

SERVICE STATUS REPORT 2021/22

Allied health, medical, workplace rehabilitation treatment services

in the Western Australian workers' compensation scheme







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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 2018/19 to 2021/22

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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 W/A

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.

PURPORSE OF REPORT

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.

This annual report details activities associated with treatment services provided within the WA workers' compensation scheme.

In this report, treatment services are broadly grouped under:











Allied Medical Workplace health

rehabilitation treatment

Hospital charges and legal expenses are not considered to be treatment services, and therefore excluded.



2021/22 | OVERVIEW OF CLAIMS AND SERVICES

CLAIMS



25,058 claims lodged in 2021/22

▼ 4% over four years



\$1,172 million claim payments paid in 2021/22

▲ 21% over four years

SERVICES



1,105,672

services provided in 2021/22

▲ 4% over four years



\$195 million service payments paid in 2021/22

▲ 5% over four years

Over a million services were provided in 2021/22, 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 increased.

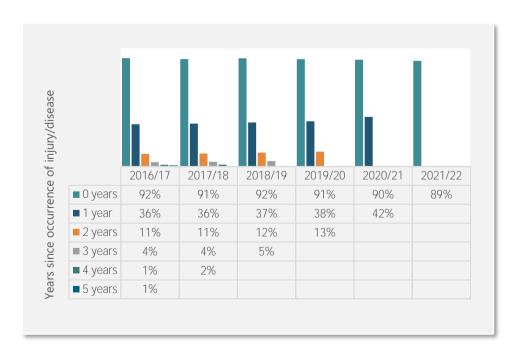
In 2021/22, \$1,172 million was paid out in the WA workers' compensation scheme, of which \$195 million (or 17%) was associated with treatment services. While total claim payments significantly increased (21%), treatment services increased to a lesser extent (5%) over four years.

PROPORTION OF CLAIMS WITH TREATMENT SERVICES BY OCCURRENCE YEAR

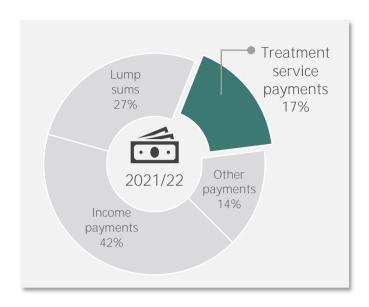
This graph shows the proportion of claims which received treatment services since the occurrence of the work-related injury or illness.

Around 90% of claims received treatment services in the same year the injury/disease occurred.

For the subsequent year, only 36% to 42% of claims continued to have treatment services, and decreased to around 4% by the third year post-injury or illness.



TOTAL CLAIM PAYMENTS



In 2021/22, around two-thirds of total claim payments were made directly to the worker, either by income replacement (42%) or lump sum (27%).

Payments for treatment services, including medical, allied health, workplace rehabilitation, and other treatment services, accounted for 17%.

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

SERVICES AT A GLANCE 2021/22



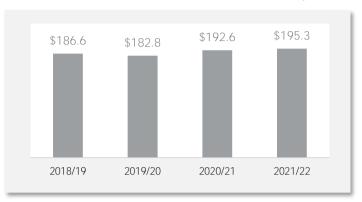






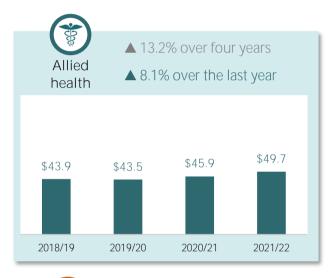
Treatment service payments

TOTAL TREATMENT SERVICE PAYMENTS (\$million)



- ▲ 4.7% over four years
- ▲ 1.4% over the last year

TOTAL TREATMENT SERVICE PAYMENTS BY SERVICE TYPE (\$million)







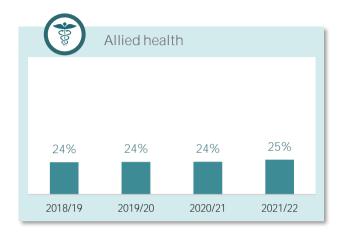


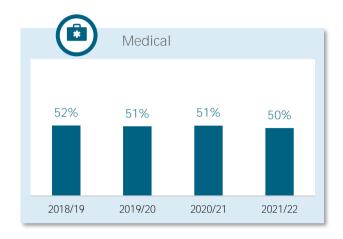


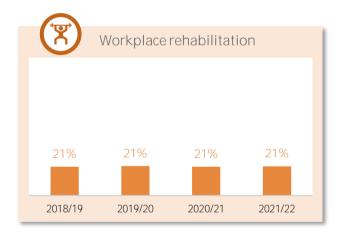
Medical services account for the highest treatment service payments at \$97 million in 2021/22.

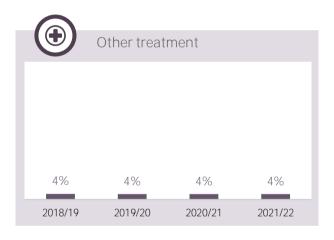
Treatment service payment proportions

TOTAL TREATMENT SERVICE PAYMENTS PROPORTIONS BY SERVICE TYPE







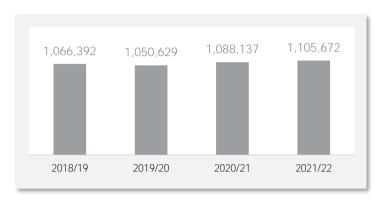


Medical service payments account for around half of treatment service payments across four years.



