

SERVICE STATUS REPORT 2020/21

Allied health, medical, workplace rehabilitation treatment services

in the Western Australian workers' compensation scheme

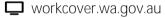








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WorkCoverWA

WorkCover WA is the government agency responsible for overseeing the WA workers' compensation and injury management scheme. 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 Allied health, medical, workplace rehabilitation 2017/18 to 2020/21

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Workers' Compensation in WA

WorkCover WA is the government agency responsible for overseeing the workers' compensation and injury management scheme 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 23 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. Hospital charges and legal expenses are not considered to be treatment services, and therefore excluded.

In this report, treatment services are broadly grouped under:









health

rehabilitation treatment

Indicators in this report relate to:

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



2020/21 | Overview of claims and services

CLAIMS



25,537 claims lodged in 2020/21

▼ 5% over four years



\$1,034 million claim payments paid in 2020/21

▲ 6% over four years

SERVICES



1,063,175

services provided in 2020/21

■ 0% over four years



\$185 million service payments paid in 2020/21

▼ 1% over four years

Over a million services were provided in 2020/21, which included allied health, medical, workplace rehabilitation, and other treatment services. While the number of claims decreased over the last four years, the number of services provided remained stable.

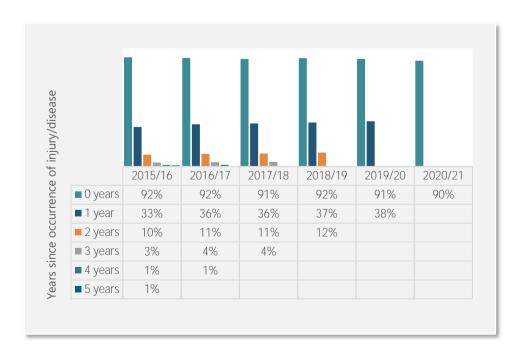
In 2020/21, \$1,034 million was paid out in the WA workers' compensation scheme, of which \$185 million was associated with treatment services. While total claim payments increased (6%), treatment services remained stable (-1%) over four years.

Proportion of claims with treatment services by occurrence year

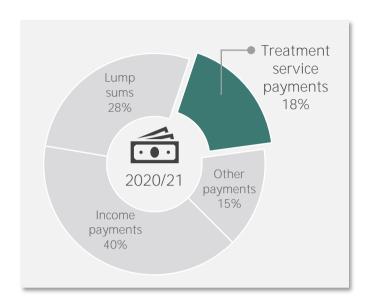
This graph shows the proportion of claims which received treatment services since the occurrence of the work-related injury or illness.

Around 91% of claims received treatment services in the same year as the injury/disease occurred.

For the subsequent year, only 33% to 38% of claims continued to have treatment services, and decreased to around 4% by the third year post-injury or illness.



Total claim payments



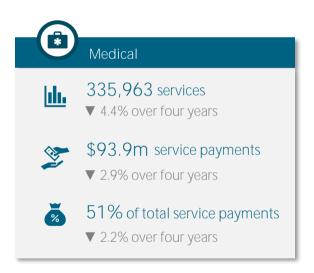
In 2020/21, around two-thirds of total claim payments were made directly to the worker (either by income replacement or lump sum). Payments for treatment services, such as medical, allied health, workplace rehabilitation, and other treatment services, accounted for 18%.

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

Services at a glance 2020/21









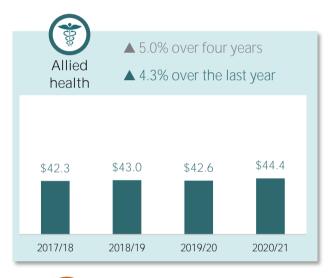
Treatment service payments

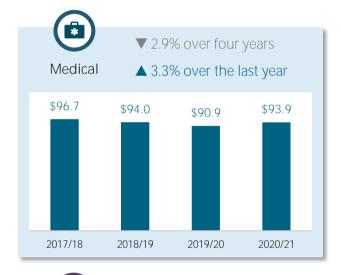
Total treatment service payments (\$million)



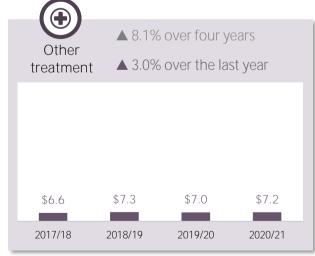
- ▼ 0.7% over four years
- ▲ 3.2% over the last year

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







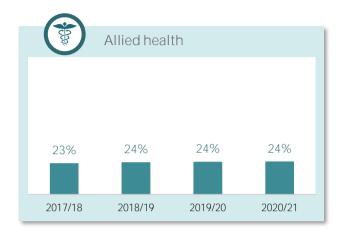


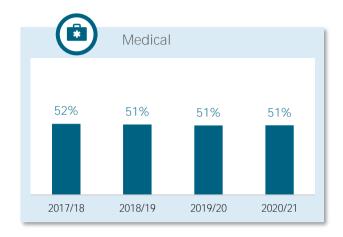


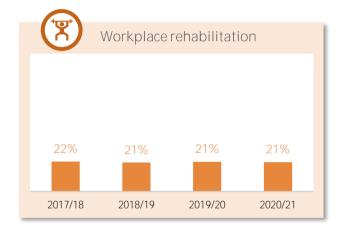
Medical services account for the highest treatment service payments at \$93 million in 2020/21.

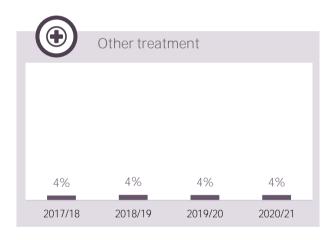
Treatment service payment proportions

Total treatment service payments proportions by service type







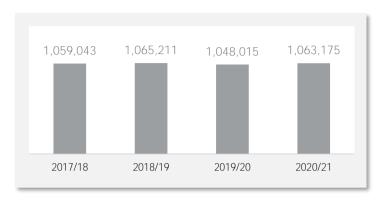


Medical service payments account for over half of treatment service payments across four years.



