

SERVICE STATUS REPORT

2022/23

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
2019/20 to 2022/23

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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 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.

During the period covered in this report, there were 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

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 health



Medical



Workplace rehabilitation



Other treatment

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



2022/23 | OVERVIEW OF CLAIMS AND SERVICES

CLAIMS



26,118
claims lodged
in 2022/23
▲ 6.2% over four years



\$1,250 million
claim payments
paid in 2022/23
▲ 20.6% over four years

SERVICES



1,160,742
services provided
in 2022/23
▲ 10.4% over four years



\$210 million
service payments
paid in 2022/23
▲ 11.2% over four years

Over a million services were provided in 2022/23, which included allied health, medical, workplace rehabilitation, and other treatment services. The number of claims increased and the number of services provided increased the last four years.

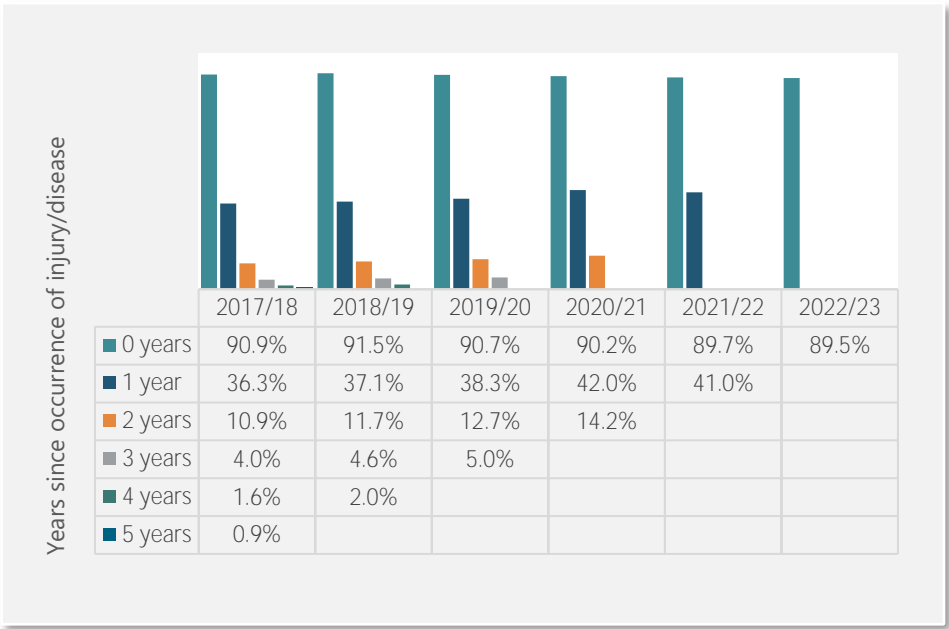
In 2022/23, \$1,250 million was paid out in the WA workers' compensation scheme, of which \$210 million (or 16.8%) was associated with treatment services. While total claim payments significantly increased (20.6%), treatment services increased to a lesser extent (11.2%) over four years.

PROPORTION OF CLAIMS WITH TREATMENT SERVICES BY OCCURRENCE YEAR

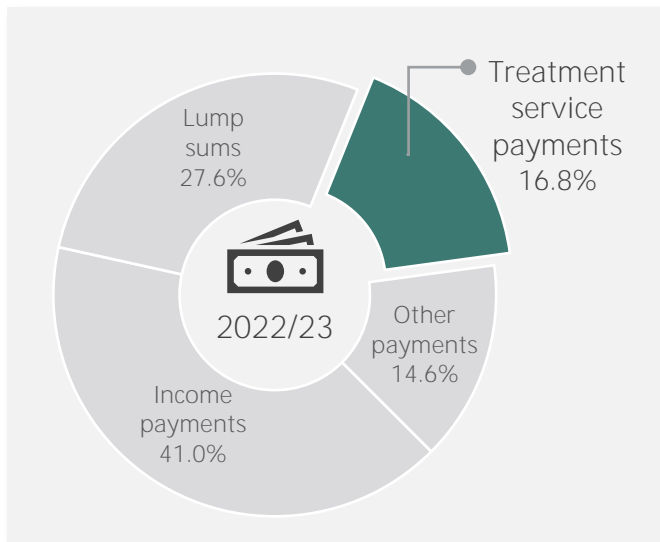
This graph shows the proportion of claims which received treatment services since the occurrence of the work-related injury or illness.

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 2022/23, around two-thirds of total claim payments were made directly to the worker, either by income replacement (41.0%) or lump sum (27.6%).

Payments for treatment services, including medical, allied health, workplace rehabilitation, and other treatment services, accounted for 16.8%.

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

SERVICES AT A GLANCE 2022/23



Allied health



402,821 services

▲ 12.5% over four years



\$53.6m service payments

▲ 19.5% over four years



25.6% of total service payments

▲ 7.5% over four years



Medical



347,134 services

▲ 2.3% over four years



\$101.2m service payments

▲ 5.4% over four years



48.3% of total service payments

▼ 5.2% over four years



Workplace rehabilitation



330,063 services

▲ 20.0% over four years



\$46.9m service payments

▲ 16.2% over four years



22.4% of total service payments

▲ 4.5% over four years



Other treatment



80,724 services

▲ 2.7% over four years



\$8m service payments

▲ 7.8% over four years



3.8% of total service payments

▼ 3.0% over four years

Treatment service payments

TOTAL TREATMENT SERVICE PAYMENTS (\$million)



▲ 11.2% over four years

▲ 2.7% over the last year

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



Allied health

▲ 19.5% over four years

▲ 4.7% over the last year



Medical

▲ 5.4% over four years

▼ 1.3% over the last year



Workplace rehabilitation

▲ 16.2% over four years

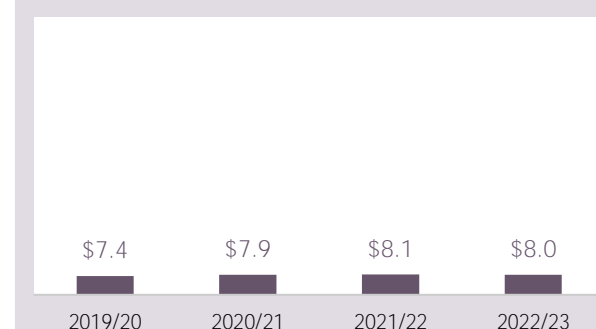
▲ 10.6% over the last year



Other treatment

▲ 7.8% over four years

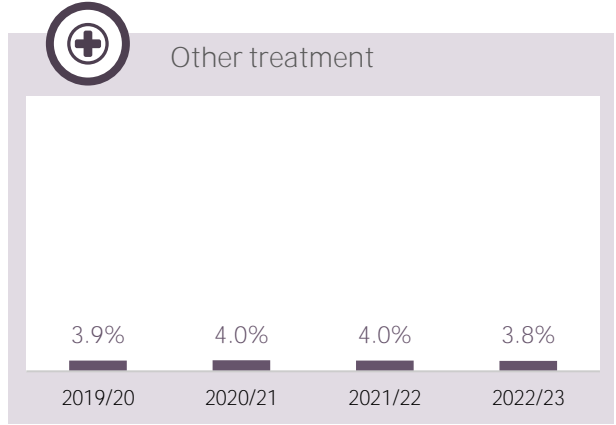
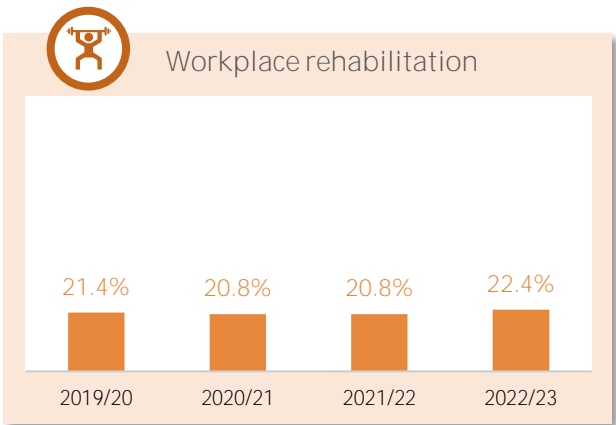
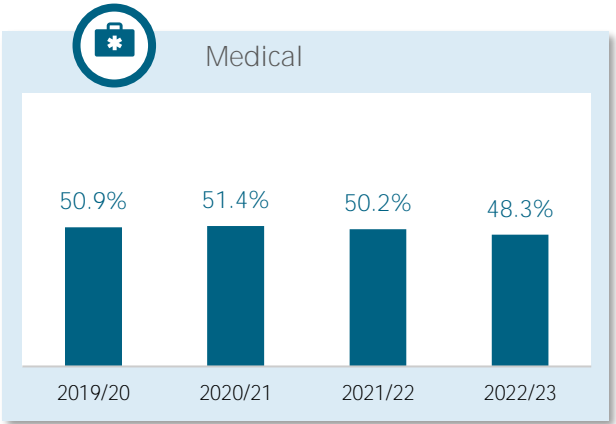
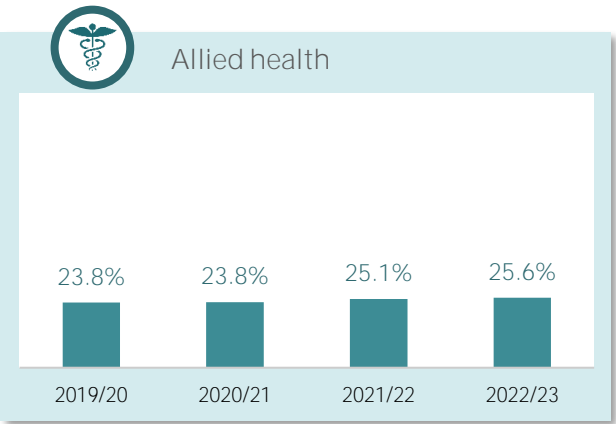
▼ 1.0% over the last year