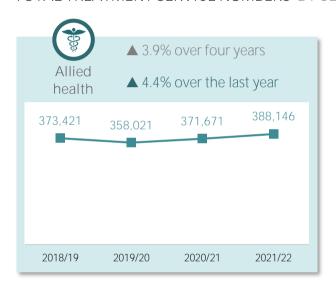
Treatment service numbers

TOTAL TREATMENT SERVICE NUMBERS



- ▲ 3.7% over four years
- ▲ 1.6% over the last year

TOTAL TREATMENT SERVICE NUMBERS BY SERVICE TYPE







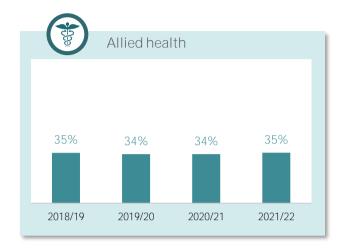


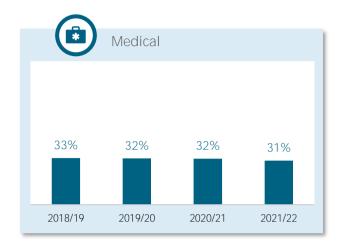


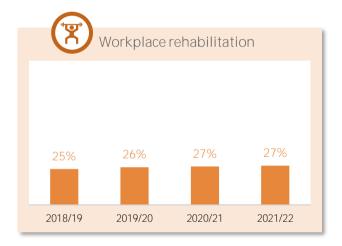
The number of treatment services increased by 4% between 2018/19 and 2021/22.

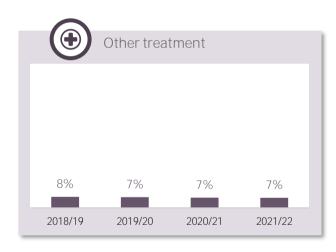
Treatment service proportions

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.



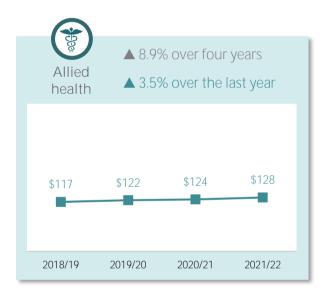
Average treatment service payments

AVERAGE TREATMENT SERVICE PAYMENTS



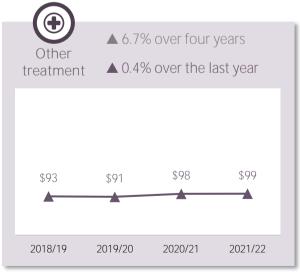
- ▲ 1.0% over four years
- ▼ 0.2% over the last year

AVERAGE TREATMENT SERVICE PAYMENT BY SERVICE TYPE







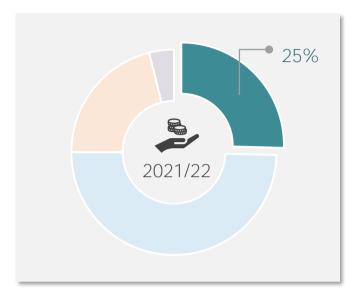




Over a four-year period, the average medical service payment was 1.6 times higher than the overall average treatment service payment.

Profile of allied health services





In 2021/22, \$44.4 million was paid for allied health services, accounting for 25% of all treatment service payments. The total service payments for allied health increased (13%) from over four years.

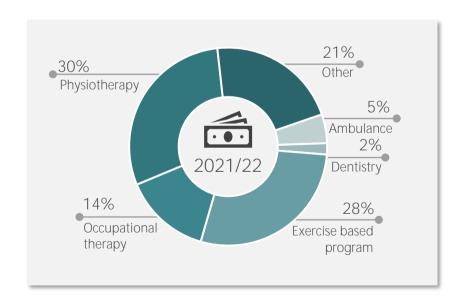
Allied health treatment includes services such as ambulance services, dentistry, exercise based program, occupational therapy, and physiotherapy.

Over four years, Ambulance service payments had the largest increase (20%), but accounted for a small proportion (5%) of allied health service payments.

PROPORTION OF ALLIED HEALTH SERVICES

In 2021/22, physiotherapy accounted for 30% of the total allied health payments, followed by exercise based program (28%), 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 2021/22

Ambulance services

Total payments:

\$2,350,043

▼ 16.4% over the last year

Number of services:

795

▼ 16.9% over the last year

Average payment per service:

\$2,956

▲ 0.6% over the last year

Dentistry

Total payments:

\$914,372

▼ 7.8% over the last year

Number of services:

744

▼ 13.3% over the last year

Average payment per service:

\$1,229

▲ 6.3% over the last year

Exercise based program

Total payments:

\$14,007,002

▲ 15.0% over the last year

Number of services:

92,071

▲ 12.0% over the last year

Average payment per service:

\$152

▲ 2.6% over the last year

Occupational therapy

Total payments:

\$7,074,689

▲ 10.9% over the last year

Number of services:

53,986

▲ 11.3% over the last year

Average payment per service:

\$131

▼ 0.4% over the last year

Physiotherapy

Total payments:

\$14,664,271

▲ 0.4% over the last year

Number of services:

180,117

▼ 0.9% over the last year

Average payment per service:

\$81

▲ 1.3% over the last year

Other allied health

Total payments:

\$10,667,018

▲ 18.8% over the last year

Number of services:

60,433

▲ 5.2% over the last year

Average payment per service:

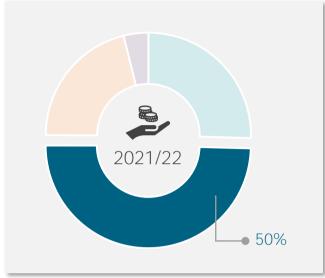
\$177

▲ 12.9% over the last year

Profile of medical services



MEDICAL SERVICES



In 2021/22, \$96.9 million was paid for medical services, accounting for half of all treatment service payments. The total payments for medical services remained stable over four years.

