

30 August 2019

FOI Reference No. AA19/1117

The Hon Frank Pangallo MLC
Parliament House
North Terrace
ADELAIDE SA 5000

Dear Mr Pangallo

I refer to your application for access to information under the *Freedom of Information Act, 1991 SA* (the Act) received by ReturnToWorkSA (RTWSA) on 1 August 2019.

I note you have requested access to:

'Documents (hard copy) and or those stored digitally) recording statistics kept by the Minister concerning the assessments of whole person impairment carried out between 1 January 2014 to 1 July 2019 under the Workers Rehabilitation and compensation Act 1986 and the Return to Work Act 2014, including compliance statistics communicated to the Minister by the Return to Work Corporation'.

In order to make a determination in respect to the documents identified as relevant to your request, it was necessary to consult with the third party affected by the application,

I have now completed that process and have granted release with the exception of partial details in documents that I concluded are exempt pursuant to section 20 (1) of the Act..

Documents 1 to 4

I have determined to exempt the names of medical providers in documents 1 to 4 (as described in the attached schedule) on the basis that the identification of information about an assessor, the number of assessments for each provider and their compliance rate concerns their business affairs.

I have exempted the information under clause 7 (1) (a) and (b) of Schedule 1 to the Act on the basis that it is reasonable to presume that disclosure of such information could devalue the medical providers commercial value. As the information is highly commercial to each provider, I consider the prejudice to providers outweighs any public interest in disclosure.

I therefore concluded that on balance, disclosure of the information is contrary to the public interest.

Clause 7 (1) of the Act provides as follows:

7- Documents affecting business affairs

A document is an exempt document

- (a) *if it contains matter the disclosure of which would disclose the trade secrets of any agency or any other person; or*
- (b) *if it contains matter-*
 - (i) *consisting of information (other than trade secrets) that has a commercial value to any agency or any other person; and*
 - (ii) *the disclosure of which*
 - (A) *could reasonably be expected to destroy or diminish the commercial value of the information: and*
 - (B) *would, on balance, be contrary to the public interest*

In regard to the enclosed information, please note that in addition to the exemptions, there are a number of documents that have been redacted on the grounds that the information is not relevant to your application.

The processing of your application fell within the amount allowed free for members of Parliament, so that no fees or charges are payable.

If you are dissatisfied with the determination you may apply for an internal review by writing to the Chief Executive Officer within 30 days after the date of this notice.

Should you have any queries about the determination, please do not hesitate to contact me on 8233 2351.

Yours sincerely

Anne Scanlon
Accredited FOI Officer

Sensitive: Commercial



SCHEDULE OF EXEMPT DOCUMENTS

Applicant Name: The Hon Frank Pangallo MLC

Reference No: AA19/1117

Source Reference: Whole person impairment compliance statistics

Document No	Date	Author	Addressee	Description	Exempt Justification
1	July-September 2016	RTWSA	Minister	Whole Person Impairment Update (Partial exemption relating to individual assessor)	Partial exemption under Clause 7 (1) (a) and (b) to Schedule 1 of the FOI Act
2	July-September 2016	RTWSA	Minister	Partial Assessment Reports by Impairment Assessors	
3	Oct-Dec 2016	RTWSA	Minister	Partial Assessment Reports by Impairment Assessors	
4	Jan- March 2017	RTWSA	Minister	Partial Assessment Reports by Impairment Assessors	

ReturnToWorkSA

400 King William Street Adelaide SA 5000 • GPO Box 2668 Adelaide SA 5001 • ABN 83 687 563 395

General Enquiries 13 18 55 • www.rtwsa.com

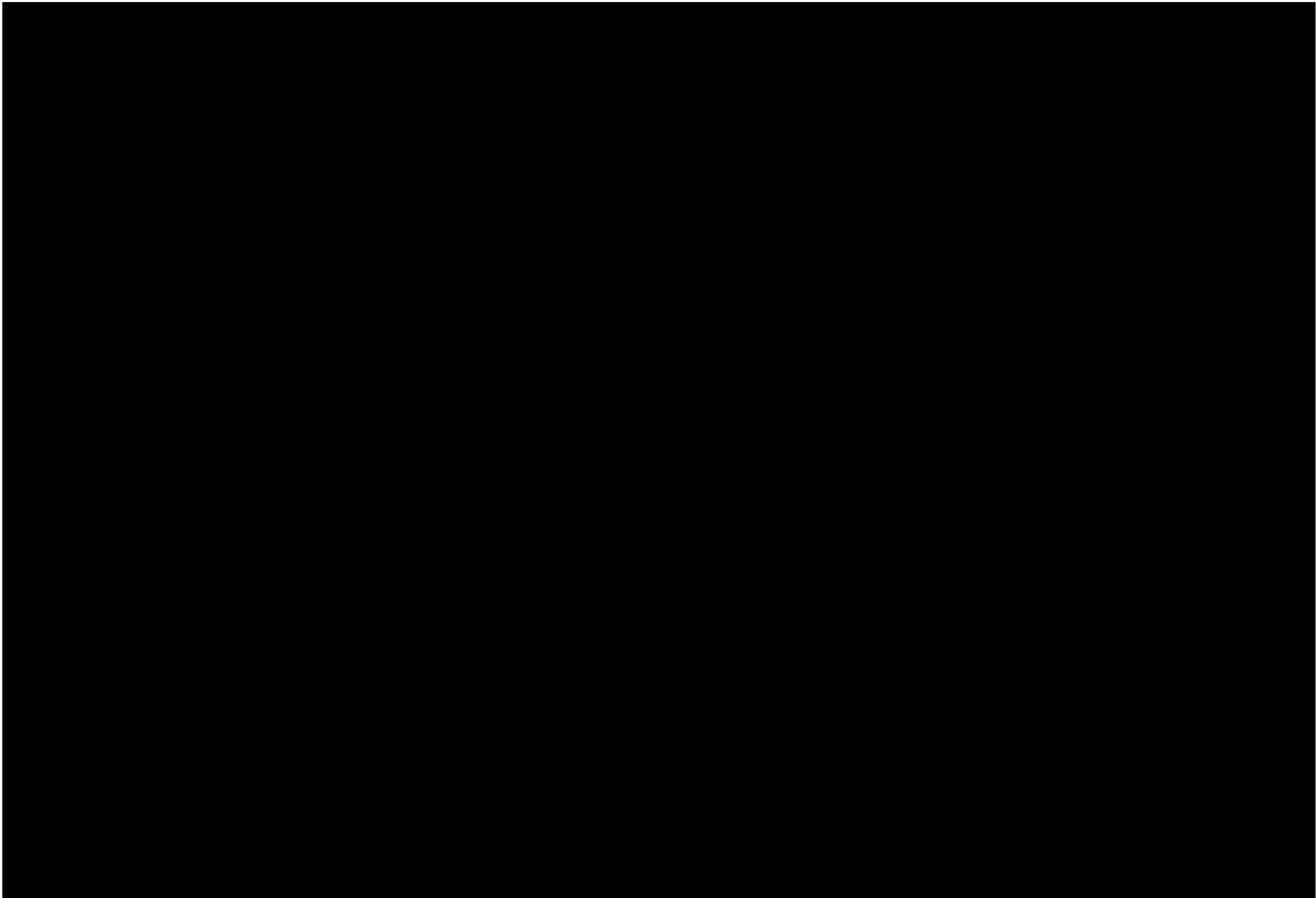


**Government
of South Australia**

Charter and Performance Statement for 2015-16

STATUS REPORT: INITIATIVES AND PERFORMANCE EXPECTATIONS AS AT 30 JUNE 2016

Ref	Initiative	Performance expectation	Status
9.1	ReturnToWorkSA will review the quality assurance framework established to ensure assessments of whole person impairment meet legislative requirements.	The quality assurance framework to ensure whole person impairment assessments meets the legislative requirements of the Act and are compliant with the Impairment Assessment Guidelines, as referred to in section 9.1 of the Charter, must be maintained and reviewed.	All impairment assessment reports continue to be provided to RTWSA for review against the Impairment Assessment Guidelines. This forms a key element of the WPI quality assurance framework. 771 reports were received between 1 January 2016 and 30 June 2016 with 80% of reports found to be compliant on first submission. Non-compliance issues are generally resolved quickly with impairment assessors who continue to be supported with non-compliance issues. This has resulted in an improvement in the rate of compliance.



Our reference: D16/1885201

TO: MINISTER FOR INDUSTRIAL RELATIONS

RE: WHOLE PERSON IMPAIRMENT UPDATE

PURPOSE

This briefing provides an update about the assessment of whole person impairment (WPI) from 1 July 2016 to 30 September 2016.

ISSUES

WPI assessments under the *Return to Work Act 2014* (the Act) continue to be important and require close monitoring as the final WPI assessment for a claim determines non-economic loss lump sum entitlements, underpins the economic loss lump sum calculation, and whether the threshold for serious injury and common law is met.

The risks associated with the WPI assessment process continue to be closely monitored in the second year of the Act's operation. These risks relate to:

- more workers being assessed over 29% WPI and taken to be seriously injured
- the 'one and only one' WPI assessment rule fails in dispute
- the average WPI assessment, or the number of WPI assessments greater than 29%, are higher than actuarial projections
- there are a number of appeals and cross-appeals currently before the South Australian Employment Tribunal (SAET) that are yet to be determined, which means there is currently some legal ambiguity.
- Also provided for your information is detail on Dr Reece Jennings non-compliance issues (refer to Attachment B).

A total of 1083 assessment reports were provided to RTWSA for review from 1 July 2015 to 30 June 2016. The volume of reports has steadily increased with 584 received in the first quarter of this financial year. An influx of applications for serious injury and the finalisation of section 58 entitlements for those who have either taken a redemption or whose entitlement to income support has ceased has impacted this volume.

Data on WPI assessments since 1 July 2016 to 30 September 2016 is provided in Attachment A. This data relates to assessment reports received by RTWSA for compliance review. Entitlements have yet to be determined and may be subject to dispute.



BACKGROUND

A payment made under sections 56 or 58 of the Act for non-economic loss and economic loss can only be made on the basis of a WPI assessment which complies with section 22 of the Act, and the Impairment Assessment Guidelines (IAGs). All impairment assessment reports continue to be provided directly to RTWSA for compliance review for this purpose. The identification and management of non-compliance issues with assessors supports the proper determination of a workers entitlement and is an effective part of the WPI quality assurance framework. The compliance review process also provides an opportunity to monitor the assessment request process undertaken by RTWSA's claims agents that require the worker be given the choice of assessor and be provided with an opportunity to review the assessment request letter.

RECOMMENDATION

It is recommended that you note this briefing.



Greg McCarthy
Chief Executive Officer

| November 2016

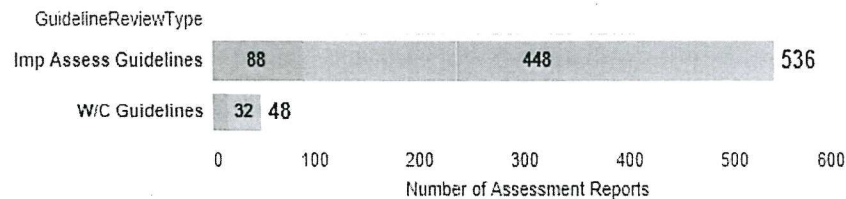
NOTED

Minister for Industrial Relations

Attachment A: Impairment Assessment Reports received 1 July 2016 – 30 September 2016

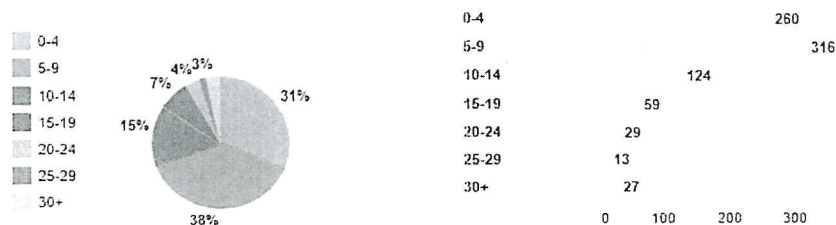
Attachment B: Dr Reece Jennings Non-compliance issues 1 July 201606 – 30 September 2016

1. Number of Impairment Assessment Reports



584 impairment assessment reports were received by RTWSA from 1 July 2016 to 30 September 2016
 536 assessments were undertaken using the new Impairment Assessment Guidelines and 48 using the old WorkCover Guidelines, as these matters related to disputes under the repealed Act or Transitional Regulation 5(4).

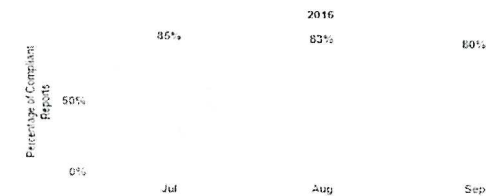
2. Percentage and Number of Assessments by WPI Percentage Bands



(Note: there maybe more than one injury that is assessed within one assessment report which accounts for the difference in number of assessments and number of assessment reports)

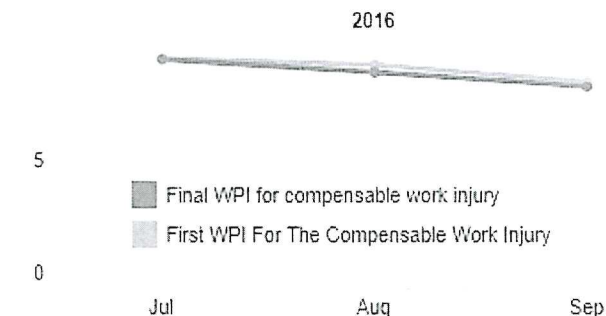
38% of assessment WPI percentages fall between 5 - 9 % WPI
 31% of assessments undertaken did not reach the 5% threshold for an entitlement to a lump sum payment.
 27 assessments (3% of all assessments) that have been received are equal to or greater than 30% WPI meeting the serious injury threshold. When 0-4% assessments are excluded, as there is no entitlement, this represents 5% of all assessments that have an entitlement. The distribution across WPI bands is similar to that seen in the previous year.

3. Percentage of Assessment Reports Compliant on First Submission



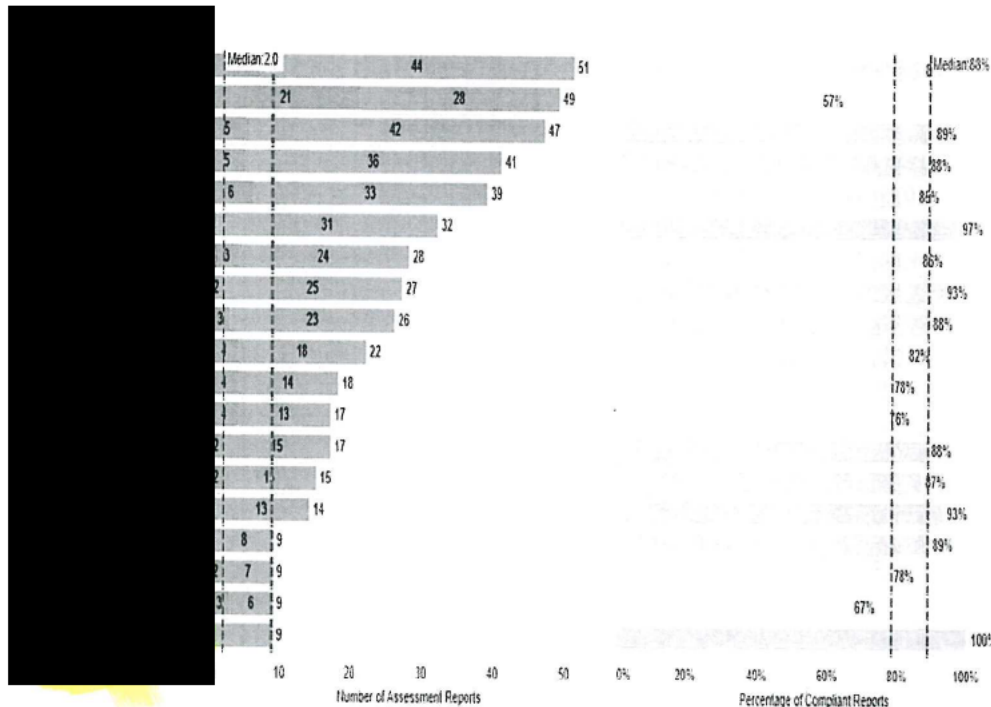
All impairment assessment reports have been reviewed by RTWSA for compliance with the Impairment Assessment Guidelines.
 On average 83 % assessment reports are found to be compliant on first submission. 18 % require the assessor to provide some clarification, further information or reconsider aspects of the report as they are not in accordance with the Impairment Assessment Guidelines. Approximately 10 % of assessments result in the WPI percentage being varied, either up or down, following the compliance review.

