

SERVICE STATUS REPORT

2019/20




Allied health, medical and workplace rehabilitation
treatment services in the Western Australian
workers' compensation scheme



WorkCover WA
Corporate Services Division
Business Intelligence Services
2 Bedbrook Place
Shenton Park WA 6008

 workcover.wa.gov.au

 communications@workcover.wa.gov.au

 1300 794 744

 @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
2016/17 to 2019/20

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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 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. Hospital charges and legal expenses are not considered to be treatment services, and therefore excluded. In this report, treatment services are broadly grouped under:



Allied health



Medical



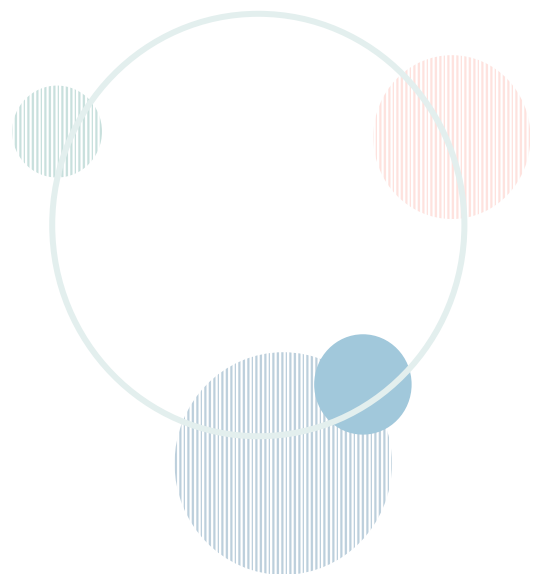
Workplace rehabilitation



Other treatment

Indicators in this report relate 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.



2019/20 Claims and services overview

CLAIMS



24,694

claims lodged
in 2019/20

▼ 12% over four years



\$961 million

claim payments
paid in 2019/20

▼ 3% over four years

SERVICES



1,028,133

services provided
in 2019/20

▼ 3% over four years



\$171 million

service payments
paid in 2019/20

▼ 4% over four years

During 2019/20, over a million services were provided, which included allied health, medical, workplace rehabilitation, and other treatment services. While the number of claims decreased by 12% over the last four years, the number of services provided slightly decreased by 3%.

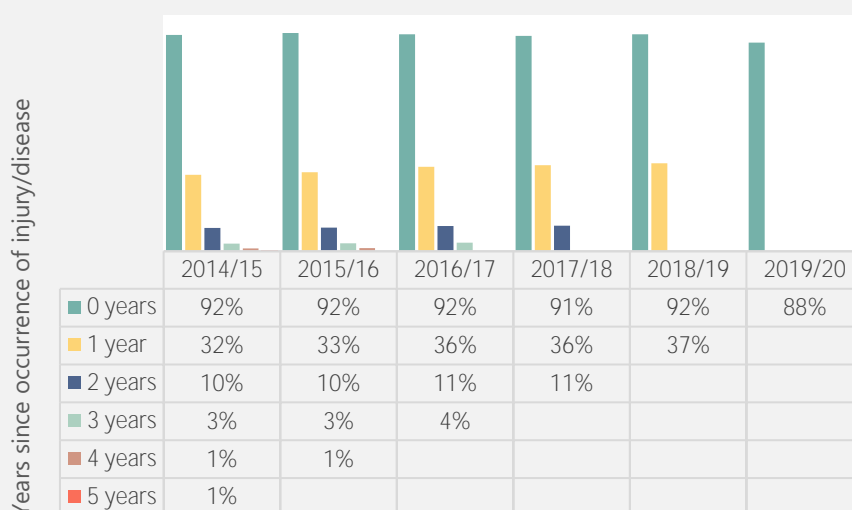
In 2019/20, \$961 million was paid out in the WA workers' compensation scheme, of which \$171 million was associated with treatment services. Between 2016/17 and 2019/20, both the total claim payments and service payments decreased (3% and 4% respectively).

Proportion of claims with treatment services by occurrence year

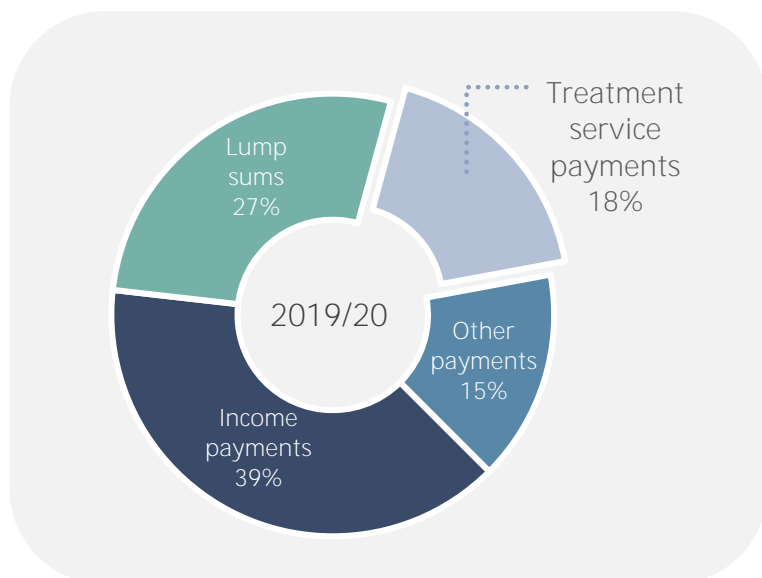
This graph shows the proportion of claims which received treatment services since the occurrence of the work-related injury or illness.

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

For the subsequent year, only 32% to 37% of claims continued to have treatment services, and decreased to around 3% by the third year post-injury or illness.



Total claim payments



In 2019/20, 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 2019/20



Allied health



352,298 services

▼ 4.9% over four years



\$40.7m service payments

▲ 1.6% over four years



24% of total service payments

▲ 6.3% over four years



Medical



328,619 services

▼ 10.1% over four years



\$86.0m service payments

▼ 9.3% over four years



50% of total service payments

▼ 5.1% over four years



Workplace rehabilitation



271,910 services

▲ 7.7% over four years



\$37.1m service payments

▲ 1.9% over four years



22% of total service payments

▲ 6.6% over four years



Other treatment



75,306 services

▼ 1.0% over four years



\$6.7m service payments

▼ 5.8% over four years



4% of total service payments

▼ 1.4% over four years

Treatment service payments

Total treatment service payments (\$million)



▼ 4.4% over four years

▼ 3.4% over the last year

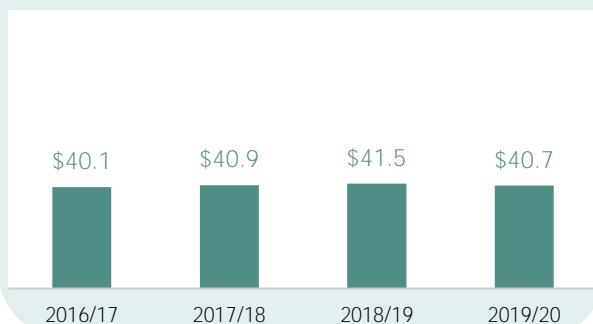
Total treatment service payments by service type (\$million)



