non-scheduled items accounted for 30.0% of the total medical service payments, followed by general practitioners (21.6%), and diagnostic imaging (18.3%).

The proportion of service payments for specialist services had the largest increase from 5.0% in 2013/14 to 6.2% in 2016/17. Other medical treatment services, as a proportion to medical service payments, decreased from 15.0% in 2013/14 to 11.0% in 2016/17.



Profile of medical services



At a glance - medical services by type 2016/17

Anaesthetist services

Total payments:
\$11,067,285
▼ 4.7% since previous year

Number of services:
26,313
▼ 6.1% since previous year

Average payment per service:
\$421
▲ 1.5% since previous year

Diagnostic imaging

Total payments:
\$15,790,544
▲ 2.7% since previous year

Number of services:
36,625
▼ 6.2% since previous year

Average payment per service:
\$431
▲ 9.5% since previous year

General practitioner

Total payments:
\$18,613,028
▼ 6.4% since previous year

Number of services:
170,822
▼ 9.6% since previous year

Average payment per service:
\$109
▲ 3.5% since previous year

Medical non-scheduled

Total payments:
\$25,857,545
▼ 8.2% since previous year

Number of services:
37,463
▼ 11.5% since previous year

Average payment per service:
\$690
▲ 3.8% since previous year

Specialist services

Total payments:
\$5,355,659
▲ 8.0% since previous year

Number of services:
48,120
▲ 1.0% since previous year

Average payment per service:
\$111
▲ 6.9% since previous year

Other medical services

Total payments:
\$9,461,472
▼ 11.1% since previous year

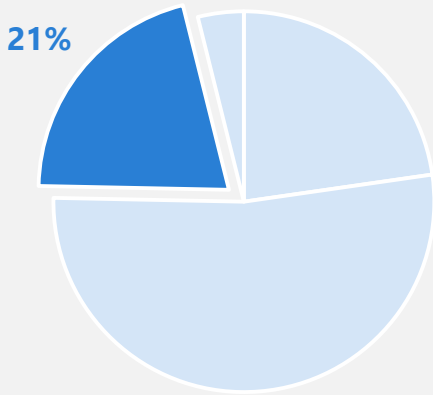
Number of services:
29,066
▼ 13.7% since previous year

Average payment per service:
\$326
▲ 3.0% since previous year

Profile of workplace rehabilitation services



Workplace rehabilitation services



In 2016/17, \$34.2 million was paid for workplace rehabilitation services accounting for 21% of all treatment service payments.

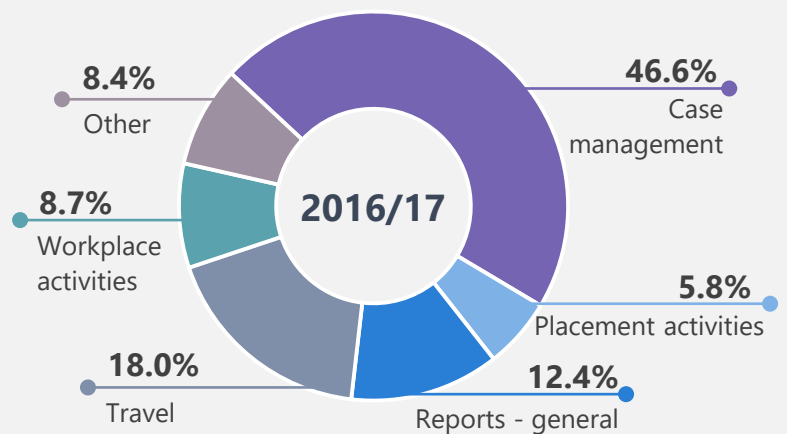
The total payments for workplace rehabilitation services increased (2.1%) from 2013/14 to 2016/17.

Workplace rehabilitation includes services for case management, workplace activities, travel and reports (general). Payments for travel had the highest increase in service payments (13.7%) from 2013/14 to 2016/17, followed by case management services (7.5%) over the same period.

Proportion of workplace rehabilitation payment types

In 2016/17, case management accounted for 46.6% of the total workplace rehabilitation payments, followed by travel (18.0%), and reports (general) (12.4%).

The proportion of service payments for travel had the largest increase from 16.2% in 2013/14 to 18.0% in 2016/17. Placement activities, as a proportion to workplace rehabilitation service payments, had the largest decrease from 6.9% in 2013/14 to 5.8% in 2016/17.



Profile of workplace rehabilitation services



At a glance - workplace rehabilitation services by type 2016/17

Case management

Total payments:
\$15,918,239
▲ 5.7% since previous year

Number of services:
134,956
▼ 5.0% since previous year

Average payment per service:
\$118
▲ 11.2% since previous year

Placement activities

Total payments:
\$1,997,767
▼ 12.7% since previous year

Number of services:
11,977
▼ 15.7% since previous year

Average payment per service:
\$167
▲ 3.5% since previous year

Reports - general

Total payments:
\$4,246,664
▼ 0.5% since previous year

Number of services:
29,663
▲ 1.3% since previous year

Average payment per service:
\$143
▼ 1.8% since previous year

Travel

Total payments:
\$6,161,410
▲ 8.7% since previous year

Number of services:
28,070
▲ 1.6% since previous year

Average payment per service:
\$220
▲ 7.0% since previous year

Workplace activities

Total payments:
\$2,960,150
▼ 8.1% since previous year

Number of services:
30,604
▼ 2.2% since previous year

Average payment per service:
\$97
▼ 6.0% since previous year

Other workplace rehab.