Medical services accounted for the **highest** treatment service payments at **\$101.2 million** in 2022/23.

Treatment service payment proportions

TOTAL TREATMENT SERVICE PAYMENTS PROPORTIONS BY SERVICE TYPE

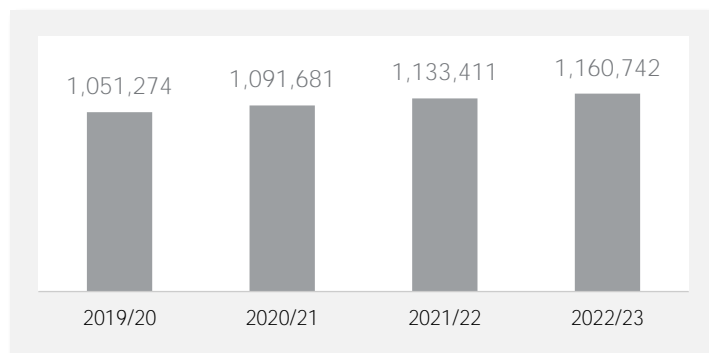


Medical service payments accounted for around half of treatment service payments across four years.



Treatment service numbers

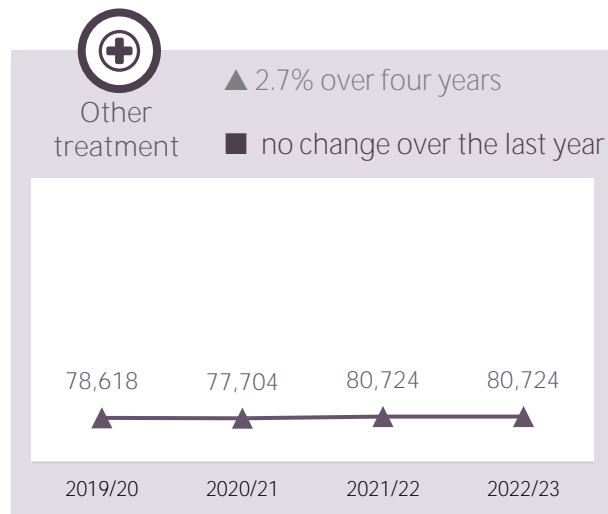
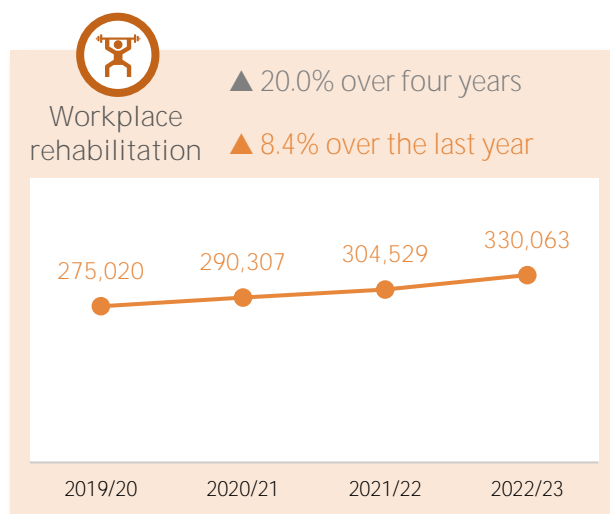
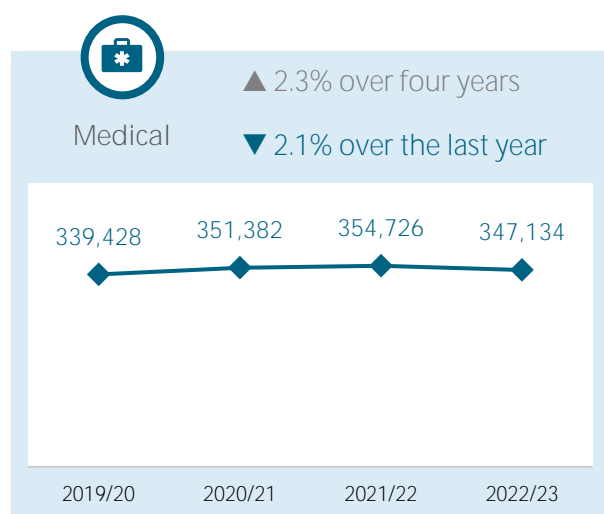
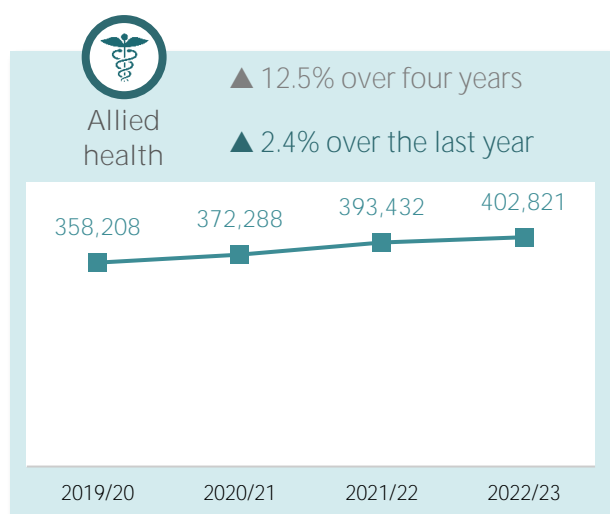
TOTAL TREATMENT SERVICE NUMBERS