Treatment service numbers

Total treatment service numbers



- ▲ 0.4% over four years
- ▲ 1.4% over the last year

Total treatment service numbers by service type







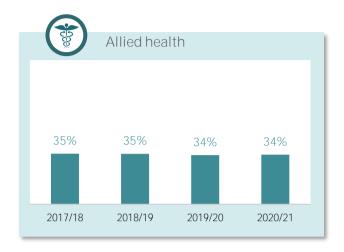


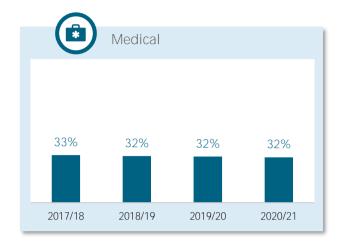


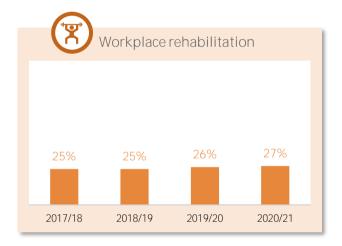
The number of treatment services remained stable between 2017/18 and 2020/21.

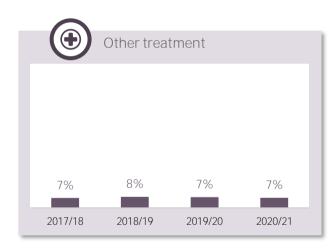
Treatment service proportions

Total treatment service numbers proportions by service type









Although medical service payments represented the largest proportion of treatment service payments, allied health services had a higher number of treatment services.



Average treatment service payments

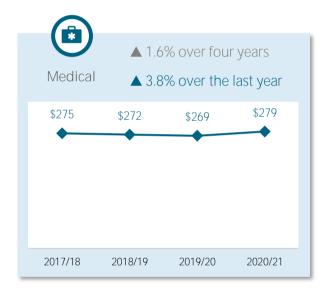
Average treatment service payments



- ▼ 1.1% over four years
- ▲ 1.8% over the last year

Average treatment service payment by service type









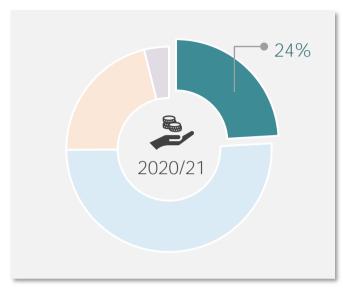


Over a four-year period, the average medical service payment was 1.6 times higher than the overall average treatment service payment.

Profile of allied health services



Allied health services



In 2020/21, \$44.4 million was paid for allied health services, accounting for 24% of all treatment service payments. The total service payments for allied health increased (5%) from 2017/18 to 2020/21.

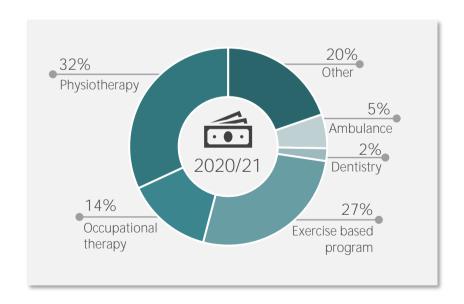
Allied health treatment includes services such as ambulance services, dentistry, exercise based program, occupational therapy, and physiotherapy.

Ambulance service payments had the largest increase (7%) from 2017/18 to 2020/21, but accounted for a small proportion (5%) of allied health service payments.

Proportion of allied health service payment types

In 2020/21, physiotherapy accounted for 32% of the total allied health payments, followed by exercise based program (27%), and occupational therapy (14%).

Other allied health services include chiropractic, exercise physiology, podiatry, and counselling services.



Profile of allied health services



At a glance - allied health services by type 2020/21

Ambulance services

Total payments:

\$2,469,757

▲ 1.4% over the last year

Number of services:

872

▼ 16.2% over the last year

Average payment per service:

\$2,832

▲ 21.1% over the last year

Dentistry

Total payments:

\$920,520

▲ 12.7% over the last year

Number of services:

792

▲ 0.6% over the last year

Average payment per service:

\$1,162

▲ 12.0% over the last year

Exercise based program

Total payments:

\$11,871,780

▼ 12.3% over the last year

Number of services:

81,290

▼ 13.4% over the last year

Average payment per service:

\$146

▲ 1.3% over the last year

Occupational therapy

Total payments:

\$6,226,074

▲ 0.6% over the last year

Number of services:

48,078

▲ 3.2% over the last year

Average payment per service:

\$129

▼ 2.6% over the last year

Physiotherapy

Total payments:

\$14,171,266

▼ 3.0% over the last year

Number of services:

179,027

▼ 2.7% over the last year

Average payment per service:

\$79

▼ 0.3% over the last year

Other allied health

Total payments:

\$8,760,786

▲ 76.1% over the last year

Number of services:

56,430

▲ 81.8% over the last year

Average payment per service:

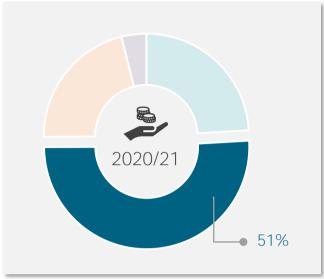
\$155

▼ 3.1% over the last year

Profile of medical services



Medical services



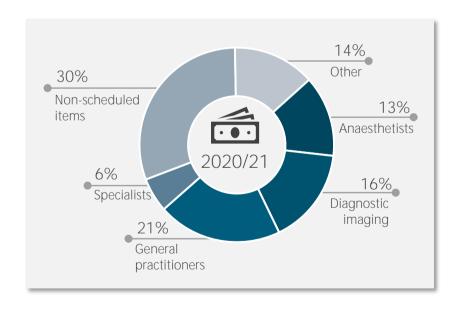
In 2020/21, \$93.9 million was paid for medical services, accounting over half of all treatment service payments. The total payments for medical services decreased (3%) from 2017/18 to 2020/21.

