

# Reporting for return to work service providers

## Monitor your performance and improve outcomes

Performance reports allow you to monitor service outcomes across Pre-Injury Employer (PIE), Fit For Work (FFW) and Job Placement Services (JPS). You can measure:

- return to work outcomes
- duration of service
- cost of service
- increase in capacity.

Reports are updated every night, allowing you to quickly track your progress.

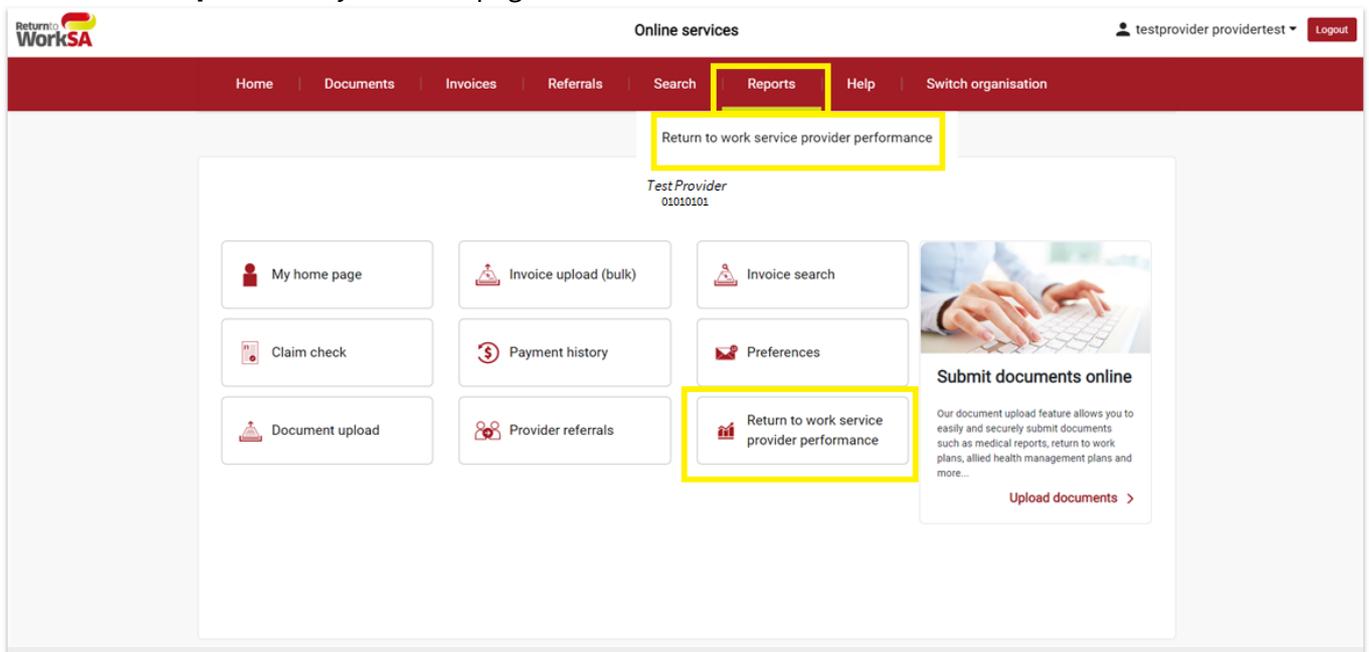
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## How to access your report

If you are a Return to Work Service Provider (PIE, FFW and JPS) who has received and closed referrals after 1 July 2020, you will be able to see performance reports.

1. Login to ReturnToWorkSA Online Services
2. Click on **Reports** from your home page



3. This may take a moment to load.

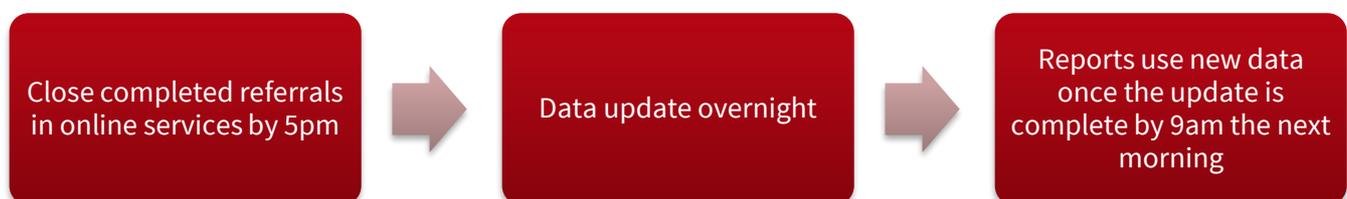
## Reporting periods

Reporting is based on Financial Year (FY), starting from FY2021. Reports include all referrals raised between 1 July and 30 June, for example:

FY2021 All referrals between 1 July 2020 and 30 June 2021

FY2022 All referrals between 1 July 2021 and 30 June 2022

Data is based on when referrals are raised, not closed. Completed referrals must be closed by 5pm to be reflected in the next day's report, which will be available by 9am.