Total payments:
\$2,871,655
▼ 18.1% since previous year

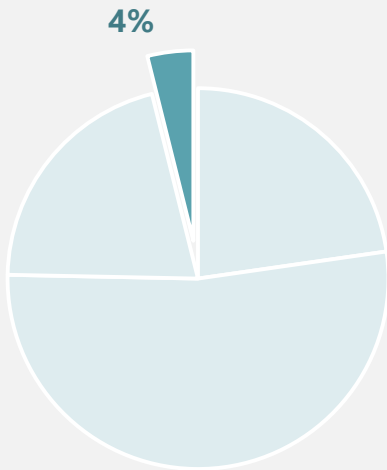
Number of services:
13,193
▼ 34.2% since previous year

Average payment per service:
\$218
▲ 24.5% since previous year

Profile of other treatment services



Other treatment services



In 2016/17, \$6.4 million was paid for other treatment services accounting for 4% of all treatment service payments.

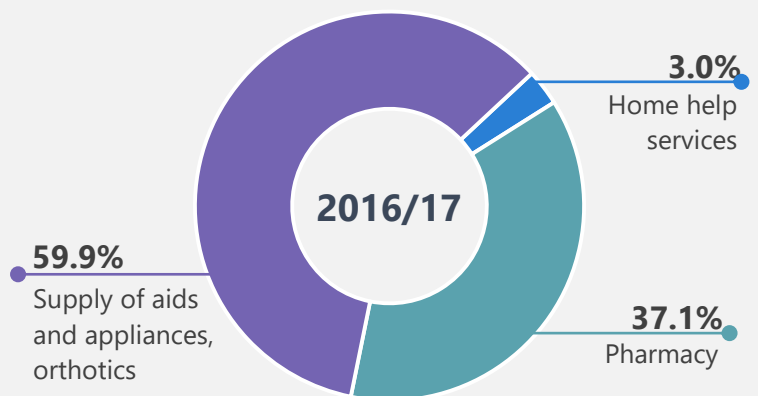
The total payments for other treatment services decreased (25.5%) from 2013/14 to 2016/17.

Other treatment services include the supply of aids and appliances, orthotics, pharmacy, and home help services. Payments for home help services had the highest increase in service payments from (\$46,491) in 2013/14 to (\$191,967) in 2016/17, whilst pharmacy treatment service payments had the largest decrease from (\$3,882,251) to (\$2,381,240) over the same period.

Proportion of other treatment service payment types

In 2016/17, the supply of aids, appliances and orthotics accounted for 59.9% of the total treatment payments for other services, followed by pharmacy (37.1%).

The proportion of service payments for the supply of aids and appliances had the largest increase from 35.4% in 2013/14 to 37.6% in 2016/17. Pharmacy services, as a proportion to other treatment service payments, had the largest decrease from 22.7% in 2013/14 to 18.9% in 2016/17.



Profile of other treatment services



At a glance - other treatment services by type 2016/17

Home help services

Total payments:

\$191,967

▲ 147.5% since previous year

Number of services:

419

▲ 21.4% since previous year

Average payment per service:

\$458

▲ 103.8% since previous year

Pharmacy

Total payments:

\$2,381,240

▼ 10.4% since previous year

Number of services:

34,103

▼ 13.7% since previous year

Average payment per service:

\$70

▼ 3.8% since previous year

Supply of aids and appliances, orthotics

Total payments:

\$3,838,372

▼ 6.5% since previous year

Number of services:

36,935

▼ 4.5% since previous year

Average payment per service:

\$104

▼ 2.1% since previous year

All treatment services number of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Allied health	390,691	388,894	384,130	96,306	90,394	87,797	85,171
Medical	411,413	392,736	379,623	93,025	88,272	87,197	79,915
Workplace rehabilitation	246,908	271,402	264,484	68,687	60,513	59,736	59,527
Other treatment services	98,330	85,345	78,535	19,758	18,690	17,226	15,783
All treatment services	1,147,342	1,138,377	1,106,772	277,776	257,869	251,956	240,396

All treatment services proportion of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Allied health	34.1%	34.2%	34.7%	34.7%	35.1%	34.8%	35.4%
Medical	35.9%	34.5%	34.3%	33.5%	34.2%	34.6%	33.2%
Workplace rehabilitation	21.5%	23.8%	23.9%	24.7%	23.5%	23.7%	24.8%
Other treatment services	8.6%	7.5%	7.1%	7.1%	7.2%	6.8%	6.6%
All treatment services	100%	100%	100%	100%	100%	100%	100%

All treatment services service payments

\$ million	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Allied health	\$37.1	\$37.6	\$37.9	\$9.8	\$9.5	\$9.1	\$9.1
Medical	\$98.2	\$92.6	\$91.0	\$22.7	\$21.7	\$21.8	\$20.4
Workplace rehabilitation	\$33.4	\$33.6	\$33.9	\$8.6	\$8.1	\$8.7	\$8.6
Other treatment services	\$8.6	\$7.1	\$6.8	\$1.8	\$1.7	\$1.5	\$1.3
All treatment services	\$177.3	\$170.8	\$169.7	\$42.9	\$41.1	\$41.1	\$39.4