Medical services include services for medical nonscheduled items, general practitioners, diagnostic imaging, anaesthetists and specialists. Medical nonscheduled items accounted for the largest proportion of medical service payments. This pattern is consistent over the last four years.

Proportion of medical service payment types

In 2020/21, medical non-scheduled items accounted for 30% of the total medical service payments, followed by general practitioners (21%), and diagnostic imaging (16%).

Other medical services include clinical psychology, outpatient services, and medical procedures.



Profile of medical services



At a glance - medical services by type 2020/21

Anaesthetist services

Total payments:

\$12,646,036

▲ 8.1% over the last year

Number of services:

27,872

▲ 7.1% over the last year

Average payment per service:

\$454

▲ 0.9% over the last year

Diagnostic imaging

Total payments:

\$15,036,719

▼ 4.5% over the last year

Number of services:

27,612

▼ 13.9% over the last year

Average payment per service:

\$545

▲ 10.9% over the last year

General practitioner

Total payments:

\$19,399,446

▲ 1.1% over the last year

Number of services:

161,465

▲ 1.7% over the last year

Average payment per service:

\$120

▼ 0.6% over the last year

Specialist services

Total payments:

\$5,369,096

▼ 3.2% over the last year

Number of services:

44.902

▼ 2.0% over the last year

Average payment per service:

\$120

▼ 1.2% over the last year

Other medical services

Total payments:

\$12,797,774

▼ 4.2% over the last year

Number of services:

34.940

▼ 4.3% over the last year

Average payment per service:

\$366

▲ 0.1% over the last year

Medical non-scheduled

Total payments:

\$28,612,657

▲ 13.0% over the last year

Number of services:

39,172

▲ 1.9% over the last year

Average payment per service:

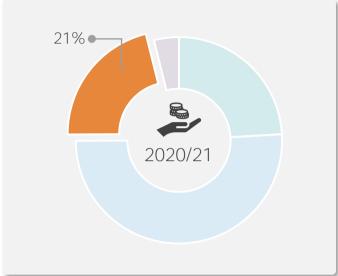
\$730

▲ 10.9% over the last year

Profile of workplace rehabilitation services



Workplace rehabilitation services



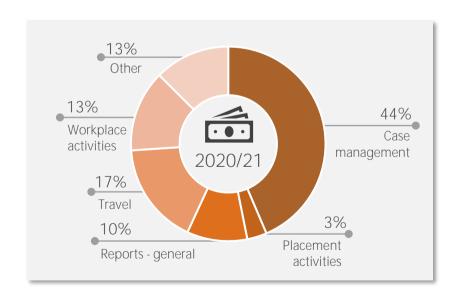
In 2020/21, \$39.1 million was paid for workplace rehabilitation services, accounting for 21% of all treatment service payments. The total payments for workplace rehabilitation services decreased (3%) over four years.

Workplace rehabilitation includes services for case management, workplace activities, travel, placement activities and reports (general). Workplace activities had the highest increase in service payments (42%) from 2017/18 to 2020/21, whereas payments for placement activities had the largest decrease (24%) over the same period.

Proportion of workplace rehabilitation payment types

In 2020/21, case management accounted for 44% of the total workplace rehabilitation payments, followed by travel (17%), and workplace activities (13%).

Other workplace rehabilitation services include support counselling, training & education, and ergonomic assessment.



Profile of workplace rehabilitation services



At a glance - workplace rehabilitation services by type 2020/21

Case management

Total payments:

\$17,042,754

▼ 7.0% over the last year

Number of services:

140,742

▼ 5.3% over the last year

Average payment per service:

\$121

▼ 1.8% over the last year

Placement activities

Total payments:

\$1,277,379

▼ 17.2% over the last year

Number of services:

7,438

▼ 16.3% over the last year

Average payment per service:

\$172

▼ 1.1% over the last year

Reports - general

Total payments:

\$3,925,616

▼ 9.2% over the last year

Number of services:

26,251

▼ 7.2% over the last year

Average payment per service:

\$150

▼ 2.1% over the last year

Travel

Total payments:

\$6,661,293

▲ 7.8% over the last year

Number of services:

30,220

▲ 8.6% over the last year

Average payment per service:

\$220

▼ 0.7% over the last year

Workplace activities

Total payments:

\$5,291,321

▲ 17.7% over the last year

Number of services:

52,417

▲ 20.9% over the last year

Average payment per service:

\$101

▼ 2.6% over the last year

Other workplace rehal

Total payments:

\$4,903,823

▲ 40.8% over the last year

Number of services:

29.657

▲ 65.6% over the last year

Average payment per service:

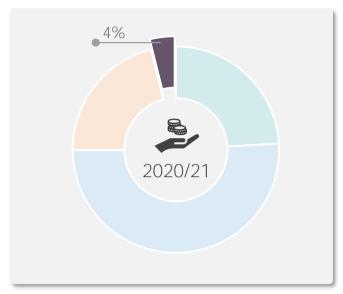
\$165

▼ 15.0% over the last year

Profile of other treatment services



Other treatment services



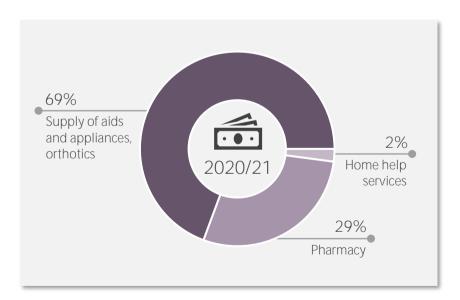
In 2020/21, \$7.2 million was paid for other treatment services, accounting for 4% of all treatment service payments. The total payments for other treatment services increased (8%) over four years.