Allied

▲ 1.6% over four years

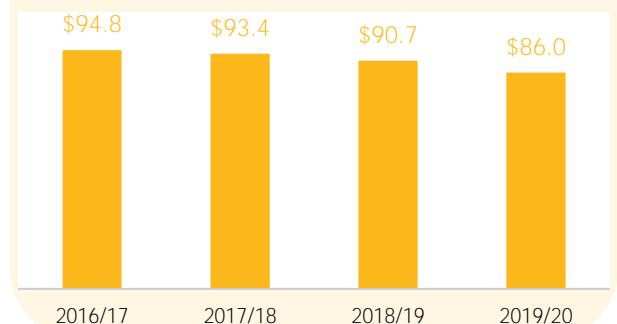
▼ 2.0% over the last year



Medical

▼ 9.3% over four years

▼ 5.2% over the last year

Workplace
rehabilitation

▲ 1.9% over four years

▲ 0.2% over the last year

Other
treatment

▼ 5.8% over four years

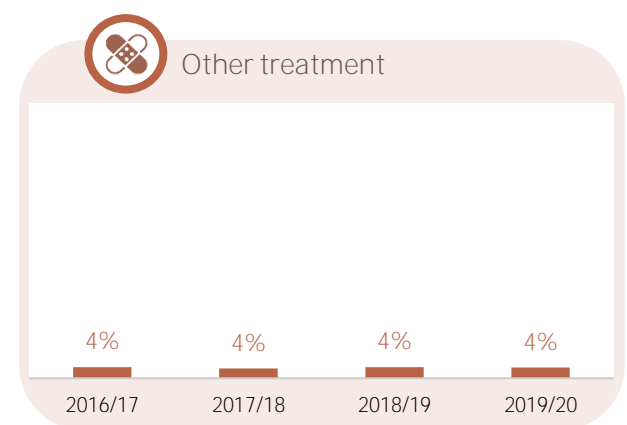
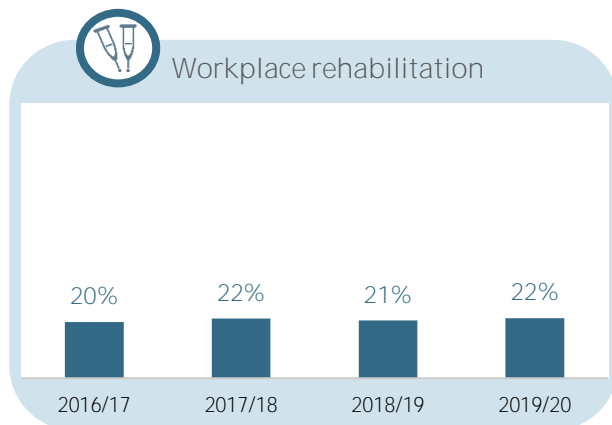
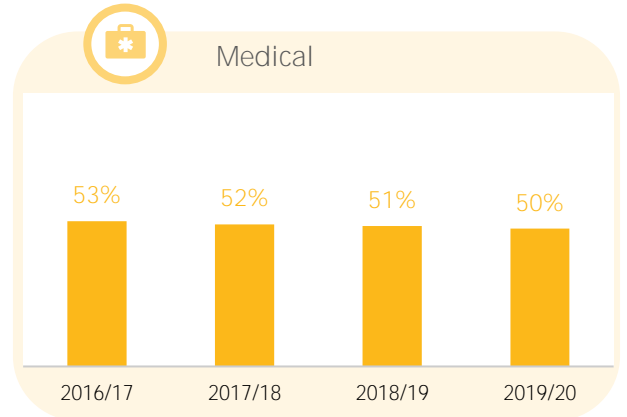
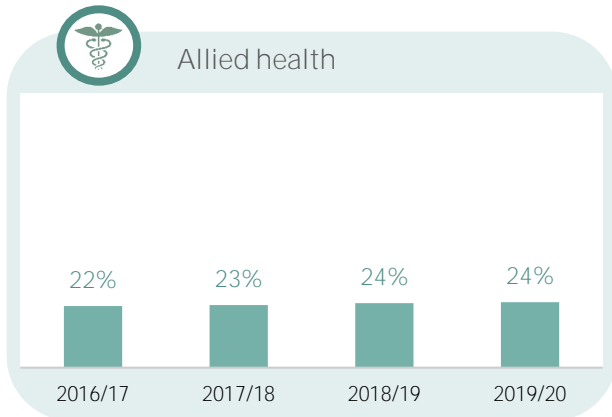
▼ 6.8% over the last year



Medical services account for the **highest** treatment service payments at **\$86 million** in 2019/20.

Treatment service payment proportions

Total treatment service payments proportions by service type

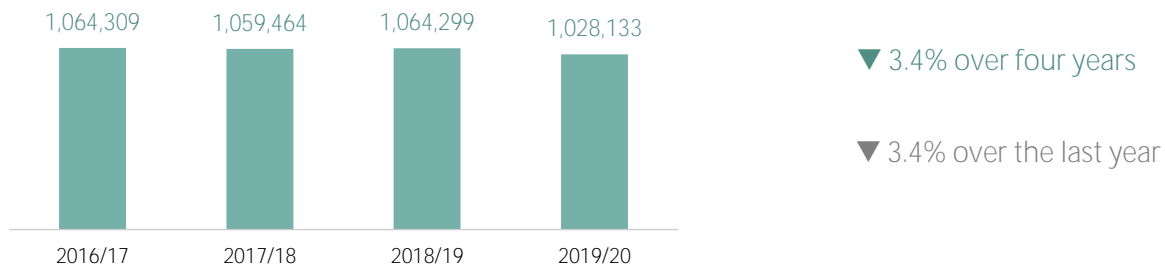


Medical service payments account for around half of treatment service payments across four years.

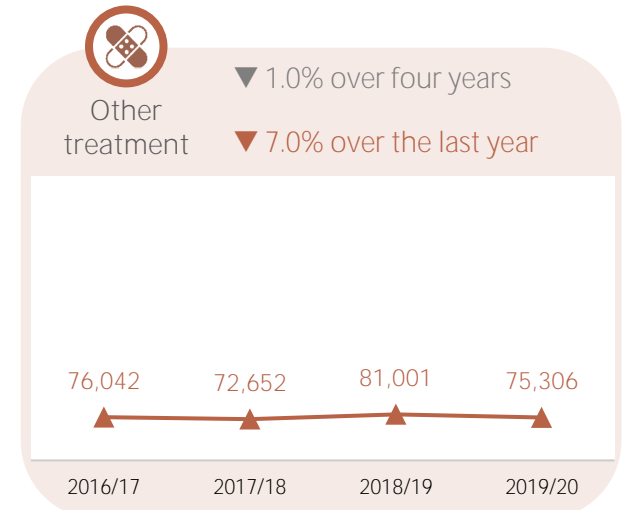
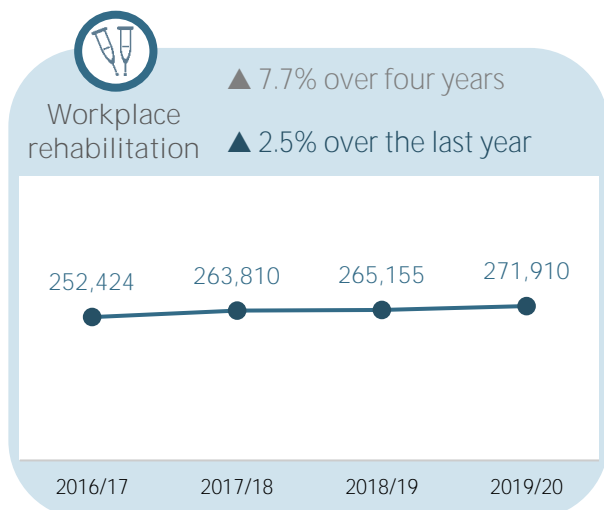
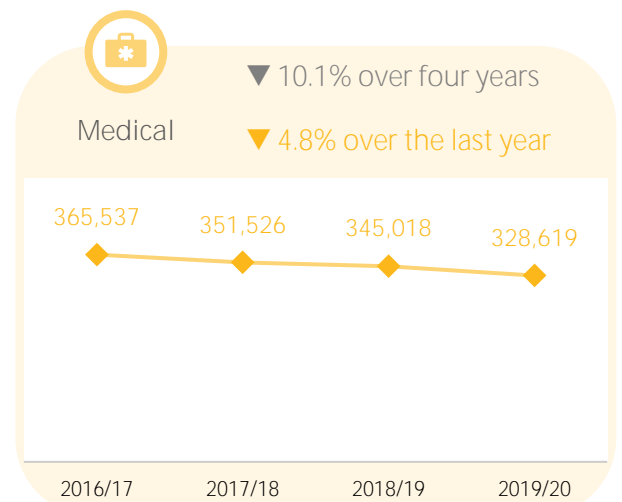
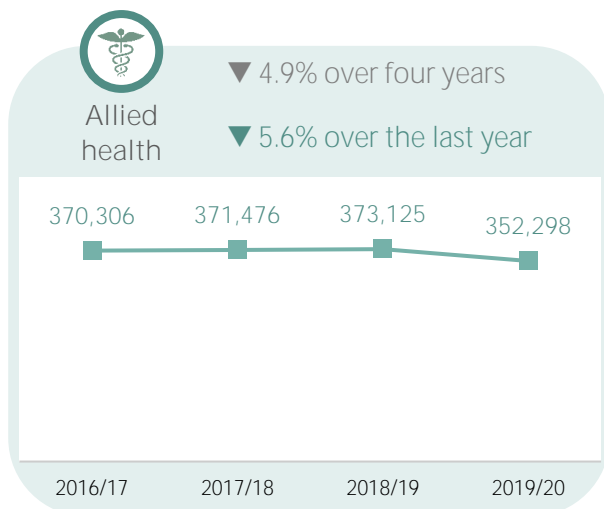