▲ 10.4% over four years

▲ 2.4% over the last year

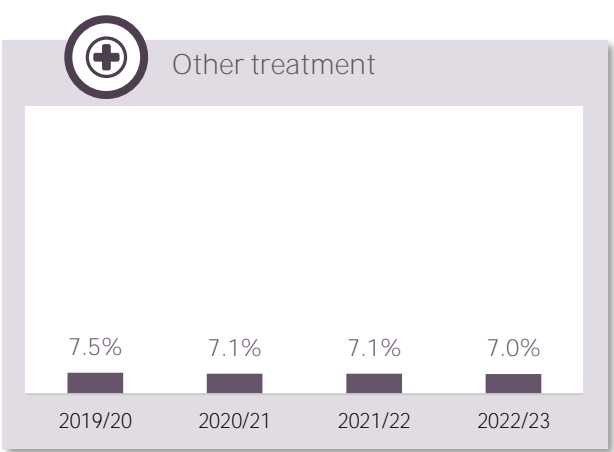
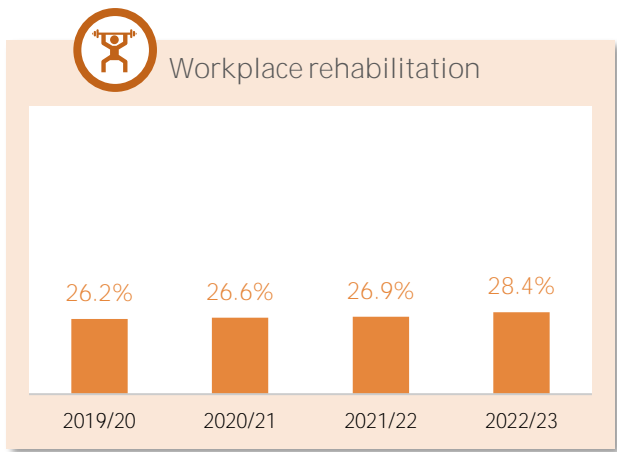
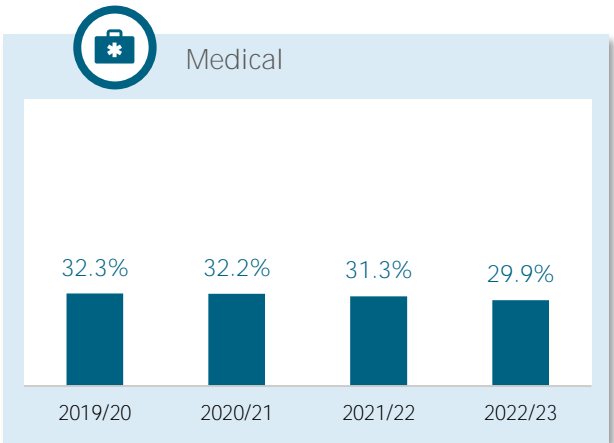
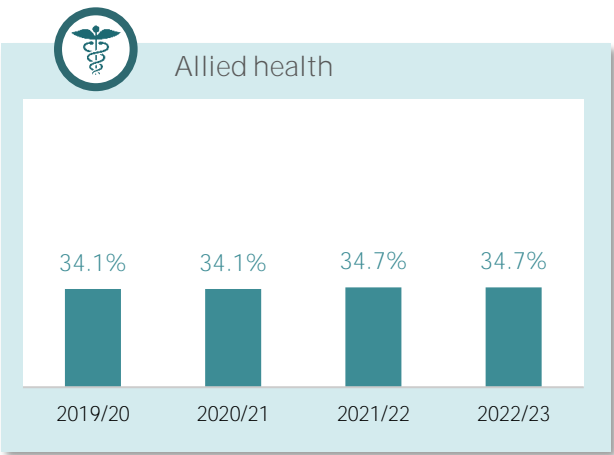
TOTAL TREATMENT SERVICE NUMBERS BY SERVICE TYPE



The number of treatment services increased by 10.4% between 2019/20 and 2022/23.

Treatment service proportions

TOTAL TREATMENT SERVICE NUMBERS PROPORTIONS BY SERVICE TYPE

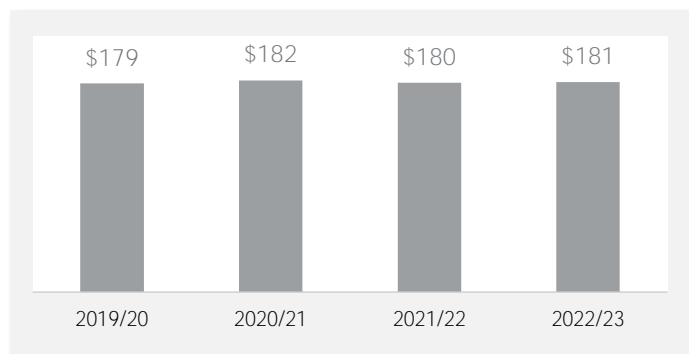


Although medical service payments represented the largest proportion of treatment service payments, allied health services had a higher number of treatment services.



Average treatment service payments

AVERAGE TREATMENT SERVICE PAYMENTS



▲ 0.7% over four years

▲ 0.3% over the last year

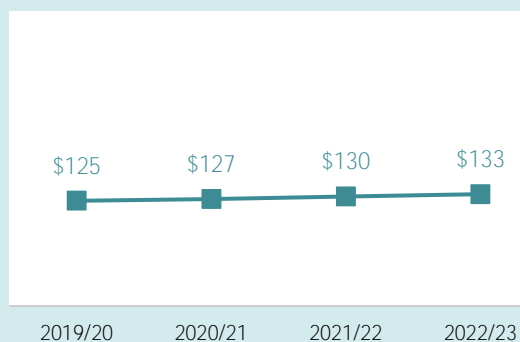
AVERAGE TREATMENT SERVICE PAYMENT BY SERVICE TYPE



Allied health

▲ 6.3% over four years

▲ 2.2% over the last year



Medical

▲ 3.1% over four years

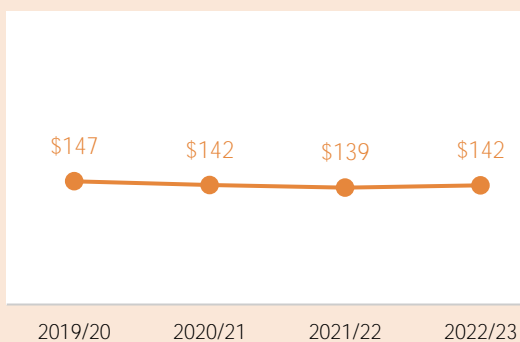
▲ 0.9% over the last year



Workplace rehabilitation

▼ 3.2% over four years

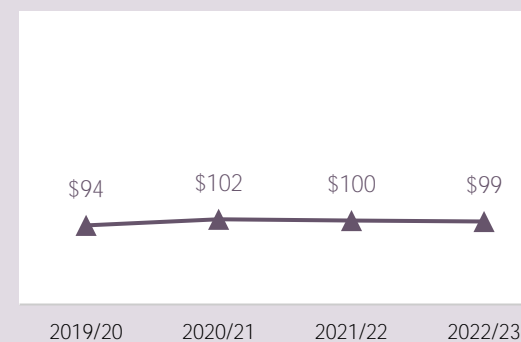
▲ 2.1% over the last year



Other treatment

▲ 5.0% over four years

▼ 1.0% over the last year

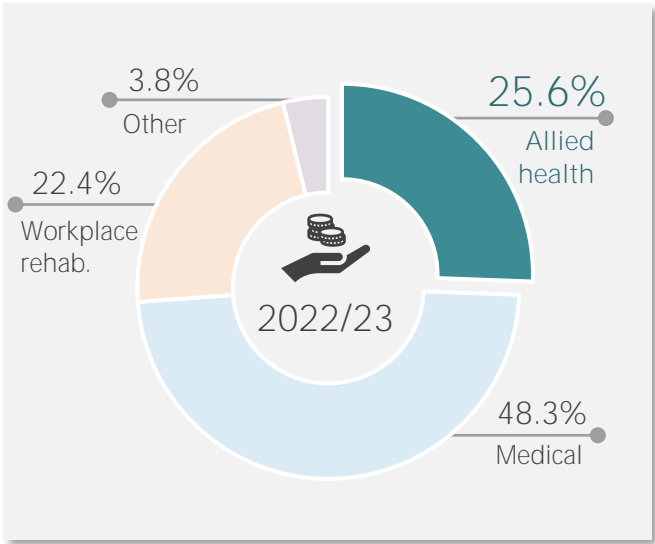


Over a four-year period, the average medical service payment was 1.6 times higher than the overall average treatment service payment.

Profile of allied health services



ALLIED HEALTH SERVICES



In 2022/23, \$53.6 million was paid for allied health services, accounting for 25.6% of all treatment service payments. The total service payments for allied health increased (19.5%) over four years.