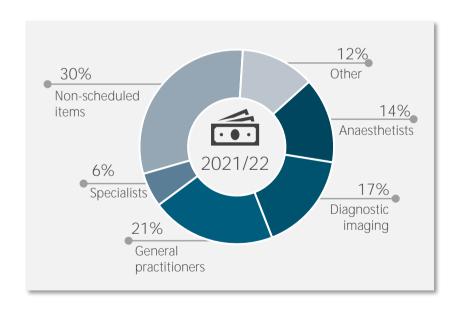
Medical services include services for medical nonscheduled items, general practitioners, diagnostic imaging, anaesthetists and specialists.

Medical non-scheduled 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 2021/22, medical non-scheduled items accounted for 30% of total medical service payments, followed by general practitioners (21%), and diagnostic imaging (17%).

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



Profile of medical services



AT A GLANCE - MEDICAL SERVICES BY TYPE 2021/22

Anaesthetist services

Total payments:

\$13,775,446

▲ 3.7% over the last year

Number of services:

29,564

▲ 2.6% over the last year

Average payment per service:

\$466

▲ 1.1% over the last year

Diagnostic imaging

Total payments:

\$16,004,557

▲ 0.9% over the last year

Number of services:

27,635

▼ 4.5% over the last year

Average payment per service:

\$579

▲ 5.6% over the last year

General practitioner

Total payments:

\$20,092,262

▼ 1.6% over the last year

Number of services:

162,881

▼ 2.8% over the last year

Average payment per service:

\$123

▲ 1.2% over the last year

Specialist services

Total payments:

\$5,533,328

▼ 1.0% over the last year

Number of services:

44,727

▼ 2.7% over the last year

Average payment per service:

\$124

▲ 1.8% over the last year

Other medical services

Total payments:

\$11,943,368

▼ 12.9% over the last year

Number of services:

34,133

▼ 6.5% over the last year

Average payment per service:

\$350

▼ 6.9% over the last year

Medical non-scheduled

Total payments:

\$29,513,420

▼ 1.6% over the last year

Number of services:

40,386

▼ 2.4% over the last year

Average payment per service:

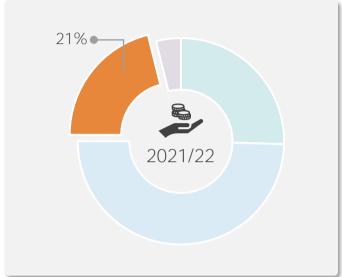
\$731

▲ 0.8% over the last year

Profile of workplace rehabilitation services



WORKPLACE REHABILITATION SERVICES



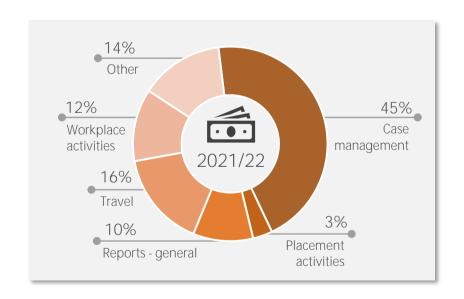
In 2021/22, \$41.2 million was paid for workplace rehabilitation services, accounting for 21% of all treatment service payments. The total payments for workplace rehabilitation services increased by 5% over four years.

Workplace rehabilitation includes services for case management, workplace activities, travel, placement activities and reports (general). Over four years, workplace activities had the highest increase in service payments (19%) due to an increase in services (25%).

PROPORTION OF WORKPLACE REHABILITATION PAYMENT TYPES

In 2021/22, case management accounted for 45% of the total workplace rehabilitation payments, followed by travel (16%), and workplace activities (12%).

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 2021/22

Case management

Total payments:

\$18,505,856

▲ 5.7% over the last year

Number of services:

158,642

▲ 11.3% over the last year

Average payment per service:

\$117

▼ 5.0% over the last year

Placement activities

Total payments:

\$1,343,862

▲ 2.5% over the last year

Number of services:

7,658

▲ 1.8% over the last year

Average payment per service:

\$175

▲ 0.7% over the last year

Reports - general

Total payments:

\$4,112,591

▲ 2.2% over the last year

Number of services:

27,067

▲ 2.1% over the last year

Average payment per service:

\$152

▲ 0.1% over the last year

Travel

Total payments:

\$6,582,187

▼ 3.9% over the last year

Number of services:

28,996

▼ 5.2% over the last year

Average payment per service:

\$227

▲ 1.4% over the last year

Workplace activities

Total payments:

\$4,955,681

▼ 8.6% over the last year

Number of services:

47,794

▼ 9.7% over the last year

Average payment per service:

\$104

▲ 1.3% over the last year

Other workplace renac

Total payments:

\$5,719,864

▲ 13.5% over the last year

Number of services:

31,224

▲ 4.1% over the last year

Average payment per service:

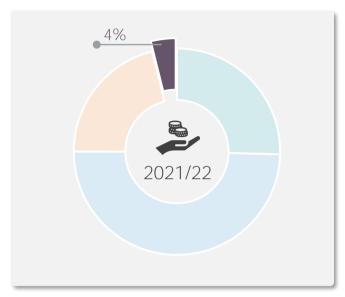
\$183

▲ 9.0% over the last year

Profile of other treatment services



OTHER TREATMENT SERVICES



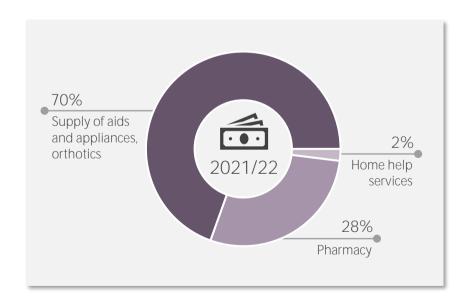
In 2021/22, \$7.6 million was paid for other treatment services, accounting for 4% of all treatment service payments. The total payments for other treatment services remained stable over four years.