Treatment service numbers

Total treatment service numbers



Total treatment service numbers by service type



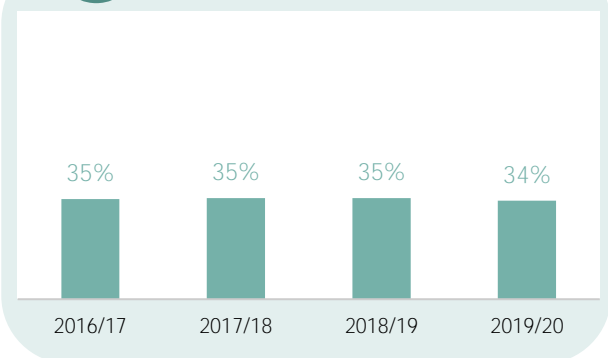
The number of treatment services decreased between 2016/17 and 2019/20.

Treatment service proportions

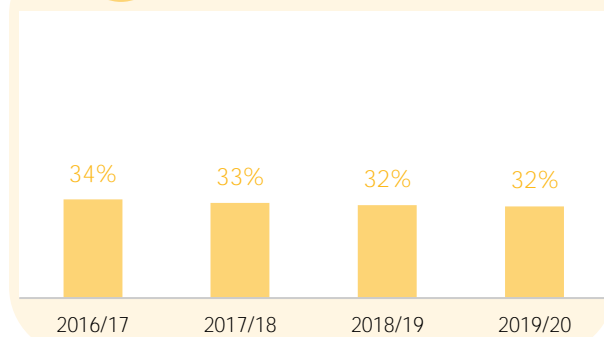
Total treatment service numbers proportions by service type



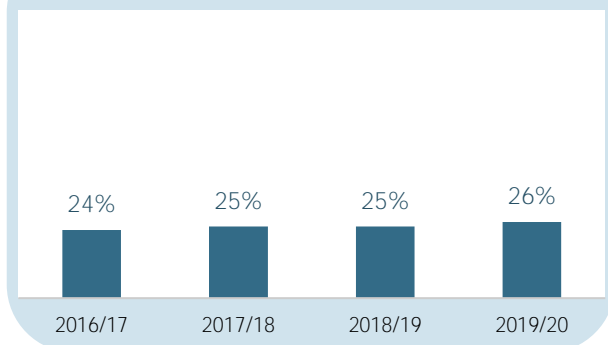
Allied health



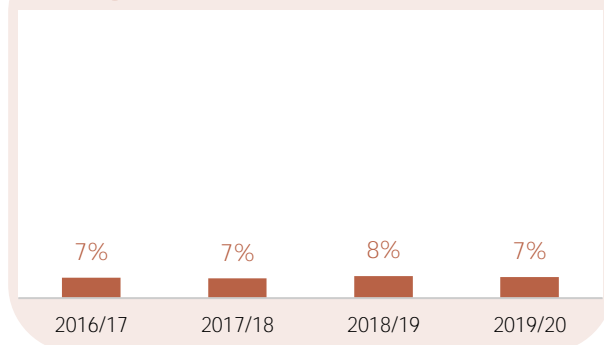
Medical



Workplace rehabilitation



Other treatment



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

■ 0.0% over the last year

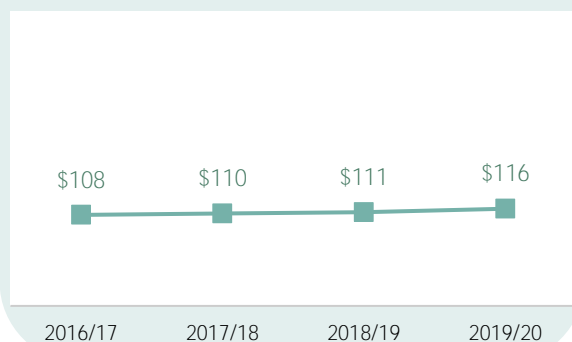
Average treatment service payment by service type



Allied health

▲ 6.8% over four years

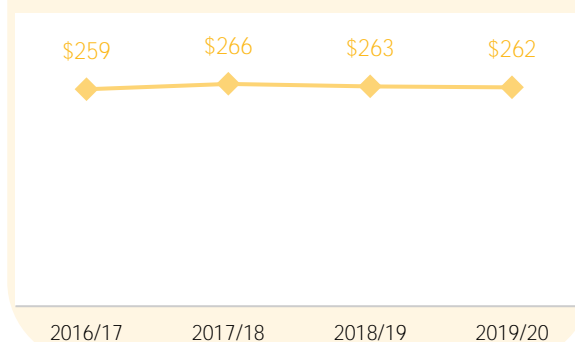
▲ 3.8% over the last year



Medical

▲ 0.9% over four years

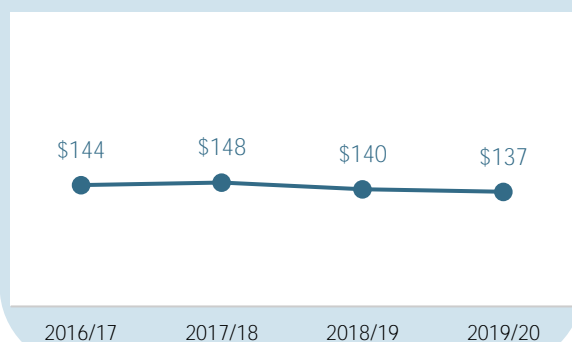
▼ 0.5% over the last year



Workplace rehabilitation

▼ 5.4% over four years

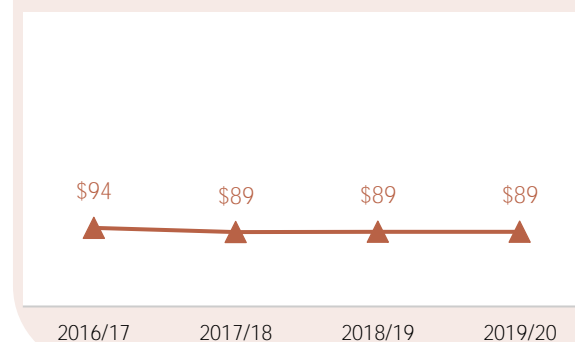
▼ 2.2% over the last year



Other treatment

▼ 4.8% over four years

▲ 0.2% over the last year

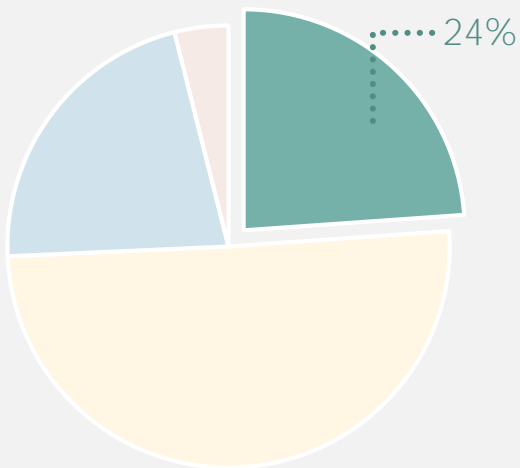


Over a four-year period, the average **medical** service payment was **1.6 times higher** than the overall average treatment service payment.