## Navigating your report

Report tabs – use these to move between report screens only after you have used **Check Details** from a pop up in the Summary row to load data.

Use report filters to change service type, financial year, and claim agent. It is best to select only one filter option at a time so the data are meaningful (more could also increase report load time), then click **Apply**.

The screenshot shows the 'Provider Performance Summary' report for 'Test Provider'. At the top, there are tabs for different report views: 'Provider Performance Summary', 'Provider Performance Metric D...', 'Provider Cost of Service', 'Provider Duration of Service', 'Provider Return to Work Outco...', 'Provider Increase in Capacity', and 'Exception Claims'. Below the tabs, there are filter dropdowns for 'Service Type' (Pre-injury employer services - Level 1), 'Financial Year' (2022), and 'Claim Agent' ((All)).

The main table, titled 'Provider Performance Summary List', has columns grouped into: Provider Information, Cost Performance Measure, Duration Performance Measure, Outcome Performance Measure, and Increase in Capacity Measure. The first row of data shows: Service Provider: 01010101, Test Provider; Number of: 9; Cost of: \$1,651; Sum of Service Provider Expected Cost of: \$18,000; Service Provider Cost of: -\$16,349; Avg. Service Provider Actual: 175; Avg. Service Provider Expected: 173; Claims Met: 43%; Distinct count of Claims with RTW: 2; Claims with RTW Outcome: 22%; Avg. IS Referral Acceptance: 78%; Avg. IS Referral Closure: 46%; Avg. IS Paid % +4: 75%; Avg. IS Paid % +12: 80%; Provider Change Closure: 32%; Provider Performance Result @ -4 weeks: Increased 3%; Provider Performance Result @ +4 weeks: Increased -1%; Provider Performance Result @ +12 weeks: Decreased.

Callouts in the image explain:
 

- The summary report screen will only ever have one row of data for your business. You must drill down using the left-click menu and **Check Details** to see more.
- To view data in the detail report screens, left click on any data item or the arrow at the end of the summary row. Then select **Check Details** from the pop up. This will load the data into the remainder of the report.
- Undo last action – useful if you set an inline filter that you want to revert.
- Load, save, or set a default **View**, which is a selected combination of filters. You can use this to change the default filters used when you first log in.
- Download current report data in a choice of formats – more details below.
- View report on **Full screen** (press Esc to exit).

1. The report loads on the Provider Performance Summary report screen, which has a single row of summary data for your business. The default filters are set to **Pre-injury employer services – Level 1** and **Financial Year 2022**. If you don't see any data in the report, it is because your business has none for that service or financial year, and you will need to change the filters to services or financial years that you have closed referrals for, then click **Apply**.
2. To view data in the detail report screens, you need to **left-click on any data item or the arrow at the end of the summary row**, then select **Check Details** from the popup. This will load data into the remainder of the report.
3. You can then move around the report screens using the tabs, drill-down arrows and filters to review data of interest.

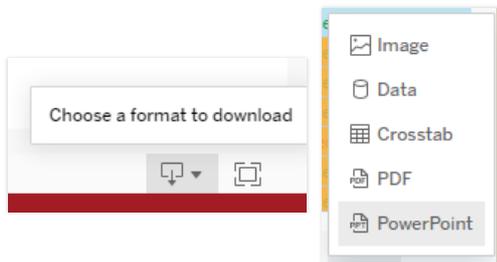
### Other things to remember:

- ❗ If you don't see the tabs at the top of the report, you may need to adjust your browser zoom until they appear.
- ❗ Referral closures will be reflected in the report for the financial year in which the referral was raised, which may be different to the year the referral was closed.
- ❗ Data is updated overnight with any referral closures from the previous day.
- ❗ All users who have access to online services for your business will have access to these reports.

## Downloading reports

You can download data from individual report screens. To download a particular screen:

1. Click on the part of the report that you want to download
2. Click the download icon at the bottom right of the report



If **Data** is greyed out and you are trying to download rows of data, it probably means you haven't clicked on a row to select the data part of the report for download. Click the area of data you want to download, then try again. You may need to experiment with the download options to find the one that works best for your purposes.

**Note:** The download does not record which filters you have used.

- ❗ **Image** or **PDF** downloads work well to download the Provider Performance Metric Dashboard, as these will capture all the squares, while Data or Crosstab will only download one square. They can also capture other dashboards with only a few rows of data under them, but will crop out data where the report scrolls down off screen.
- ❗ **Data** or **Crosstab** downloads are useful for downloading many rows of data to a spreadsheet for further analysis but cannot download dashboard squares from above the data rows at the same time.