Other treatment services include the supply of aids and appliances, orthotics, pharmacy, and home help services. Over four years, payments for home help services had the largest increase in service payments, however, accounted for the smallest proportion of payments. Pharmacy treatment service payments had the largest decrease in service payments (19%) over the same period.

PROPORTION OF OTHER TREATMENT SERVICE PAYMENT TYPES

The supply of aids, appliances and orthotics services continue to account for the majority of other treatment service payments, 70% in 2021/22.

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 2021/22

Home help services

Total payments:

\$152,557

▼ 9.0% over the last year

Number of services:

758

▲ 20.3% over the last year

Average payment per service:

\$201

▼ 24.4% over the last year

Pharmacy

Total payments:

\$2,193,576

▼ 2.8% over the last year

Number of services:

29,710

▼ 8.8% over the last year

Average payment per service:

\$74

▲ 6.6% over the last year

Supply of aids and appliances, orthotics

Total payments:

\$5,351,125

▲ 1.3% over the last year

Number of services:

46,351

▲ 5.3% over the last year

Average payment per service:

\$115

▼ 3.8% over the last year

ALL TREATMENT SERVICES NUMBER OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Allied health	373,421	358,021	371,671	388,146
Medical	346,637	339,093	349,110	339,326
Workplace rehabilitation	265,165	275,003	290,139	301,381
Other treatment services	81,169	78,512	77,217	76,819
All treatment services	1,066,392	1,050,629	1,088,137	1,105,672

ALL TREATMENT SERVICES PROPORTION OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Allied health	35.0%	34.1%	34.2%	35.1%
Medical	32.5%	32.3%	32.1%	30.7%
Workplace rehabilitation	24.9%	26.2%	26.7%	27.3%
Other treatment services	7.6%	7.5%	7.1%	6.9%
All treatment services	100%	100%	100%	100%

ALL TREATMENT SERVICES SERVICE PAYMENTS

\$ million	2018/19	2019/20	2020/21	2021/22
Allied health	\$43.87	\$43.52	\$45.95	\$49.68
Medical	\$96.13	\$92.97	\$98.87	\$96.86
Workplace rehabilitation	\$39.09	\$39.13	\$40.15	\$41.22
Other treatment services	\$7.51	\$7.18	\$7.60	\$7.59
All treatment services	\$186.61	\$182.80	\$192.56	\$195.35

ALL TREATMENT SERVICES PROPORTION OF SERVICE PAYMENTS

	2018/19	2019/20	2020/21	2021/22
Allied health	23.5%	23.8%	23.9%	25.4%
Medical	51.5%	50.9%	51.3%	49.6%
Workplace rehabilitation	20.9%	21.4%	20.8%	21.1%
Other treatment services	4.0%	3.9%	3.9%	3.9%
All treatment services	100%	100%	100%	100%

ALL TREATMENT SERVICES AVERAGE SERVICE PAYMENTS

	2018/19	2019/20	2020/21	2021/22
Allied health	\$117	\$122	\$124	\$128
Medical	\$277	\$274	\$283	\$285
Workplace rehabilitation	\$147	\$142	\$138	\$137
Other treatment services	\$93	\$91	\$98	\$99
All treatment services	\$175	\$174	\$177	\$177

ALLIED HEALTH SERVICES NUMBER OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Alternative therapies	255	197	242	240
Ambulance services	997	1,049	957	795
Chiropractic	3,142	3,287	3,388	3,354
Complementary therapy	89	24	58	24
Consultant psychiatrist services	24	15	15	16
Counselling	3,971	3,833	4,390	4,930
Counselling psychology	1,614	2,241	1,916	2,897
Dentistry	933	801	858	744
Exercise based program	105,074	94,054	82,194	92,071
Exercise based program - Exercise physiologists ¹	n/a	15,335	40,933	42,179
Hydrotherapy	2,792	1,880	1,829	1,766
Massage	1,576	1,319	1,489	1,441
Medicare reimbursements	168	140	159	204
Occupational therapy	44,447	46,634	48,490	53,986
Optometry	83	56	71	68
Osteopathy	324	270	325	313
Other allied health services ²	4,718	711	703	800
Outpatient service (n.e.c.)	92	48	10	53
Pain management program	129	164	199	326
Physician, occ. & rehab physician services	48	35	40	39
Physiotherapy	201,145	184,280	181,727	180,117
Podiatry	1,576	1,455	1,475	1,498
Psychology (other than clinical)	80	120	160	234
Reports (n.e.c.)	94	42	16	28
Speech pathology	50	31	27	23
All allied health services	373,421	358,021	371,671	388,146