All treatment services proportion of service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Allied health	21.0%	22.0%	22.4%	22.8%	23.2%	22.2%	23.0%
Medical	55.4%	54.2%	53.7%	52.9%	52.8%	53.0%	51.8%
Workplace rehabilitation	18.8%	19.7%	20.0%	20.1%	19.8%	21.2%	21.8%
Other treatment services	4.8%	4.2%	4.0%	4.3%	4.2%	3.6%	3.3%
All treatment services	100%	100%	100%	100%	100%	100%	100%

All treatment services average service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Allied health	\$95	\$97	\$99	\$102	\$106	\$104	\$106
Medical	\$239	\$236	\$240	\$244	\$245	\$250	\$256
Workplace rehabilitation	\$135	\$124	\$128	\$125	\$134	\$146	\$145
Other treatment services	\$87	\$83	\$87	\$93	\$92	\$87	\$83
All treatment services	\$155	\$150	\$153	\$155	\$159	\$163	\$164

Allied health services number of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Alternative therapies	30	171	278	76	30	26	54
Ambulance services	1,108	1,164	997	243	238	207	196
Chiropractic	5,505	4,739	4,044	768	858	638	695
Complementary therapy	306	243	312	117	119	168	125
Consultant psychiatrist services	36	40	54	9	12	9	0
Counselling	615	524	474	108	81	97	77
Counselling psychology	805	885	876	205	206	194	247
Dentistry	830	945	852	224	202	200	187
Exercise therapy	77,333	79,424	84,320	21,961	20,523	20,806	20,983
Hydrotherapy	4,092	4,195	3,177	703	657	551	639
Massage	2,548	2,176	2,098	421	410	358	237
Medicare reimbursements	203	187	238	53	43	40	35
Occupational therapy	38,982	40,271	42,120	11,076	10,980	10,556	10,222
Optometry	81	58	82	18	19	13	17
Osteopathy	705	624	484	105	90	68	87
Other allied health services	4,669	14,475	14,661	3,539	3,262	3,101	2,861
Outpatient service (n.e.c.)	218	88	133	55	29	20	13
Pain management program	12	15	95	20	23	26	16
Physician, occ. & rehab physician services	39	54	21	2	3	0	1
Physiotherapy	250,475	236,240	226,301	55,879	51,938	50,048	47,869
Podiatry	857	958	1,036	305	327	319	265
Psychology (other than clinical)	180	245	165	28	16	21	29
Reports (n.e.c.)	1,056	1,129	1,282	377	321	313	308
Speech pathology	6	44	30	14	7	18	8
All allied health services	390,691	388,894	384,130	96,306	90,394	87,797	85,171

Allied health services proportion of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Alternative therapies	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%
Ambulance services	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%
Chiropractic	1.4%	1.2%	1.1%	0.8%	0.9%	0.7%	0.8%
Complementary therapy	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Counselling	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Counselling psychology	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%
Dentistry	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
Exercise therapy	19.8%	20.4%	22.0%	22.8%	22.7%	23.7%	24.6%
Hydrotherapy	1.0%	1.1%	0.8%	0.7%	0.7%	0.6%	0.8%
Massage	0.7%	0.6%	0.5%	0.4%	0.5%	0.4%	0.3%
Medicare reimbursements	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%
Occupational therapy	10.0%	10.4%	11.0%	11.5%	12.1%	12.0%	12.0%
Optometry	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Osteopathy	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%
Other allied health services	1.2%	3.7%	3.8%	3.7%	3.6%	3.5%	3.4%
Outpatient service (n.e.c.)	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%
Pain management program	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Physiotherapy	64.1%	60.7%	58.9%	58.0%	57.5%	57.0%	56.2%
Podiatry	0.2%	0.2%	0.3%	0.3%	0.4%	0.4%	0.3%
Psychology (other than clinical)	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Reports (n.e.c.)	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%
Speech pathology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
All allied health services	100%	100%	100%	100%	100%	100%	100%

Allied health services service payments

\$ million	2013/14	2014/15	2015/16	2016/17	2016/17	2016/17	2016/17
				Q1	Q2	Q3	Q4
Alternative therapies	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Ambulance services	\$2.3	\$2.4	\$1.7	\$0.4	\$0.5	\$0.3	\$0.4
Chiropractic	\$0.3	\$0.3	\$0.2	\$0.0	\$0.0	\$0.0	\$0.0
Complementary therapy	\$0.2	\$0.2	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1
Consultant psychiatrist services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Counselling	\$0.1	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Counselling psychology	\$0.2	\$0.2	\$0.2	\$0.0	\$0.0	\$0.0	\$0.1
Dentistry	\$0.9	\$1.1	\$1.1	\$0.2	\$0.2	\$0.2	\$0.2
Exercise therapy	\$10.0	\$10.3	\$11.2	\$3.0	\$2.8	\$2.8	\$2.9
Hydrotherapy	\$0.1	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Massage	\$0.2	\$0.2	\$0.2	\$0.0	\$0.0	\$0.0	\$0.0
Medicare reimbursements	\$0.5	\$0.5	\$0.7	\$0.1	\$0.2	\$0.1	\$0.2
Occupational therapy	\$4.6	\$4.7	\$5.1	\$1.4	\$1.4	\$1.4	\$1.3
Optometry	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Osteopathy	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Other allied health services	\$0.4	\$1.1	\$1.0	\$0.3	\$0.3	\$0.3	\$0.2
Outpatient service (n.e.c.)	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Pain management program	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Physician, occ. & rehab physician services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Physiotherapy	\$16.5	\$15.7	\$15.3	\$3.8	\$3.6	\$3.5	\$3.4
Podiatry	\$0.2	\$0.2	\$0.2	\$0.1	\$0.1	\$0.1	\$0.0
Psychology (other than clinical)	\$0.0	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Reports (n.e.c.)	\$0.4	\$0.4	\$0.5	\$0.1	\$0.1	\$0.1	\$0.1
Speech pathology	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
All allied health service payments	\$37.1	\$37.6	\$37.9	\$9.8	\$9.5	\$9.1	\$9.1