Profile of allied health services



Allied health services



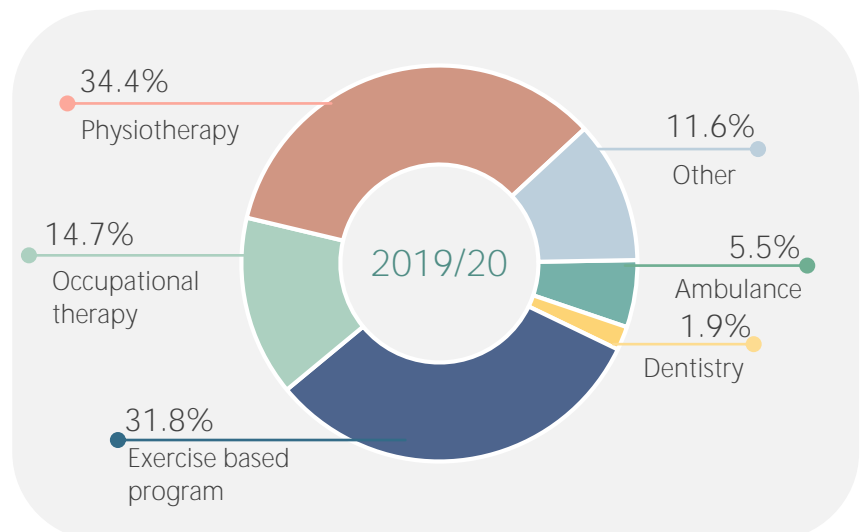
In 2019/20, \$40.7 million was paid for allied health services, accounting for 24% of all treatment service payments.

The total service payments for allied health increased (1.6%) from 2016/17 to 2019/20.

Allied health treatment includes services such as ambulance services, dentistry, exercise based program, occupational therapy, and physiotherapy. Ambulance service payments had the largest increase (15.3%) from 2016/17 to 2019/20, but accounted for a small proportion (5.5%) of allied health service payments.

Proportion of allied health service payment types

In 2019/20, physiotherapy accounted for 34.4% of the total allied health payments, followed by exercise based program (31.8%), and occupational therapy (14.7%).



Profile of allied health services



At a glance - allied health services by type 2019/20

Ambulance Services

Total payments:

\$2,235,717

▲ 20.9% over the last year

Number of services:

1,003

▲ 0.8% over the last year

Average payment per service:

\$2,229

▲ 19.9% over the last year

Dentistry

Total payments:

\$789,957

▼ 19.4% over the last year

Number of services:

766

▼ 17.6% over the last year

Average payment per service:

\$1,031

▼ 2.2% over the last year

Exercise Based Program

Total payments:

\$12,973,540

▼ 13.0% over the last year

Number of services:

92,370

▼ 12.0% over the last year

Average payment per service:

\$140

▼ 1.0% over the last year

Occupational Therapy

Total payments:

\$5,997,686

▲ 2.8% over the last year

Number of services:

46,350

▲ 4.3% over the last year

Average payment per service:

\$129

▼ 1.5% over the last year

Physiotherapy

Total payments:

\$14,001,032

▼ 6.9% over the last year

Number of services:

181,695

▼ 9.6% over the last year

Average payment per service:

\$77

▲ 2.9% over the last year

Other

Total payments:

\$4,738,993

▲ 61.3% over the last year

Number of services:

30,114

▲ 44.5% over the last year

Average payment per service:

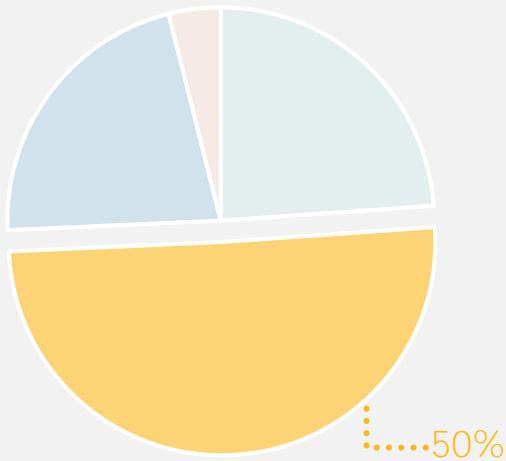
\$157

▲ 11.6% over the last year =

Profile of medical services



Medical services

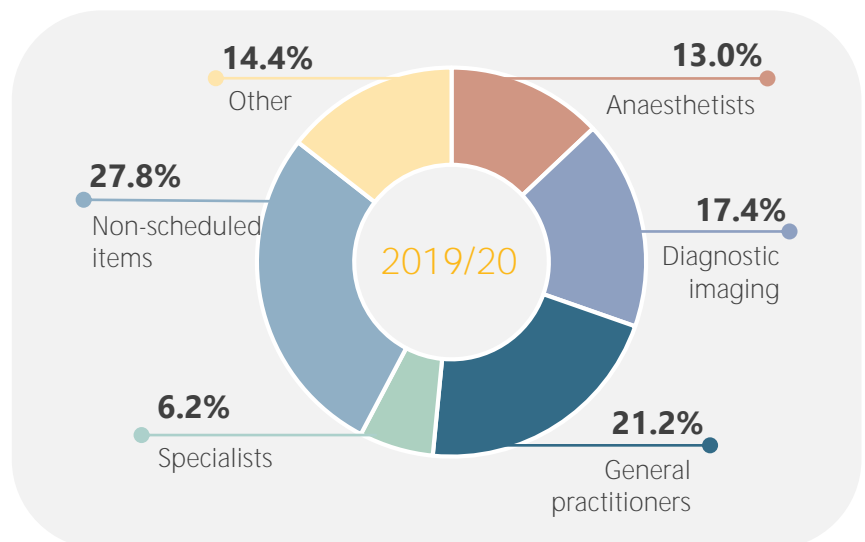


In 2019/20, \$86.0 million was paid for medical services, accounting for 50% of all treatment service payments. The total payments for medical services decreased (9.3%) from 2016/17 to 2019/20.

Medical services include services for medical non-scheduled items, general practitioners, diagnostic imaging, anaesthetists and specialists. Medical non-scheduled items accounted for the largest proportion of medical service payments, but decreased (15%) from 2016/17 to 2019/20.

Proportion of medical service payment types

In 2019/20, medical non-scheduled items accounted for 27.8% of the total medical service payments, followed by general practitioners (21.2%), and diagnostic imaging (17.4%).



Profile of medical services



At a glance - medical services by type 2019/20

Anaesthetist Services

Total payments:

\$11,137,189

▼ 2.5% over the last year

Number of services:

25,504

▼ 2.1% over the last year

Average payment per service:

\$437

▼ 0.4% over the last year

Diagnostic Imaging

Total payments:

\$14,956,933

▼ 6.5% over the last year

Number of services:

31,173

▼ 10.1% over the last year

Average payment per service:

\$480

▲ 4.0% over the last year

General Practitioner

Total payments:

\$18,209,616

▼ 5.0% over the last year

Number of services:

154,786

▼ 5.5% over the last year

Average payment per service:

\$118

▲ 0.4% over the last year

Specialist Services

Total payments:

\$5,306,340

▼ 5.1% over the last year

Number of services:

45,102

▼ 3.6% over the last year

Average payment per service:

\$118

▼ 1.6% over the last year

Other Medical Services

Total payments:

\$12,415,492

▼ 1.4% over the last year

Number of services:

35,030

▲ 0.5% over the last year

Average payment per service:

\$354

▼ 1.9% over the last year

Medical Non-Scheduled

Total payments:

\$23,932,358

▼ 7.6% over the last year

Number of services:

37,024

▼ 4.9% over the last year

Average payment per service:

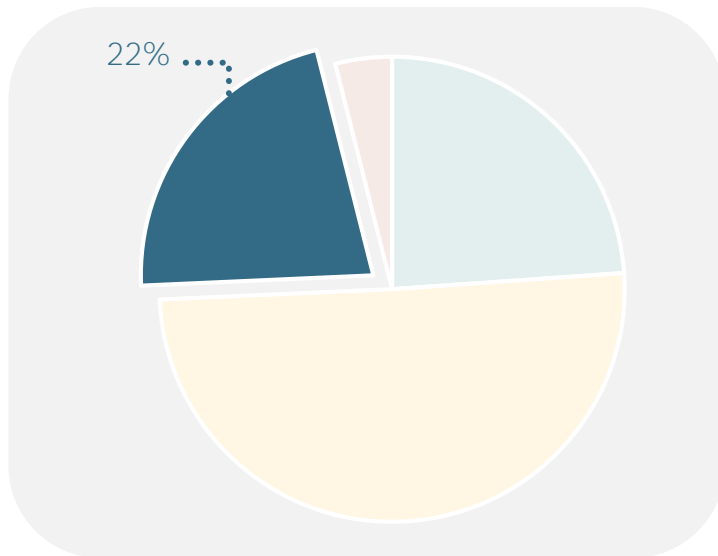
\$646

▼ 2.9% over the last year

Profile of workplace rehabilitation services



Workplace rehabilitation services

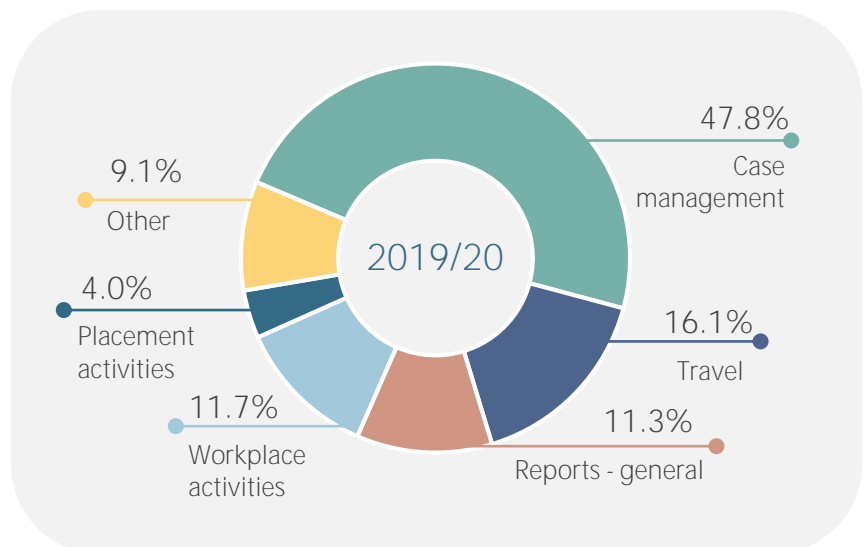


In 2019/20, \$37.1 million was paid for workplace rehabilitation services, accounting for 22% of all treatment service payments. The total payments for workplace rehabilitation services increased (1.9%) from 2016/17 to 2019/20.

Workplace rehabilitation includes services for case management, workplace activities, travel, placement activities and reports (general). Workplace activities had the highest increase in service payments (38.4%) from 2016/17 to 2019/20, whereas payments for placement activities had the largest decrease (31.1%) over the same period.

Proportion of workplace rehabilitation payment types

In 2019/20, case management accounted for 47.8% of the total workplace rehabilitation payments, followed by travel (16.1%), and workplace activities (11.7%).



Profile of workplace rehabilitation services



At a glance - workplace rehabilitation services by type 2019/20

Case management

Total payments:

\$17,740,182

▲ 3.0% over the last year

Number of services:

146,873

▲ 3.4% over the last year

Average payment per service:

\$121

▼ 0.4% over the last year

Placement Activities

Total payments:

\$1,487,225

▲ 3.0% over the last year

Number of services:

8,721

▼ 1.7% over the last year

Average payment per service:

\$171

▲ 4.8% over the last year

Reports - General

Total payments:

\$4,185,959

▼ 2.5% over the last year

Number of services:

28,080

▼ 2.5% over the last year

Average payment per service:

\$155

▲ 13.5% over the last year

Travel

Total payments:

\$5,993,809

▼ 14.2% over the last year

Number of services:

27,588

▼ 13.1% over the last year

Average payment per service:

\$152

▲ 12.3% over the last year

Workplace Activities

Total payments:

\$4,359,691

▲ 10.7% over the last year

Number of services:

42,961

▲ 12.0% over the last year

Average payment per service:

\$140

▼ 23.4% over the last year

Other Workplace Rehab

Total payments:

\$3,366,126

▲ 6.8% over the last year

Number of services:

17,687

▲ 15.1% over the last year

Average payment per service:

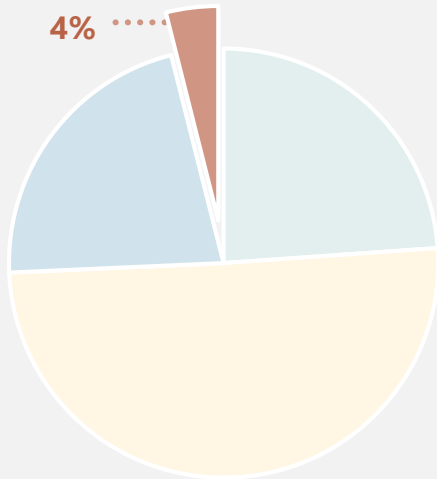
\$190

▼ 7.2% over the last year

Profile of other treatment services



Other treatment services

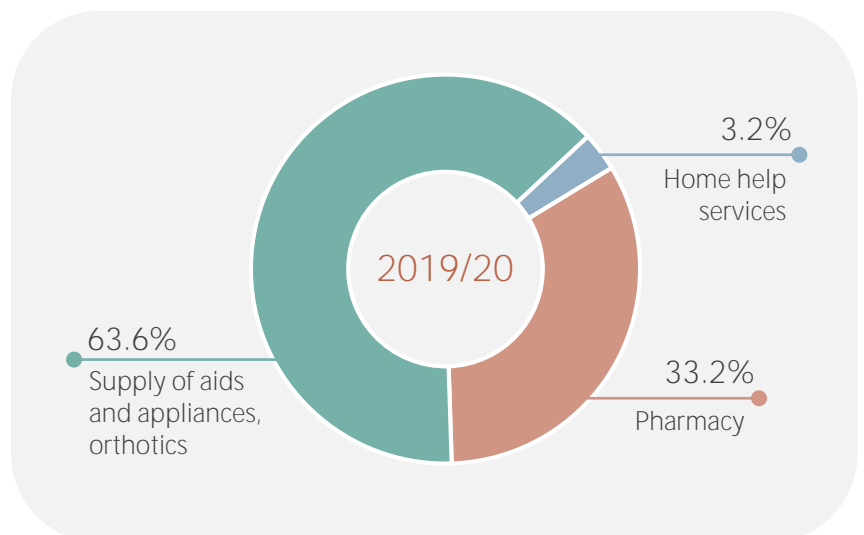


In 2019/20, \$6.7 million was paid for other treatment services, accounting for 4% of all treatment service payments. The total payments for other treatment services decreased (5.8%) from 2016/17 to 2019/20.

Other treatment services include the supply of aids and appliances, orthotics, pharmacy, and home help services. Payments for home help services had the largest increase in service payments (5.3%) from 2016/17 to 2019/20, whilst pharmacy treatment service payments had the largest decrease in service payments (15.9%) over the same period.

Proportion of other treatment services payment types

In 2019/20, the supply of aids, appliances and orthotics accounted for 63.6% of the total treatment payments for other services, followed by pharmacy (33.2%).