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

	2018/19	2019/20	2020/21	2021/22
Alternative therapies	0.1%	0.1%	0.1%	0.1%
Ambulance services	0.3%	0.3%	0.3%	0.2%
Chiropractic	0.8%	0.9%	0.9%	0.9%
Complementary therapy	0.0%	0.0%	0.0%	0.0%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%
Counselling	1.1%	1.1%	1.2%	1.3%
Counselling psychology	0.4%	0.6%	0.5%	0.7%
Dentistry	0.2%	0.2%	0.2%	0.2%
Exercise based program	28.1%	26.3%	22.1%	23.7%
Exercise based program - Exercise physiologists ¹	n/a	4.3%	11.0%	10.9%
Hydrotherapy	0.7%	0.5%	0.5%	0.5%
Massage	0.4%	0.4%	0.4%	0.4%
Medicare reimbursements	0.0%	0.0%	0.0%	0.1%
Occupational therapy	11.9%	13.0%	13.0%	13.9%
Optometry	0.0%	0.0%	0.0%	0.0%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services ²	1.3%	0.2%	0.2%	0.2%
Outpatient service (n.e.c.)	0.0%	0.0%	0.0%	0.0%
Pain management program	0.0%	0.0%	0.1%	0.1%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%
Physiotherapy	53.9%	51.5%	48.9%	46.4%
Podiatry	0.4%	0.4%	0.4%	0.4%
Psychology (other than clinical)	0.0%	0.0%	0.0%	0.1%
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	2018/19	2019/20	2020/21	2021/22
Alternative therapies	\$0.02	\$0.02	\$0.02	\$0.02
Ambulance services	\$1.96	\$2.49	\$2.81	\$2.35
Chiropractic	\$0.19	\$0.20	\$0.21	\$0.21
Complementary therapy	\$0.02	\$0.00	\$0.01	\$0.00
Consultant psychiatrist services	\$0.01	\$0.00	\$0.00	\$0.00
Counselling	\$0.71	\$0.66	\$0.74	\$1.09
Counselling psychology	\$0.42	\$0.63	\$0.51	\$0.76
Dentistry	\$1.04	\$0.85	\$0.99	\$0.91
Exercise based program	\$15.74	\$13.83	\$12.18	\$14.01
Exercise based program - Exercise physiologists ¹	n/a	\$2.25	\$5.93	\$6.41
Hydrotherapy	\$0.09	\$0.04	\$0.05	\$0.06
Massage	\$0.14	\$0.13	\$0.13	\$0.14
Medicare reimbursements	\$0.47	\$0.49	\$0.61	\$1.14
Occupational therapy	\$6.16	\$6.32	\$6.38	\$7.07
Optometry	\$0.03	\$0.02	\$0.03	\$0.02
Osteopathy	\$0.03	\$0.02	\$0.03	\$0.03
Other allied health services ²	\$0.43	\$0.13	\$0.15	\$0.19
Outpatient service (n.e.c.)	\$0.01	\$0.02	\$0.00	\$0.01
Pain management program	\$0.09	\$0.10	\$0.14	\$0.21
Physician, occ. & rehab physician services	\$0.01	\$0.01	\$0.01	\$0.01
Physiotherapy	\$15.89	\$14.92	\$14.61	\$14.66
Podiatry	\$0.34	\$0.31	\$0.34	\$0.31
Psychology (other than clinical)	\$0.02	\$0.03	\$0.05	\$0.05
Reports (n.e.c.)	\$0.05	\$0.01	\$0.01	\$0.01
Speech pathology	\$0.01	\$0.00	\$0.00	\$0.00
All allied health service payments	\$43.87	\$43.52	\$45.95	\$49.68

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

	2018/19	2019/20	2020/21	2021/22
Alternative therapies	0.0%	0.0%	0.1%	0.0%
Ambulance services	4.5%	5.7%	6.1%	4.7%
Chiropractic	0.4%	0.5%	0.5%	0.4%
Complementary therapy	0.0%	0.0%	0.0%	0.0%
Consultant psychiatrist services	0.0%	0.0%	0.0%	0.0%
Counselling	1.6%	1.5%	1.6%	2.2%
Counselling psychology	1.0%	1.4%	1.1%	1.5%
Dentistry	2.4%	2.0%	2.2%	1.8%
Exercise based program	35.9%	31.8%	26.5%	28.2%
Exercise based program - Exercise physiologists ¹	n/a	5.2%	12.9%	12.9%
Hydrotherapy	0.2%	0.1%	0.1%	0.1%
Massage	0.3%	0.3%	0.3%	0.3%
Medicare reimbursements	1.1%	1.1%	1.3%	2.3%
Occupational therapy	14.0%	14.5%	13.9%	14.2%
Optometry	0.1%	0.1%	0.1%	0.0%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services ²	1.0%	0.3%	0.3%	0.4%
Outpatient service (n.e.c.)	0.0%	0.0%	0.0%	0.0%
Pain management program	0.2%	0.2%	0.3%	0.4%
Physician, occ. & rehab physician services	0.0%	0.0%	0.0%	0.0%
Physiotherapy	36.2%	34.3%	31.8%	29.5%
Podiatry	0.8%	0.7%	0.7%	0.6%
Psychology (other than clinical)	0.1%	0.1%	0.1%	0.1%
Reports (n.e.c.)	0.1%	0.0%	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 PAYMENTS