Other treatment services include the supply of aids and appliances, orthotics, pharmacy, and home help services. Between 2017/18 and 2020/21, payments for home help services had the largest increase in service payments, however, accounts for the smallest proportion of payments. Pharmacy treatment service payments had the largest decrease in service payments (13%) over the same period.

Proportion of other treatment services payment types

The supply of aids, appliances and orthotics services continue to account for the majority of other treatment service payments. In 2020/21, these accounted for 69% of other treatment service payments.

Pharmacy service payments account for less than a third of other treatment service payments in the latest year.



Profile of other treatment services



At a glance - other treatment services by type 2020/21

Home help services

Total payments:

\$153,704

▲ 21.1% over the last year

Number of services:

596

▲ 4.7% over the last year

Average payment per service:

\$258

▲ 15.6% over the last year

Pharmacy

Total payments:

\$2,081,129

▼ 13.3% over the last year

Number of services:

30,443

▼ 10.4% over the last year

Average payment per service:

\$68

▼ 3.2% over the last year

Supply of aids and appliances, orthotics

Total payments:

\$5,056,703

▲ 11.7% over the last year

Number of services:

42,959

▼ 1.4% over the last year

Average payment per service:

\$118

▲ 13.3% over the last year

All treatment services number of services

	2017/18	2018/19	2019/20	2020/21
Allied health	371,249	373,222	357,408	366,489
Medical	351,501	345,822	337,638	335,963
Workplace rehabilitation	263,811	265,173	274,866	286,725
Other treatment services	72,482	80,994	78,103	73,998
All treatment services	1,059,043	1,065,211	1,048,015	1,063,175

All treatment services proportion of services

	2017/18	2018/19	2019/20	2020/21
Allied health	35.1%	35.0%	34.1%	34.5%
Medical	33.2%	32.5%	32.2%	31.6%
Workplace rehabilitation	24.9%	24.9%	26.2%	27.0%
Other treatment services	6.8%	7.6%	7.5%	7.0%
All treatment services	100%	100%	100%	100%

All treatment services service payments

\$ million	2017/18	2018/19	2019/20	2020/21
Allied health	\$42.30	\$42.97	\$42.57	\$44.42
Medical	\$96.68	\$94.02	\$90.86	\$93.86
Workplace rehabilitation	\$40.28	\$38.31	\$38.35	\$39.10
Other treatment services	\$6.65	\$7.33	\$6.98	\$7.19
All treatment services	\$185.91	\$182.64	\$178.76	\$184.57

All treatment services proportion of service payments

	2017/18	2018/19	2019/20	2020/21
Allied health	22.8%	23.5%	23.8%	24.1%
Medical	52.0%	51.5%	50.8%	50.9%
Workplace rehabilitation	21.7%	21.0%	21.5%	21.2%
Other treatment services	3.6%	4.0%	3.9%	3.9%
All treatment services	100%	100%	100%	100%

All treatment services average service payments

	J 1 J			
	2017/18	2018/19	2019/20	2020/21
Allied health	\$114	\$115	\$119	\$121
Medical	\$275	\$272	\$269	\$279
Workplace rehabilitation	\$153	\$144	\$140	\$136
Other treatment services	\$92	\$91	\$89	\$97
All treatment services	\$176	\$171	\$171	\$174

Allied health services number of services

	2017/18	2018/19	2019/20	2020/21
Alternative therapies	286	255	197	231
Ambulance services	1,058	995	1,041	872
Chiropractic	3,122	3,141	3,255	3,122
Complementary therapy	528	89	24	58
Consultant psychiatrist services	14	24	15	15
Counselling	1,150	3,971	3,833	4,339
Counselling psychology	1,159	1,611	2,234	1,849
Dentistry	855	930	787	792
Exercise based program	98,172	105,031	93,905	81,290
Exercise based program - Exercise physiologists ¹	n/a	n/a	15,274	40,556
Hydrotherapy	2,815	2,790	1,880	1,796
Massage	1,403	1,566	1,285	1,434
Medicare reimbursements	166	167	133	157
Occupational therapy	46,317	44,435	46,575	48,078
Optometry	77	83	56	69
Osteopathy	290	315	266	305
Other allied health services ²	12,049	4,698	701	646
Outpatient service (n.e.c.)	113	92	48	9
Pain management program	130	129	164	196
Physician, occ. & rehab physician services	10	48	35	40
Physiotherapy	199,891	201,053	184,057	179,027
Podiatry	1,491	1,576	1,450	1,420
Psychology (other than clinical)	55	80	120	147
Reports (n.e.c.)	46	93	42	14
Speech pathology	52	50	31	27
All allied health services	371,249	373,222	357,408	366,489

¹ As of 1 November 2019, a new service code (Exercise based program - Exercise physiologists) was introduced to capture exercise based programs undertaken by Exercise physiologists.

² The decrease in the number of 'other allied health services' from 2018/19 onwards was attributed to improved coding practice from insurers.

Allied health services proportion of services

	2017/18	2018/19	2019/20	2020/21
Alternative therapies	0.1%	0.1%	0.1%	0.1%
Ambulance services	0.3%	0.3%	0.3%	0.2%
Chiropractic	0.8%	0.8%	0.9%	0.9%
Complementary therapy	0.1%	0.0%	0.0%	0.0%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%
Counselling	0.3%	1.1%	1.1%	1.2%
Counselling psychology	0.3%	0.4%	0.6%	0.5%
Dentistry	0.2%	0.2%	0.2%	0.2%
Exercise based program	26.4%	28.1%	26.3%	22.2%
Exercise based program - Exercise physiologists ¹	n/a	n/a	4.3%	11.1%
Hydrotherapy	0.8%	0.7%	0.5%	0.5%
Massage	0.4%	0.4%	0.4%	0.4%
Medicare reimbursements	0.0%	0.0%	0.0%	0.0%
Occupational therapy	12.5%	11.9%	13.0%	13.1%
Optometry	0.0%	0.0%	0.0%	0.0%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services ²	3.2%	1.3%	0.2%	0.2%
Outpatient service (n.e.c.)	0.0%	0.0%	0.0%	0.0%
Pain management program	0.0%	0.0%	0.0%	0.1%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%
Physiotherapy	53.8%	53.9%	51.5%	48.8%
Podiatry	0.4%	0.4%	0.4%	0.4%
Psychology (other than clinical)	0.0%	0.0%	0.0%	0.0%
Reports (n.e.c.)	0.0%	0.0%	0.0%	0.0%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All allied health services	100%	100%	100%	100%

¹ As of 1 November 2019, a new service code (Exercise based program - Exercise physiologists) was introduced to capture exercise based programs undertaken by Exercise physiologists.