Allied health services proportion of service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Alternative therapies	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%
Ambulance services	6.2%	6.3%	4.4%	4.1%	5.1%	3.8%	4.9%
Chiropractic	0.8%	0.7%	0.6%	0.4%	0.5%	0.4%	0.4%
Complementary therapy	0.5%	0.4%	0.3%	1.3%	1.5%	1.0%	1.1%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Counselling	0.4%	0.3%	0.2%	0.2%	0.2%	0.2%	0.1%
Counselling psychology	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.7%
Dentistry	2.5%	2.8%	2.8%	2.4%	2.5%	2.3%	2.7%
Exercise therapy	27.0%	27.5%	29.6%	30.6%	29.1%	31.3%	31.9%
Hydrotherapy	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%
Massage	0.6%	0.5%	0.5%	0.4%	0.3%	0.3%	0.2%
Medicare reimbursements	1.4%	1.5%	1.9%	1.5%	1.7%	1.4%	1.8%
Occupational therapy	12.3%	12.6%	13.5%	14.3%	14.7%	15.0%	14.6%
Optometry	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%
Osteopathy	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Other allied health services	1.0%	2.8%	2.8%	2.7%	3.4%	2.8%	2.3%
Outpatient service (n.e.c.)	0.1%	0.0%	0.1%	0.1%	0.2%	0.0%	0.0%
Pain management program	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Physiotherapy	44.4%	41.8%	40.4%	39.1%	37.7%	38.5%	37.2%
Podiatry	0.4%	0.4%	0.5%	0.5%	0.8%	0.6%	0.5%
Psychology (other than clinical)	0.1%	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%
Reports (n.e.c.)	1.0%	1.2%	1.3%	1.4%	1.1%	1.2%	1.1%
Speech pathology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
All allied health service payments	100%	100%	100%	100%	100%	100%	100%

Allied health services average service payment

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Alternative therapies	\$181	\$91	\$79	\$70	\$114	\$82	\$90
Ambulance services	\$2,070	\$2,019	\$1,677	\$1,646	\$2,031	\$1,673	\$2,260
Chiropractic	\$54	\$55	\$55	\$55	\$57	\$55	\$56
Complementary therapy	\$666	\$649	\$308	\$1,061	\$1,242	\$551	\$772
Consultant psychiatrist services	\$197	\$239	\$237	\$277	\$244	\$263	-
Counselling	\$219	\$193	\$183	\$191	\$187	\$164	\$170
Counselling psychology	\$228	\$216	\$227	\$235	\$229	\$240	\$250
Dentistry	\$1,119	\$1,111	\$1,252	\$1,050	\$1,164	\$1,044	\$1,308
Exercise therapy	\$130	\$130	\$133	\$136	\$135	\$137	\$138
Hydrotherapy	\$31	\$25	\$25	\$25	\$33	\$32	\$30
Massage	\$84	\$83	\$83	\$81	\$81	\$86	\$83
Medicare reimbursements	\$2,622	\$2,933	\$3,068	\$2,742	\$3,764	\$3,142	\$4,566
Occupational therapy	\$118	\$118	\$122	\$126	\$128	\$129	\$129
Optometry	\$367	\$443	\$367	\$373	\$373	\$340	\$265
Osteopathy	\$76	\$62	\$74	\$72	\$79	\$96	\$77
Other allied health services	\$78	\$73	\$72	\$75	\$100	\$84	\$74
Outpatient service (n.e.c.)	\$205	\$102	\$190	\$128	\$499	\$164	\$224
Pain management program	\$411	\$1,278	\$407	\$671	\$519	\$518	\$619
Physician, occ. & rehab physician services	\$204	\$160	\$148	\$132	\$143	-	\$512
Physiotherapy	\$66	\$67	\$68	\$68	\$69	\$70	\$70
Podiatry	\$189	\$168	\$179	\$172	\$233	\$176	\$173
Psychology (other than clinical)	\$256	\$251	\$261	\$228	\$213	\$216	\$209
Reports (n.e.c.)	\$365	\$391	\$383	\$357	\$335	\$352	\$309
Speech pathology	\$170	\$135	\$124	\$130	\$133	\$160	\$156
All allied health services	\$95	\$97	\$99	\$102	\$106	\$104	\$106