Profile of other treatment services



At a glance - other treatment services by type 2019/20

Home Help Services

Total payments:

\$219,668

▼ 1.4% over the last year

Number of services:

565

▼ 26.3% over the last year

Average payment per service:

\$389

▲ 33.9% over the last year

Pharmacy

Total payments:

\$2,249,022

▼ 12.3% over the last year

Number of services:

32,151

▼ 12.6% over the last year

Average payment per service:

\$70

▲ 0.3% over the last year

Supply of aids and
appliances, orthotics

Total payments:

\$4,306,778

▼ 4.2% over the last year

Number of services:

42,590

▼ 2.0% over the last year

Average payment per service:

\$101

▼ 2.2% over the last year

All treatment services number of services

	2016/17	2017/18	2018/19	2019/20
Allied health	370,306	371,476	373,125	352,298
Medical	365,537	351,526	345,018	328,619
Workplace rehabilitation	252,424	263,810	265,155	271,910
Other treatment services	76,042	72,652	81,001	75,306
All treatment services	1,064,309	1,059,464	1,064,299	1,028,133

All treatment services proportion of services

	2016/17	2017/18	2018/19	2019/20
Allied health	34.8%	35.1%	35.1%	34.3%
Medical	34.3%	33.2%	32.4%	32.0%
Workplace rehabilitation	23.7%	24.9%	24.9%	26.4%
Other treatment services	7.1%	6.9%	7.6%	7.3%
All treatment services	100%	100%	100%	100%

All treatment services service payments

\$ million	2016/17	2017/18	2018/19	2019/20
Allied health	\$40.10	\$40.92	\$41.55	\$40.74
Medical	\$94.78	\$93.38	\$90.68	\$85.96
Workplace rehabilitation	\$36.46	\$38.92	\$37.04	\$37.13
Other treatment services	\$7.12	\$6.44	\$7.20	\$6.71
All treatment services	\$178.45	\$179.65	\$176.47	\$170.53

All treatment services proportion of service payments

	2016/17	2017/18	2018/19	2019/20
Allied health	22.5%	22.8%	23.5%	23.9%
Medical	53.1%	52.0%	51.4%	50.4%
Workplace rehabilitation	20.4%	21.7%	21.0%	21.8%
Other treatment services	4.0%	3.6%	4.1%	3.9%
All treatment services	100%	100%	100%	100%

All treatment services average service payments

	2016/17	2017/18	2018/19	2019/20
Allied health	\$108	\$110	\$111	\$116
Medical	\$259	\$266	\$263	\$262
Workplace rehabilitation	\$144	\$148	\$140	\$137
Other treatment services	\$94	\$89	\$89	\$89
All treatment services	\$168	\$170	\$166	\$166

Allied health services number of services

	2016/17	2017/18	2018/19	2019/20
Alternative therapies	209	286	255	191
Ambulance services	963	1,058	995	1,003
Chiropractic	3,296	3,109	3,149	2,968
Complementary therapy	588	528	89	24
Consultant psychiatrist services	30	14	24	15
Counselling	380	1,150	3,970	3,827
Counselling psychology	891	1,159	1,611	2,186
Dentistry	891	862	930	766
Exercise based program	86,617	98,211	105,016	92,370
Exercise based program - Exercise physiologists ¹	n/a	n/a	n/a	14,905
Hydrotherapy	2,696	2,834	2,836	1,857
Massage	1,569	1,407	1,566	1,193
Medicare reimbursements	184	168	167	131
Occupational therapy	44,029	46,312	44,422	46,350
Optometry	74	77	83	54
Osteopathy	386	317	349	275
Other allied health services ²	13,504	12,073	4,682	643
Outpatient service (n.e.c.)	124	111	91	47
Pain management program	87	130	129	162
Physician, occ. & rehab physician services	5	10	48	42
Physiotherapy	212,250	200,014	200,923	181,695
Podiatry	1,295	1,493	1,566	1,409
Psychology (other than clinical)	117	55	80	113
Reports (n.e.c.)	70	46	94	41
Speech pathology	51	52	50	31
All allied health services	370,306	371,476	373,125	352,298

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

	2016/17	2017/18	2018/19	2019/20
Alternative therapies	0.1%	0.1%	0.1%	0.1%
Ambulance services	0.3%	0.3%	0.3%	0.3%
Chiropractic	0.9%	0.8%	0.8%	0.8%
Complementary therapy	0.2%	0.1%	0.0%	0.0%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%
Counselling	0.1%	0.3%	1.1%	1.1%
Counselling psychology	0.2%	0.3%	0.4%	0.6%
Dentistry	0.2%	0.2%	0.2%	0.2%
Exercise based program	23.4%	26.4%	28.1%	26.2%
Exercise based program - Exercise physiologists ¹	n/a	n/a	n/a	4.2%
Hydrotherapy	0.7%	0.8%	0.8%	0.5%
Massage	0.4%	0.4%	0.4%	0.3%
Medicare reimbursements	0.0%	0.0%	0.0%	0.0%
Occupational therapy	11.9%	12.5%	11.9%	13.2%
Optometry	0.0%	0.0%	0.0%	0.0%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services ²	3.6%	3.3%	1.3%	0.2%
Outpatient service (n.e.c.)	0.0%	0.0%	0.0%	0.0%
Pain management program	0.0%	0.0%	0.0%	0.0%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%
Physiotherapy	57.3%	53.8%	53.8%	51.6%
Podiatry	0.3%	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	2016/17	2017/18	2018/19	2019/20
Alternative therapies	\$0.02	\$0.02	\$0.02	\$0.02
Ambulance services	\$1.94	\$2.22	\$1.85	\$2.24
Chiropractic	\$0.19	\$0.18	\$0.18	\$0.18
Complementary therapy	\$0.50	\$0.20	\$0.02	\$0.00
Consultant psychiatrist services	\$0.01	\$0.00	\$0.01	\$0.00
Counselling	\$0.07	\$0.17	\$0.67	\$0.63
Counselling psychology	\$0.22	\$0.27	\$0.40	\$0.59
Dentistry	\$1.03	\$1.06	\$0.98	\$0.79
Exercise based program	\$12.35	\$13.79	\$14.90	\$12.97
Exercise based program - Exercise physiologists ¹	n/a	n/a	n/a	\$2.10
Hydrotherapy	\$0.08	\$0.10	\$0.08	\$0.04
Massage	\$0.14	\$0.12	\$0.13	\$0.11
Medicare reimbursements	\$0.63	\$0.58	\$0.44	\$0.45
Occupational therapy	\$5.89	\$6.10	\$5.84	\$6.00
Optometry	\$0.03	\$0.02	\$0.03	\$0.02
Osteopathy	\$0.03	\$0.03	\$0.03	\$0.02
Other allied health services ²	\$1.15	\$0.94	\$0.42	\$0.14
Outpatient service (n.e.c.)	\$0.03	\$0.06	\$0.01	\$0.02
Pain management program	\$0.05	\$0.08	\$0.08	\$0.09
Physician, occ. & rehab physician services	\$0.00	\$0.00	\$0.01	\$0.01
Physiotherapy	\$15.40	\$14.65	\$15.04	\$14.00
Podiatry	\$0.26	\$0.28	\$0.32	\$0.28
Psychology (other than clinical)	\$0.03	\$0.01	\$0.02	\$0.03
Reports (n.e.c.)	\$0.05	\$0.02	\$0.05	\$0.01
Speech pathology	\$0.01	\$0.01	\$0.01	\$0.00
All allied health service payments	\$40.10	\$40.92	\$41.55	\$40.74

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

	2016/17	2017/18	2018/19	2019/20
Alternative therapies	0.0%	0.1%	0.0%	0.0%
Ambulance services	4.8%	5.4%	4.5%	5.5%
Chiropractic	0.5%	0.4%	0.4%	0.4%
Complementary therapy	1.3%	0.5%	0.0%	0.0%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%
Counselling	0.2%	0.4%	1.6%	1.6%
Counselling psychology	0.5%	0.7%	1.0%	1.5%
Dentistry	2.6%	2.6%	2.4%	1.9%
Exercise based program	30.8%	33.7%	35.9%	31.8%
Exercise based program - Exercise physiologists ¹	n/a	n/a	n/a	5.2%
Hydrotherapy	0.2%	0.2%	0.2%	0.1%
Massage	0.3%	0.3%	0.3%	0.3%
Medicare reimbursements	1.6%	1.4%	1.1%	1.1%
Occupational therapy	14.7%	14.9%	14.0%	14.7%
Optometry	0.1%	0.1%	0.1%	0.0%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services ²	2.9%	2.3%	1.0%	0.3%
Outpatient service (n.e.c.)	0.1%	0.1%	0.0%	0.0%
Pain management program	0.1%	0.2%	0.2%	0.2%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%
Physiotherapy	38.4%	35.8%	36.2%	34.4%
Podiatry	0.6%	0.7%	0.8%	0.7%
Psychology (other than clinical)	0.1%	0.0%	0.1%	0.1%
Reports (n.e.c.)	0.1%	0.0%	0.1%	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