## Views

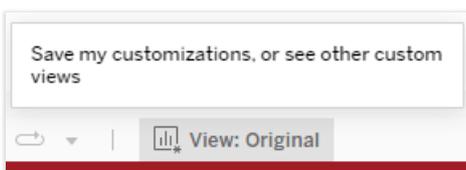
A view is a particular segment of data based on a combination of filters. The original or default view when you first load the Provider Performance Summary screen is based on service type of Pre-Injury Employer services – Level 1, and financial year 2022.



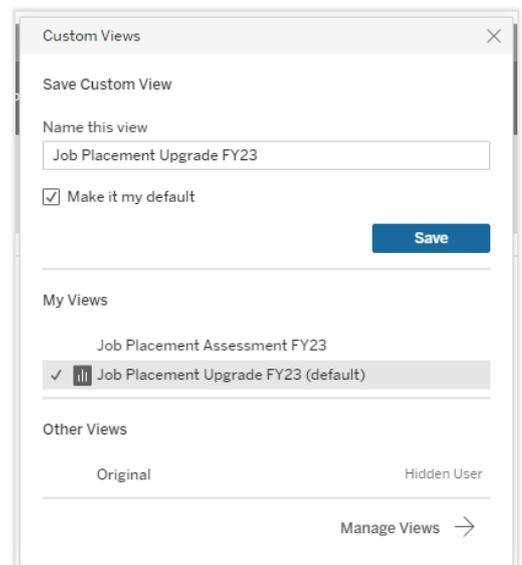
If these options are not ideal for your business, you can change this to a different default filter that will load next time you log in. You can also set a range of views if there are particular combinations of filters you would like to use on a regular basis.

To do this:

1. Click the **View** button underneath the report.



- In the popup, give your new view a name and if you want it to be the default setting next time you log in, select the **'Make it my default'** check box
- Select **Save**. The view will be added to the **My Views** list, and you can add other views which you can apply as needed by going into the Views box again and selecting them.



To remove a view, select the **Manage Views** option at the bottom of the box and you will be able to delete, or rename any views you don't want.

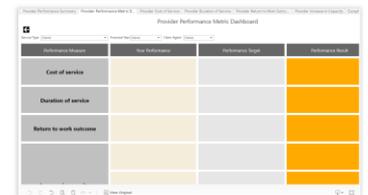
## Frequently Asked Questions (FAQ)

### Why can't I see any data in the summary screen?

The summary screen defaults to filters for Service Type: Pre-Injury Employer services – Level 1, and Financial Year 2022. If you don't have any data for these filters, there will be nothing to display. Try changing the filters to service types or financial years that you do have data for, and remember to click **Apply**.

### Tabs are blank

If you go to other sections of the report without first selecting **Check Details** from the summary row, no data will load. Go to the Provider Performance Summary tab, left-click on any item of data in the summary row, and select **Check Details** from the popup to load other screens.



### My report has numbers in some columns, but is blank or says "Null" in others?

If the report has blank sections or the word "Null", it means there is currently no data available for that part of the report. This may be due to the data currently available, or the data required to calculate a particular metric.

Avg. IS Paid % + 12 weeks	Provider Change @ Closure (%)	Provider Performance Result @ Closure (%)	Provider Change @ + 4 weeks (%)
Null	Null	Null	Null

Avg. IS Paid % + 12 weeks	Provider Change @ Closure (%)	Provider Performance Result @ Closure (%)	Provider Change @ + 4 weeks (%)
27%			

### I don't offer Pre-Injury Employer services, so is there a way I can change the default filter?

You can change the default filter by setting a default 'view'. See the **Views** section for more details.

### Why don't I see the report, just a message about Tableau?

If you see either of these on the reports screen, it means your Tableau access has not yet been created.



Regardless of whether you are a new user at an existing Return to Work Service Provider who has already closed referrals, or an existing user at a provider who has newly received and closed referrals for the first time, your report access should be created within a week.

**What happened to the report? I was looking at it and the report was suddenly replaced with a message saying “The page you were looking for could not be found. Check the URL for errors.”**

The page you were looking for could not be found.  
Check the URL for errors.

This error relates to an internal timeout, but if you see it, you can simply use the **Back** button on your browser to return to online services, and navigate back to the report.

**I can't see the tabs at the top of the report, so how can I move to other report screens?**

If you can't see the report tabs, simply adjust the zoom on your internet browser until they appear.

### **How to get help**

If you require assistance with accessing these reports contact [info@rtwsa.com](mailto:info@rtwsa.com) or call 13 18 55 between 8:00am - 6:00pm Monday to Friday.

If you require assistance understanding or interpreting the Return to Work Service Provider Performance Reports, contact [providers@rtwsa.com](mailto:providers@rtwsa.com).