Medical services number of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Anaesthetist services	29,150	29,320	28,030	6,845	6,625	6,537	6,306
Approved medical specialist services	2,609	40	43	8	5	3	3
Clinical psychology	8,392	9,692	9,619	2,332	2,410	2,128	2,009
Consultant psychiatrist services	1,413	1,532	1,317	361	380	349	240
Dentistry	411	266	238	67	76	54	48
Diagnostic imaging services	42,263	39,708	39,064	9,858	9,160	9,292	8,315
General practitioner services	210,772	199,865	188,890	46,133	42,924	42,941	38,824
Medical non-scheduled items	44,634	43,692	42,334	10,181	9,746	9,328	8,208
Medical procedures	6,952	6,776	6,214	1,460	1,246	1,268	1,270
Medicare reimbursements	93	86	133	26	10	6	2
Outpatient service (n.e.c.)	9,859	7,399	7,616	1,526	1,517	1,444	1,398
Physician, occ. & rehab physician services	4,009	4,513	5,651	1,244	1,156	1,136	1,121
Psychology (other than clinical)	1,391	1,389	1,517	391	358	340	381
Reports (n.e.c.)	1,092	1,221	1,290	344	361	313	269
Specialist services	48,367	47,236	47,641	12,244	12,297	12,058	11,521
Speech pathology	6	1	26	5	1	0	0
All medical services	411,413	392,736	379,623	93,025	88,272	87,197	79,915

Medical services proportion of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Anaesthetist services	7.1%	7.5%	7.4%	7.4%	7.5%	7.5%	7.9%
Approved medical specialist services	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Clinical psychology	2.0%	2.5%	2.5%	2.5%	2.7%	2.4%	2.5%
Consultant psychiatrist services	0.3%	0.4%	0.3%	0.4%	0.4%	0.4%	0.3%
Dentistry	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Diagnostic imaging services	10.3%	10.1%	10.3%	10.6%	10.4%	10.7%	10.4%
General practitioner services	51.2%	50.9%	49.8%	49.6%	48.6%	49.2%	48.6%
Medical non-scheduled items	10.8%	11.1%	11.2%	10.9%	11.0%	10.7%	10.3%
Medical procedures	1.7%	1.7%	1.6%	1.6%	1.4%	1.5%	1.6%
Medicare reimbursements	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Outpatient service (n.e.c.)	2.4%	1.9%	2.0%	1.6%	1.7%	1.7%	1.7%
Physician, occ. & rehab physician services	1.0%	1.1%	1.5%	1.3%	1.3%	1.3%	1.4%
Psychology (other than clinical)	0.3%	0.4%	0.4%	0.4%	0.4%	0.4%	0.5%
Reports (n.e.c.)	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.3%
Specialist services	11.8%	12.0%	12.5%	13.2%	13.9%	13.8%	14.4%
Speech pathology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
All medical services	100%	100%	100%	100%	100%	100%	100%

Medical services service payments

\$ million	2013/14	2014/15	2015/16	2016/17	2016/17	2016/17	2016/17
				Q1	Q2	Q3	Q4
Anaesthetist services	\$12.4	\$12.3	\$11.6	\$2.9	\$2.8	\$2.8	\$2.7
Approved medical specialist services	\$4.1	\$0.0	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Clinical psychology	\$2.0	\$2.2	\$2.3	\$0.5	\$0.6	\$0.5	\$0.5
Consultant psychiatrist services	\$0.4	\$0.4	\$0.3	\$0.1	\$0.1	\$0.1	\$0.1
Dentistry	\$0.4	\$0.2	\$0.2	\$0.1	\$0.1	\$0.0	\$0.1
Diagnostic imaging services	\$15.7	\$15.0	\$15.4	\$4.2	\$3.8	\$4.0	\$3.7
General practitioner services	\$21.2	\$20.6	\$19.9	\$5.0	\$4.7	\$4.7	\$4.3
Medical non-scheduled items	\$29.3	\$29.4	\$28.2	\$6.7	\$6.5	\$6.5	\$6.1
Medical procedures	\$3.8	\$3.9	\$3.7	\$0.9	\$0.8	\$0.8	\$0.8
Medicare reimbursements	\$0.1	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Outpatient service (n.e.c.)	\$2.5	\$2.1	\$2.6	\$0.6	\$0.5	\$0.5	\$0.5
Physician, occ. & rehab physician services	\$0.7	\$0.7	\$0.9	\$0.2	\$0.2	\$0.2	\$0.2
Psychology (other than clinical)	\$0.3	\$0.3	\$0.3	\$0.1	\$0.1	\$0.1	\$0.1
Reports (n.e.c.)	\$0.5	\$0.4	\$0.5	\$0.1	\$0.1	\$0.1	\$0.1
Specialist services	\$4.9	\$4.8	\$5.0	\$1.3	\$1.4	\$1.4	\$1.3
Speech pathology	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
All medical service payments	\$98.2	\$92.6	\$91.0	\$22.7	\$21.7	\$21.8	\$20.4