4. Average First WPI Percentage v.s. Final WPI Percentage



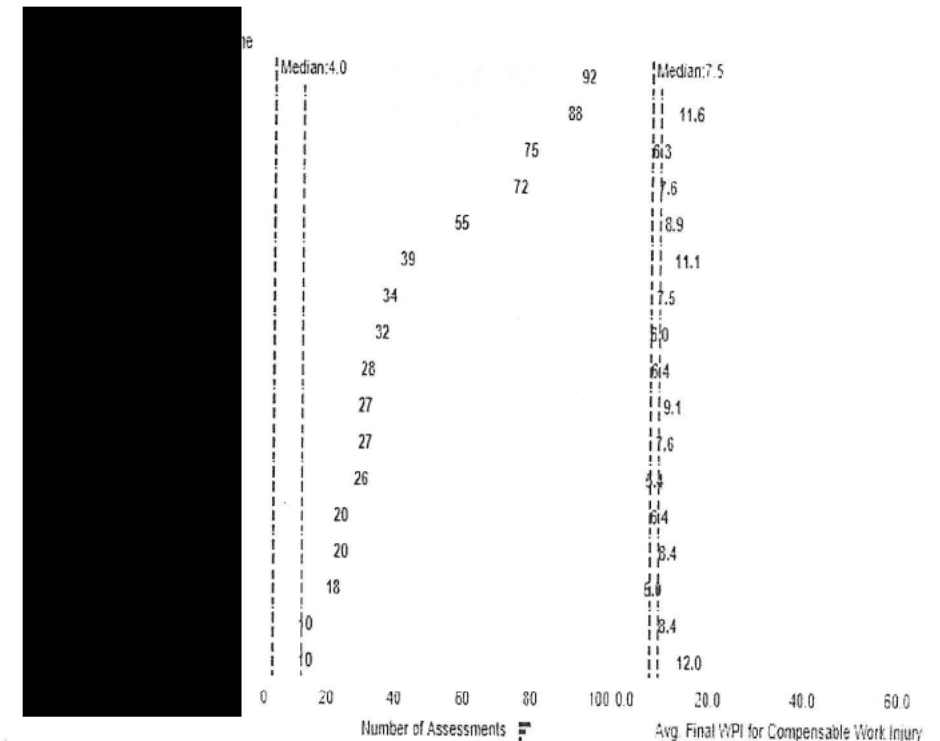
The above graph shows the average variation each month in WPI percentage when assessments reports are first submitted and where they have been amended following the compliance review process.
 The variation in WPI percentage following the compliance review process is monitored by individual assessor.

5. Number of Assessment Reports by Assessor



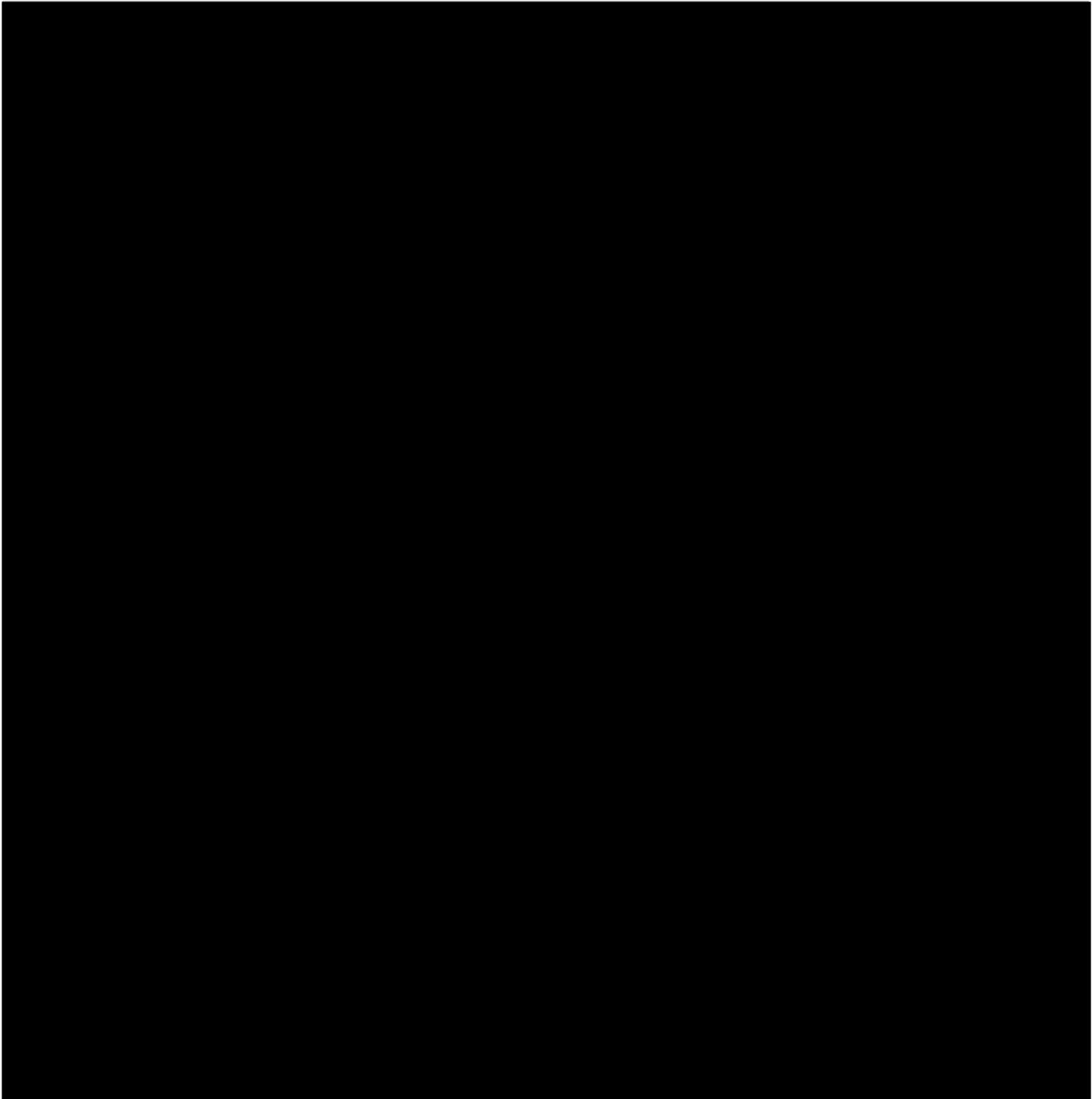
158 impairment assessors who have been accredited by the Minister are currently available to undertake assessments of whole person impairment. The Impairment Assessment Guidelines permit the worker to choose their assessor. 66 assessors have received one or more assessment requests in the period from 1 July 2016 to 30 September 2016. The above graph shows the number of assessments undertaken by the top 19 most frequently requested assessors, their individual rate of compliance and number of reports which were found to be compliant and non-compliant on first review. For this period, 75% of assessments were undertaken by 15 assessors.

6. Number of Assessments and Average WPI % by Assessor



Overall Average WPI : 8.5

Assessment reports may contain more than one assessment. The number of assessments and average WPI percentage per assessor is shown above. The WPI percentage is dependent on a number of factors, such as the nature and complexity of the injury and body system/s being assessed and whether assessments are to be combined or not combined, and is not an indicator of assessor performance.



Pinches, Stephen

From: Government Relations
Sent: Tuesday, 15 November 2016 9:09 AM
To: Pinches, Stephen
Subject: HPRM: Submit - Charter and Performance Statement - first quarter for period ending 30 September 2016
Attachments: Charter and Performance Statement for period ending 30 September 2016.pdf; Submit - Charter and Performance Statement First Quarter Results - 30 September 2016.DOCX; 2016-17 Charter and Performance Statement Quarterly Report September - Attachment A.DOCX
Categories: Printed
HP Records Manager Record Number: D16/1995594

Hi Stephen

Please find attached submit for Charter and performance Statement for first quarter period ending 30 September 2016 as a briefing and word versions for noting.

Kind regards

Jane Doherty

Administration Coordinator

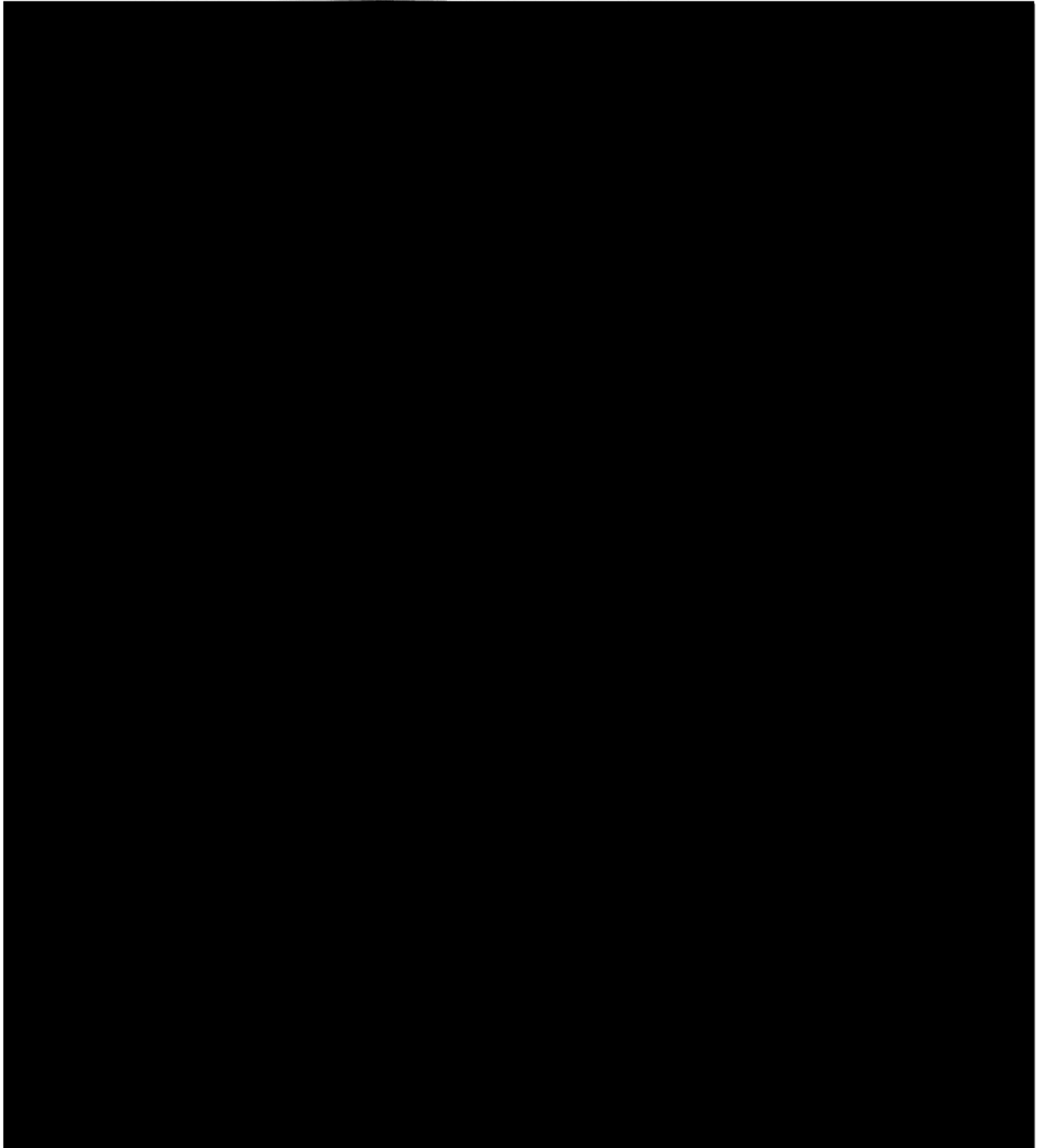
Regulation

08 8233 2485

www.rtwsa.com | jane.doherty@rtwsa.com

2016-17 Charter and Performance Statement

QUARTERLY REPORT AS AT 30 SEPTEMBER 2016



	Quarter 1 of 2016-2017	Quarter 1 of 2015-2016
Whole Person Impairment assessors' compliance with assessment guidelines	83%	75%
Percentage of successful RTW outcomes by providers working in a pre-injury employer context within first 3 months of service*	27.6%	24.1%
Percentage of successful RTW outcomes by job placement service providers within first 6 months of service*	9.6%	8.9%

*Note: Data reported above has a two month lag to allow for services to commence, invoices to be received and return to work to be confirmed. Figures are low due to time taken to integrate job placement services with RTWSA's service model under the RTW Scheme, and also due to the fact that redemptions removed a large number of injured workers from the Scheme who were eligible for, or had commenced receiving, these services. It is also worth noting that the average duration of unemployment in SA for a non-injured worker is 48 weeks. Further investigation will be undertaken into outcomes being achieved at 9 and 12 months.

Our reference: D16/1885201

TO: MINISTER FOR INDUSTRIAL RELATIONS

RE: WHOLE PERSON IMPAIRMENT UPDATE

PURPOSE

This briefing provides information on the assessment of whole person impairment (WPI) for the first quarter of this financial year (1 July 2016 to 30 September 2016), as you have requested quarterly updates from ReturnToWorkSA (RTWSA) on statistics and trends related to the WPI assessment.

ISSUES

WPI assessments under the *Return to Work Act 2014* (the Act) continue to be important and require close monitoring, as the final WPI assessment for a claim determines non-economic loss lump sum entitlements, underpins the economic loss lump sum calculation, and whether the threshold for serious injury and common law is met.

The risks associated with the WPI assessment process continue to be closely monitored by RTWSA. These risks relate to the possibility of:

- the number of WPI assessments greater than 29% being higher than actuarial projections (so far we have seen only a slight increase in the number of WPI assessments greater than 29% compared to actuarial projections- noting that final outcomes can change due to redemptions being entered into or disputes).
- the 'one and only one' WPI assessment rule fails in dispute, noting that there are a number of appeals and cross-appeals currently before the South Australian Employment Tribunal (SAET) that are yet to be determined, which means there is currently some legal ambiguity.

The above risks will continue to be monitored by RTWSA with quarterly updates provided to you.

Volume of Reports

In the first quarter of the 2016-2017 financial year, the volume of WPI reports has steadily increased compared to last year with 584 reports received up to September 2016. A report can include more than one assessment depending on the nature of the worker's injuries. Comparatively, in the 2015-2016 financial year, a total of 1083 assessment reports were completed by assessors.

This predictable increase in assessments and reports is due to a number of factors in the transitioning scheme:

- the number of workers requesting assessments to determine whether they are seriously injured and therefore eligible for income support beyond the statutory end date of 28 June 2017;
- workers requesting assessments pursuant to transitional regulation 5(4) in relation to existing injuries, where all aspects of their non-economic loss have not been determined; and
- an increase in redemption agreements and the preference to finalise all aspects of a worker's entitlements arising from a work injury.

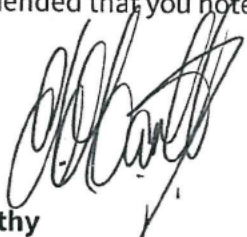
Despite an increased volume of assessments and reports being completed, so far we are not seeing a significant increase in assessments greater than 29% WPI or unusual distribution across WPI assessment percentage bands (see data at Attachment 1 for further information – noting that this data is on total assessments received for review by RTWSA, not on assessments that have had a final determination by claims agents or are finalised following a legal dispute).

BACKGROUND

A payment made under sections 56 or 58 of the *Return to Work Act* (2014) for non-economic loss and economic loss can only be made on the basis of a WPI assessment which complies with section 22 of the Act, and the Impairment Assessment Guidelines (IAGs). All impairment assessment reports continue to be provided directly to RTWSA for compliance review for this purpose. The identification and management of non-compliance issues with assessors supports the proper determination of a workers entitlement and is an effective part of the WPI quality assurance framework. The compliance review process also provides an opportunity to monitor the assessment request process undertaken by RTWSA's claims agents that require the worker be given the choice of assessor and be provided with an opportunity to review the assessment request letter.

RECOMMENDATION

It is recommended that you note this briefing.



Greg McCarthy
Chief Executive Officer

23 November 2016

NOTED

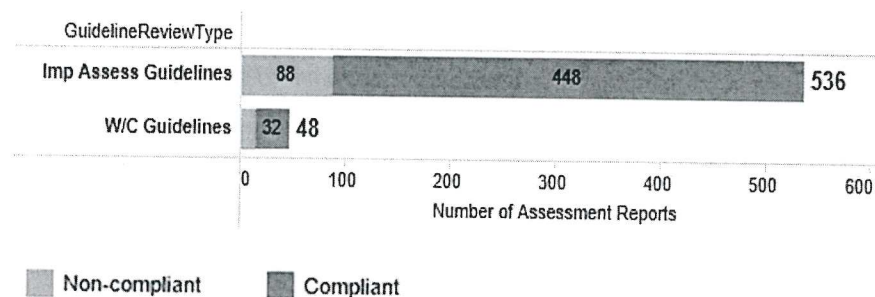
Minister for Industrial Relations

Attachment A: Impairment Assessment Reports received 1 July 2016 – 30 September 2016

Impairment Assessment Reports Received 1 July 2016 – 30 September 2016

ATTACHMENT A

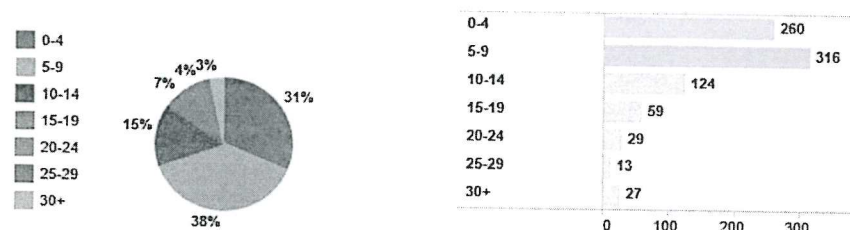
1. Number of Impairment Assessment Reports



584 impairment assessment reports were received by RTWSA from 1 July 2016 to 30 September 2016

536 assessments were undertaken using the new Impairment Assessment Guidelines and 48 using the old WorkCover Guidelines, as these matters related to disputes under the repealed Act or Transitional Regulation 5(4).