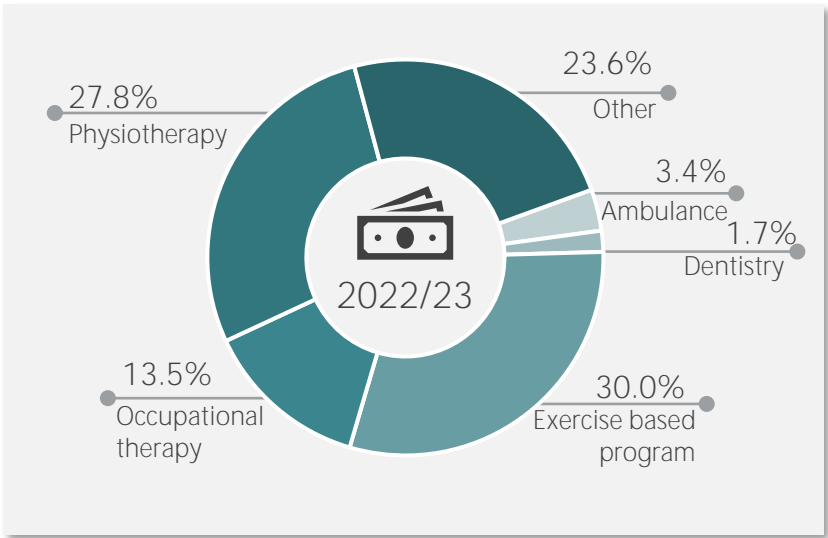
Allied health treatment includes services such as ambulance services, dentistry, exercise based program, occupational therapy, and physiotherapy.

Over three years, exercise physiology payments increased (+30.9%).

PROPORTION OF ALLIED HEALTH SERVICES

In 2022/23, physiotherapy accounted for 27.8% of the total allied health payments, followed by exercise based program (30.0%), and occupational therapy (13.5%).

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 2022/23

Ambulance services

Total payments:

\$1,813,851

▼ 27.5% over the last year

Number of services:

624

▼ 26.3% over the last year

Average payment per service:

\$2,907

▼ 1.6% over the last year

Dentistry

Total payments:

\$923,521

▼ 6.2% over the last year

Number of services:

685

▼ 14.5% over the last year

Average payment per service:

\$1,348

▲ 9.6% over the last year

Exercise based program

Total payments:

\$16,085,408

▲ 11.8% over the last year

Number of services:

102,838

▲ 10.6% over the last year

Average payment per service:

\$156

▲ 1.1% over the last year

Occupational therapy

Total payments:

\$7,253,142

▼ 0.2% over the last year

Number of services:

53,896

▼ 1.1% over the last year

Average payment per service:

\$135

▲ 0.9% over the last year

Physiotherapy

Total payments:

\$14,890,064

▼ 1.5% over the last year

Number of services:

177,274

▼ 3.1% over the last year

Average payment per service:

\$84

▲ 1.6% over the last year

Other allied health

Total payments:

\$12,659,534

▲ 15.5% over the last year

Number of services:

67,504

▲ 9.9% over the last year

Average payment per service:

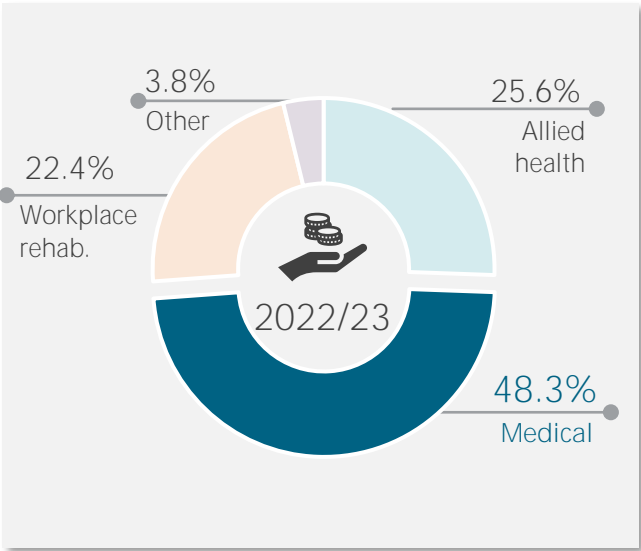
\$188

▲ 5.1% over the last year

Profile of medical services



MEDICAL SERVICES



In 2022/23, \$101.2 million was paid for medical services, accounting for around half of all treatment service payments. The total payments for medical services remained stable over four years.

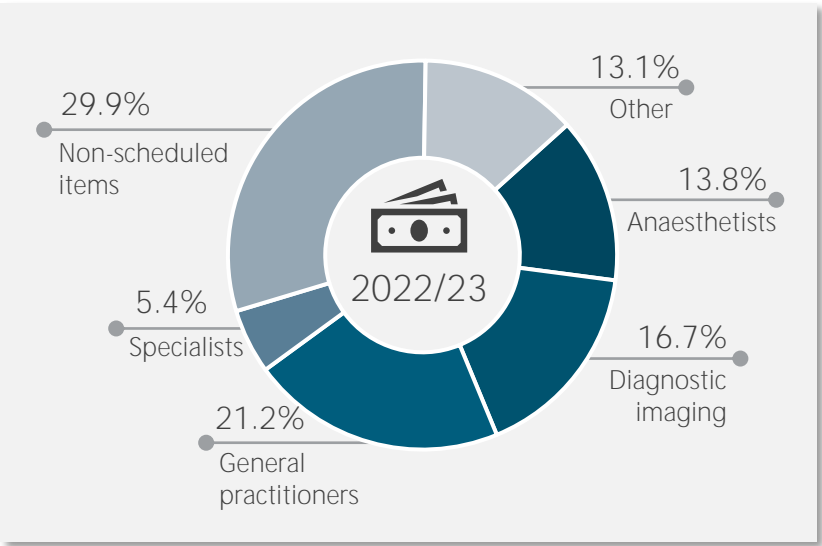
Medical services include services for medical non-scheduled items, general practitioners, diagnostic imaging, anaesthetists and specialists.

Medical non-scheduled items accounted for the largest proportion of medical service payments. This pattern is consistent over the last four years.

PROPORTION OF MEDICAL SERVICE PAYMENT TYPES

In 2022/23, medical non-scheduled items accounted for 29.9% of total medical service payments, followed by general practitioners (21.2%), and diagnostic imaging (16.7%).

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



Profile of medical services



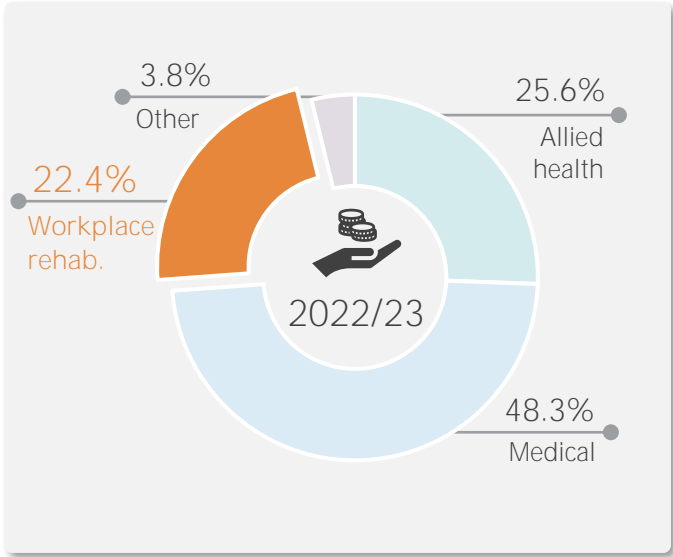
AT A GLANCE - MEDICAL SERVICES BY TYPE 2022/23

Anaesthetist services <p>Total payments: \$13,916,536 ▼ 3.7% over the last year</p> <p>Number of services: 29,196 ▼ 4.3% over the last year</p> <p>Average payment per service: \$477 ▲ 0.6% over the last year</p>	Diagnostic imaging <p>Total payments: \$16,881,179 ▼ 1.1% over the last year</p> <p>Number of services: 28,929 ▼ 0.9% over the last year</p> <p>Average payment per service: \$584 ▼ 0.2% over the last year</p>	General practitioner <p>Total payments: \$21,454,561 ▲ 1.1% over the last year</p> <p>Number of services: 165,706 ▼ 2.2% over the last year</p> <p>Average payment per service: \$129 ▲ 3.3% over the last year</p>
Specialist services <p>Total payments: \$5,449,456 ▼ 6.0% over the last year</p> <p>Number of services: 42,210 ▼ 8.2% over the last year</p> <p>Average payment per service: \$129 ▲ 2.4% over the last year</p>	Other medical services <p>Total payments: \$13,234,648 ▲ 3.3% over the last year</p> <p>Number of services: 36,063 ▲ 1.0% over the last year</p> <p>Average payment per service: \$367 ▲ 2.2% over the last year</p>	Medical non-scheduled <p>Total payments: \$30,268,961 ▼ 2.8% over the last year</p> <p>Number of services: 45,030 ▲ 2.4% over the last year</p> <p>Average payment per service: \$672 ▼ 5.1% over the last year</p>