	2016/17	2017/18	2018/19	2019/20
Alternative therapies	\$86	\$81	\$79	\$101
Ambulance services	\$2,014	\$2,097	\$1,859	\$2,229
Chiropractic	\$58	\$58	\$58	\$59
Complementary therapy	\$859	\$381	\$221	\$60
Consultant psychiatrist services	\$267	\$222	\$259	\$251
Counselling	\$185	\$148	\$170	\$166
Counselling psychology	\$247	\$236	\$247	\$271
Dentistry	\$1,154	\$1,224	\$1,054	\$1,031
Exercise based program	\$143	\$140	\$142	\$140
Exercise based program - Exercise physiologists ¹	n/a	n/a	n/a	\$141
Hydrotherapy	\$31	\$34	\$29	\$22
Massage	\$86	\$87	\$83	\$94
Medicare reimbursements	\$3,402	\$3,469	\$2,641	\$3,405
Occupational therapy	\$134	\$132	\$131	\$129
Optometry	\$358	\$311	\$366	\$353
Osteopathy	\$83	\$85	\$81	\$80
Other allied health services	\$85	\$78	\$89	\$212
Outpatient service (n.e.c.)	\$247	\$519	\$145	\$366
Pain management program	\$594	\$599	\$640	\$567
Physician, occ. & rehab physician services	\$145	\$160	\$167	\$153
Physiotherapy	\$73	\$73	\$75	\$77
Podiatry	\$198	\$190	\$207	\$202
Psychology (other than clinical)	\$243	\$215	\$263	\$237
Reports (n.e.c.)	\$710	\$442	\$539	\$152
Speech pathology	\$154	\$148	\$119	\$122
All allied health services	\$108	\$110	\$111	\$116

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

	2016/17	2017/18	2018/19	2019/20
Anaesthetist services	27,638	27,033	26,048	25,504
Approved medical specialist services	21	31	328	450
Clinical psychology	9,420	10,165	11,728	12,611
Consultant psychiatrist services	1,417	1,509	1,787	1,804
Dentistry	262	212	253	230
Diagnostic imaging services	38,521	36,516	34,674	31,173
General practitioner services	178,431	167,168	163,717	154,786
Medical non-scheduled items	39,983	38,888	38,916	37,024
Medical procedures	5,500	5,174	4,692	4,173
Medicare reimbursements	88	26	19	24
Outpatient service (n.e.c.)	6,865	7,360	8,382	7,243
Physician, occ. & rehab physician services	4,947	5,606	5,317	5,282
Psychology (other than clinical)	1,535	1,240	1,402	2,200
Reports (n.e.c.)	1,353	1,247	953	999
Specialist services	49,550	49,334	46,794	45,102
Speech pathology	6	17	8	14
All medical services	365,537	351,526	345,018	328,619

Medical services proportion of services

	2016/17	2017/18	2018/19	2019/20
Anaesthetist services	7.6%	7.7%	7.5%	7.8%
Approved medical specialist services	0.0%	0.0%	0.1%	0.1%
Clinical psychology	2.6%	2.9%	3.4%	3.8%
Consultant psychiatrist services	0.4%	0.4%	0.5%	0.5%
Dentistry	0.1%	0.1%	0.1%	0.1%
Diagnostic imaging services	10.5%	10.4%	10.0%	9.5%
General practitioner services	48.8%	47.6%	47.5%	47.1%
Medical non-scheduled items	10.9%	11.1%	11.3%	11.3%
Medical procedures	1.5%	1.5%	1.4%	1.3%
Medicare reimbursements	0.0%	0.0%	0.0%	0.0%
Outpatient service (n.e.c.)	1.9%	2.1%	2.4%	2.2%
Physician, occ. & rehab physician services	1.4%	1.6%	1.5%	1.6%
Psychology (other than clinical)	0.4%	0.4%	0.4%	0.7%
Reports (n.e.c.)	0.4%	0.4%	0.3%	0.3%
Specialist services	13.6%	14.0%	13.6%	13.7%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All medical services	100%	100%	100%	100%

Medical services service payments

\$ million	2016/17	2017/18	2018/19	2019/20
Anaesthetist services	\$12.17	\$11.98	\$11.42	\$11.14
Approved medical specialist services	\$0.02	\$0.05	\$0.46	\$0.62
Clinical psychology	\$2.37	\$2.59	\$3.03	\$3.41
Consultant psychiatrist services	\$0.37	\$0.39	\$0.47	\$0.50
Dentistry	\$0.30	\$0.25	\$0.33	\$0.23
Diagnostic imaging services	\$17.23	\$16.66	\$15.99	\$14.96
General practitioner services	\$20.28	\$19.31	\$19.18	\$18.21
Medical non-scheduled items	\$28.16	\$28.00	\$25.91	\$23.93
Medical procedures	\$3.72	\$3.54	\$3.09	\$2.63
Medicare reimbursements	\$0.09	\$0.05	\$0.04	\$0.01
Outpatient service (n.e.c.)	\$2.61	\$3.02	\$3.52	\$3.11
Physician, occ. & rehab physician services	\$0.87	\$0.99	\$0.97	\$1.02
Psychology (other than clinical)	\$0.36	\$0.30	\$0.34	\$0.56
Reports (n.e.c.)	\$0.48	\$0.47	\$0.34	\$0.31
Specialist services	\$5.74	\$5.79	\$5.59	\$5.31
Speech pathology	\$0.00	\$0.00	\$0.00	\$0.00
All medical service payments	\$94.78	\$93.38	\$90.68	\$85.96

Medical services proportion of service payments

	2016/17	2017/18	2018/19	2019/20
Anaesthetist services	12.8%	12.8%	12.6%	13.0%
Approved medical specialist services	0.0%	0.1%	0.5%	0.7%
Clinical psychology	2.5%	2.8%	3.3%	4.0%
Consultant psychiatrist services	0.4%	0.4%	0.5%	0.6%
Dentistry	0.3%	0.3%	0.4%	0.3%
Diagnostic imaging services	18.2%	17.8%	17.6%	17.4%
General practitioner services	21.4%	20.7%	21.1%	21.2%
Medical non-scheduled items	29.7%	30.0%	28.6%	27.8%
Medical procedures	3.9%	3.8%	3.4%	3.1%
Medicare reimbursements	0.1%	0.1%	0.0%	0.0%
Outpatient service (n.e.c.)	2.8%	3.2%	3.9%	3.6%
Physician, occ. & rehab physician services	0.9%	1.1%	1.1%	1.2%
Psychology (other than clinical)	0.4%	0.3%	0.4%	0.7%
Reports (n.e.c.)	0.5%	0.5%	0.4%	0.4%
Specialist services	6.1%	6.2%	6.2%	6.2%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All medical service payments	100%	100%	100%	100%

Medical services average service payments

	2016/17	2017/18	2018/19	2019/20
Anaesthetist services	\$440	\$443	\$438	\$437
Approved medical specialist services	\$1,010	\$1,571	\$1,412	\$1,386
Clinical psychology	\$251	\$255	\$258	\$271
Consultant psychiatrist services	\$259	\$255	\$261	\$278
Dentistry	\$1,151	\$1,165	\$1,305	\$1,014
Diagnostic imaging services	\$447	\$456	\$461	\$480
General practitioner services	\$114	\$115	\$117	\$118
Medical non-scheduled items	\$704	\$720	\$666	\$646
Medical procedures	\$677	\$684	\$659	\$630
Medicare reimbursements	\$1,058	\$1,995	\$2,144	\$377
Outpatient service (n.e.c.)	\$381	\$410	\$420	\$429
Physician, occ. & rehab physician services	\$175	\$177	\$183	\$194
Psychology (other than clinical)	\$231	\$244	\$241	\$256
Reports (n.e.c.)	\$354	\$376	\$357	\$312
Specialist services	\$116	\$117	\$120	\$118
Speech pathology	\$224	\$113	\$138	\$200
All medical services	\$259	\$266	\$263	\$262