2. Percentage and Number of Assessments by WPI Percentage Bands



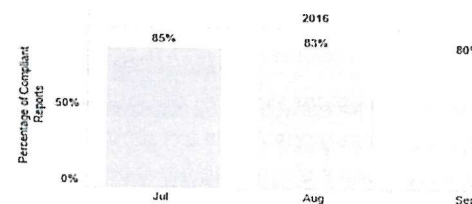
(Note: there may be more than one injury assessment within one report which accounts for there being a greater number of assessments than total reports)

38% of assessment WPI percentages fall between 5 - 9 % WPI

31% of assessments undertaken did not reach the 5% threshold for an entitlement to a lump sum payment.

27 assessments (3% of all assessments) that have been received are equal to or greater than 30% WPI meeting the serious injury threshold. When 0-4% assessments are excluded, as there is no entitlement, this represents 5% of all assessments that have an entitlement. The distribution across WPI bands is similar to that seen in the previous year.

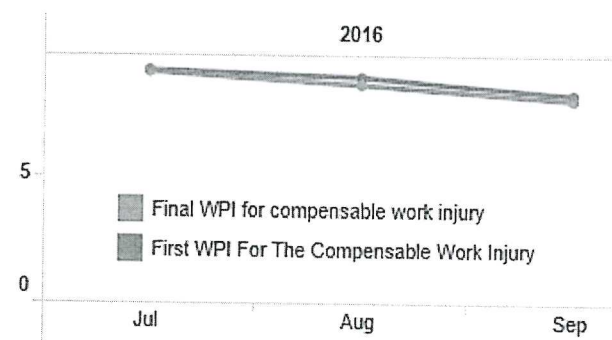
3. Percentage of Assessment Reports Compliant on First Submission



Assessment reports are reviewed by RTWSA for compliance with the Impairment Assessment Guidelines.

On average 83 % assessment reports are found to be compliant on first submission. 18 % require the assessor to provide some clarification, further information or reconsider aspects of the report as they are not in accordance with the Impairment Assessment Guidelines. Approximately 10 % of assessments result in the WPI percentage being varied, either up or down, following the compliance review.

4. Average First WPI Percentage v.s. Final WPI Percentage



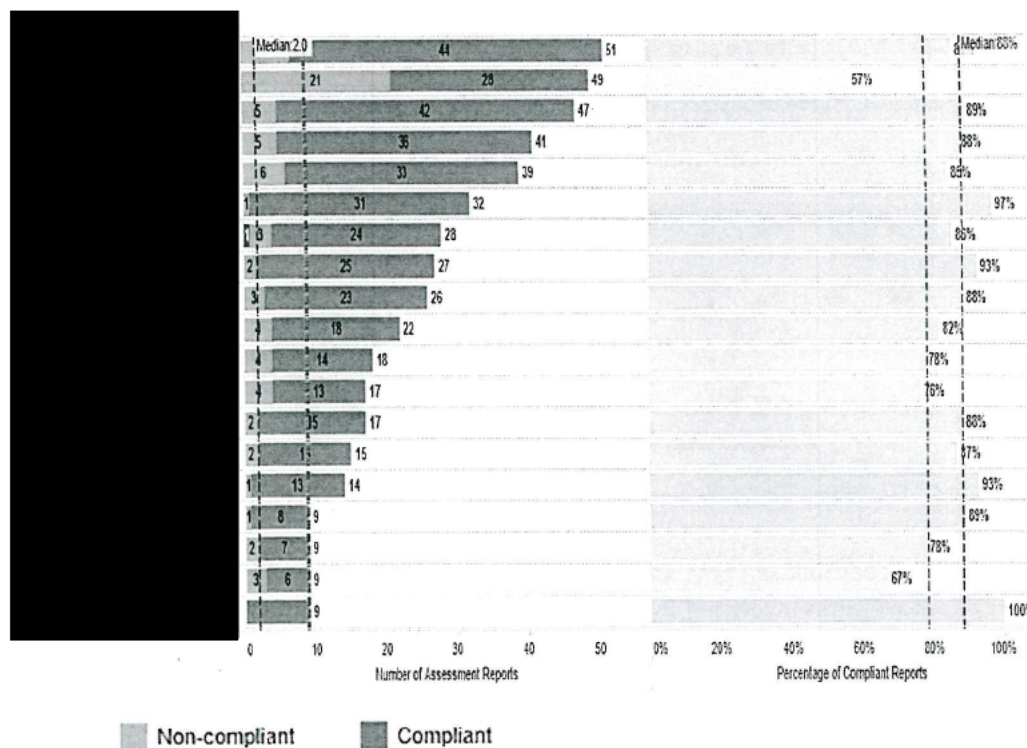
The above graph shows the average variation each month in WPI percentage when assessments reports are first submitted and where they have been amended following the compliance review process.

The variation in WPI percentage following the compliance review process is monitored by individual assessor.

Impairment Assessment Reports Received 1 July 2016 – 30 September 2016

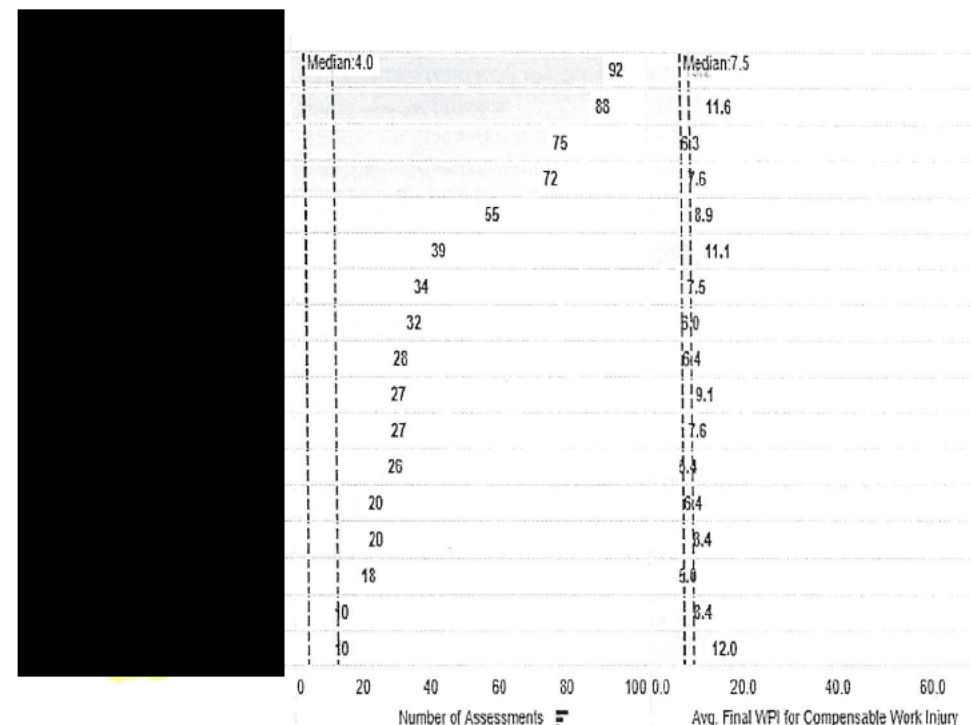
ATTACHMENT A

5. Number of Assessment Reports by Assessor



158 impairment assessors who have been accredited by the Minister are currently available to undertake assessments of whole person impairment. The Impairment Assessment Guidelines permit the worker to choose their assessor. 66 assessors have received one or more assessment requests in the period from 1 July 2016 to 30 September 2016. The above graph shows the number of assessments undertaken by the top 19 most frequently requested assessors, their individual rate of compliance and number of reports which were found to be compliant and non-compliant on first review. For this period, 75% of assessments were undertaken by 15 assessors.

6. Number of Assessments and Average WPI % by Assessor



Overall Average WPI : 8.5

Assessment reports may contain more than one assessment. The number of assessments and average WPI percentage per assessor is shown above. The WPI percentage is dependent on a number of factors, such as the nature and complexity of the injury and body system/s being assessed and whether assessments are to be combined or not combined, and is not an indicator of assessor performance.

Pinches, Stephen

From: Government Relations
Sent: Tuesday, 1 November 2016 12:19 PM
To: Pinches, Stephen
Cc: 'AGO-IRCorrespondence@agd.sa.gov.au'
Subject: HPRM: Submit - Whole Person Impairment update
Attachments: Briefing - Whole Person Impairment (WPI) update - October 2016.DOCX; Signed submit - Whole Person Impairment update.PDF

Categories: Filed to Outlook, Printed
HP Records Manager Record Number: D16/1923906

Hi Stephen

Please find attached our submit on Whole Person Impairment update from 1 July 2016 – 30 September 2016.

regards

Jane Doherty
Administration Coordinator
Regulation
08 8233 2485
www.rtwsa.com | jane.doherty@rtwsa.com

120008/16

Record	
Rep No.	1612442
Ack...	YTD
Section	SP
G.C.	



Our reference: D16/1885201

TO: MINISTER FOR INDUSTRIAL RELATIONS

RE: WHOLE PERSON IMPAIRMENT UPDATE

PURPOSE

This briefing provides information on the assessment of whole person impairment (WPI) for the first quarter of this financial year (1 July 2016 to 30 September 2016), as you have requested quarterly updates from ReturnToWorkSA (RTWSA) on statistics and trends related to the WPI assessment.

ISSUES

WPI assessments under the *Return to Work Act 2014* (the Act) continue to be important and require close monitoring, as the final WPI assessment for a claim determines non-economic loss lump sum entitlements, underpins the economic loss lump sum calculation, and whether the threshold for serious injury and common law is met.

The risks associated with the WPI assessment process continue to be closely monitored by RTWSA. These risks relate to the possibility of:

- the number of WPI assessments greater than 29% being higher than actuarial projections (so far we have seen only a slight increase in the number of WPI assessments greater than 29% compared to actuarial projections- noting that final outcomes can change due to redemptions being entered into or disputes).
- the 'one and only one' WPI assessment rule fails in dispute, noting that there are a number of appeals and cross-appeals currently before the South Australian Employment Tribunal (SAET) that are yet to be determined, which means there is currently some legal ambiguity.

The above risks will continue to be monitored by RTWSA with quarterly updates provided to you.

Volume of Reports

In the first quarter of the 2016-2017 financial year, the volume of WPI reports has steadily increased compared to last year with 584 reports received up to September 2016. A report can include more than one assessment depending on the nature of the worker's injuries. Comparatively, in the 2015-2016 financial year, a total of 1083 assessment reports were completed by assessors.

This predictable increase in assessments and reports is due to a number of factors in the transitioning scheme:

- the number of workers requesting assessments to determine whether they are seriously injured and therefore eligible for income support beyond the statutory end date of 28 June 2017;
- workers requesting assessments pursuant to transitional regulation 5(4) in relation to existing injuries, where all aspects of their non-economic loss have not been determined; and
- an increase in redemption agreements and the preference to finalise all aspects of a worker's entitlements arising from a work injury.

Despite an increased volume of assessments and reports being completed, so far we are not seeing a significant increase in assessments greater than 29% WPI or unusual distribution across WPI assessment percentage bands (see data at Attachment 1 for further information – noting that this data is on total assessments received for review by RTWSA, not on assessments that have had a final determination by claims agents or are finalised following a legal dispute).

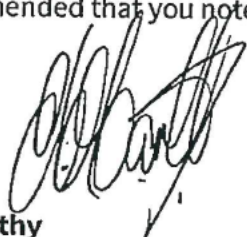


BACKGROUND

A payment made under sections 56 or 58 of the *Return to Work Act* (2014) for non-economic loss and economic loss can only be made on the basis of a WPI assessment which complies with section 22 of the Act, and the Impairment Assessment Guidelines (IAGs). All impairment assessment reports continue to be provided directly to RTWSA for compliance review for this purpose. The identification and management of non-compliance issues with assessors supports the proper determination of a workers entitlement and is an effective part of the WPI quality assurance framework. The compliance review process also provides an opportunity to monitor the assessment request process undertaken by RTWSA's claims agents that require the worker be given the choice of assessor and be provided with an opportunity to review the assessment request letter.

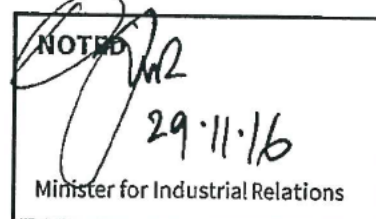
RECOMMENDATION

It is recommended that you note this briefing.



Greg McCarthy
Chief Executive Officer

23 November 2016

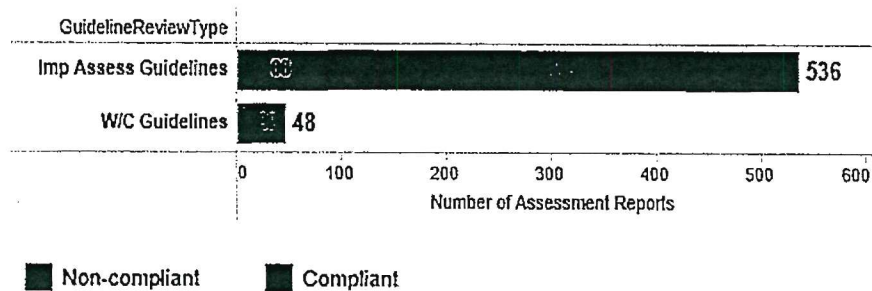


Attachment A: Impairment Assessment Reports received 1 July 2016 – 30 September 2016

Impairment Assessment Reports Received 1 July 2016 – 30 September 2016

ATTACHMENT A

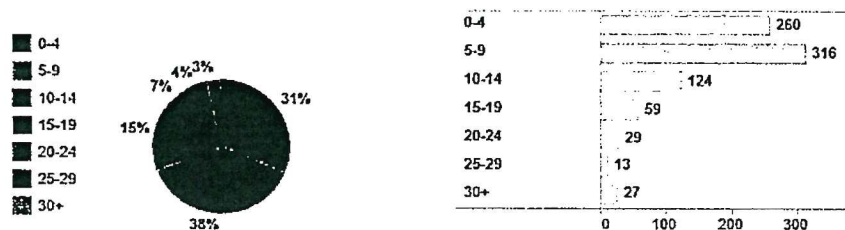
1. Number of Impairment Assessment Reports



584 impairment assessment reports were received by RTWSA from 1 July 2016 to 30 September 2016

536 assessments were undertaken using the new Impairment Assessment Guidelines and 48 using the old WorkCover Guidelines, as these matters related to disputes under the repealed Act or Transitional Regulation 5(4).

2. Percentage and Number of Assessments by WPI Percentage Bands



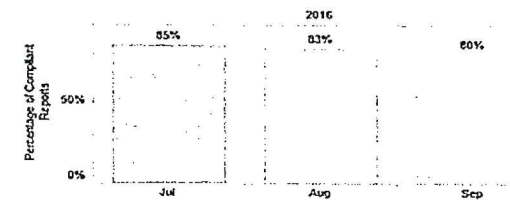
(Note: there may be more than one injury assessment within one report which accounts for there being a greater number of assessments than total reports)

38% of assessment WPI percentages fall between 5 - 9 % WPI

31% of assessments undertaken did not reach the 5% threshold for an entitlement to a lump sum payment.

27 assessments (3% of all assessments) that have been received are equal to or greater than 30% WPI meeting the serious injury threshold. When 0-4% assessments are excluded, as there is no entitlement, this represents 5% of all assessments that have an entitlement. The distribution across WPI bands is similar to that seen in the previous year.

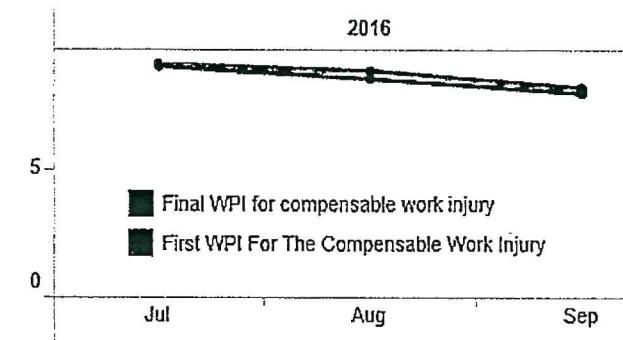
3. Percentage of Assessment Reports Compliant on First Submission



Assessment reports are reviewed by RTWSA for compliance with the Impairment Assessment Guidelines.