Profile of workplace rehabilitation services



WORKPLACE REHABILITATION SERVICES



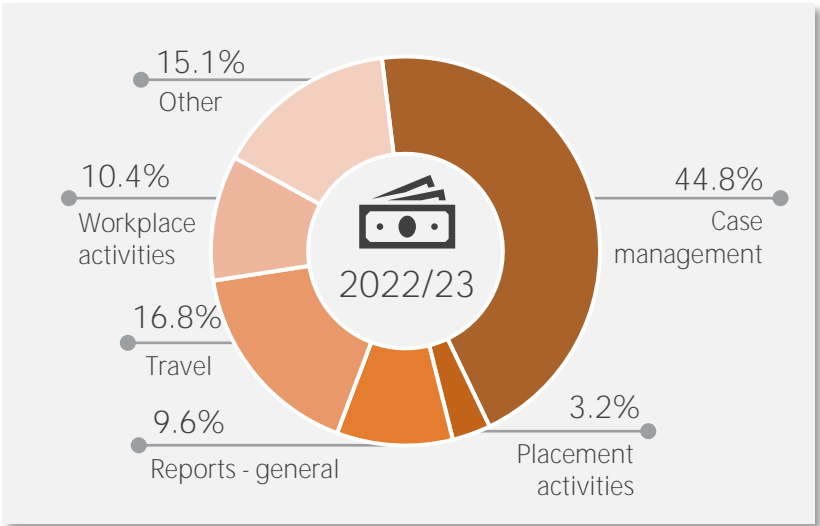
In 2022/23, \$46.9 million was paid for workplace rehabilitation services, accounting for 22.4% of all treatment service payments. The total payments for workplace rehabilitation services increased (+16.2%) over four years.

Workplace rehabilitation includes services for case management, workplace activities, travel, placement activities and reports (general). Over four years, case management had the highest increase in service payments (9.0%) due to an increase in services (21.6%).

PROPORTION OF WORKPLACE REHABILITATION PAYMENT TYPES

In 2022/23, case management accounted for 44.8% of the total workplace rehabilitation payments, followed by travel (16.8%), and workplace activities (10.4%).

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



Profile of workplace rehabilitation services



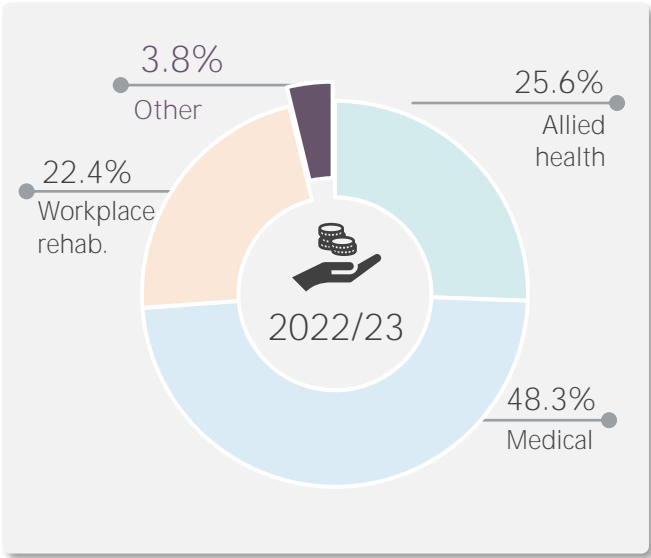
AT A GLANCE - WORKPLACE REHABILITATION SERVICES BY TYPE 2022/23

<p>Case management</p> <p>Total payments: \$21,016,710 ▲ 10.2% over the last year</p> <p>Number of services: 180,733 ▲ 12.6% over the last year</p> <p>Average payment per service: \$116 ▼ 2.1% over the last year</p>	<p>Placement activities</p> <p>Total payments: \$1,500,667 ▲ 8.6% over the last year</p> <p>Number of services: 8,268 ▲ 6.9% over the last year</p> <p>Average payment per service: \$182 ▲ 1.6% over the last year</p>	<p>Reports - general</p> <p>Total payments: \$4,518,578 ▲ 7.1% over the last year</p> <p>Number of services: 28,391 ▲ 4.0% over the last year</p> <p>Average payment per service: \$159 ▲ 2.9% over the last year</p>
<p>Travel</p> <p>Total payments: \$7,897,697 ▲ 16.8% over the last year</p> <p>Number of services: 33,166 ▲ 13.2% over the last year</p> <p>Average payment per service: \$238 ▲ 3.1% over the last year</p>	<p>Workplace activities</p> <p>Total payments: \$4,874,554 ▼ 4.1% over the last year</p> <p>Number of services: 44,073 ▼ 8.4% over the last year</p> <p>Average payment per service: \$111 ▲ 4.8% over the last year</p>	<p>Other workplace rehab</p> <p>Total payments: \$7,074,498 ▲ 20.4% over the last year</p> <p>Number of services: 35,432 ▲ 12.4% over the last year</p> <p>Average payment per service: \$200 ▲ 7.2% over the last year</p>

Profile of other treatment services



OTHER TREATMENT SERVICES



In 2022/23, \$8.0 million was paid for other treatment services, accounting for 3.8% of all treatment service payments. The total payments for other treatment services remained stable over four years.

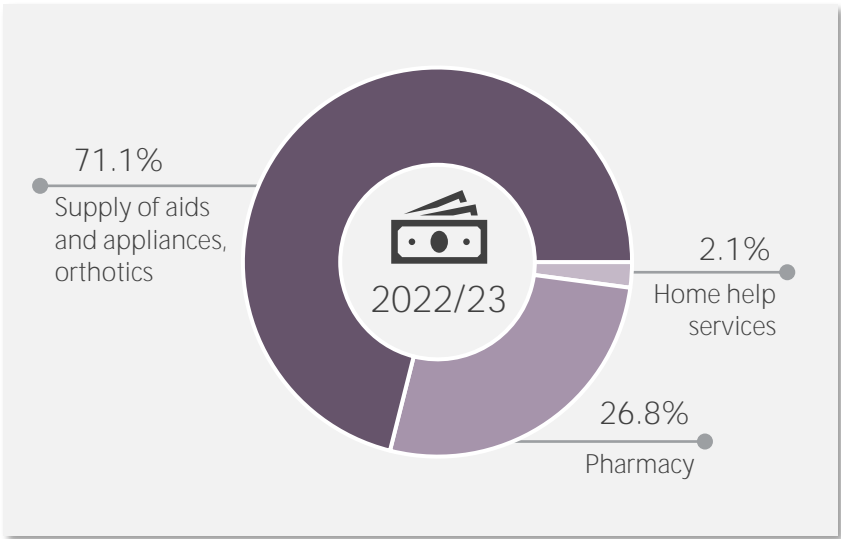
Other treatment services include the supply of aids and appliances, orthotics, pharmacy, and home help services.

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 (14.4%) 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, 71.1% in 2022/23.