² The decrease in the proportion of 'other allied health services' from 2018/19 onwards was attributed to improved coding practice from insurers.

Allied health services service payments

\$million	2017/18	2018/19	2019/20	2020/21
Alternative therapies	\$0.02	\$0.02	\$0.02	\$0.02
Ambulance services	\$2.30	\$1.93	\$2.44	\$2.47
Chiropractic	\$0.19	\$0.19	\$0.20	\$0.19
Complementary therapy	\$0.21	\$0.02	\$0.00	\$0.01
Consultant psychiatrist services	\$0.00	\$0.01	\$0.00	\$0.00
Counselling	\$0.18	\$0.70	\$0.65	\$0.72
Counselling psychology	\$0.28	\$0.41	\$0.62	\$0.49
Dentistry	\$1.07	\$1.00	\$0.82	\$0.92
Exercise based program	\$14.27	\$15.42	\$13.54	\$11.87
Exercise based program - Exercise physiologists ¹	n/a	n/a	\$2.20	\$5.79
Hydrotherapy	\$0.10	\$0.08	\$0.04	\$0.05
Massage	\$0.13	\$0.13	\$0.12	\$0.13
Medicare reimbursements	\$0.60	\$0.45	\$0.47	\$0.61
Occupational therapy	\$6.31	\$6.03	\$6.19	\$6.23
Optometry	\$0.02	\$0.03	\$0.02	\$0.03
Osteopathy	\$0.03	\$0.03	\$0.02	\$0.03
Other allied health services ²	\$0.96	\$0.42	\$0.14	\$0.17
Outpatient service (n.e.c.)	\$0.06	\$0.01	\$0.02	\$0.00
Pain management program	\$0.08	\$0.09	\$0.10	\$0.14
Physician, occ. & rehab physician services	\$0.00	\$0.01	\$0.01	\$0.01
Physiotherapy	\$15.15	\$15.56	\$14.61	\$14.17
Podiatry	\$0.29	\$0.34	\$0.30	\$0.32
Psychology (other than clinical)	\$0.01	\$0.02	\$0.03	\$0.04
Reports (n.e.c.)	\$0.02	\$0.05	\$0.01	\$0.01
Speech pathology	\$0.01	\$0.01	\$0.00	\$0.00
All allied health service payments	\$42.30	\$42.97	\$42.57	\$44.42

¹ As of 1 November 2019, a new service code (Exercise based program - Exercise physiologists) was introduced to capture exercise based programs undertaken by Exercise physiologists.

² The decrease in service payments for 'other allied health services' from 2018/19 onwards was attributed to improved coding practice from insurers.

Allied health services proportion of service payments

	1 2			
	2017/18	2018/19	2019/20	2020/21
Alternative therapies	0.1%	0.0%	0.0%	0.1%
Ambulance services	5.4%	4.5%	5.7%	5.6%
Chiropractic	0.4%	0.4%	0.5%	0.4%
Complementary therapy	0.5%	0.0%	0.0%	0.0%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%
Counselling	0.4%	1.6%	1.5%	1.6%
Counselling psychology	0.7%	1.0%	1.5%	1.1%
Dentistry	2.5%	2.3%	1.9%	2.1%
Exercise based program	33.7%	35.9%	31.8%	26.7%
Exercise based program - Exercise physiologists ¹	n/a	n/a	5.2%	13.0%
Hydrotherapy	0.2%	0.2%	0.1%	0.1%
Massage	0.3%	0.3%	0.3%	0.3%
Medicare reimbursements	1.4%	1.1%	1.1%	1.4%
Occupational therapy	14.9%	14.0%	14.5%	14.0%
Optometry	0.1%	0.1%	0.1%	0.1%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services ²	2.3%	1.0%	0.3%	0.4%
Outpatient service (n.e.c.)	0.1%	0.0%	0.0%	0.0%
Pain management program	0.2%	0.2%	0.2%	0.3%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%
Physiotherapy	35.8%	36.2%	34.3%	31.9%
Podiatry	0.7%	0.8%	0.7%	0.7%
Psychology (other than clinical)	0.0%	0.1%	0.1%	0.1%
Reports (n.e.c.)	0.0%	0.1%	0.0%	0.0%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All allied health service payments	100%	100%	100%	100%

¹ As of 1 November 2019, a new service code (Exercise based program - Exercise physiologists) was introduced to capture exercise based programs undertaken by Exercise physiologists.

² The decrease in the proportion of service payments for 'other allied health services' from 2018/19 onwards was attributed to improved coding practice from insurers.