On average 83 % assessment reports are found to be compliant on first submission. 18 % require the assessor to provide some clarification, further information or reconsider aspects of the report as they are not in accordance with the Impairment Assessment Guidelines. Approximately 10 % of assessments result in the WPI percentage being varied, either up or down, following the compliance review.

4. Average First WPI Percentage v.s. Final WPI Percentage



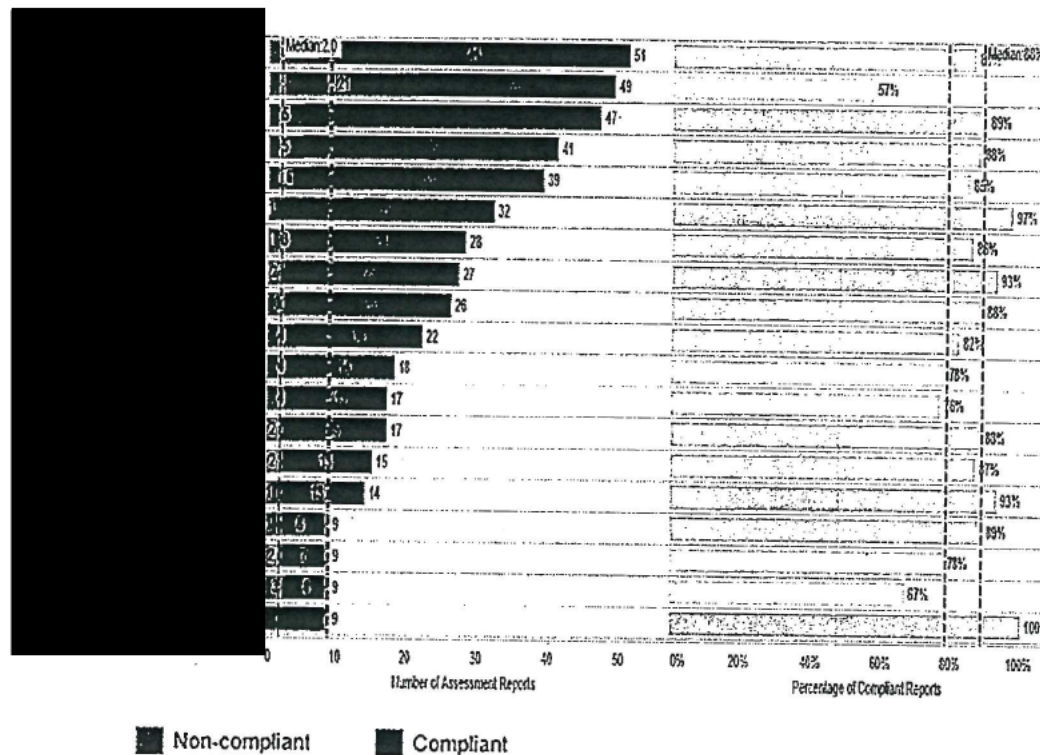
The above graph shows the average variation each month in WPI percentage when assessments reports are first submitted and where they have been amended following the compliance review process.

The variation in WPI percentage following the compliance review process is monitored by individual assessor.

Impairment Assessment Reports Received 1 July 2016 – 30 September 2016

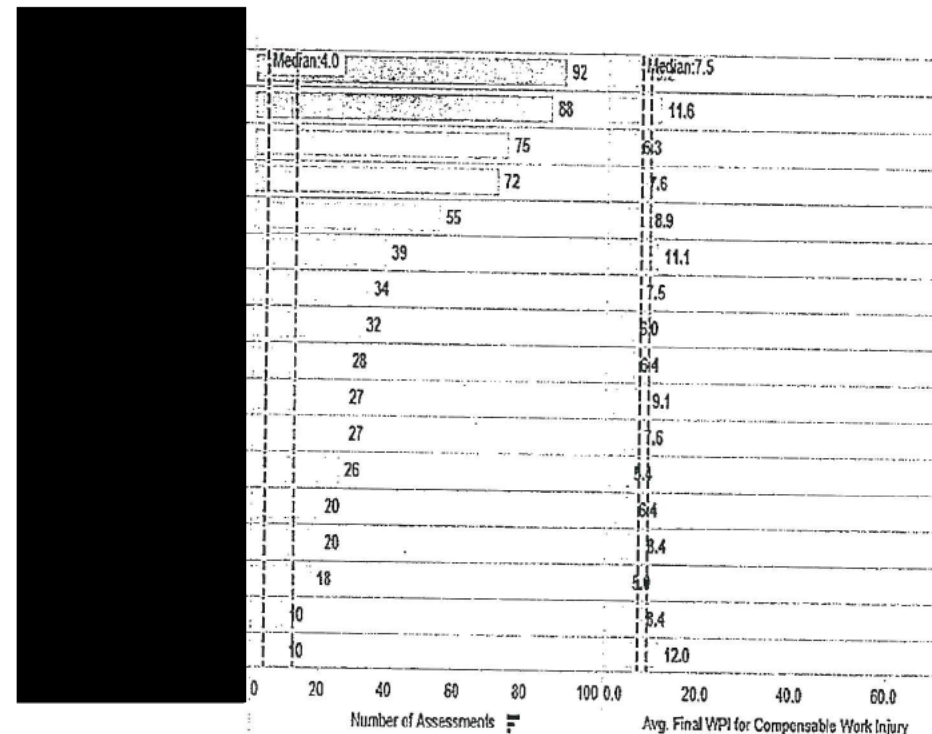
ATTACHMENT A

5. Number of Assessment Reports by Assessor



158 impairment assessors who have been accredited by the Minister are currently available to undertake assessments of whole person impairment. The Impairment Assessment Guidelines permit the worker to choose their assessor. 66 assessors have received one or more assessment requests in the period from 1 July 2016 to 30 September 2016. The above graph shows the number of assessments undertaken by the top 19 most frequently requested assessors, their individual rate of compliance and number of reports which were found to be compliant and non-compliant on first review. For this period, 75% of assessments were undertaken by 15 assessors.

6. Number of Assessments and Average WPI % by Assessor



Overall Average WPI : 8.5

Assessment reports may contain more than one assessment. The number of assessments and average WPI percentage per assessor is shown above. The WPI percentage is dependent on a number of factors, such as the nature and complexity of the injury and body system/s being assessed and whether assessments are to be combined or not combined, and is not an indicator of assessor performance.

Pinches, Stephen

From: Government Relations
Sent: Wednesday, 8 February 2017 1:01 PM
To: Stephen Pinches
Subject: HPRM: Charter and Performance Statement - second quarter results
Attachments: Signed Submit - Charter and Performance Statement and Status reports - Second Quarter Results 2016 -31 December 2016.pdf; Submit - Charter and Performance Statement and Status reports - Second Quarter Results 2016 -31 December 2016.docx

Categories: Printed
HP Records Manager Record Number: D17/175167

Hi Stephen

Please find attached Charter and Performance Statement and Status reports for the second quarter which were approved by the Board on 6 February.

regards

Jane Doherty

Administration Coordinator

Regulation

08 8233 2485

www.rtwsa.com | jane.doherty@rtwsa.com

Employer, worker and service provider obligations

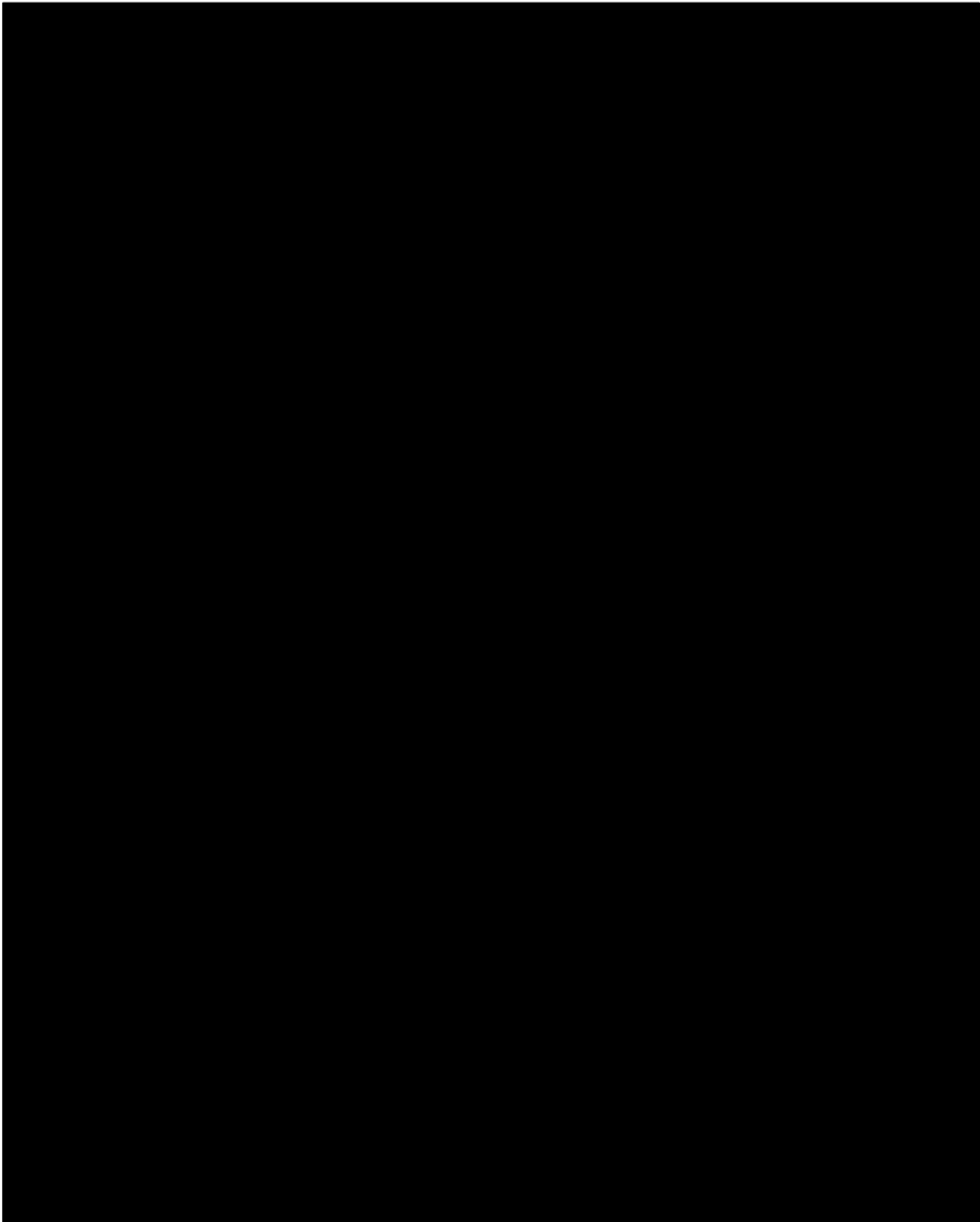
The Performance Statement (clause 4.3) requires ReturnToWorkSA to be committed to ensuring employers, workers and providers meet their obligations and work towards return to work outcomes and report on the following:

	Quarter 2 of 2016- 2017	Quarter 2 of 2015-2016	YTD
Whole Person Impairment assessors' compliance with assessment guidelines	79%	76%	81%
Percentage of successful RTW outcomes by providers working in a pre-injury employer context within first 3 months of service*	28.8%	22.9%	27.9%
Percentage of successful RTW outcomes by job placement service providers within first 6 months of service*	14.4%	4.8%	12.8%

***Note:** Data reported above has a two month lag to allow for services to commence, invoices to be received and return to work to be confirmed. Figures are low due to time taken to integrate job placement services with RTWSA's service model under the RTW Scheme, and also due to the fact that redemptions removed a large number of injured workers from the Scheme who were eligible for, or had commenced receiving, these services. It is also worth noting that the average duration of unemployment in SA for a non-injured worker is 48 weeks. Further investigation will be undertaken into outcomes being achieved at 9 and 12 months.

2016-17 Charter and Performance Statement

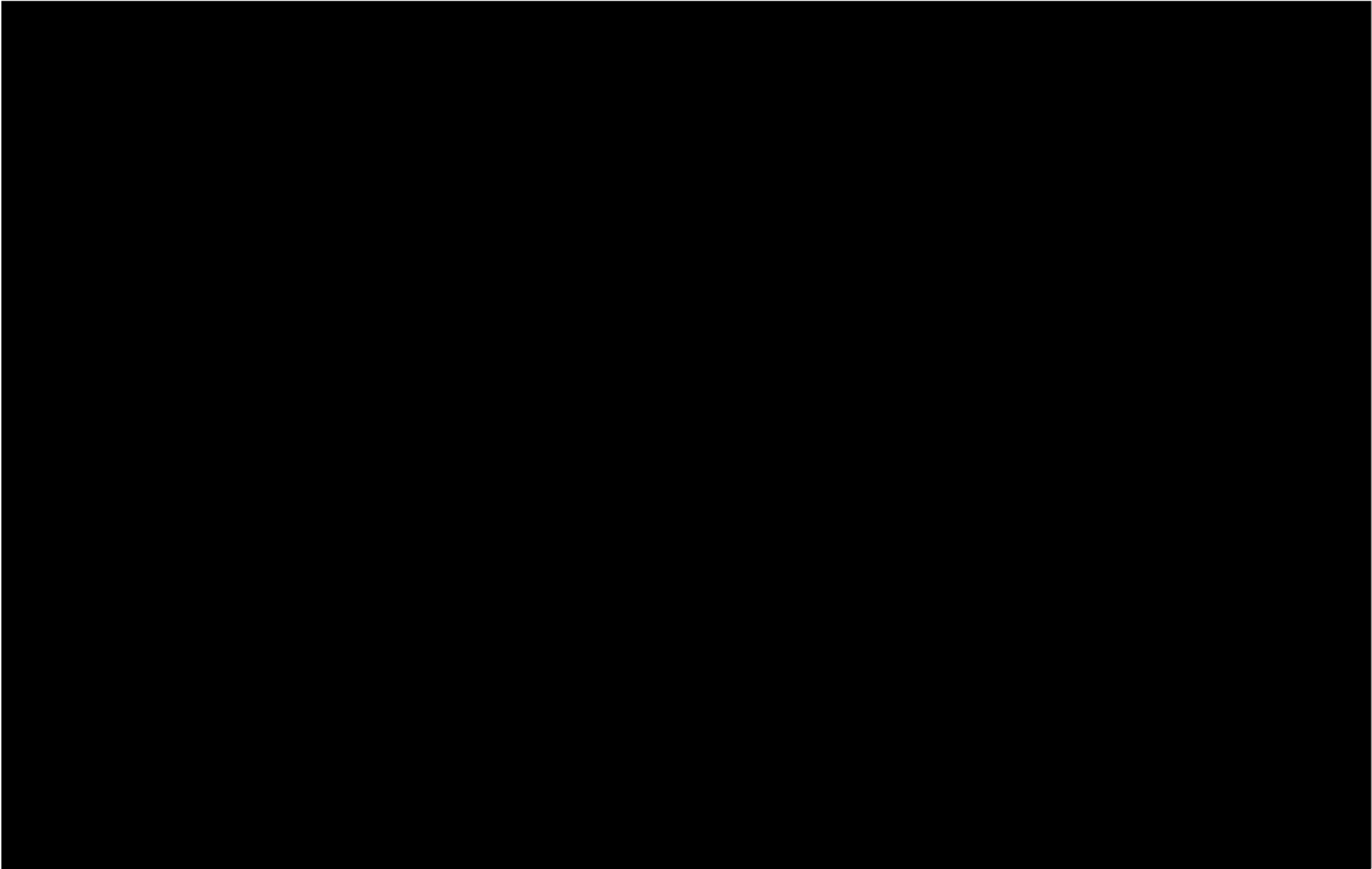
QUARTERLY REPORT AS AT 31 DECEMBER 2016



Charter and Performance Statement for 2016-17

STATUS REPORT: INITIATIVES AND ACTIVITIES TO IMPROVE SCHEME PERFORMANCE - AS AT 31 DECEMBER 2016

Ref	Initiative	Performance expectation	Status
9.1	ReturnToWorkSA will review the quality assurance framework established to ensure assessments of whole person impairment meet legislative requirements.	The quality assurance framework to ensure whole person impairment assessments meets the legislative requirements of the Act and are compliant with the Impairment Assessment Guidelines, as referred to in section 9.1 of the Charter, must be maintained and reviewed.	All impairment assessment reports continue to be provided to RTWSA for review against the Impairment Assessment Guidelines. This forms a key element of the WPI quality assurance framework. 1113 assessment reports were received between 1 July 2016 and 31 December 2016. The rate of compliance has remained the same with 80% of reports found to be compliant on first submission. Generally the resolution of non-compliance issues occurs quickly with impairment assessors. No reports have been formally determined to be non-compliant for this period.