Medical services proportion of services

	2013/14	2014/15	2015/16	2016/17	2016/17	2016/17	2016/17
				Q1	Q2	Q3	Q4
Anaesthetist services	12.6%	13.3%	12.8%	12.7%	12.7%	12.7%	13.1%
Approved medical specialist services	4.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
Clinical psychology	2.0%	2.4%	2.5%	2.4%	2.7%	2.4%	2.4%
Consultant psychiatrist services	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.3%
Dentistry	0.4%	0.3%	0.2%	0.4%	0.4%	0.2%	0.4%
Diagnostic imaging services	15.9%	16.2%	16.9%	18.4%	17.7%	18.6%	18.3%
General practitioner services	21.6%	22.3%	21.9%	21.8%	21.6%	21.6%	20.9%
Medical non-scheduled items	29.8%	31.8%	30.9%	29.6%	30.1%	29.9%	30.0%
Medical procedures	3.9%	4.2%	4.1%	4.1%	3.8%	3.8%	4.0%
Medicare reimbursements	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%
Outpatient service (n.e.c.)	2.5%	2.3%	2.9%	2.5%	2.5%	2.3%	2.4%
Physician, occ. & rehab physician services	0.7%	0.8%	1.0%	0.9%	0.9%	0.9%	1.0%
Psychology (other than clinical)	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.4%
Reports (n.e.c.)	0.5%	0.5%	0.5%	0.6%	0.6%	0.5%	0.3%
Specialist services	5.0%	5.2%	5.4%	5.8%	6.3%	6.3%	6.5%
Speech pathology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
All medical service payments	100%	100%	100%	100%	100%	100%	100%

Medical services average service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Anaesthetist services	\$425	\$419	\$414	\$421	\$415	\$423	\$423
Approved medical specialist services	\$1,570	\$861	\$1,208	\$920	\$1,042	\$499	\$1,568
Clinical psychology	\$233	\$226	\$236	\$233	\$239	\$245	\$248
Consultant psychiatrist services	\$273	\$248	\$259	\$246	\$234	\$256	\$265
Dentistry	\$919	\$929	\$946	\$1,194	\$1,136	\$849	\$1,507
Diagnostic imaging services	\$370	\$377	\$394	\$424	\$418	\$435	\$450
General practitioner services	\$101	\$103	\$105	\$107	\$109	\$110	\$110
Medical non-scheduled items	\$656	\$673	\$665	\$660	\$668	\$697	\$746
Medical procedures	\$552	\$579	\$598	\$630	\$662	\$656	\$646
Medicare reimbursements	\$1,388	\$1,140	\$553	\$873	\$1,721	\$3,904	\$37
Outpatient service (n.e.c.)	\$249	\$288	\$344	\$369	\$354	\$350	\$349
Physician, occ. & rehab physician services	\$177	\$165	\$163	\$165	\$163	\$172	\$175
Psychology (other than clinical)	\$229	\$220	\$218	\$223	\$220	\$227	\$221
Reports (n.e.c.)	\$470	\$349	\$363	\$400	\$352	\$317	\$253
Specialist services	\$101	\$101	\$104	\$107	\$110	\$113	\$115
Speech pathology	\$134	\$94	\$175	\$230	\$133	-	-
All medical services	\$239	\$236	\$240	\$244	\$245	\$250	\$256

Workplace rehabilitation number of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Aids & appliances	123	73	74	28	9	14	15
Aids & appliances assessment (incl report)	89	110	109	14	36	18	21
Case management	129,546	145,992	142,021	39,062	32,804	31,653	31,437
Ergonomic assessment (incl report)	403	354	377	93	88	70	87
Functional capacity assessment (incl report)	60	121	110	20	27	22	9
Job demands assessment (incl report)	62	58	73	12	9	11	21
Medical costs	10,025	12,007	12,267	1,496	1,267	1,463	1,486
Placement activities	13,932	16,181	14,206	3,270	2,807	3,003	2,897
Purchase of aids & appliances	169	165	169	34	49	14	34
Reports - general	29,823	29,813	29,277	7,390	7,563	7,366	7,346
Retraining criteria assistance	12	8	5	5	1	6	1
Services n.e.c.	18	10	8	0	1	1	1
Specialised retraining program assistance	2	6	11	3	3	1	4
Support counselling	1,096	1,015	1,086	330	233	254	261
Training & education	617	677	643	158	142	151	131
Travel	25,360	27,672	27,634	7,160	6,732	7,008	7,170
Vocational assessment (incl report)	1,789	2,014	1,999	521	386	456	437
Vocational counselling	494	504	468	129	86	87	68
Workplace activities	31,132	32,107	31,287	8,233	7,592	7,403	7,376
Workplace assessment (incl report)	2,156	2,515	2,660	729	678	735	725
All workplace rehabilitation services	246,908	271,402	264,484	68,687	60,513	59,736	59,527

Workplace rehabilitation proportion of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Aids & appliances	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Case management	52.5%	53.8%	53.7%	56.9%	54.2%	53.0%	52.8%
Ergonomic assessment (incl report)	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Functional capacity assessment (incl report)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job demands assessment (incl report)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Medical costs	4.1%	4.4%	4.6%	2.2%	2.1%	2.4%	2.5%
Placement activities	5.6%	6.0%	5.4%	4.8%	4.6%	5.0%	4.9%
Purchase of aids & appliances	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%
Reports - general	12.1%	11.0%	11.1%	10.8%	12.5%	12.3%	12.3%
Retraining criteria assistance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Services n.e.c.	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Specialised retraining program assistance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Support counselling	0.4%	0.4%	0.4%	0.5%	0.4%	0.4%	0.4%
Training & education	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%
Travel	10.3%	10.2%	10.4%	10.4%	11.1%	11.7%	12.0%
Vocational assessment (incl report)	0.7%	0.7%	0.8%	0.8%	0.6%	0.8%	0.7%
Vocational counselling	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%
Workplace activities	12.6%	11.8%	11.8%	12.0%	12.5%	12.4%	12.4%
Workplace assessment (incl report)	0.9%	0.9%	1.0%	1.1%	1.1%	1.2%	1.2%
All workplace rehabilitation services	100%	100%	100%	100%	100%	100%	100%