Allied health services average service payment

5	1 3			
	2017/18	2018/19	2019/20	2020/21
Alternative therapies	\$83	\$82	\$103	\$97
Ambulance services	\$2,170	\$1,941	\$2,339	\$2,832
Chiropractic	\$60	\$60	\$61	\$61
Complementary therapy	\$395	\$229	\$62	\$118
Consultant psychiatrist services	\$230	\$268	\$256	\$259
Counselling	\$153	\$176	\$170	\$166
Counselling psychology	\$244	\$256	\$277	\$265
Dentistry	\$1,256	\$1,081	\$1,038	\$1,162
Exercise based program	\$145	\$147	\$144	\$146
Exercise based program - Exercise physiologists ¹	n/a	n/a	\$144	\$143
Hydrotherapy	\$36	\$30	\$23	\$29
Massage	\$90	\$86	\$95	\$88
Medicare reimbursements	\$3,610	\$2,719	\$3,556	\$3,911
Occupational therapy	\$136	\$136	\$133	\$129
Optometry	\$322	\$378	\$387	\$435
Osteopathy	\$91	\$84	\$81	\$88
Other allied health services	\$80	\$89	\$194	\$268
Outpatient service (n.e.c.)	\$532	\$152	\$374	\$244
Pain management program	\$620	\$662	\$608	\$689
Physician, occ. & rehab physician services	\$166	\$172	\$159	\$148
Physiotherapy	\$76	\$77	\$79	\$79
Podiatry	\$197	\$213	\$206	\$226
Psychology (other than clinical)	\$223	\$271	\$258	\$284
Reports (n.e.c.)	\$458	\$508	\$153	\$413
Speech pathology	\$153	\$123	\$124	\$115
All allied health services	\$114	\$115	\$119	\$121

¹ As of 1 November 2019, a new service code (Exercise based program - Exercise physiologists) was introduced to capture exercise based programs undertaken by Exercise physiologists.

Medical services number of services

	2017/18	2018/19	2019/20	2020/21
Anaesthetist services	27,039	26,090	26,015	27,872
Approved medical specialist services	31	328	464	292
Clinical psychology	10,168	11,739	12,876	12,725
Consultant psychiatrist services	1,507	1,796	1,882	1,536
Dentistry	212	254	243	239
Diagnostic imaging services	36,495	34,767	32,070	27,612
General practitioner services	167,110	163,918	158,763	161,465
Medical non-scheduled items	38,821	39,058	38,445	39,172
Medical procedures	5,174	4,701	4,326	4,225
Medicare reimbursements	36	23	39	64
Outpatient service (n.e.c.)	7,496	8,668	7,938	7,195
Physician, occ. & rehab physician services	5,608	5,323	5,417	5,576
Psychology (other than clinical)	1,238	1,402	2,316	2,088
Reports (n.e.c.)	1,244	954	1,014	982
Specialist services	49,305	46,793	45,816	44,902
Speech pathology	17	8	14	18
All medical services	351,501	345,822	337,638	335,963

Medical services proportion of services

	2017/18	2018/19	2019/20	2020/21
Anaesthetist services	7.7%	7.5%	7.7%	8.3%
Approved medical specialist services	0.0%	0.1%	0.1%	0.1%
Clinical psychology	2.9%	3.4%	3.8%	3.8%
Consultant psychiatrist services	0.4%	0.5%	0.6%	0.5%
Dentistry	0.1%	0.1%	0.1%	0.1%
Diagnostic imaging services	10.4%	10.1%	9.5%	8.2%
General practitioner services	47.5%	47.4%	47.0%	48.1%
Medical non-scheduled items	11.0%	11.3%	11.4%	11.7%
Medical procedures	1.5%	1.4%	1.3%	1.3%
Medicare reimbursements	0.0%	0.0%	0.0%	0.0%
Outpatient service (n.e.c.)	2.1%	2.5%	2.4%	2.1%
Physician, occ. & rehab physician services	1.6%	1.5%	1.6%	1.7%
Psychology (other than clinical)	0.4%	0.4%	0.7%	0.6%
Reports (n.e.c.)	0.4%	0.3%	0.3%	0.3%
Specialist services	14.0%	13.5%	13.6%	13.4%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All medical services	100%	100%	100%	100%

Medical services service payments

\$ million	2017/18	2018/19	2019/20	2020/21
Anaesthetist services	\$12.40	\$11.82	\$11.70	\$12.65
Approved medical specialist services	\$0.05	\$0.48	\$0.65	\$0.41
Clinical psychology	\$2.68	\$3.13	\$3.56	\$3.47
Consultant psychiatrist services	\$0.40	\$0.48	\$0.53	\$0.43
Dentistry	\$0.26	\$0.34	\$0.24	\$0.30
Diagnostic imaging services	\$17.23	\$16.56	\$15.74	\$15.04
General practitioner services	\$19.99	\$19.85	\$19.19	\$19.40
Medical non-scheduled items	\$28.95	\$26.83	\$25.32	\$28.61
Medical procedures	\$3.66	\$3.24	\$2.78	\$2.85
Medicare reimbursements	\$0.05	\$0.04	\$0.01	\$0.08
Outpatient service (n.e.c.)	\$3.20	\$3.77	\$3.56	\$3.24
Physician, occ. & rehab physician services	\$1.03	\$1.01	\$1.08	\$1.08
Psychology (other than clinical)	\$0.31	\$0.35	\$0.61	\$0.53
Reports (n.e.c.)	\$0.48	\$0.35	\$0.34	\$0.39
Specialist services	\$5.99	\$5.78	\$5.54	\$5.37
Speech pathology	\$0.00	\$0.00	\$0.00	\$0.00
All medical service payments	\$96.68	\$94.02	\$90.86	\$93.86

Medical services proportion of service payments

	1 0			
	2017/18	2018/19	2019/20	2020/21
Anaesthetist services	12.8%	12.6%	12.9%	13.5%
Approved medical specialist services	0.1%	0.5%	0.7%	0.4%
Clinical psychology	2.8%	3.3%	3.9%	3.7%
Consultant psychiatrist services	0.4%	0.5%	0.6%	0.5%
Dentistry	0.3%	0.4%	0.3%	0.3%
Diagnostic imaging services	17.8%	17.6%	17.3%	16.0%
General practitioner services	20.7%	21.1%	21.1%	20.7%
Medical non-scheduled items	29.9%	28.5%	27.9%	30.5%
Medical procedures	3.8%	3.4%	3.1%	3.0%
Medicare reimbursements	0.1%	0.0%	0.0%	0.1%
Outpatient service (n.e.c.)	3.3%	4.0%	3.9%	3.5%
Physician, occ. & rehab physician services	1.1%	1.1%	1.2%	1.2%
Psychology (other than clinical)	0.3%	0.4%	0.7%	0.6%
Reports (n.e.c.)	0.5%	0.4%	0.4%	0.4%
Specialist services	6.2%	6.2%	6.1%	5.7%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All medical service payments	100%	100%	100%	100%