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 2022/23

Home help services

Total payments:
\$171,861
▲ 6.1% over the last year

Number of services:
581
▼ 25.8% over the last year

Average payment per service:
\$296
▲ 43.0% over the last year

Pharmacy

Total payments:
\$2,181,807
▼ 10.1% over the last year

Number of services:
29,847
▼ 7.8% over the last year

Average payment per service:
\$73
▼ 2.6% over the last year

Supply of aids and appliances, orthotics

Total payments:
\$5,782,458
▲ 3.6% over the last year

Number of services:
50,296
▲ 5.7% over the last year

Average payment per service:
\$115
▼ 2.0% over the last year

ALL TREATMENT SERVICES NUMBER OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Allied health	358,208	372,288	393,432	402,821
Medical	339,428	351,382	354,726	347,134
Workplace rehabilitation	275,020	290,307	304,529	330,063
Other treatment services	78,618	77,704	80,724	80,724
All treatment services	1,051,274	1,091,681	1,133,411	1,160,742

ALL TREATMENT SERVICES PROPORTION OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Allied health	34.1%	34.1%	34.7%	34.7%
Medical	32.3%	32.2%	31.3%	29.9%
Workplace rehabilitation	26.2%	26.6%	26.9%	28.4%
Other treatment services	7.5%	7.1%	7.1%	7.0%
All treatment services	100%	100%	100%	100%

ALL TREATMENT SERVICES SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Allied health	\$44.9m	\$47.4m	\$51.2m	\$53.6m
Medical	\$96m	\$102.2m	\$102.5m	\$101.2m
Workplace rehabilitation	\$40.4m	\$41.4m	\$42.4m	\$46.9m
Other treatment services	\$7.4m	\$7.9m	\$8.1m	\$8m
All treatment services	\$188.6m	\$198.8m	\$204.2m	\$209.7m

ALL TREATMENT SERVICES PROPORTION OF SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Allied health	23.8%	23.8%	25.1%	25.6%
Medical	50.9%	51.4%	50.2%	48.3%
Workplace rehabilitation	21.4%	20.8%	20.8%	22.4%
Other treatment services	3.9%	4.0%	4.0%	3.8%
All treatment services	100%	100%	100%	100%

ALL TREATMENT SERVICES AVERAGE SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Allied health	\$125	\$127	\$130	\$133
Medical	\$283	\$291	\$289	\$292
Workplace rehabilitation	\$147	\$142	\$139	\$142
Other treatment services	\$94	\$102	\$100	\$99
All treatment services	\$179	\$182	\$180	\$181

ALLIED HEALTH SERVICES NUMBER OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Alternative therapies	197	242	246	150
Ambulance services	1,050	958	847	624
Chiropractic	3,287	3,405	3,553	3,275
Complementary therapy	24	58	26	24
Counselling	3,833	4,393	4,963	4,431
Counselling psychology	2,241	1,929	2,970	3,325
Dentistry	801	863	801	685
Exercise based program	94,090	82,249	92,979	102,838
Exercise physiology	15,352	40,938	42,499	49,910
Exercise based program - Exercise physiologists ¹	1,880	1,829	1,858	1,497
Massage	1,320	1,508	1,542	1,507
Medicare reimbursements	139	159	210	250
Occupational therapy	46,634	48,500	54,518	53,896
Optometry	56	71	71	90
Osteopathy	270	325	317	222
Other allied health services	734	723	902	918
Outpatient service (n.e.c.)	48	10	53	21
Pain management program	164	199	328	307
Physician, occ. & rehab physician services	35	40	39	31
Physiotherapy	184,402	182,210	182,873	177,274
Podiatry	1,458	1,476	1,549	1,431
Psychology (other than clinical)	120	160	236	67
Reports (n.e.c.)	42	16	28	18
Speech pathology	31	27	24	30
All allied health services	358,208	372,288	393,432	402,821

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.

ALLIED HEALTH SERVICES PROPORTION OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Alternative therapies	0.1%	0.1%	0.1%	<0.1%
Ambulance services	0.3%	0.3%	0.2%	0.2%
Chiropractic	0.9%	0.9%	0.9%	0.8%
Complementary therapy	<0.1%	<0.1%	<0.1%	<0.1%
Counselling	1.1%	1.2%	1.3%	1.1%
Counselling psychology	0.6%	0.5%	0.8%	0.8%
Dentistry	0.2%	0.2%	0.2%	0.2%
Exercise based program	26.3%	22.1%	23.6%	25.5%
Exercise physiology	4.3%	11.0%	10.8%	12.4%
Exercise based program - Exercise physiologists ¹	0.5%	0.5%	0.5%	0.4%
Massage	0.4%	0.4%	0.4%	0.4%
Medicare reimbursements	<0.1%	<0.1%	0.1%	0.1%
Occupational therapy	13.0%	13.0%	13.9%	13.4%
Optometry	<0.1%	<0.1%	<0.1%	<0.1%
Osteopathy	0.1%	0.1%	0.1%	0.1%
Other allied health services	0.2%	0.2%	0.2%	0.2%
Outpatient service (n.e.c.)	<0.1%	<0.1%	<0.1%	<0.1%
Pain management program	<0.1%	0.1%	0.1%	0.1%
Physician, occ. & rehab physician services	<0.1%	<0.1%	<0.1%	<0.1%
Physiotherapy	51.5%	48.9%	46.5%	44.0%
Podiatry	0.4%	0.4%	0.4%	0.4%
Psychology (other than clinical)	<0.1%	<0.1%	0.1%	<0.1%
Reports (n.e.c.)	<0.1%	<0.1%	<0.1%	<0.1%
Speech pathology	<0.1%	<0.1%	<0.1%	<0.1%
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.

ALLIED HEALTH SERVICES SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Alternative therapies	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Ambulance services	\$2.6m	\$2.9m	\$2.5m	\$1.8m
Chiropractic	\$0.2m	\$0.2m	\$0.2m	\$0.2m
Complementary therapy	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Counselling	\$0.7m	\$0.8m	\$1.1m	\$1m
Counselling psychology	\$0.7m	\$0.5m	\$0.8m	\$0.9m
Dentistry	\$0.9m	\$1m	\$1m	\$0.9m
Exercise based program	\$14.3m	\$12.6m	\$14.4m	\$16.1m
Exercise physiology	\$2.3m	\$6.1m	\$6.6m	\$8m
Exercise based program - Exercise physiologists ¹	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Massage	\$0.1m	\$0.1m	\$0.2m	\$0.1m
Medicare reimbursements	\$0.5m	\$0.6m	\$1.2m	\$1.4m
Occupational therapy	\$6.5m	\$6.6m	\$7.3m	\$7.3m
Optometry	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Osteopathy	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Other allied health services	\$0.1m	\$0.2m	\$0.2m	\$0.2m
Outpatient service (n.e.c.)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Pain management program	\$0.1m	\$0.1m	\$0.2m	\$0.2m
Physician, occ. & rehab physician services	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Physiotherapy	\$15.4m	\$15.1m	\$15.1m	\$14.9m
Podiatry	\$0.3m	\$0.3m	\$0.3m	\$0.3m
Psychology (other than clinical)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Reports (n.e.c.)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Speech pathology	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
All allied health service payments	\$44.9m	\$47.4m	\$51.2m	\$53.6m

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.

ALLIED HEALTH SERVICES PROPORTION OF SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Alternative therapies	<0.1%	<0.1%	<0.1%	<0.1%
Ambulance services	5.7%	6.1%	4.9%	3.4%
Chiropractic	0.5%	0.5%	0.4%	0.4%
Complementary therapy	<0.1%	<0.1%	<0.1%	<0.1%
Counselling	1.5%	1.6%	2.2%	2.0%
Counselling psychology	1.4%	1.1%	1.5%	1.6%
Dentistry	2.0%	2.2%	1.9%	1.7%
Exercise based program	31.8%	26.5%	28.1%	30.0%
Exercise physiology	5.2%	12.9%	12.8%	14.9%
Exercise based program - Exercise physiologists ¹	<0.1%	<0.1%	<0.1%	<0.1%
Massage	0.3%	0.3%	0.3%	0.3%
Medicare reimbursements	1.1%	1.3%	2.3%	2.6%
Occupational therapy	14.5%	13.9%	14.2%	13.5%
Optometry	<0.1%	<0.1%	<0.1%	<0.1%
Osteopathy	<0.1%	<0.1%	<0.1%	<0.1%
Other allied health services	0.3%	0.3%	0.4%	0.4%
Outpatient service (n.e.c.)	<0.1%	<0.1%	<0.1%	<0.1%
Pain management program	0.2%	0.3%	0.4%	0.4%
Physician, occ. & rehab physician services	<0.1%	<0.1%	<0.1%	<0.1%
Physiotherapy	34.3%	31.8%	29.5%	27.8%
Podiatry	0.7%	0.7%	0.6%	0.6%
Psychology (other than clinical)	<0.1%	<0.1%	<0.1%	<0.1%
Reports (n.e.c.)	<0.1%	<0.1%	<0.1%	<0.1%
Speech pathology	<0.1%	<0.1%	<0.1%	<0.1%
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.