Workplace rehabilitation service payments

\$ million	2013/14	2014/15	2015/16	2016/17	2016/17	2016/17	2016/17
				Q1	Q2	Q3	Q4
Aids & appliances	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Aids & appliances assessment (incl report)	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Case management	\$14.8	\$14.7	\$15.1	\$4.0	\$3.8	\$4.1	\$4.0
Ergonomic assessment (incl report)	\$0.1	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Functional capacity assessment (incl report)	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Job demands assessment (incl report)	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Medical costs	\$1.1	\$1.3	\$1.3	\$0.2	\$0.1	\$0.2	\$0.2
Placement activities	\$2.3	\$2.4	\$2.3	\$0.5	\$0.5	\$0.5	\$0.5
Purchase of aids & appliances	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Reports - general	\$4.4	\$4.3	\$4.3	\$1.0	\$1.1	\$1.1	\$1.1
Retraining criteria assistance	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Services n.e.c.	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Specialised retraining program assistance	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Support counselling	\$0.2	\$0.2	\$0.2	\$0.1	\$0.0	\$0.1	\$0.1
Training & education	\$0.3	\$0.3	\$0.2	\$0.1	\$0.1	\$0.1	\$0.1
Travel	\$5.4	\$5.6	\$5.7	\$1.6	\$1.4	\$1.6	\$1.6
Vocational assessment (incl report)	\$0.8	\$0.8	\$0.8	\$0.2	\$0.2	\$0.2	\$0.2
Vocational counselling	\$0.1	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Workplace activities	\$3.3	\$3.2	\$3.2	\$0.8	\$0.7	\$0.7	\$0.7
Workplace assessment (incl report)	\$0.6	\$0.6	\$0.7	\$0.2	\$0.2	\$0.2	\$0.2
All workplace rehabilitation services	\$33.4	\$33.6	\$33.9	\$8.6	\$8.1	\$8.7	\$8.6

Workplace rehabilitation proportion of service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Aids & appliances	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%
Case management	44.3%	43.9%	44.5%	46.0%	46.8%	47.3%	46.9%
Ergonomic assessment (incl report)	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%
Functional capacity assessment (incl report)	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Job demands assessment (incl report)	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%
Medical costs	3.2%	3.7%	3.8%	1.8%	1.7%	2.0%	2.0%
Placement activities	6.9%	7.0%	6.8%	6.0%	5.6%	6.2%	5.7%
Purchase of aids & appliances	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%
Reports - general	13.1%	12.9%	12.6%	12.1%	13.2%	12.3%	12.3%
Retraining criteria assistance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Services n.e.c.	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Specialised retraining program assistance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Support counselling	0.6%	0.5%	0.6%	0.6%	0.6%	0.6%	0.7%
Training & education	0.9%	0.9%	0.7%	0.9%	0.7%	0.7%	0.6%
Travel	16.2%	16.6%	16.7%	18.1%	17.6%	18.1%	18.5%
Vocational assessment (incl report)	2.5%	2.3%	2.4%	2.6%	2.1%	2.3%	2.3%
Vocational counselling	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%
Workplace activities	9.8%	9.5%	9.5%	9.3%	8.8%	8.1%	8.5%
Workplace assessment (incl report)	1.7%	1.9%	2.0%	2.1%	2.0%	2.3%	2.2%
All workplace rehabilitation services	100%	100%	100%	100%	100%	100%	100%

Workplace rehabilitation average service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Aids & appliances	\$142	\$237	\$173	\$175	\$219	\$173	\$215
Aids & appliances assessment (incl report)	\$146	\$172	\$153	\$128	\$166	\$187	\$226
Case management	\$114	\$101	\$106	\$101	\$116	\$130	\$128
Ergonomic assessment (incl report)	\$173	\$173	\$165	\$182	\$182	\$176	\$180
Functional capacity assessment (incl report)	\$635	\$375	\$397	\$465	\$409	\$399	\$710
Job demands assessment (incl report)	\$345	\$255	\$283	\$235	\$331	\$240	\$238
Medical costs	\$108	\$104	\$105	\$101	\$107	\$121	\$118
Placement activities	\$166	\$146	\$161	\$159	\$162	\$179	\$168
Purchase of aids & appliances	\$142	\$121	\$122	\$155	\$146	\$149	\$167
Reports - general	\$147	\$145	\$146	\$141	\$142	\$145	\$144
Retraining criteria assistance	\$315	\$495	\$305	\$87	\$20	\$154	\$20
Services n.e.c.	\$417	-	\$431	-	\$480	\$131	\$45
Specialised retraining program assistance	\$220	\$373	\$478	\$524	\$1,067	\$750	\$232
Support counselling	\$182	\$165	\$187	\$169	\$207	\$200	\$216
Training & education	\$502	\$430	\$358	\$487	\$396	\$386	\$413
Travel	\$214	\$202	\$205	\$218	\$213	\$224	\$223
Vocational assessment (incl report)	\$463	\$392	\$404	\$431	\$446	\$440	\$444
Vocational counselling	\$220	\$213	\$204	\$186	\$200	\$284	\$235
Workplace activities	\$105	\$99	\$103	\$97	\$95	\$96	\$99
Workplace assessment (incl report)	\$264	\$258	\$261	\$249	\$245	\$267	\$264
All workplace rehabilitation services	\$135	\$124	\$128	\$125	\$134	\$146	\$145