Medical services average service payments

	J			
	2017/18	2018/19	2019/20	2020/21
Anaesthetist services	\$458	\$453	\$450	\$454
Approved medical specialist services	\$1,624	\$1,458	\$1,409	\$1,419
Clinical psychology	\$264	\$267	\$276	\$273
Consultant psychiatrist services	\$264	\$269	\$283	\$281
Dentistry	\$1,205	\$1,334	\$1,008	\$1,246
Diagnostic imaging services	\$472	\$476	\$491	\$545
General practitioner services	\$120	\$121	\$121	\$120
Medical non-scheduled items	\$746	\$687	\$659	\$730
Medical procedures	\$707	\$688	\$643	\$675
Medicare reimbursements	\$1,499	\$1,700	\$255	\$1,196
Outpatient service (n.e.c.)	\$427	\$435	\$448	\$451
Physician, occ. & rehab physician services	\$183	\$189	\$199	\$194
Psychology (other than clinical)	\$252	\$249	\$263	\$254
Reports (n.e.c.)	\$387	\$369	\$332	\$402
Specialist services	\$122	\$124	\$121	\$120
Speech pathology	\$117	\$142	\$204	\$134
All medical services	\$275	\$272	\$269	\$279

Workplace rehabilitation number of services

·	2017/18	2018/19	2019/20	2020/21
Aids & appliances	61	76	72	94
Aids & appliances assessment (incl report)	107	110	83	153
Case management	140,519	141,997	148,596	140,742
Ergonomic assessment (incl report)	347	381	348	305
Functional capacity assessment (incl report)	62	63	62	74
Job demands assessment (incl report)	72	63	70	41
Medical costs	8,016	7,660	10,549	22,801
Placement activities	10,077	8,875	8,888	7,438
Purchase of aids & appliances	156	131	158	142
Report - general	30,602	28,813	28,287	26,252
Retraining criteria assistance	7	5	2	0
Services n.e.c.	9	76	29	10
Specialised retraining program assistance	8	3	3	2
Support counselling	1,093	1,129	1,154	941
Training & education	727	571	596	529
Travel	32,608	31,769	27,818	30,220
Vocational assessment (incl report)	1,759	1,570	1,574	1,567
Vocational counselling	468	348	429	313
Workplace activities	33,727	38,346	43,372	52,417
Workplace assessment (incl report)	3,386	3,187	2,776	2,684
All workplace rehabilitation services	263,811	265,173	274,866	286,725

Workplace rehabilitation proportion of services

	2017/18	2018/19	2019/20	2020/21
Aids & appliances	0.0%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.0%	0.0%	0.0%	0.1%
Case management	53.3%	53.5%	54.1%	49.1%
Ergonomic assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Functional capacity assessment (incl report)	0.0%	0.0%	0.0%	0.0%
Job demands assessment (incl report)	0.0%	0.0%	0.0%	0.0%
Medical costs	3.0%	2.9%	3.8%	8.0%
Placement activities	3.8%	3.3%	3.2%	2.6%
Purchase of aids & appliances	0.1%	0.0%	0.1%	0.0%
Report - general	11.6%	10.9%	10.3%	9.2%
Retraining criteria assistance	0.0%	0.0%	0.0%	0.0%
Services n.e.c.	0.0%	0.0%	0.0%	0.0%
Specialised retraining program assistance	0.0%	0.0%	0.0%	0.0%
Support counselling	0.4%	0.4%	0.4%	0.3%
Training & education	0.3%	0.2%	0.2%	0.2%
Travel	12.4%	12.0%	10.1%	10.5%
Vocational assessment (incl report)	0.7%	0.6%	0.6%	0.5%
Vocational counselling	0.2%	0.1%	0.2%	0.1%
Workplace activities	12.8%	14.5%	15.8%	18.3%
Workplace assessment (incl report)	1.3%	1.2%	1.0%	0.9%
All workplace rehabilitation services	100%	100%	100%	100%

Workplace rehabilitation service payments

1	1 3			
\$ million	2017/18	2018/19	2019/20	2020/21
Aids & appliances	\$0.01	\$0.01	\$0.01	\$0.02
Aids & appliances assessment (incl report)	\$0.03	\$0.03	\$0.02	\$0.04
Case management	\$18.92	\$17.81	\$18.33	\$17.04
Ergonomic assessment (incl report)	\$0.06	\$0.07	\$0.07	\$0.06
Functional capacity assessment (incl report	\$0.03	\$0.03	\$0.03	\$0.04
Job demands assessment (incl report)	\$0.02	\$0.02	\$0.03	\$0.01
Medical costs	\$1.03	\$1.00	\$1.26	\$2.69
Placement activities	\$1.68	\$1.49	\$1.54	\$1.28
Purchase of aids & appliances	\$0.02	\$0.02	\$0.02	\$0.02
Report - general	\$4.73	\$4.44	\$4.32	\$3.93
Retraining criteria assistance	\$0.01	\$0.00	\$0.00	\$0.00
Services n.e.c.	\$0.00	\$0.00	\$0.00	\$0.00
Specialised retraining program assistance	\$0.00	\$0.00	\$0.00	\$0.00
Support counselling	\$0.21	\$0.23	\$0.23	\$0.19
Training & education	\$0.32	\$0.24	\$0.24	\$0.20
Travel	\$7.70	\$7.22	\$6.18	\$6.66
Vocational assessment (incl report)	\$0.80	\$0.71	\$0.75	\$0.80
Vocational counselling	\$0.10	\$0.07	\$0.08	\$0.06
Workplace activities	\$3.72	\$4.07	\$4.50	\$5.29
Workplace assessment (incl report)	\$0.89	\$0.82	\$0.71	\$0.77
All workplace rehabilitation services	\$40.28	\$38.31	\$38.35	\$39.10