Our reference: D17/132899

TO: MINISTER FOR INDUSTRIAL RELATIONS

RE: WHOLE PERSON IMPAIRMENT QUARTERLY UPDATE – AS AT DECEMBER 2016

PURPOSE

This briefing provides information on the assessment of whole person impairment (WPI) for the second quarter of this financial year (1 October 2016 to 31 December 2016), as you have requested quarterly updates from ReturnToWorkSA (RTWSA) on statistics and trends related to the WPI assessment.

ISSUES

WPI assessments under the *Return to Work Act* (2014) (the Act) continue to be important and require close monitoring, as the final WPI assessment for a claim determines non-economic loss lump sum entitlements, underpins the economic loss lump sum calculation, and whether the threshold for serious injury and common law is met.

The risks associated with the WPI assessment process continue to be closely monitored by RTWSA. These risks relate to the possibility of:

- The 'one and only one' WPI assessment rule failing in dispute
- The average WPI assessment, or the number of WPI assessments greater than 29%, being higher than actuarial projections.

Volume of Reports

A total of 528 assessment reports were provided to RTWSA for review from 1 October 2016 to 31 December 2016 compared with 584 in the first quarter. Volumes continue to be steady and assessments being undertaken for serious injury determination only, as entitlements have already been paid, on existing claims under the repealed act continue. Transitional issues and transitional claims, including assessments under Transitional Regulation 5(4), continued to impact the assessment of impairment with assessments undertaken mainly on claims which occurred prior to 1 July 2015.

Since 1 July 2015 a total of 236 assessments have been undertaken on new claims where the date of injury is after 1 July 2015, so arising under the Act. It is still too early to predict the number of assessments arising from new claims that will reach the serious injury threshold each injury year.

Trends in WPI assessments

There has been a slight increase (1%) in the percentage of assessments with a WPI percentage of equal to or greater than 30% WPI compared to last quarter, from 3% to 4%. (See data at Attachment A for further information – noting that this data is on total assessments received for review by RTWSA, not on assessments that have had a final determination by claims agents or are finalised following a legal dispute). This increase may be due to the number of assessments being undertaken for serious injury determination only under (Transitional Arrangements) (General) Regulations 2015 (4). The trends in this data will continue to be closely monitored.

BACKGROUND


A payment made under sections 56 or 58 of the Act for non-economic loss and economic loss can only be made on the basis of a whole person impairment assessment which complies with section 22 of the Act and the Impairment Assessment Guidelines (IAGs). All impairment assessment reports continue to be provided directly to RTWSA for compliance review for this purpose. The identification and management of non-compliance issues with assessors supports the proper determination of a worker's entitlement and is an effective part of the WPI quality assurance framework.

Ongoing discussions continue with assessors to address and resolve impairment assessment issues as they arise. A communication strategy via newsletters and ad hoc communication emails to assessors to provide guidance or advice about any policy or legal issues which impact on the assessment process has been implemented. In addition, an impairment assessor discussion forum was held on 1 December 2016 attended by 25 assessors and was very well received.

RTWSA continues to monitor the timely progress of WPI assessments in the WISE cohort of claimants (income support ending 28 June 2017). The General Manager, Regulation has written to one assessor (Dr Reece Jennings) regarding repeated non-compliance with the Accreditation Scheme in relation to timeframes for appointments and provision of reports, and the assessor has taken steps to actively improve his compliance.

RECOMMENDATION

It is recommended that you note this briefing.



Rob Cordiner
Chief Executive Officer

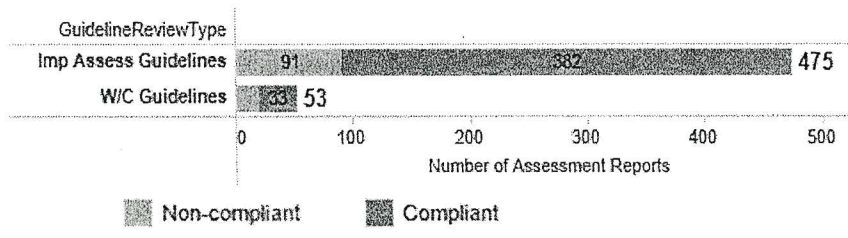
14 February 2017

NOTED

Minister for Industrial Relations

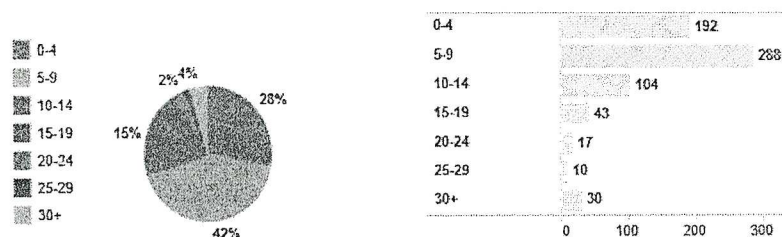
Attachment A: Impairment Assessment Reports received 1 October 2016 – 31 December 2016

1. Number of Impairment Assessment Reports



A total of 528 impairment assessment reports were received by RTWSA from 1 October 2016 to 31 December 2016. 475 assessments were undertaken using the new Impairment Assessment Guidelines and 53 using the old WorkCover Guidelines as these matters related to disputes under the repealed Act or Transitional Regulation 5(4).

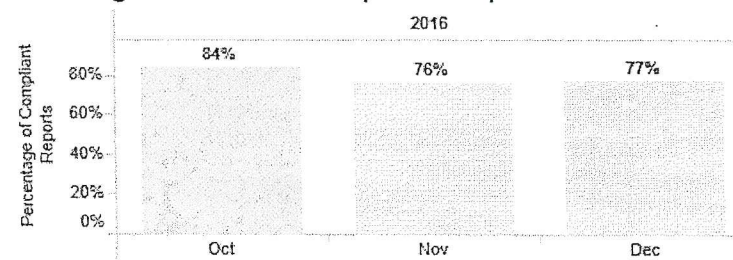
2. Percentage and Number of Assessments by WPI Percentage Bands



(Note: there maybe more than one injury that is assessed within one assessment report which accounts for the difference in number of assessments and number of assessment reports)

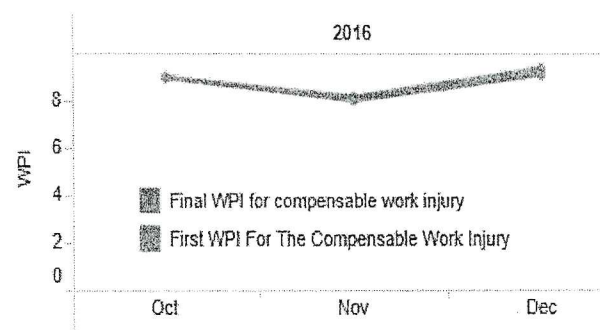
42% of assessment WPI percentages fall between 5 - 9 % WPI
 28% of assessments undertaken did not reach the 5% threshold for an entitlement to a lump sum payment.
 30 assessments (4% of all assessments) that have been received are equal to or greater than 30% WPI, meeting the serious injury threshold. When 0-4% assessments are excluded, as there is no entitlement, this represents 6% of all assessments that have an entitlement. This is slightly higher than last quarter and may reflect the number of assessments being undertaken for serious injury only.

3. Percentage of Assessment Reports Compliant on First Submission



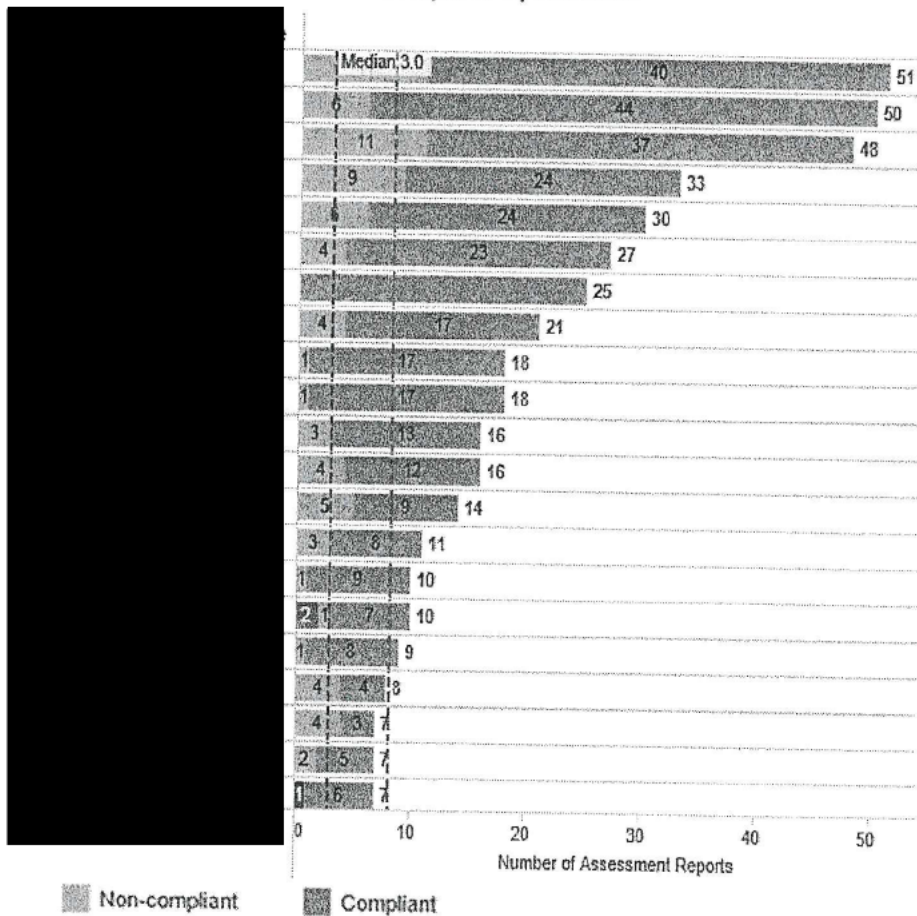
Assessment reports have been reviewed by RTWSA for compliance with the Impairment Assessment Guidelines. Compliance levels may fluctuate depending on assessment complexity and the November and December compliance rate fell short of the average yearly rate of 81%. An assessor discussion forum was held in December to address an aspect of assessments that had been identified through the compliance review process as causing assessors some difficulty.

4. Average First WPI Percentage v.s. Final WPI Percentage



The above graph shows the average variation each month in WPI percentage when assessment reports are first submitted and where they have been amended following the compliance review process. In approximately 10% of all assessments received, the WPI percentage is varied either up or down following the compliance review process.

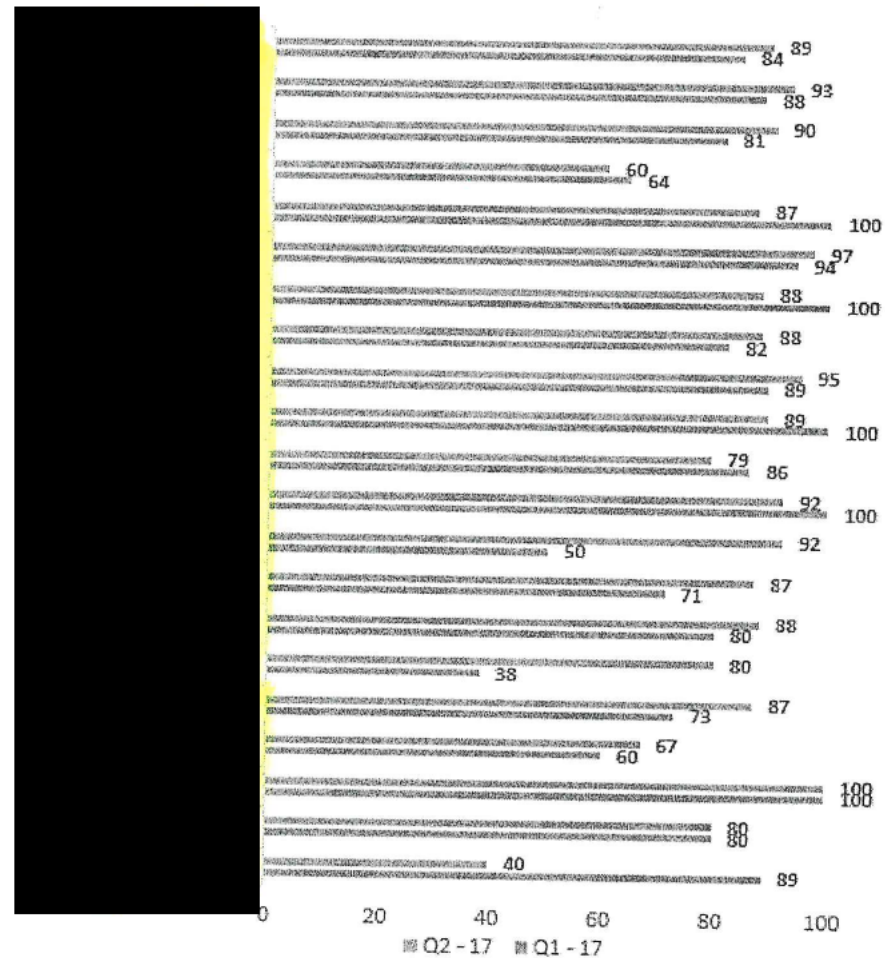
5. Number of Assessment Reports by Assessor



The Impairment Assessment Guidelines permit the worker to choose their assessor. 159 impairment assessors who have been accredited by the Minister are available to undertake assessments of whole person impairment. 64 assessors have received one or more assessment requests in the period from 1 October 2016 to 31 December 2016.

The above graph shows the number of assessments undertaken by the top 21 most frequently requested assessors and the number of reports which were found to be compliant and non-compliant on first review. For this period, 82% of assessments are undertaken by 21 assessors.

6. Percentage of compliance for 1st quarter and 2nd quarter 2016-2017



The above graph shows the compliance rate for the 21 most frequently requested assessors for the first and the second quarters of 2016-2017. Report compliance can be impacted by the complexity of the assessments being undertaken. The compliance rate as an indicator of assessor performance becomes less reliable when only a small number of assessments have been undertaken in the period.

Our reference: D17/554152

TO: MINISTER FOR INDUSTRIAL RELATIONS

RE: WHOLE PERSON IMPAIRMENT QUARTERLY UPDATE – AS AT MARCH 2017

PURPOSE

This briefing provides information on the assessment of whole person impairment (WPI) for the second quarter of this financial year (1 January 2017 to 31 March 2017), as you have requested quarterly updates from ReturnToWorkSA (RTWSA) on statistics and trends related to the WPI assessment.

ISSUES

WPI assessments under the *Return to Work Act* (2014) (the Act) continue to be important and require close monitoring, as the final WPI assessment for a claim determines non-economic loss lump sum entitlements, underpins the economic loss lump sum calculation, and whether the threshold for serious injury and common law is met.

The risks associated with the WPI assessment process continue to be closely monitored by RTWSA. These risks relate to the possibility of:

- The 'one and only one' WPI assessment rule failing in dispute
- The average WPI assessment, or the number of WPI assessments greater than 29%, being higher than actuarial projections.


Volume of Reports

A total of 475 assessment reports were provided to RTWSA for review from 1 January 2017 to 31 March 2017 compared with 528 in the previous quarter. Volumes continue to be steady. Transitional issues and transitional claims, including assessments under Transitional Regulation 5 (4), and Transitional Regulation 4 for serious injury continued to dominate the assessment of impairment with assessments undertaken mainly on claims which occurred prior to 1 July 2015.

Psychological injury under the Act can be assessed to determine if a worker is to be seriously injured, however, there is no entitlement to a lump sum payment for psychological injury. Volumes of assessments for psychological injury have been low, with 14 assessments seen this financial year, 3 of which have been assessed as equal to or greater than 30% and therefore assessed as being seriously injured.

Trends in WPI assessments

This quarter, 5% of all assessments were equal to or greater than 30% WPI. This is a slight increase on last quarter, however when assessments which have no entitlement are excluded this remains at 6% (see data at [Attachment A](#) for further information – noting that this data is on total assessments received for review by RTWSA, not on assessments that have had a final determination by claims agents or are finalised following a legal dispute). There was a 5% reduction in assessments between 5-9% WPI and an increase of 3% in assessments between 20-29% WPI. As these trends predominately relate to transitional claims, it's too early to determine impairment assessment trends for new claims which occurred after 1 July 2015. The trends in all data will continue to be closely monitored.



Timeframes

RTWSA continues to monitor the timely progress of WPI assessments in the WISE cohort of claimants (workers whose income support is ending 28 June 2017). The average time to obtain an appointment with the majority of assessors is between 6-8 weeks. There are some assessors where there is up to a three month wait. Reports are generally provided on average within 16 days of assessment date and where there is undue delay ReturnToWorkSA will follow up with the assessor.