	2018/19	2019/20	2020/21	2021/22
Alternative therapies	\$83	\$105	\$98	\$88
Ambulance services	\$1,965	\$2,372	\$2,937	\$2,956
Chiropractic	\$62	\$62	\$62	\$62
Complementary therapy	\$233	\$63	\$119	\$114
Consultant psychiatrist services	\$273	\$261	\$263	\$267
Counselling	\$179	\$173	\$168	\$221
Counselling psychology	\$260	\$281	\$267	\$263
Dentistry	\$1,110	\$1,066	\$1,156	\$1,229
Exercise based program	\$150	\$147	\$148	\$152
Exercise based program - Exercise physiologists ¹	n/a	\$147	\$145	\$152
Hydrotherapy	\$31	\$23	\$30	\$32
Massage	\$88	\$97	\$89	\$97
Medicare reimbursements	\$2,772	\$3,532	\$3,861	\$5,572
Occupational therapy	\$139	\$136	\$132	\$131
Optometry	\$386	\$395	\$449	\$355
Osteopathy	\$86	\$83	\$89	\$87
Other allied health services	\$91	\$189	\$217	\$236
Outpatient service (n.e.c.)	\$155	\$381	\$238	\$106
Pain management program	\$675	\$620	\$698	\$649
Physician, occ. & rehab physician services	\$170	\$162	\$150	\$156
Physiotherapy	\$79	\$81	\$80	\$81
Podiatry	\$217	\$210	\$228	\$204
Psychology (other than clinical)	\$276	\$263	\$298	\$231
Reports (n.e.c.)	\$569	\$156	\$387	\$307
Speech pathology	\$126	\$127	\$117	\$164
All allied health services	\$117	\$122	\$124	\$128

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

	2018/19	2019/20	2020/21	2021/22
Anaesthetist services	26,116	26,093	28,804	29,564
Approved medical specialist services	330	464	293	27
Clinical psychology	11,742	12,885	13,062	13,048
Consultant psychiatrist services	1,796	1,885	1,614	1,727
Dentistry	257	244	244	190
Diagnostic imaging services	34,825	32,169	28,927	27,635
General practitioner services	164,212	159,293	167,503	162,881
Medical non-scheduled items	39,275	38,851	41,389	40,386
Medical procedures	4,702	4,344	4,461	4,322
Medicare reimbursements	23	42	72	13
Outpatient service (n.e.c.)	8,780	8,075	7,771	5,405
Physician, occ. & rehab physician services	5,358	5,466	5,784	5,126
Psychology (other than clinical)	1,403	2,326	2,166	3,391
Reports (n.e.c.)	962	1,017	1,013	860
Specialist services	46,848	45,925	45,982	44,727
Speech pathology	8	14	25	24
All medical services	346,637	339,093	349,110	339,326

MEDICAL SERVICES PROPORTION OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Anaesthetist services	7.5%	7.7%	8.3%	8.7%
Approved medical specialist services	0.1%	0.1%	0.1%	0.0%
Clinical psychology	3.4%	3.8%	3.7%	3.8%
Consultant psychiatrist services	0.5%	0.6%	0.5%	0.5%
Dentistry	0.1%	0.1%	0.1%	0.1%
Diagnostic imaging services	10.0%	9.5%	8.3%	8.1%
General practitioner services	47.4%	47.0%	48.0%	48.0%
Medical non-scheduled items	11.3%	11.5%	11.9%	11.9%
Medical procedures	1.4%	1.3%	1.3%	1.3%
Medicare reimbursements	0.0%	0.0%	0.0%	0.0%
Outpatient service (n.e.c.)	2.5%	2.4%	2.2%	1.6%
Physician, occ. & rehab physician services	1.5%	1.6%	1.7%	1.5%
Psychology (other than clinical)	0.4%	0.7%	0.6%	1.0%
Reports (n.e.c.)	0.3%	0.3%	0.3%	0.3%
Specialist services	13.5%	13.5%	13.2%	13.2%
Speech pathology	0.0%	0.0%	0.0%	0.0%
All medical services	100%	100%	100%	100%

MEDICAL SERVICES SERVICE PAYMENTS

\$ million	2018/19	2019/20	2020/21	2021/22
Anaesthetist services	\$12.07	\$11.96	\$13.28	\$13.78
Approved medical specialist services	\$0.49	\$0.66	\$0.42	\$0.04
Clinical psychology	\$3.20	\$3.63	\$3.61	\$3.69
Consultant psychiatrist services	\$0.49	\$0.55	\$0.46	\$0.47
Dentistry	\$0.36	\$0.25	\$0.30	\$0.25
Diagnostic imaging services	\$16.93	\$16.08	\$15.87	\$16.00
General practitioner services	\$20.28	\$19.64	\$20.42	\$20.09
Medical non-scheduled items	\$27.41	\$25.89	\$30.00	\$29.51
Medical procedures	\$3.30	\$2.85	\$3.09	\$2.89
Medicare reimbursements	\$0.04	\$0.02	\$0.11	\$0.01
Outpatient service (n.e.c.)	\$3.90	\$3.70	\$3.61	\$2.42
Physician, occ. & rehab physician services	\$1.03	\$1.10	\$1.14	\$0.99
Psychology (other than clinical)	\$0.36	\$0.62	\$0.56	\$0.90
Reports (n.e.c.)	\$0.36	\$0.34	\$0.41	\$0.30
Specialist services	\$5.91	\$5.67	\$5.59	\$5.53
Speech pathology	\$0.00	\$0.00	\$0.00	\$0.00
All medical service payments	\$96.13	\$92.97	\$98.87	\$96.86