ALLIED HEALTH SERVICES AVERAGE SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Alternative therapies	\$108	\$100	\$91	\$89
Ambulance services	\$2,444	\$3,018	\$2,954	\$2,907
Chiropractic	\$64	\$64	\$62	\$64
Complementary therapy	\$65	\$123	\$115	\$136
Counselling	\$178	\$173	\$225	\$236
Counselling psychology	\$290	\$274	\$266	\$263
Dentistry	\$1,099	\$1,188	\$1,230	\$1,348
Exercise based program	\$152	\$153	\$155	\$156
Exercise physiology	\$152	\$149	\$155	\$160
Exercise based program - Exercise physiologists ¹	\$24	\$31	\$32	\$31
Massage	\$100	\$93	\$99	\$98
Medicare reimbursements	\$3,667	\$3,981	\$5,513	\$5,671
Occupational therapy	\$140	\$136	\$133	\$135
Optometry	\$407	\$462	\$348	\$366
Osteopathy	\$86	\$92	\$88	\$118
Other allied health services	\$153	\$220	\$219	\$257
Outpatient service (n.e.c.)	\$393	\$245	\$108	\$235
Pain management program	\$639	\$720	\$662	\$784
Physician, occ. & rehab physician services	\$167	\$155	\$159	\$181
Physiotherapy	\$84	\$83	\$83	\$84
Podiatry	\$218	\$235	\$206	\$226
Psychology (other than clinical)	\$271	\$306	\$235	\$319
Reports (n.e.c.)	\$161	\$399	\$313	\$254
Speech pathology	\$131	\$120	\$164	\$154
All allied health services	\$125	\$127	\$130	\$133

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

	2019/20	2020/21	2021/22	2022/23
Anaesthetist services	26,103	28,862	30,511	29,196
Approved medical specialist services	464	293	28	29
Clinical psychology	12,887	13,106	13,343	14,340
Consultant psychiatrist services	1,902	1,638	1,801	1,773
Dentistry	244	244	200	192
Diagnostic imaging services	32,199	29,015	29,194	28,929
General practitioner services	159,451	168,283	169,356	165,706
Medical non-scheduled items	38,890	42,373	43,987	45,030
Medical procedures	4,345	4,516	4,663	4,150
Medicare reimbursements	42	72	14	16
Outpatient service (n.e.c.)	8,103	7,861	5,905	5,371
Physician, occ. & rehab physician services	5,485	5,831	5,393	4,787
Psychology (other than clinical)	2,326	2,166	3,443	4,449
Reports (n.e.c.)	1,017	1,015	881	954
Specialist services	45,956	46,082	45,983	42,210
Speech pathology	14	25	24	2
All medical services	339,428	351,382	354,726	347,134

MEDICAL SERVICES PROPORTION OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Anaesthetist services	7.7%	8.2%	8.6%	8.4%
Approved medical specialist services	0.1%	0.1%	<0.1%	<0.1%
Clinical psychology	3.8%	3.7%	3.8%	4.1%
Consultant psychiatrist services	0.6%	0.5%	0.5%	0.5%
Dentistry	0.1%	0.1%	0.1%	0.1%
Diagnostic imaging services	9.5%	8.3%	8.2%	8.3%
General practitioner services	47.0%	47.9%	47.7%	47.7%
Medical non-scheduled items	11.5%	12.1%	12.4%	13.0%
Medical procedures	1.3%	1.3%	1.3%	1.2%
Medicare reimbursements	<0.1%	<0.1%	<0.1%	<0.1%
Outpatient service (n.e.c.)	2.4%	2.2%	1.7%	1.5%
Physician, occ. & rehab physician services	1.6%	1.7%	1.5%	1.4%
Psychology (other than clinical)	0.7%	0.6%	1.0%	1.3%
Reports (n.e.c.)	0.3%	0.3%	0.2%	0.3%
Specialist services	13.5%	13.1%	13.0%	12.2%
Speech pathology	<0.1%	<0.1%	<0.1%	<0.1%
All medical services	100%	100%	100%	100%

MEDICAL SERVICES SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Anaesthetist services	\$12.3m	\$13.7m	\$14.5m	\$13.9m
Approved medical specialist services	\$0.7m	\$0.4m	<\$0.1m	<\$0.1m
Clinical psychology	\$3.7m	\$3.7m	\$3.8m	\$4.2m
Consultant psychiatrist services	\$0.6m	\$0.5m	\$0.5m	\$0.5m
Dentistry	\$0.3m	\$0.3m	\$0.3m	\$0.2m
Diagnostic imaging services	\$16.6m	\$16.4m	\$17.1m	\$16.9m
General practitioner services	\$20.3m	\$21.1m	\$21.2m	\$21.5m
Medical non-scheduled items	\$26.8m	\$31m	\$31.1m	\$30.3m
Medical procedures	\$2.9m	\$3.2m	\$3.2m	\$2.9m
Medicare reimbursements	<\$0.1m	\$0.1m	<\$0.1m	<\$0.1m
Outpatient service (n.e.c.)	\$3.8m	\$3.8m	\$2.8m	\$2.6m
Physician, occ. & rehab physician services	\$1.1m	\$1.2m	\$1m	\$0.9m
Psychology (other than clinical)	\$0.6m	\$0.6m	\$0.9m	\$1.2m
Reports (n.e.c.)	\$0.4m	\$0.4m	\$0.3m	\$0.5m
Specialist services	\$5.9m	\$5.8m	\$5.8m	\$5.4m
Speech pathology	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
All medical service payments	\$96m	\$102.2m	\$102.5m	\$101.2m

MEDICAL SERVICES PROPORTION OF SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Anaesthetist services	12.9%	13.4%	14.1%	13.8%
Approved medical specialist services	0.7%	0.4%	<0.1%	<0.1%
Clinical psychology	3.9%	3.7%	3.7%	4.1%
Consultant psychiatrist services	0.6%	0.5%	0.5%	0.5%
Dentistry	0.3%	0.3%	0.3%	0.2%
Diagnostic imaging services	17.3%	16.0%	16.7%	16.7%
General practitioner services	21.1%	20.7%	20.7%	21.2%
Medical non-scheduled items	27.9%	30.3%	30.4%	29.9%
Medical procedures	3.1%	3.1%	3.1%	2.9%
Medicare reimbursements	<0.1%	0.1%	<0.1%	0.1%
Outpatient service (n.e.c.)	4.0%	3.7%	2.7%	2.6%
Physician, occ. & rehab physician services	1.2%	1.2%	1.0%	0.9%
Psychology (other than clinical)	0.7%	0.6%	0.9%	1.2%
Reports (n.e.c.)	0.4%	0.4%	0.3%	0.5%
Specialist services	6.1%	5.6%	5.7%	5.4%
Speech pathology	<0.1%	<0.1%	<0.1%	<0.1%
All medical service payments	100%	100%	100%	100%

MEDICAL SERVICES AVERAGE SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Anaesthetist services	\$473	\$475	\$474	\$477
Approved medical specialist services	\$1,476	\$1,487	\$1,284	\$1,364
Clinical psychology	\$291	\$285	\$286	\$293
Consultant psychiatrist services	\$298	\$292	\$276	\$283
Dentistry	\$1,056	\$1,288	\$1,297	\$1,284
Diagnostic imaging services	\$515	\$564	\$585	\$584
General practitioner services	\$127	\$126	\$125	\$129
Medical non-scheduled items	\$688	\$731	\$708	\$672
Medical procedures	\$676	\$710	\$676	\$700
Medicare reimbursements	\$409	\$1,567	\$1,244	\$4,372
Outpatient service (n.e.c.)	\$474	\$480	\$466	\$493
Physician, occ. & rehab physician services	\$208	\$202	\$194	\$197
Psychology (other than clinical)	\$276	\$265	\$268	\$273
Reports (n.e.c.)	\$350	\$422	\$357	\$493
Specialist services	\$127	\$125	\$126	\$129
Speech pathology	\$214	\$151	\$160	\$148
All medical services	\$283	\$291	\$289	\$292

WORKPLACE REHABILITATION NUMBER OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Aids & appliances	72	94	36	73
Aids & appliances assessment (incl report)	83	153	187	206
Case management	148,683	142,686	160,555	180,733
Ergonomic assessment (incl report)	348	310	308	348
Functional capacity assessment (incl report)	62	75	54	64
Job demands assessment (incl report)	70	42	73	83
Medical costs	10,560	23,085	24,310	26,983
Placement activities	8,890	7,521	7,734	8,268
Purchase of aids & appliances	158	143	110	102
Report - general	28,297	26,521	27,291	28,391
Retraining criteria assistance	2	0	6	1
Services n.e.c.	29	11	6	11
Specialised retraining program assistance	3	2	3	3
Support counselling	1,154	950	1,033	1,014
Training & education	600	539	463	452
Travel	27,830	30,611	29,291	33,166
Vocational assessment (incl report)	1,574	1,574	1,604	1,654
Vocational counselling	429	315	355	333
Workplace activities	43,399	52,960	48,125	44,073
Workplace assessment (incl report)	2,777	2,715	2,985	4,105
All workplace rehabilitation services	275,020	290,307	304,529	330,063