Workplace rehabilitation proportion of service payments

		,		
	2017/18	2018/19	2019/20	2020/21
Aids & appliances	0.0%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Case management	47.0%	46.5%	47.8%	43.6%
Ergonomic assessment (incl report)	0.2%	0.2%	0.2%	0.1%
Functional capacity assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Job demands assessment (incl report)	0.1%	0.0%	0.1%	0.0%
Medical costs	2.5%	2.6%	3.3%	6.9%
Placement activities	4.2%	3.9%	4.0%	3.3%
Purchase of aids & appliances	0.1%	0.1%	0.1%	0.0%
Report - general	11.8%	11.6%	11.3%	10.0%
Retraining criteria assistance	0.0%	0.0%	0.0%	0.0%
Services n.e.c.	0.0%	0.0%	0.0%	0.0%
Specialised retraining program assistance	0.0%	0.0%	0.0%	0.0%
Support counselling	0.5%	0.6%	0.6%	0.5%
Training & education	0.8%	0.6%	0.6%	0.5%
Travel	19.1%	18.9%	16.1%	17.0%
Vocational assessment (incl report)	2.0%	1.8%	2.0%	2.0%
Vocational counselling	0.2%	0.2%	0.2%	0.1%
Workplace activities	9.2%	10.6%	11.7%	13.5%
Workplace assessment (incl report)	2.2%	2.1%	1.9%	2.0%
All workplace rehabilitation services	100%	100%	100%	100%

Workplace rehabilitation average service payments

Workplace Fortabilitation average sort	1 3		2010/20	2020/21
	2017/18	2018/19	2019/20	2020/21
Aids & appliances	\$137	\$167	\$154	\$208
Aids & appliances assessment (incl report)	\$256	\$254	\$245	\$294
Case management	\$135	\$125	\$123	\$121
Ergonomic assessment (incl report)	\$187	\$184	\$196	\$187
Functional capacity assessment (incl report)	\$441	\$503	\$560	\$522
lob demands assessment (incl report)	\$347	\$302	\$404	\$283
Medical costs	\$128	\$131	\$119	\$118
Placement activities	\$166	\$168	\$174	\$172
Purchase of aids & appliances	\$149	\$178	\$155	\$137
Report - general	\$155	\$154	\$153	\$150
Retraining criteria assistance	\$717	\$394	\$233	-
Services n.e.c.	-	\$53	\$142	\$331
Specialised retraining program assistance	\$295	\$453	\$1,221	\$151
Support counselling	\$197	\$202	\$201	\$199
Training & education	\$434	\$424	\$410	\$377
Travel	\$236	\$227	\$222	\$220
Vocational assessment (incl report)	\$452	\$451	\$479	\$511
Vocational counselling	\$210	\$194	\$196	\$182
Workplace activities	\$110	\$106	\$104	\$101
Workplace assessment (incl report)	\$263	\$257	\$257	\$289
All workplace rehabilitation services	\$153	\$144	\$140	\$136

Other treatment services number of services

	2017/18	2018/19	2019/20	2020/21
Home help services	483	754	569	596
Pharmacy	33,005	36,739	33,978	30,443
Supply of aids and appliances, orthotics	38,994	43,501	43,556	42,959
All other treatment services	72,482	80,994	78,103	73,998

Other treatment services proportion of services

	2017/18	2018/19	2019/20	2020/21
Home help services	0.7%	0.9%	0.7%	0.8%
Pharmacy	45.5%	45.4%	43.5%	41.1%
Supply of aids and appliances, orthotics	53.8%	53.7%	55.8%	58.1%
All other treatment services	100%	100%	100%	100%

Other treatment services service payments

	J			
\$ million	2017/18	2018/19	2019/20	2020/21
Home help services	\$0.09	\$0.13	\$0.13	\$0.15
Pharmacy	\$2.40	\$2.64	\$2.40	\$2.08
Supply of aids and appliances, orthotics	\$4.22	\$4.66	\$4.53	\$5.06
All other treatment service payments	\$6.65	\$7.33	\$6.98	\$7.19

Other treatment services proportion of service payments

	2017/18	2018/19	2019/20	2020/21	
Home help services	1.3%	1.7%	1.8%	2.1%	
Pharmacy	35.8%	35.6%	34.0%	28.5%	
Supply of aids and appliances, orthotics	62.9%	62.7%	64.2%	69.4%	
All other treatment service payments	100%	100%	100%	100%	

Other treatment services average service payments

	1 3			
	2017/18	2018/19	2019/20	2020/21
Home help services	\$176	\$167	\$223	\$258
Pharmacy	\$73	\$72	\$71	\$68
Supply of aids and appliances, orthotics	\$108	\$107	\$104	\$118
All other treatment services	\$92	\$91	\$89	\$97

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 year (see definition for service year).

Allied health service payments

Payments made under Clause 17(1) and (3) of Schedule 1 of the *Workers' Compensation and Injury Management Act 1981*. Payments are adjusted to allow for meaningful comparison over time. Service payments in this category include:

- physiotherapy
- ambulance
- psychology.

Claim payments

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.

Medical service payments

Payments made under Clause 17(1), (3) and (5) of Schedule 1 of the *Workers' Compensation* and Injury Management Act 1981. 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, visit workcover.wa.gov.au.

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

Payments made under Clause 17(1), (3), (4), (5) and (6) of Schedule 1 of the *Workers' Compensation and Injury Management Act 1981*. Payments are adjusted to allow for meaningful comparison over time. Service payments in this category include:

- pharmacy
- supply of aids and appliances.

Scheduled items

Medical procedures and the associated fee payable.

Service payment

The financial year 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

The 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 *Workers' Compensation and Injury Management Act 1981*. 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.

- 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.
- 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 and self-insurers for the reporting periods indicated. Data users are responsible for ensuring by independent verification its accuracy, currency or completeness.
- 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.
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