MEDICAL SERVICES PROPORTION OF SERVICE PAYMENTS

	2018/19	2019/20	2020/21	2021/22
Anaesthetist services	12.6%	12.9%	13.4%	14.2%
Approved medical specialist services	0.5%	0.7%	0.4%	0.0%
Clinical psychology	3.3%	3.9%	3.7%	3.8%
Consultant psychiatrist services	0.5%	0.6%	0.5%	0.5%
Dentistry	0.4%	0.3%	0.3%	0.3%
Diagnostic imaging services	17.6%	17.3%	16.0%	16.5%
General practitioner services	21.1%	21.1%	20.7%	20.7%
Medical non-scheduled items	28.5%	27.8%	30.3%	30.5%
Medical procedures	3.4%	3.1%	3.1%	3.0%
Medicare reimbursements	0.0%	0.0%	0.1%	0.0%
Outpatient service (n.e.c.)	4.1%	4.0%	3.6%	2.5%
Physician, occ. & rehab physician services	1.1%	1.2%	1.2%	1.0%
Psychology (other than clinical)	0.4%	0.7%	0.6%	0.9%
Reports (n.e.c.)	0.4%	0.4%	0.4%	0.3%
Specialist services	6.1%	6.1%	5.7%	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

	2018/19	2019/20	2020/21	2021/22
Anaesthetist services	\$462	\$458	\$461	\$466
Approved medical specialist services	\$1,487	\$1,431	\$1,442	\$1,309
Clinical psychology	\$272	\$282	\$277	\$283
Consultant psychiatrist services	\$274	\$289	\$285	\$272
Dentistry	\$1,383	\$1,024	\$1,249	\$1,294
Diagnostic imaging services	\$486	\$500	\$548	\$579
General practitioner services	\$124	\$123	\$122	\$123
Medical non-scheduled items	\$698	\$666	\$725	\$731
Medical procedures	\$703	\$656	\$692	\$669
Medicare reimbursements	\$1,736	\$398	\$1,531	\$583
Outpatient service (n.e.c.)	\$444	\$458	\$464	\$448
Physician, occ. & rehab physician services	\$193	\$202	\$197	\$192
Psychology (other than clinical)	\$254	\$268	\$257	\$265
Reports (n.e.c.)	\$374	\$339	\$409	\$351
Specialist services	\$126	\$123	\$122	\$124
Speech pathology	\$145	\$208	\$147	\$158
All medical services	\$277	\$274	\$283	\$285

WORKPLACE REHABILITATION NUMBER OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Aids & appliances	76	72	94	34
Aids & appliances assessment (incl report)	110	83	153	179
Case management	141,996	148,670	142,591	158,642
Ergonomic assessment (incl report)	381	348	308	305
Functional capacity assessment (incl report)	63	62	75	54
Job demands assessment (incl report)	63	70	42	73
Medical costs	7,660	10,560	23,063	24,071
Placement activities	8,875	8,890	7,521	7,658
Purchase of aids & appliances	131	158	143	109
Report - general	28,811	28,295	26,514	27,067
Retraining criteria assistance	5	2	0	6
Services n.e.c.	76	29	11	6
Specialised retraining program assistance	3	3	2	3
Support counselling	1,129	1,154	949	1,024
Training & education	571	600	539	454
Travel	31,765	27,830	30,596	28,996
Vocational assessment (incl report)	1,570	1,574	1,574	1,593
Vocational counselling	348	429	315	351
Workplace activities	38,346	43,397	52,938	47,794
Workplace assessment (incl report)	3,186	2,777	2,711	2,962
All workplace rehabilitation services	265,165	275,003	290,139	301,381

WORKPLACE REHABILITATION PROPORTION OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Aids & appliances	0.0%	0.0%	0.0%	0.0%
Aids & appliances assessment (incl report)	0.0%	0.0%	0.1%	0.1%
Case management	53.6%	54.1%	49.1%	52.6%
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	2.9%	3.8%	7.9%	8.0%
Placement activities	3.3%	3.2%	2.6%	2.5%
Purchase of aids & appliances	0.0%	0.1%	0.0%	0.0%
Report - general	10.9%	10.3%	9.1%	9.0%
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	0.4%	0.4%	0.3%	0.3%
Training & education	0.2%	0.2%	0.2%	0.2%
Travel	12.0%	10.1%	10.5%	9.6%
Vocational assessment (incl report)	0.6%	0.6%	0.5%	0.5%
Vocational counselling	0.1%	0.2%	0.1%	0.1%
Workplace activities	14.5%	15.8%	18.2%	15.9%
Workplace assessment (incl report)	1.2%	1.0%	0.9%	1.0%
All workplace rehabilitation services	100%	100%	100%	100%

WORKPLACE REHABILITATION SERVICE PAYMENTS

\$ million	2018/19	2019/20	2020/21	2021/22
	\$0.01	\$0.01	\$0.02	\$0.00
Aids & appliances				
Aids & appliances assessment (incl report)	\$0.03	\$0.02	\$0.05	\$0.04
Case management	\$18.18	\$18.70	\$17.51	\$18.51
Ergonomic assessment (incl report)	\$0.07	\$0.07	\$0.06	\$0.06
Functional capacity assessment (incl report)	\$0.03	\$0.04	\$0.04	\$0.03
Job demands assessment (incl report)	\$0.02	\$0.03	\$0.01	\$0.02
Medical costs	\$1.02	\$1.29	\$2.76	\$3.18
Placement activities	\$1.52	\$1.57	\$1.31	\$1.34
Purchase of aids & appliances	\$0.02	\$0.02	\$0.02	\$0.05
Report - general	\$4.53	\$4.41	\$4.02	\$4.11
Retraining criteria assistance	\$0.00	\$0.00	\$0.00	\$0.01
Services n.e.c.	\$0.00	\$0.00	\$0.02	\$0.01
Specialised retraining program assistance	\$0.00	\$0.00	\$0.00	\$0.00
Support counselling	\$0.23	\$0.24	\$0.19	\$0.23
Training & education	\$0.25	\$0.25	\$0.20	\$0.24
Travel	\$7.37	\$6.30	\$6.85	\$6.58
Vocational assessment (incl report)	\$0.72	\$0.77	\$0.82	\$0.86
Vocational counselling	\$0.07	\$0.09	\$0.06	\$0.06
Workplace activities	\$4.16	\$4.59	\$5.42	\$4.96
Workplace assessment (incl report)	\$0.84	\$0.73	\$0.79	\$0.92
All workplace rehabilitation services	\$39.09	\$39.13	\$40.15	\$41.22