WORKPLACE REHABILITATION PROPORTION OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Aids & appliances	<0.1%	<0.1%	<0.1%	<0.1%
Aids & appliances assessment (incl report)	<0.1%	0.1%	0.1%	0.1%
Case management	54.1%	49.2%	52.7%	54.8%
Ergonomic assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Functional capacity assessment (incl report)	<0.1%	<0.1%	<0.1%	<0.1%
Job demands assessment (incl report)	<0.1%	<0.1%	<0.1%	<0.1%
Medical costs	3.8%	8.0%	8.0%	8.2%
Placement activities	3.2%	2.6%	2.5%	2.5%
Purchase of aids & appliances	0.1%	<0.1%	<0.1%	<0.1%
Report - general	10.3%	9.1%	9.0%	8.6%
Retraining criteria assistance	<0.1%	0.0%	<0.1%	<0.1%
Services n.e.c.	<0.1%	<0.1%	<0.1%	<0.1%
Specialised retraining program assistance	<0.1%	<0.1%	<0.1%	<0.1%
Support counselling	0.4%	0.3%	0.3%	0.3%
Training & education	0.2%	0.2%	0.2%	0.1%
Travel	10.1%	10.5%	9.6%	10.0%
Vocational assessment (incl report)	0.6%	0.5%	0.5%	0.5%
Vocational counselling	0.2%	0.1%	0.1%	0.1%
Workplace activities	15.8%	18.2%	15.8%	13.4%
Workplace assessment (incl report)	1.0%	0.9%	1.0%	1.2%
All workplace rehabilitation services	100%	100%	100%	100%

WORKPLACE REHABILITATION SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Aids & appliances	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Aids & appliances assessment (incl report)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Case management	\$19.3m	\$18m	\$19.1m	\$21m
Ergonomic assessment (incl report)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Functional capacity assessment (incl report)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Job demands assessment (incl report)	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Medical costs	\$1.3m	\$2.8m	\$3.3m	\$4.1m
Placement activities	\$1.6m	\$1.4m	\$1.4m	\$1.5m
Purchase of aids & appliances	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Report - general	\$4.5m	\$4.1m	\$4.2m	\$4.5m
Retraining criteria assistance	<\$0.1m	\$0.0m	<\$0.1m	<\$0.1m
Services n.e.c.	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Specialised retraining program assistance	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Support counselling	\$0.2m	\$0.2m	\$0.2m	\$0.2m
Training & education	\$0.3m	\$0.2m	\$0.2m	\$0.2m
Travel	\$6.5m	\$7.1m	\$6.8m	\$7.9m
Vocational assessment (incl report)	\$0.8m	\$0.8m	\$0.9m	\$1m
Vocational counselling	<\$0.1m	<\$0.1m	<\$0.1m	<\$0.1m
Workplace activities	\$4.7m	\$5.6m	\$5.1m	\$4.9m
Workplace assessment (incl report)	\$0.8m	\$0.8m	\$0.9m	\$1.3m
All workplace rehabilitation services	\$40.4m	\$41.4m	\$42.4m	\$46.9m

WORKPLACE REHABILITATION PROPORTION OF SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Aids & appliances	<0.1%	<0.1%	<0.1%	<0.1%
Aids & appliances assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Case management	47.8%	43.6%	45.0%	44.8%
Ergonomic assessment (incl report)	0.2%	0.1%	0.1%	0.1%
Functional capacity assessment (incl report)	0.1%	0.1%	0.1%	0.1%
Job demands assessment (incl report)	0.1%	<0.1%	0.1%	0.1%
Medical costs	3.3%	6.9%	7.7%	8.7%
Placement activities	4.0%	3.3%	3.3%	3.2%
Purchase of aids & appliances	0.1%	0.1%	0.1%	0.1%
Report - general	11.3%	10.0%	10.0%	9.6%
Retraining criteria assistance	<0.1%	0.0%	<0.1%	<0.1%
Services n.e.c.	<0.1%	<0.1%	<0.1%	<0.1%
Specialised retraining program assistance	<0.1%	<0.1%	<0.1%	<0.1%
Support counselling	0.6%	0.5%	0.6%	0.5%
Training & education	0.6%	0.5%	0.6%	0.4%
Travel	16.1%	17.1%	16.0%	16.8%
Vocational assessment (incl report)	2.0%	2.0%	2.1%	2.0%
Vocational counselling	0.2%	0.1%	0.1%	0.1%
Workplace activities	11.7%	13.5%	12.0%	10.4%
Workplace assessment (incl report)	1.9%	2.0%	2.2%	2.7%
All workplace rehabilitation services	100%	100%	100%	100%

WORKPLACE REHABILITATION AVERAGE SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Aids & appliances	\$162	\$218	\$101	\$255
Aids & appliances assessment (incl report)	\$258	\$311	\$246	\$324
Case management	\$130	\$126	\$119	\$116
Ergonomic assessment (incl report)	\$206	\$197	\$194	\$187
Functional capacity assessment (incl report)	\$589	\$543	\$520	\$511
Job demands assessment (incl report)	\$425	\$303	\$324	\$374
Medical costs	\$126	\$123	\$134	\$151
Placement activities	\$183	\$180	\$179	\$182
Purchase of aids & appliances	\$163	\$146	\$493	\$420
Report - general	\$161	\$156	\$155	\$159
Retraining criteria assistance	\$246	n/a	\$1,535	\$215
Services n.e.c.	\$149	\$1,825	\$1,252	\$646
Specialised retraining program assistance	\$1,284	\$159	\$817	\$263
Support counselling	\$211	\$208	\$229	\$237
Training & education	\$430	\$391	\$539	\$442
Travel	\$234	\$230	\$231	\$238
Vocational assessment (incl report)	\$504	\$534	\$547	\$579
Vocational counselling	\$205	\$189	\$177	\$201
Workplace activities	\$109	\$105	\$106	\$111
Workplace assessment (incl report)	\$270	\$302	\$316	\$311
All workplace rehabilitation services	\$147	\$142	\$139	\$142

OTHER TREATMENT SERVICES NUMBER OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Home help services	570	631	783	581
Pharmacy	34,390	32,953	32,364	29,847
Supply of aids and appliances, orthotics	43,658	44,120	47,577	50,296
All other treatment services	78,618	77,704	80,724	80,724

OTHER TREATMENT SERVICES PROPORTION OF SERVICES

	2019/20	2020/21	2021/22	2022/23
Home help services	0.7%	0.8%	1.0%	0.7%
Pharmacy	43.7%	42.4%	40.1%	37.0%
Supply of aids and appliances, orthotics	55.5%	56.8%	58.9%	62.3%
All other treatment services	100%	100%	100%	100%

OTHER TREATMENT SERVICES SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Home help services	\$0.1m	\$0.2m	\$0.2m	\$0.2m
Pharmacy	\$2.5m	\$2.4m	\$2.4m	\$2.2m
Supply of aids and appliances, orthotics	\$4.8m	\$5.5m	\$5.6m	\$5.8m
All other treatment service payments	\$7.4m	\$7.9m	\$8.1m	\$8m

OTHER TREATMENT SERVICES PROPORTION OF SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Home help services	1.8%	2.2%	2.0%	2.1%
Pharmacy	34.1%	29.4%	29.7%	26.8%
Supply of aids and appliances, orthotics	64.1%	68.5%	68.3%	71.1%
All other treatment service payments	100%	100%	100%	100%

OTHER TREATMENT SERVICES AVERAGE SERVICE PAYMENTS

	2019/20	2020/21	2021/22	2022/23
Home help services	\$236	\$274	\$207	\$296
Pharmacy	\$74	\$71	\$75	\$73
Supply of aids and appliances, orthotics	\$110	\$124	\$117	\$115
All other treatment services	\$94	\$102	\$100	\$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	<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>
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 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.
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	<p>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.</p>

- 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.**