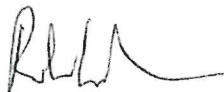
BACKGROUND

A payment made under sections 56 or 58 of the Act for non-economic loss and economic loss can only be made on the basis of a WPI assessment which complies with section 22 of the Act and the Impairment Assessment Guidelines (IAGs). All impairment assessment reports continue to be provided directly to RTWSA for compliance review for this purpose. The identification and management of non-compliance issues with assessors supports the proper determination of a worker's entitlement and is an effective part of the WPI quality assurance framework.

Ongoing discussions continue with assessors to address and resolve impairment assessment issues as they arise. Issue three of the impairment assessor newsletter was published in March and a further impairment assessor workshop is being held on 4 May 2017. This provides assessors with an opportunity to be updated on relevant legal and policy issues which impact on assessments and to raise and discuss assessment issues with their peers.

RECOMMENDATION

It is recommended that you note this briefing.



Rob Cordiner
Chief Executive Officer

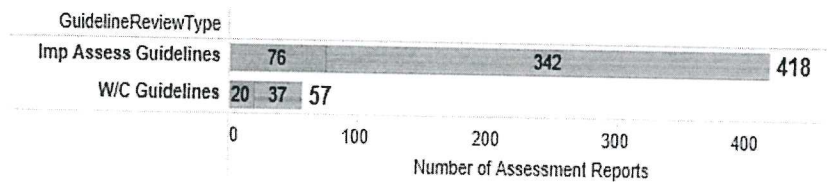
3 May 2017

NOTED

Minister for Industrial Relations

Attachment A: Impairment Assessment Reports received 1 January 2017 – 31 March 2017

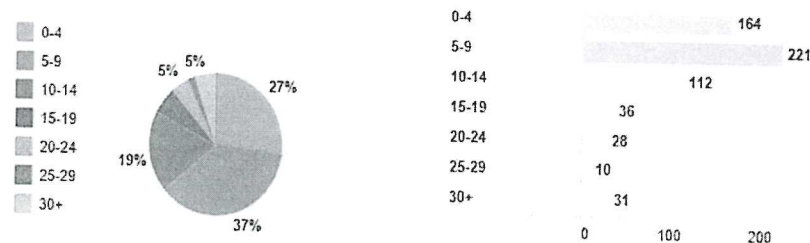
1. Number of Impairment Assessment Reports



A total of 475 impairment assessment reports were received by RTWSA from 1 January 2017 to 31 March 2017.

418 assessments were undertaken using the new Impairment Assessment Guidelines; 57 using the old WorkCover Guidelines as these related to Transitional Regulation 5(4) assessments or related to disputes lodged before 1 July 2015 under the repealed Act.

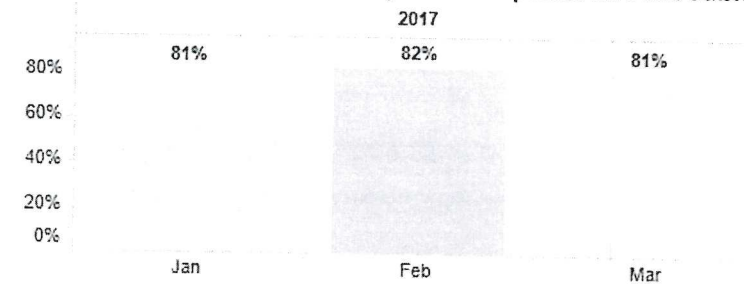
2. Percentage and Number of Assessments by WPI Percentage Bands



(Note: there maybe more than one injury that is assessed within one assessment report which accounts for the difference in number of assessments and number of assessment reports)

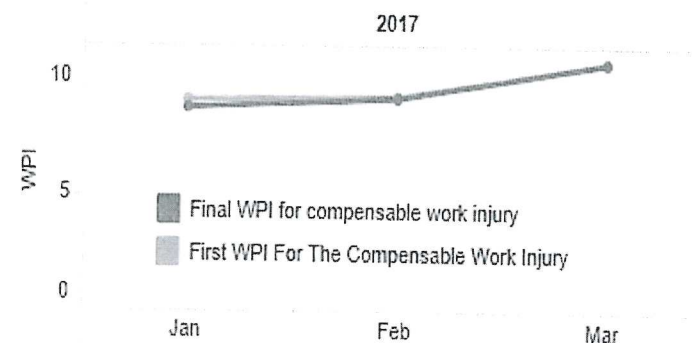
37% of assessment WPI percentages fall between 5 - 9 % WPI
 27% of assessments undertaken did not reach the 5% threshold for an entitlement to a lump sum payment. 31 assessments (5% of all assessments) that have been received are equal to or greater than 30% WPI, meeting the serious injury threshold. When 0-4% assessments are excluded, as there is no entitlement, this represents 6% of all assessments that have an entitlement. There has been a decrease of 5% in the 5-9% band and an increase of 3% in the 20-29% band.

3. Percentage of Assessment Reports Compliant on First Submission

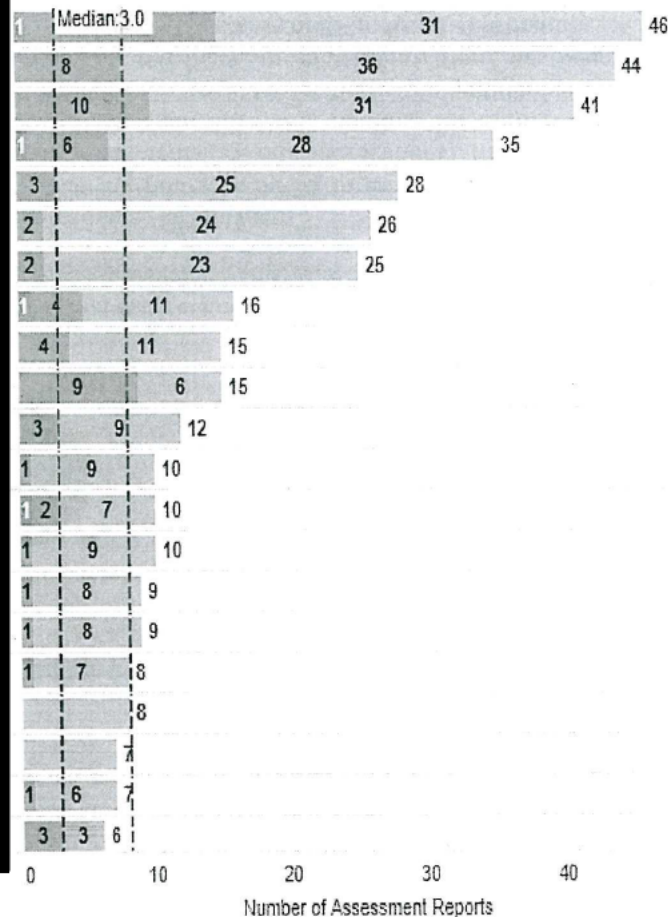


All impairment assessment reports have been reviewed by RTWSA for compliance with the Impairment Assessment Guidelines. Compliance levels may fluctuate depending on assessment complexity. This quarter compliance levels have returned to more than 80%.

4. Average First WPI Percentage v.s. Final WPI Percentage



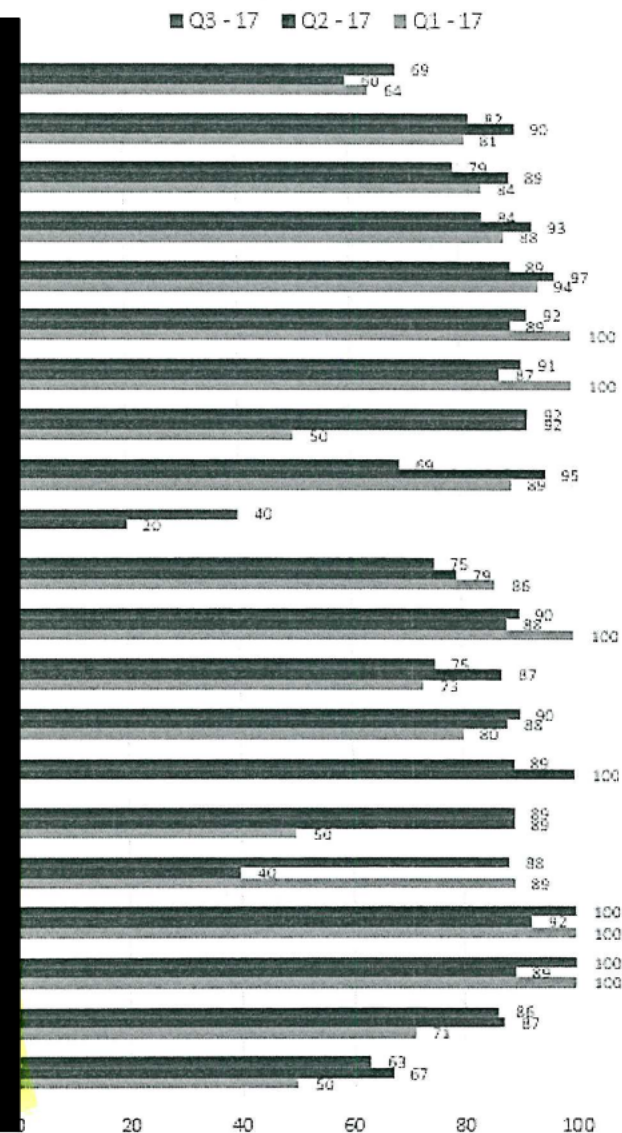
The above graph shows the average variation each month in WPI percentage following the compliance review process. In approximately 10% of all assessments received, the WPI percentage is varied either up or down following the compliance review process. The average WPI percentage for this quarter is 10%

[illegible]

The Impairment Assessment Guidelines permit the worker to choose their assessor. 159 impairment assessors who have been accredited by the Minister are available to undertake assessments of whole person impairment.

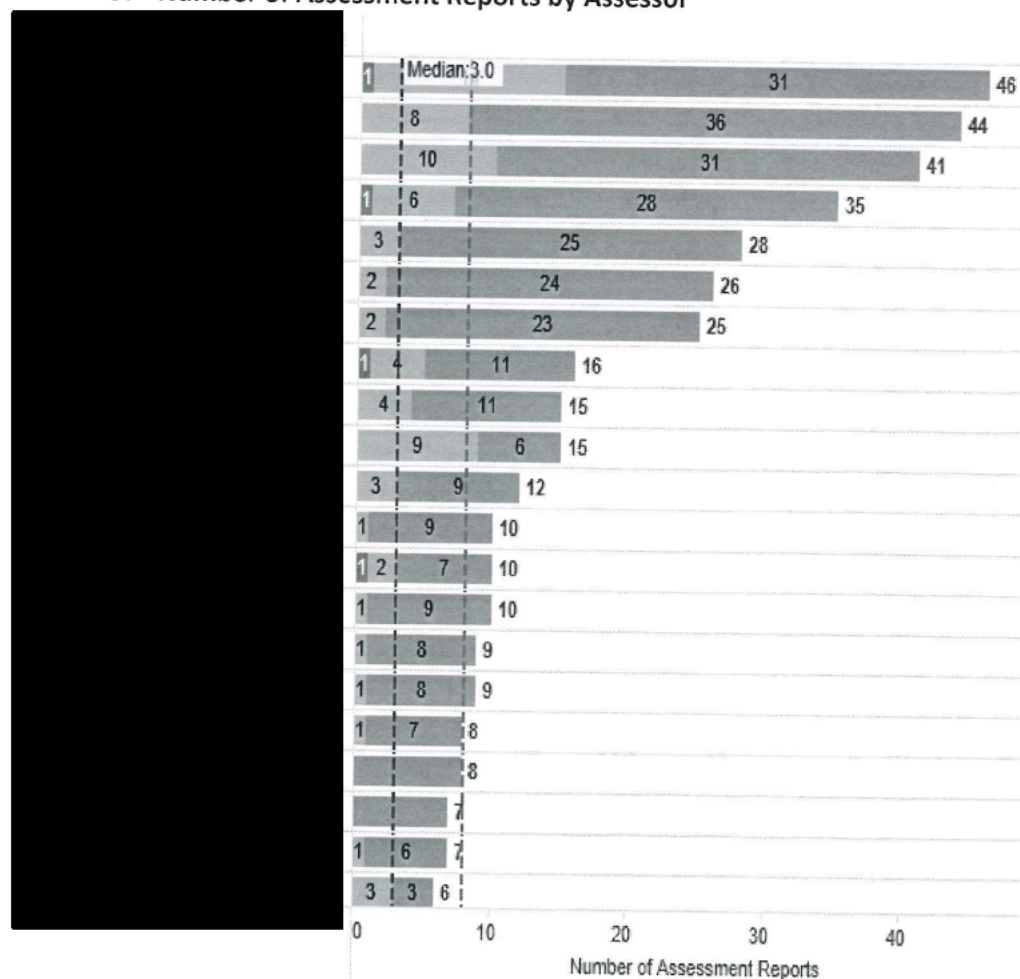
57 assessors have received one or more assessment requests in the period from 1 January 2017 to 31 March 2017.

The above graph shows the number of assessments undertaken by the top most frequently requested assessors and the number of reports which were found to be compliant and non-compliant on first review. For this period, 82% of all assessments are undertaken by 21 assessors. This is the same as for the previous quarter.



The above graph shows the compliance rate for the 21 most frequently requested assessors for the first three quarters 2017. Report compliance can be impacted by the complexity of the assessments being undertaken. The compliance rate as an indicator of assessor performance becomes less reliable when only a small number of assessments have been undertaken in the period.

5. Number of Assessment Reports by Assessor

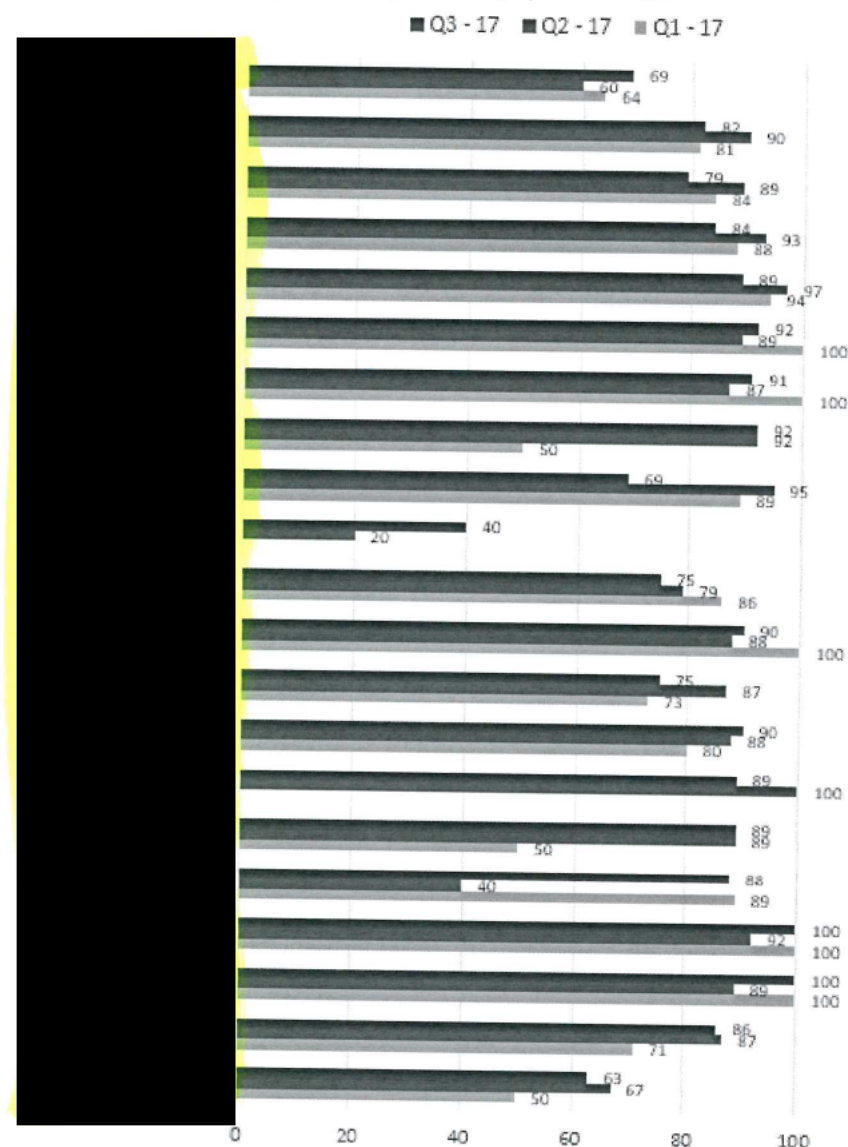


The Impairment Assessment Guidelines permit the worker to choose their assessor. 159 impairment assessors who have been accredited by the Minister are available to undertake assessments of whole person impairment.

57 assessors have received one or more assessment requests in the period from 1 January 2017 to 31 March 2017.

The above graph shows the number of assessments undertaken by the top most frequently requested assessors and the number of reports which were found to be compliant and non-compliant on first review. For this period, 82% of all assessments are undertaken by 21 assessors. This is the same as for the previous quarter.