WORKPLACE REHABILITATION PROPORTION OF SERVICE PAYMENTS

	2010/10	2010/20	2020/21	2021/22
	2018/19	2019/20	2020/21	2021/22
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	46.5%	47.8%	43.6%	44.9%
Ergonomic assessment (incl report)	0.2%	0.2%	0.1%	0.1%
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	2.6%	3.3%	6.9%	7.7%
Placement activities	3.9%	4.0%	3.3%	3.3%
Purchase of aids & appliances	0.1%	0.1%	0.1%	0.1%
Report - general	11.6%	11.3%	10.0%	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	0.6%	0.6%	0.5%	0.6%
Training & education	0.6%	0.6%	0.5%	0.6%
Travel	18.9%	16.1%	17.1%	16.0%
Vocational assessment (incl report)	1.8%	2.0%	2.0%	2.1%
Vocational counselling	0.2%	0.2%	0.1%	0.1%
Workplace activities	10.6%	11.7%	13.5%	12.0%
Workplace assessment (incl report)	2.1%	1.9%	2.0%	2.2%
All workplace rehabilitation services	100%	100%	100%	100%

WORKPLACE REHABILITATION AVERAGE SERVICE PAYMENTS

	0010/10	0010/00	0000101	0004/00
	2018/19	2019/20	2020/21	2021/22
Aids & appliances	\$170	\$157	\$211	\$103
Aids & appliances assessment (incl report)	\$259	\$250	\$302	\$238
Case management	\$128	\$126	\$123	\$117
Ergonomic assessment (incl report)	\$187	\$200	\$192	\$191
Functional capacity assessment (incl report)	\$513	\$571	\$528	\$511
Job demands assessment (incl report)	\$308	\$412	\$295	\$319
Medical costs	\$134	\$122	\$120	\$132
Placement activities	\$172	\$177	\$174	\$175
Purchase of aids & appliances	\$182	\$158	\$141	\$465
Report - general	\$157	\$156	\$152	\$152
Retraining criteria assistance	\$402	\$238	n/a	\$1,508
Services n.e.c.	\$54	\$145	\$1,770	\$1,230
Specialised retraining program assistance	\$462	\$1,246	\$154	\$803
Support counselling	\$206	\$205	\$202	\$226
Training & education	\$432	\$417	\$380	\$531
Travel	\$232	\$227	\$224	\$227
Vocational assessment (incl report)	\$460	\$488	\$518	\$538
Vocational counselling	\$198	\$199	\$184	\$174
Workplace activities	\$108	\$106	\$102	\$104
Workplace assessment (incl report)	\$263	\$262	\$293	\$310
All workplace rehabilitation services	\$147	\$142	\$138	\$137

OTHER TREATMENT SERVICES NUMBER OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Home help services	754	570	630	758
Pharmacy	36,892	34,300	32,583	29,710
Supply of aids and appliances, orthotics	43,523	43,642	44,004	46,351
All other treatment services	81,169	78,512	77,217	76,819

OTHER TREATMENT SERVICES PROPORTION OF SERVICES

	2018/19	2019/20	2020/21	2021/22
Home help services	0.9%	0.7%	0.8%	1.0%
Pharmacy	45.5%	43.7%	42.2%	38.7%
Supply of aids and appliances, orthotics	53.6%	55.6%	57.0%	60.3%
All other treatment services	100%	100%	100%	100%

OTHER TREATMENT SERVICES SERVICE PAYMENTS

\$ million	2018/19	2019/20	2020/21	2021/22
Home help services	\$0.13	\$0.13	\$0.17	\$0.15
Pharmacy	\$2.71	\$2.47	\$2.26	\$2.19
Supply of aids and appliances, orthotics	\$4.77	\$4.65	\$5.28	\$5.35
All other treatment service payments	\$7.51	\$7.18	\$7.60	\$7.59

OTHER TREATMENT SERVICES PROPORTION OF SERVICE PAYMENTS

	2018/19	2019/20	2020/21	2021/22
Home help services	1.7%	1.8%	2.2%	2.0%
Pharmacy	35.6%	34.1%	29.3%	28.5%
Supply of aids and appliances, orthotics	62.7%	64.1%	68.5%	69.5%
All other treatment service payments	100%	100%	100%	100%

OTHER TREATMENT SERVICES AVERAGE SERVICE PAYMENTS

	2018/19	2019/20	2020/21	2021/22
Home help services	\$171	\$229	\$266	\$201
Pharmacy	\$73	\$72	\$69	\$74
Supply of aids and appliances, orthotics	\$110	\$107	\$120	\$115
All other treatment services	\$93	\$91	\$98	\$99

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.
- 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.
- Information concerning the accuracy and appropriate uses of the data or concerning other workers' compensation data may be obtained by contacting WorkCover WA.