Workplace rehabilitation number of services

	2016/17	2017/18	2018/19	2019/20
Aids & appliances	66	61	75	72
Aids & appliances assessment (incl report)	92	107	110	83
Case management	136,815	140,518	142,004	146,873
Ergonomic assessment (incl report)	341	347	381	348
Functional capacity assessment (incl report)	79	62	63	61
Job demands assessment (incl report)	56	72	63	68
Medical costs	5,848	8,016	7,658	10,391
Placement activities	12,328	10,077	8,875	8,721
Purchase of aids & appliances	140	156	131	156
Report - general	30,100	30,602	28,808	28,081
Retraining criteria assistance	13	7	5	2
Services n.e.c.	2	9	76	76
Specialised retraining program assistance	11	8	3	3
Support counselling	1,099	1,093	1,128	1,134
Training & education	619	727	570	580
Travel	28,508	32,608	31,760	27,588
Vocational assessment (incl report)	1,827	1,759	1,570	1,561
Vocational counselling	386	468	348	419
Workplace activities	31,160	33,727	38,342	42,961
Workplace assessment (incl report)	2,934	3,386	3,185	2,732
All workplace rehabilitation services	252,424	263,810	265,155	271,910

Workplace rehabilitation proportion of services

	2016/17	2017/18	2018/19	2019/20
Aids & appliances	0.0%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.0%	0.0%	0.0%	0.0%
Case management	54.2%	53.3%	53.6%	54.0%
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	2.3%	3.0%	2.9%	3.8%
Placement activities	4.9%	3.8%	3.3%	3.2%
Purchase of aids & appliances	0.1%	0.1%	0.0%	0.1%
Report - general	11.9%	11.6%	10.9%	10.3%
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%	0.4%
Training & education	0.2%	0.3%	0.2%	0.2%
Travel	11.3%	12.4%	12.0%	10.1%
Vocational assessment (incl report)	0.7%	0.7%	0.6%	0.6%
Vocational counselling	0.2%	0.2%	0.1%	0.2%
Workplace activities	12.3%	12.8%	14.5%	15.8%
Workplace assessment (incl report)	1.2%	1.3%	1.2%	1.0%
All workplace rehabilitation services	100%	100%	100%	100%

Workplace rehabilitation service payments

\$ million	2016/17	2017/18	2018/19	2019/20
Aids & appliances	\$0.01	\$0.01	\$0.01	\$0.01
Aids & appliances assessment (incl report)	\$0.02	\$0.03	\$0.03	\$0.02
Case management	\$17.02	\$18.28	\$17.23	\$17.74
Ergonomic assessment (incl report)	\$0.06	\$0.06	\$0.07	\$0.07
Functional capacity assessment (incl report)	\$0.04	\$0.03	\$0.03	\$0.03
Job demands assessment (incl report)	\$0.01	\$0.02	\$0.02	\$0.03
Medical costs	\$0.69	\$0.99	\$0.97	\$1.22
Placement activities	\$2.16	\$1.62	\$1.44	\$1.49
Purchase of aids & appliances	\$0.02	\$0.02	\$0.02	\$0.02
Report - general	\$4.50	\$4.58	\$4.29	\$4.19
Retraining criteria assistance	\$0.00	\$0.00	\$0.00	\$0.00
Services n.e.c.	\$0.00	\$0.00	\$0.00	\$0.01
Specialised retraining program assistance	\$0.01	\$0.00	\$0.00	\$0.00
Support counselling	\$0.22	\$0.21	\$0.22	\$0.22
Training & education	\$0.27	\$0.30	\$0.23	\$0.23
Travel	\$6.55	\$7.44	\$6.98	\$5.99
Vocational assessment (incl report)	\$0.84	\$0.77	\$0.68	\$0.73
Vocational counselling	\$0.09	\$0.09	\$0.07	\$0.08
Workplace activities	\$3.15	\$3.60	\$3.94	\$4.36
Workplace assessment (incl report)	\$0.79	\$0.86	\$0.79	\$0.69
All workplace rehabilitation services	\$36.46	\$38.92	\$37.04	\$37.13

Workplace rehabilitation proportion of service payments

	2016/17	2017/18	2018/19	2019/20
Aids & appliances	0.0%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.0%	0.1%	0.1%	0.1%
Case management	46.7%	47.0%	46.5%	47.8%
Ergonomic assessment (incl report)	0.2%	0.2%	0.2%	0.2%
Functional capacity assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Job demands assessment (incl report)	0.0%	0.1%	0.0%	0.1%
Medical costs	1.9%	2.5%	2.6%	3.3%
Placement activities	5.9%	4.2%	3.9%	4.0%
Purchase of aids & appliances	0.1%	0.1%	0.1%	0.1%
Report - general	12.3%	11.8%	11.6%	11.3%
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	0.6%	0.5%	0.6%	0.6%
Training & education	0.7%	0.8%	0.6%	0.6%
Travel	18.0%	19.1%	18.9%	16.1%
Vocational assessment (incl report)	2.3%	2.0%	1.8%	2.0%
Vocational counselling	0.2%	0.2%	0.2%	0.2%
Workplace activities	8.6%	9.2%	10.6%	11.7%
Workplace assessment (incl report)	2.2%	2.2%	2.1%	1.9%
All workplace rehabilitation services	100%	100%	100%	100%

Workplace rehabilitation average service payments

	2016/17	2017/18	2018/19	2019/20
Aids & appliances	\$199	\$132	\$160	\$151
Aids & appliances assessment (incl report)	\$183	\$247	\$245	\$240
Case management	\$124	\$130	\$121	\$121
Ergonomic assessment (incl report)	\$187	\$181	\$178	\$191
Functional capacity assessment (incl report)	\$473	\$426	\$487	\$550
Job demands assessment (incl report)	\$268	\$335	\$291	\$395
Medical costs	\$119	\$124	\$127	\$117
Placement activities	\$175	\$161	\$163	\$171
Purchase of aids & appliances	\$158	\$144	\$172	\$151
Report - general	\$150	\$150	\$149	\$149
Retraining criteria assistance	\$113	\$693	\$381	\$228
Services n.e.c.	\$320	-	\$51	\$130
Specialised retraining program assistance	\$613	\$286	\$438	\$1,190
Support counselling	\$204	\$190	\$195	\$197
Training & education	\$430	\$419	\$410	\$391
Travel	\$230	\$228	\$220	\$217
Vocational assessment (incl report)	\$461	\$437	\$436	\$469
Vocational counselling	\$234	\$203	\$188	\$193
Workplace activities	\$101	\$107	\$103	\$101
Workplace assessment (incl report)	\$269	\$255	\$249	\$252
All workplace rehabilitation services	\$144	\$148	\$140	\$137

Other treatment services number of services

	2016/17	2017/18	2018/19	2019/20
Home help services	447	493	767	565
Pharmacy	36,933	33,166	36,777	32,151
Supply of aids and appliances, orthotics	38,662	38,993	43,457	42,590
All other treatment services	76,042	72,652	81,001	75,306

Other treatment services proportion of services

	2016/17	2017/18	2018/19	2019/20
Home help services	0.6%	0.7%	0.9%	0.8%
Pharmacy	48.6%	45.7%	45.4%	42.7%
Supply of aids and appliances, orthotics	50.8%	53.7%	53.6%	56.6%
All other treatment services	100%	100%	100%	100%

Other treatment services service payments

\$ million	2016/17	2017/18	2018/19	2019/20
Home help services	\$0.21	\$0.08	\$0.22	\$0.22
Pharmacy	\$2.68	\$2.34	\$2.56	\$2.25
Supply of aids and appliances, orthotics	\$4.27	\$4.07	\$4.50	\$4.31
All other treatment service payments	\$7.12	\$6.44	\$7.20	\$6.71

Other treatment services proportion of service payments

	2016/17	2017/18	2018/19	2019/20
Home help services	2.9%	1.3%	3.1%	3.2%
Pharmacy	37.4%	36.0%	35.2%	33.2%
Supply of aids and appliances, orthotics	59.7%	62.7%	61.7%	63.6%
All other treatment service payments	100%	100%	100%	100%

Other treatment services average service payments

	2016/17	2017/18	2018/19	2019/20
Home help services	\$467	\$170	\$290	\$389
Pharmacy	\$72	\$71	\$70	\$70
Supply of aids and appliances, orthotics	\$110	\$104	\$103	\$101
All other treatment services	\$94	\$89	\$89	\$89

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
Scheduled items	Medical procedures and the associated fee payable.
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 and self-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.