6. Percentage of compliance by quarter 2017



The above graph shows the compliance rate for the 21 most frequently requested assessors for the first three quarters 2017. Report compliance can be impacted by the complexity of the assessments being undertaken. The compliance rate as an indicator of assessor performance becomes less reliable when only a small number of assessments have been undertaken in the period.

Our reference: D17/545340

TO: MINISTER FOR INDUSTRIAL RELATIONS

RE: RETURNTOWORKSA REPORT AGAINST THE CHARTER AND PERFORMANCE STATEMENT FOR THE PERIOD ENDING 31 MARCH 2017

PURPOSE

To provide you with the ReturnToWorkSA quarterly Performance Report as at 31 March 2017.

OVERVIEW

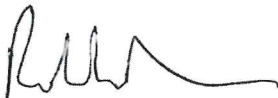
Sections 17A and 17B of the *Return to Work Corporation of South Australia Act 1994* require you and the Treasurer to prepare a charter and performance statement setting the nature and scope of operations, investments, activities and performance targets that ReturnToWorkSA is to pursue in a financial year.

The 2016-17 ReturnToWorkSA Charter requires ReturnToWorkSA to provide a quarterly statement against outcomes and targets in the Performance Statement.

The quarterly attached statement was endorsed by the ReturnToWorkSA Board on 1 May 2017.

RECOMMENDATION

It is recommended that you note the attached report.



Rob Cordiner
Chief Executive Officer

4 May 2017

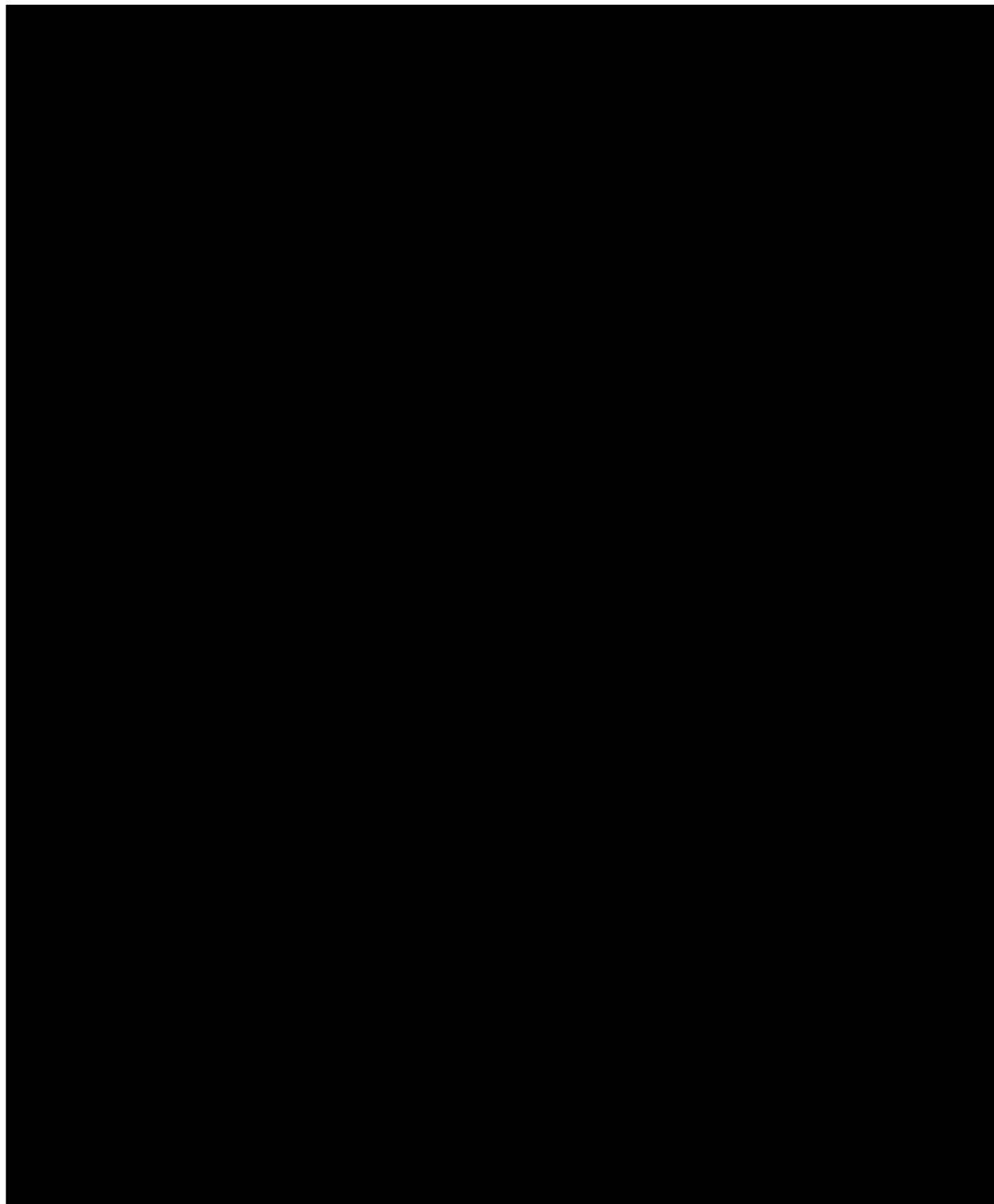
Attachment A: ReturnToWorkSA Performance Report

NOTED

Minister for Industrial Relations

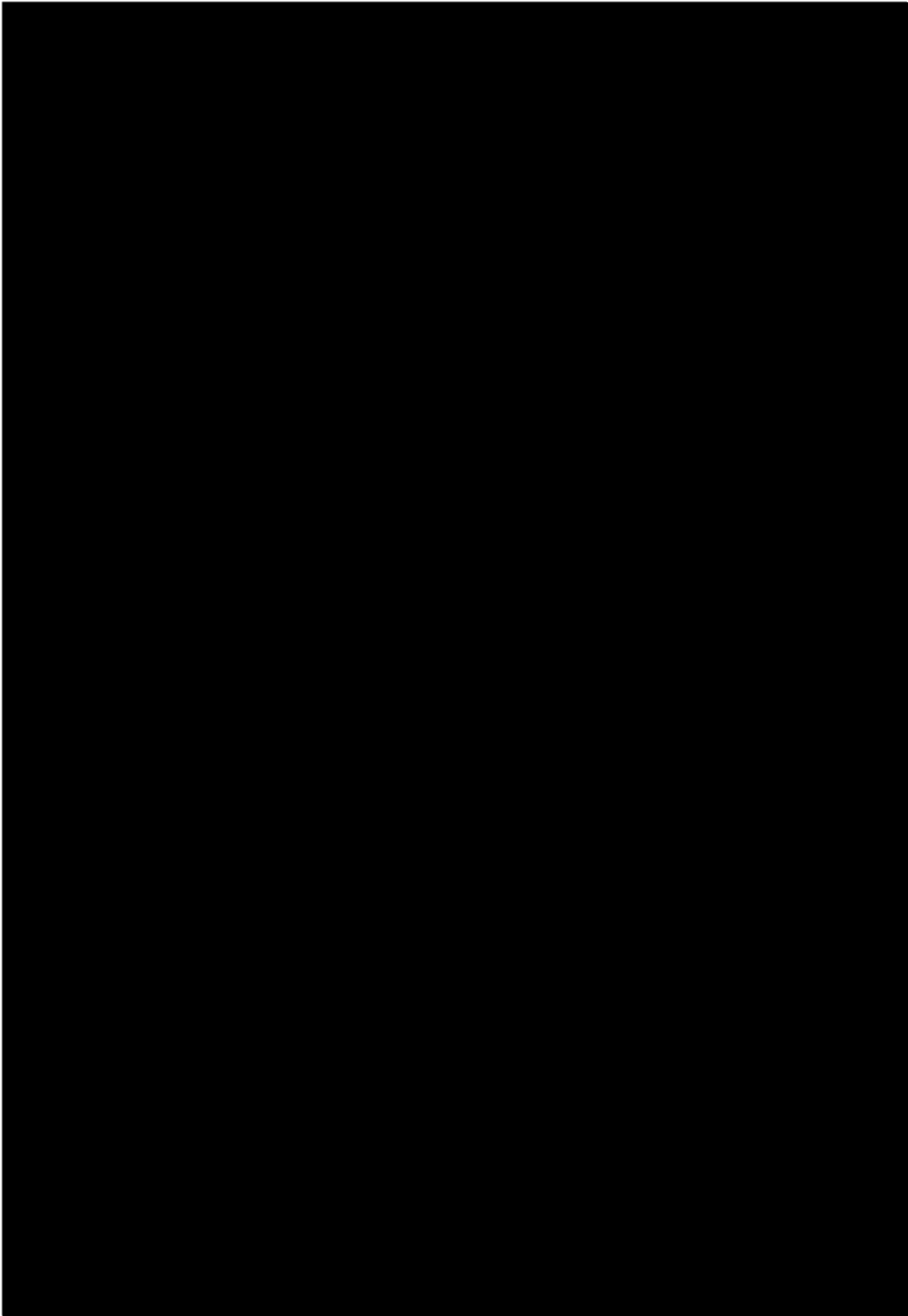
2016-17 Charter and Performance Statement

QUARTERLY REPORT AS AT 31 MARCH 2017



	Quarter 3 of 2016- 2017	Quarter 3 of 2015-2016	YTD
Whole Person Impairment assessors' compliance with assessment guidelines	81%	79%	81%
Percentage of successful RTW outcomes by providers working in a pre-injury employer context within first 3 months of service***	35%	24 %	31%
Percentage of successful RTW outcomes by job placement service providers within first 6 months of service***	16%	6%	14%

***Note: Data reported above has a two month lag to allow for services to commence, invoices to be received and return to work to be confirmed. Figures are low due to time taken to integrate job placement services with RTWSA's service model under the RTW Scheme, and also due to the fact that redemptions removed a large number of injured workers from the Scheme who were eligible for, or had commenced receiving, these services. It is also worth noting that the average duration of unemployment in SA for a non-injured worker is 48 weeks. Further investigation will be undertaken into outcomes being achieved at 9 and 12 months.



Pinches, Stephen

From: Government Relations
Sent: Tuesday, 1 August 2017 8:43 AM
To: Pinches, Stephen
Subject: HPRM: Briefing and attachments - Charter and Performance Statement - June 2017
Attachments: Signed by CEO - Briefing - End of year Charter and performance Statement....pdf

Categories: Filed to Outlook

Good morning Stephen,

Please find the attached, for noting.

Many thanks,
LHL

Leila Hallak-Low

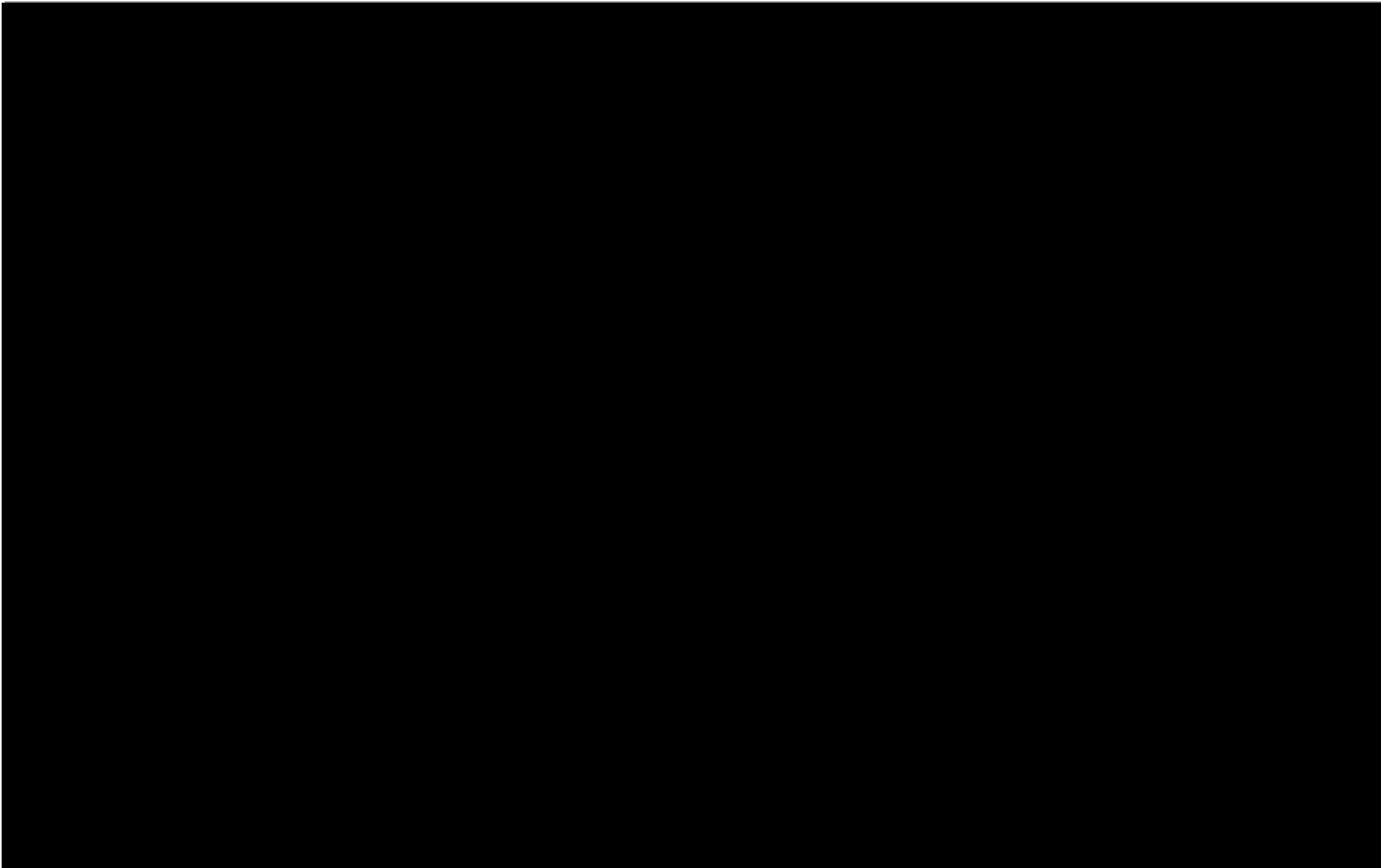
Government Relations Officer
400 King William Street Adelaide SA 5000
08 8233 2144



Charter and Performance Statement for 2016-17

STATUS REPORT: INITIATIVES AND ACTIVITIES TO IMPROVE SCHEME PERFORMANCE - AS AT 30 JUNE 2017

Ref	Initiative	Performance expectation	Status
9.1	ReturnToWorkSA will review the quality assurance framework established to ensure assessments of whole person impairment meet legislative requirements.	The quality assurance framework to ensure whole person impairment assessments meets the legislative requirements of the Act and are compliant with the Impairment Assessment Guidelines, as referred to in section 9.1 of the Charter, must be maintained and reviewed.	All impairment assessment reports continue to be provided to ReturnToWorkSA (RTWSA) for review against the Impairment Assessment Guidelines. This forms a key element of the WPI quality assurance framework. A total of 931 assessment reports were received between 1 January 2017 and 30 June 2017. The rate of compliance has remained the same compared to the last reporting period, with 80% of reports found to be compliant on first submission. Generally the resolution of non-compliance issues occurs quickly - with 97% compliance at the end of the assessment process.



	Quarter 4 of 2016- 2017	Quarter 4 of 2015-2016	YTD
Whole Person Impairment assessors' compliance with assessment guidelines	80%	78%	80%
Percentage of successful RTW outcomes by providers working in a pre-injury employer context within first 3 months of service***	31%	24%	30%
Percentage of successful RTW outcomes by job placement service providers within first 6 months of service***	16%	6%	12%

***Note: Data reported above has a two month lag to allow for services to commence, invoices to be received and return to work to be confirmed. Figures are low due to time taken to integrate job placement services with RTWSA's service model under the RTW Scheme, and also due to the fact that redemptions removed a large number of injured workers from the Scheme who were eligible for, or had commenced receiving, these services. It is also worth noting that the average duration of unemployment in SA for a non-injured worker is 48 weeks. Further investigation will be undertaken into outcomes being achieved at 9 and 12 months.