Other treatment services number of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Home help services	242	444	345	127	127	80	85
Pharmacy	52,086	44,656	39,526	9,778	9,003	8,214	7,108
Supply of aids and appliances, orthotics	46,002	40,245	38,664	9,853	9,560	8,932	8,590
All other treatment services	98,330	85,345	78,535	19,758	18,690	17,226	15,783

Other treatment services proportion of services

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Home help services	0.2%	0.5%	0.4%	0.6%	0.7%	0.5%	0.5%
Pharmacy	53.0%	52.3%	50.3%	49.5%	48.2%	47.7%	45.0%
Supply of aids and appliances, orthotics	46.8%	47.2%	49.2%	49.9%	51.2%	51.9%	54.4%
All other treatment services	100%	100%	100%	100%	100%	100%	100%

Other treatment services service payments

\$ million	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Home help services	\$0.0	\$0.1	\$0.1	\$0.1	\$0.1	\$0.0	\$0.0
Pharmacy	\$3.9	\$3.1	\$2.7	\$0.7	\$0.6	\$0.6	\$0.5
Supply of aids and appliances, orthotics	\$4.7	\$3.9	\$4.1	\$1.1	\$1.0	\$0.9	\$0.8
All other treatment service payments	\$8.6	\$7.1	\$6.8	\$1.8	\$1.7	\$1.5	\$1.3

Other treatment services proportion of service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Home help services	0.5%	1.7%	1.1%	3.1%	5.1%	1.2%	2.0%
Pharmacy	45.1%	43.4%	38.9%	36.5%	36.3%	39.1%	37.1%
Supply of aids and appliances, orthotics	54.4%	54.9%	60.0%	60.4%	58.6%	59.8%	60.9%
All other treatment service payments	100%	100%	100%	100%	100%	100%	100%

Other treatment services average service payments

	2013/14	2014/15	2015/16	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Home help services	\$192	\$273	\$225	\$457	\$705	\$219	\$317
Pharmacy	\$75	\$69	\$67	\$69	\$70	\$72	\$69
Supply of aids and appliances, orthotics	\$102	\$98	\$106	\$113	\$107	\$101	\$94
All other treatment service payments	\$87	\$83	\$87	\$93	\$92	\$87	\$83

TERM	DEFINITION / EXPLANATION OF TERM
Average service payment	The total cost of treatment service payments divided by the number of treatment services incurred during a service quarter/year (see definition for service quarter/year).
Allied health service payments	<p>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:</p> <ul style="list-style-type: none"> ▲ physiotherapy ▲ ambulance ▲ psychology.
Claim payments	<p>Categories are based on WorkCover WA's Guidelines for Completing Form WC 101. Claim payments are in contrast with claim costs as they do not reflect liabilities incurred but not yet paid. Claim payment information is collated based on the financial year during which payment was made, regardless of when the claim was lodged with the insurer. In this report, claim payments are reported both in adjusted and unadjusted formats. In relation to the former, payments are adjusted for inflation to allow for meaningful comparisons over time.</p>
Financial year	Refer to Service year/quarter.
Medical service payments	<p>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.</p> <p>Payments are adjusted for inflation to allow for meaningful comparisons over time. For further information, visit the WorkCover WA website (workcover.wa.gov.au).</p>
Non-scheduled items	Procedures which are not included in the schedule of medical items for which WorkCover WA sets prescribed fees.
Other treatment service payments	<p>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:</p> <ul style="list-style-type: none"> ▲ pharmacy ▲ supply of aids and appliances.

TERM	DEFINITION / EXPLANATION OF TERM
Service payment	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 quarter/year	The quarter or year 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.
Workplace rehabilitation service payments	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.

- 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.
- 2 The accuracy or reliability of the data is not guaranteed or warranted in any way. 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. This data reflects data reported to this agency by insurers for the reporting periods indicated. Data users are responsible for ensuring by independent verification its accuracy, currency or completeness.
- 3 Neither WorkCover WA, or its agencies or representatives are responsible for data that is misinterpreted or altered in any way. Derived conclusions and analysis generated from this data are not to be considered attributable to WorkCover WA.
- 4 This data is provided as is and in no event shall WorkCover WA, its agencies or representatives be liable for any damages, including, without limitation, damages resulting from lost data or lost profits or revenue, the costs of recovering such data, the costs of substitute data, claims by third parties or for other similar costs, or any special, incidental, punitive or consequential damages, arising out of the use of the data.
- 5 Information concerning the accuracy and appropriate uses of the data or concerning other workers' compensation data may be obtained by contacting WorkCover WA.