2016-17 Charter and Performance Statement

QUARTERLY REPORT AS AT 30 JUNE 2017

Pinches, Stephen

From: Government Relations
Sent: Thursday, 4 May 2017 11:22 AM
To: Pinches, Stephen
Subject: HPRM: Charter and Performance statement - 31 March 2017
Attachments: Signed Submit - Charter and Performance Statement - third quarter results - 31 March 2017.pdf; Submit - Charter and Performance Statement third quarter results - 31 March 2017.DOCX

HP Records Manager Record Number:
D17/618831

Hi Stephen

Please find attached the submit for Charter and Performance statement for period ending 31 March 2017

Kind regards






Jane Doherty





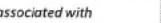
Administration Coordinator

Regulation

08 8233 2485

www.rtwsa.com | jane.doherty@rtwsa.com

<div>% Whole person impairment</div>	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	266	134	400	484	↓ -17%	P 
Claims receiving payment for 10-19%	143	71	214	316	↓ -32%	P 
Claims receiving payment for 20-29%	32	4	36	93	↓ -61%	P 
Claims receiving payment for 30%+	27	2	29	37	↓ -22%	P 
Report compliance rate			80%	80%	⇒ 0%	T 
Less claims are being received against the above WPI benchmarks than projected YTD. Trends in this area will continue to be closely monitored; noting 2/3 of the Scheme's liability relates to serious injury claims. While no WPI reports are non-compliant in this reporting period, some are under review.						

<div><div>%</div>Whole person impairment</div>	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	141	51	192	242	<div><div>↓</div>-21%</div>	P 
Claims receiving payment for 10-19%	75	25	100	158	<div><div>↓</div>-37%</div>	P 
Claims receiving payment for 20-29%	19	2	21	47	<div><div>↓</div>-55%</div>	P 
Claims receiving payment for 30%+	19	0	19	19	<div><div>⇒</div>0%</div>	P 
Report compliance rate			80%	80%	<div><div>⇒</div>0%</div>	T 

Claims receiving payment for 30%+ WPI is consistent with the YTD target. It should be noted that most of these claims relate to determinations early in the quarter (associated with applications driven by the 28 June 2017 income support cessation). The non-compliance rate for PIA reports is consistent with target - noting that a number of reports remain under review.

Pinches, Stephen

From: Burrridge, Sally
Sent: Tuesday, 30 January 2018 5:03 PM
To: Pinches, Stephen
Subject: HPRM: Q2 Charter & Performance statement briefing
Attachments: 369 4.1 B Charter & Performance Statement - Q2 2017 - for 29 January 2018....pdf;
369 4.1 A Charter and Performance Statement~ 2017-2018 biannual narrative r....docx;
scan_burrisa_2018-01-30-17-01-55.pdf

Sally Burrridge

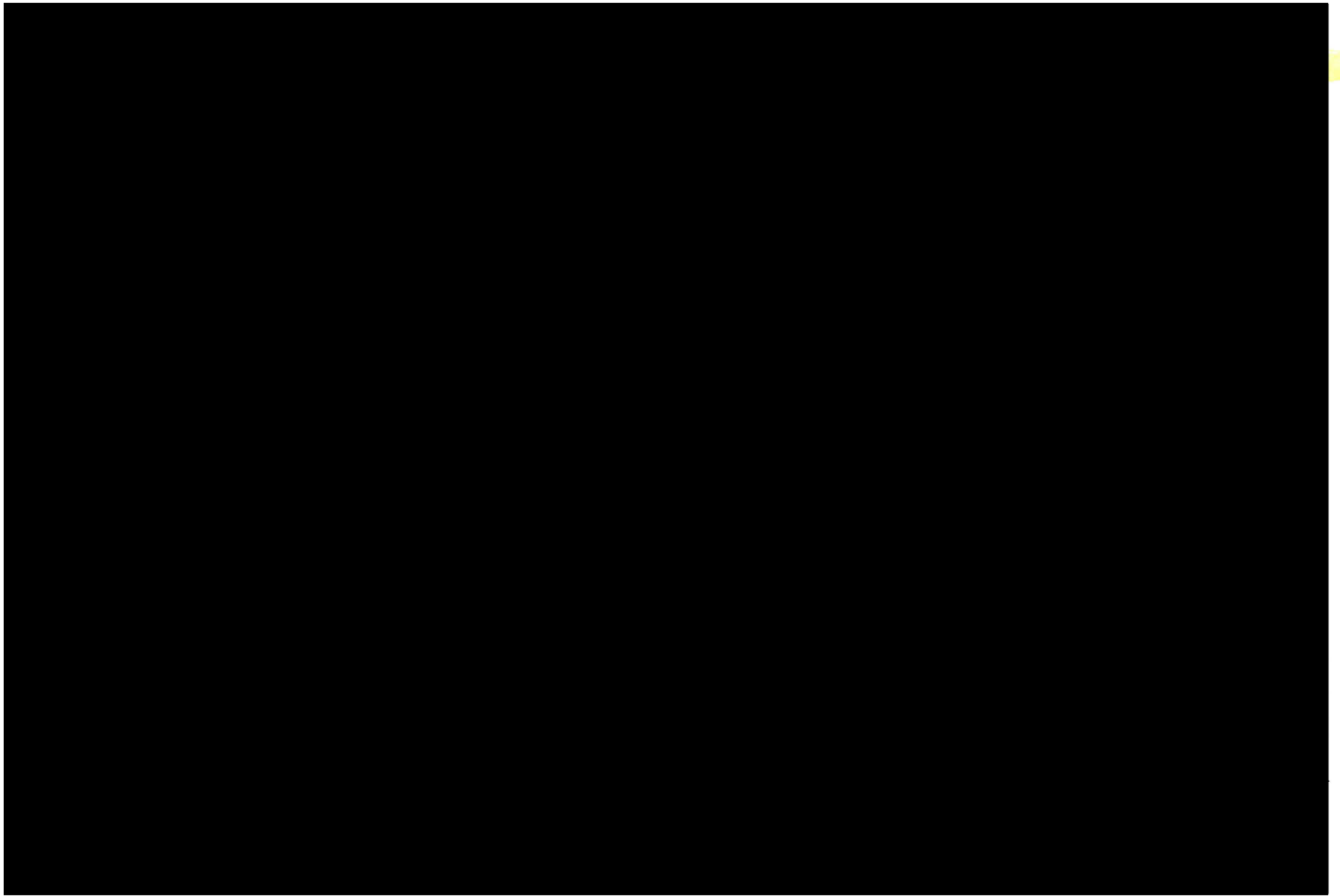
Manager Government Relations
400 King William Street Adelaide SA 5000
08 8233 2267 | 0427 205 611



Charter and Performance Statement for 2017-18

STATUS REPORT: INITIATIVES AND ACTIVITIES TO IMPROVE SCHEME PERFORMANCE - AS AT 31 DECEMBER 2017

Ref	Initiative	Performance expectation	Status
9.1	ReturnToWorkSA will review the quality assurance framework established to ensure assessments of whole person impairment meet legislative requirements.	The quality assurance framework to ensure whole person impairment (WPI) assessments meets the legislative requirements of the Act and are compliant with the Impairment Assessment Guidelines, as referred to in section 9.1 of the Charter, must be maintained and reviewed	<p>All impairment assessment reports continue to be provided to ReturnToWorkSA (RTWSA) for review against the Impairment Assessment Guidelines. This forms a key element of the WPI quality assurance framework.</p> <p>A total of 796 assessment reports were received between 1 July 2017 and 31 December 2017, a 15% reduction compared with the first six months. The rate of compliance has remained stable at 80% of reports found to be compliant on first submission. Generally the resolution of non-compliance issues occurs quickly - with 97% of reports compliant at the end of the compliance review process for this six month period.</p>



% Whole person impairment	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	341	204	545	730	↓ -25%	P
Claims receiving payment for 10-19%	207	107	314	477	↓ -34%	P
Claims receiving payment for 20-29%	43	10	53	140	↓ -62%	P
Claims receiving payment for 30%+	32	3	35	56	↓ -38%	P
Report compliance rate			81%	80%	⇒ 0%	T

The above data tracks the number of claims falling in various WPI thresholds. Less claims are being received than actuarial projections. Trends in this area will continue to be closely monitored; noting that 2/3 of the Scheme's liability relates to serious injury claims (eg WPI above 30%) and WPI percentages impact upon lump sum payments available to injured workers.

Pinches, Stephen

From: Government Relations
Sent: Monday, 23 April 2018 4:05 PM
To: 'treasurer.dtf@sa.gov.au'
Subject: HPCM: Briefing for Treasurer - Charter & Perf Statement
Attachments: Briefing Signed to Treasurer - Charter and Performance statement reporti....pdf;
Attach A Charter & Performance Statement - Q3 2018 as at March 2018 - Ap....pdf;
Attachment B Charter and Performance Statement 2017-2018 for Treasurer b....pdf

Categories: Printed




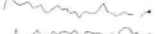
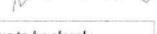
Good afternoon

Attached is a briefing for the Treasurer to note on quarterly Charter and Performance Statement reporting.

Please note attach A is best printed in A3 and in colour.

Kind regards
Government Relations

% Whole person impairment

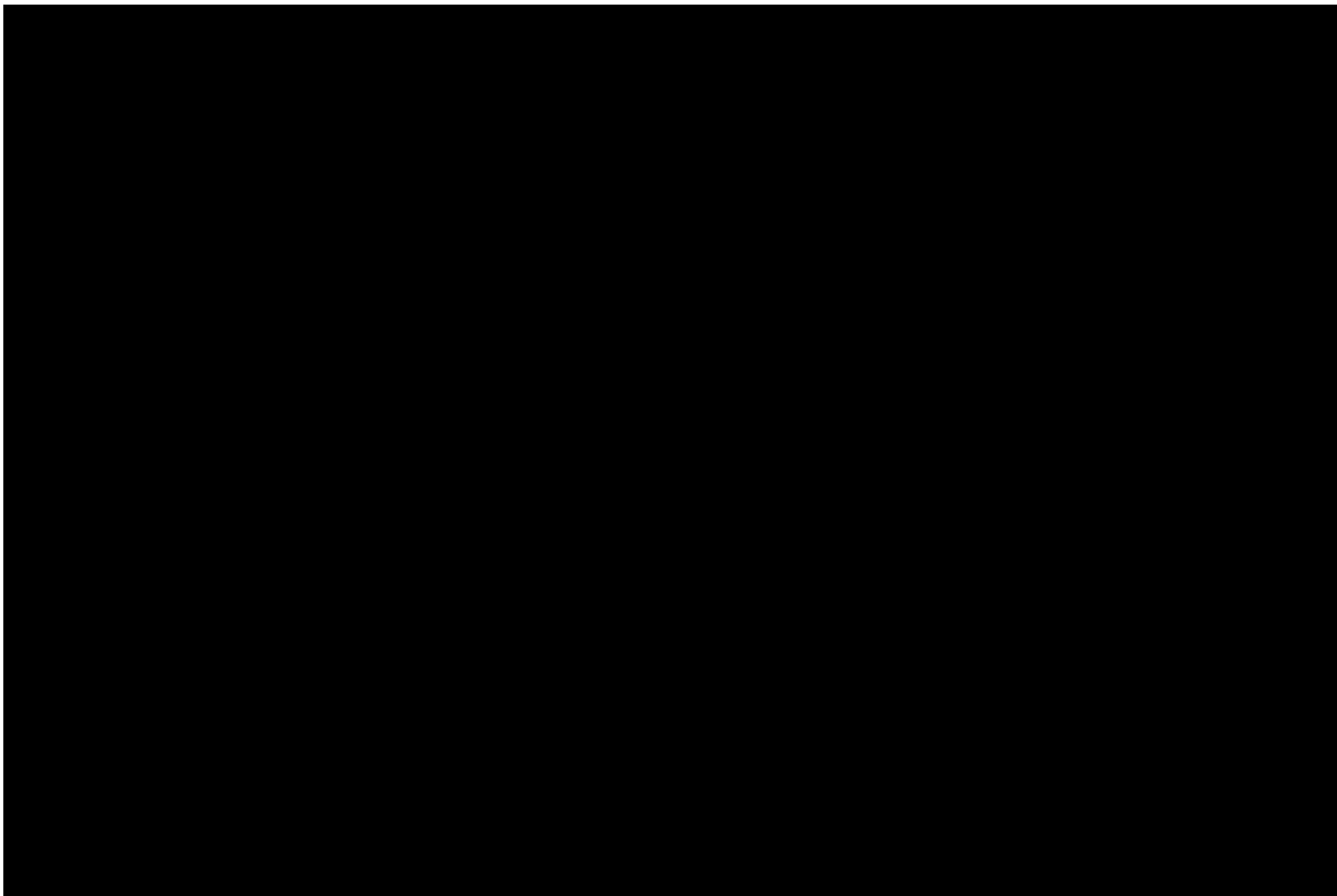
	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	435	294	729	977	↓ -25%	P 
Claims receiving payment for 10-19%	250	150	400	639	↓ -37%	P 
Claims receiving payment for 20-29%	54	15	69	188	↓ -63%	P 
Claims receiving payment for 30%+	43	4	47	75	↓ -37%	P 
Report compliance rate			80%	80%	⇒ 0%	T 

The above data tracks the number of claims falling in various WPI thresholds. Less claims are being received than actuarial projections. Trends in this area will continue to be closely monitored; noting that 2/3 of the Scheme's liability relates to serious injury claims (eg. workers with a WPI above 30%) and WPI percentages impact upon lump sum payments available to injured workers.

Charter and Performance Statement for 2017-18

STATUS REPORT: INITIATIVES AND ACTIVITIES TO IMPROVE SCHEME PERFORMANCE - AS AT 30 JUNE 2018

Ref	Initiative	Performance expectation	Status
9.1	ReturnToWorkSA will review the quality assurance framework established to ensure assessments of whole person impairment meet legislative requirements.	The quality assurance framework to ensure whole person impairment (WPI) assessments meets the legislative requirements of the Act and are compliant with the Impairment Assessment Guidelines, as referred to in section 9.1 of the Charter, must be maintained and reviewed.	<p>All impairment assessment reports continue to be provided to ReturnToWorkSA (RTWSA) for review against the Impairment Assessment Guidelines. This forms a key element of the WPI quality assurance framework.</p> <p>A total of 686 assessment reports were received between 1 January 2018 and 30 June 2018. The rate of compliance for this period was 79% of reports found to be compliant with the Impairment Assessment Guidelines on first submission (against a target of 80%). Generally the resolution of non-compliance issues occurs quickly - with 98% of reports compliant at the end of the compliance review process for this six month period.</p>



Pinches, Stephen

From: Government Relations
Sent: Monday, 29 October 2018 10:39 AM
To: 'DTF:Treasurer'
Subject: D18/2083020 - Briefing to Treasurer - Q1 Performance Statement 2018-2019 - AS AT 30 SEPTEMBER 2018 - 26 October 2018
Attachments: Signed by RTWSA - Briefing to Treasurer ~rformance Statement 2018-2019 -....pdf; Q1 Performance Statement 2018-2019 - AS AT 30 SEPTEMBER 2018 - Octoberpdf

Good morning, Treasurer's Office.

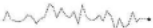
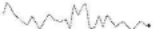
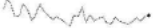


Please find attached ReturnToWorkSA's briefing and report for the Treasurer, regarding RTWSA's 1st quarter Performance Statement to 30 September 2018.

Regards

Stephen Pinches
Government Relations
ReturnToWorkSA
400 King William Street Adelaide SA 5000
08 8233 2098 | 0419 861 177


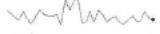


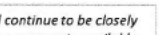


% Whole person impairment

	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	87	103	190	246	↓ -23%	P 
Claims receiving payment for 10-19%	46	55	101	147	↓ -31%	P 
Claims receiving payment for 20-29%	9	13	22	21	↔ 5%	P 
Claims receiving payment for 30%+	3	1	4	15	↓ -73%	P 
Report compliance rate			80%	80%	⇒ 0%	T 

The above data tracks the number of claims falling in various WPI thresholds. Less claims are being assessed than projected. Trends in this area will continue to be closely monitored, noting that 2/3 of the Scheme's liability relates to serious injury claims (eg workers with a WPI above 30%) and WPI percentages impact upon lump sum payments available to injured workers.

% Whole person impairment

	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	150	216	366	492	↓ -26%	P 
Claims receiving payment for 10-19%	97	115	212	294	↓ -28%	P 
Claims receiving payment for 20-29%	23	20	43	42	↔ 2%	P 
Claims receiving payment for 30%+	11	6	17	30	↓ -43%	P 
Report compliance rate			82%	80%	⇒ 0%	T 

The above data tracks the number of claims falling in various WPI thresholds. Less claims are being assessed than projected in most categories. Trends in this area will continue to be closely monitored, noting that 2/3 of the Scheme's liability relates to serious injury claims (e.g. workers with a WPI above 30%) and WPI percentages impact upon lump sum payments available to injured workers. 82% of impairment assessments received, were compliant upon first review.

Pinches, Stephen

From: Mifsud, Paula
Sent: Thursday, 14 February 2019 2:16 PM
To: 'DTF:Treasurer'
Subject: HPCM: Charter & Performance Statement 2018-2019 - Quarter 2 - as at 31 December 2018
Attachments: Attachment - Charter and Performance Statement 2018-2019 – Q2 Biannual Narrative Report PDF – as 31 December 2018.pdf; Signed CEO Briefing to Treasurer - Charter & Performance Q2 - as at 31 December 2018.PDF; Attachment - Charter and Performance Statement – Q2 Report – as 31 December 2018.PDF

Good afternoon

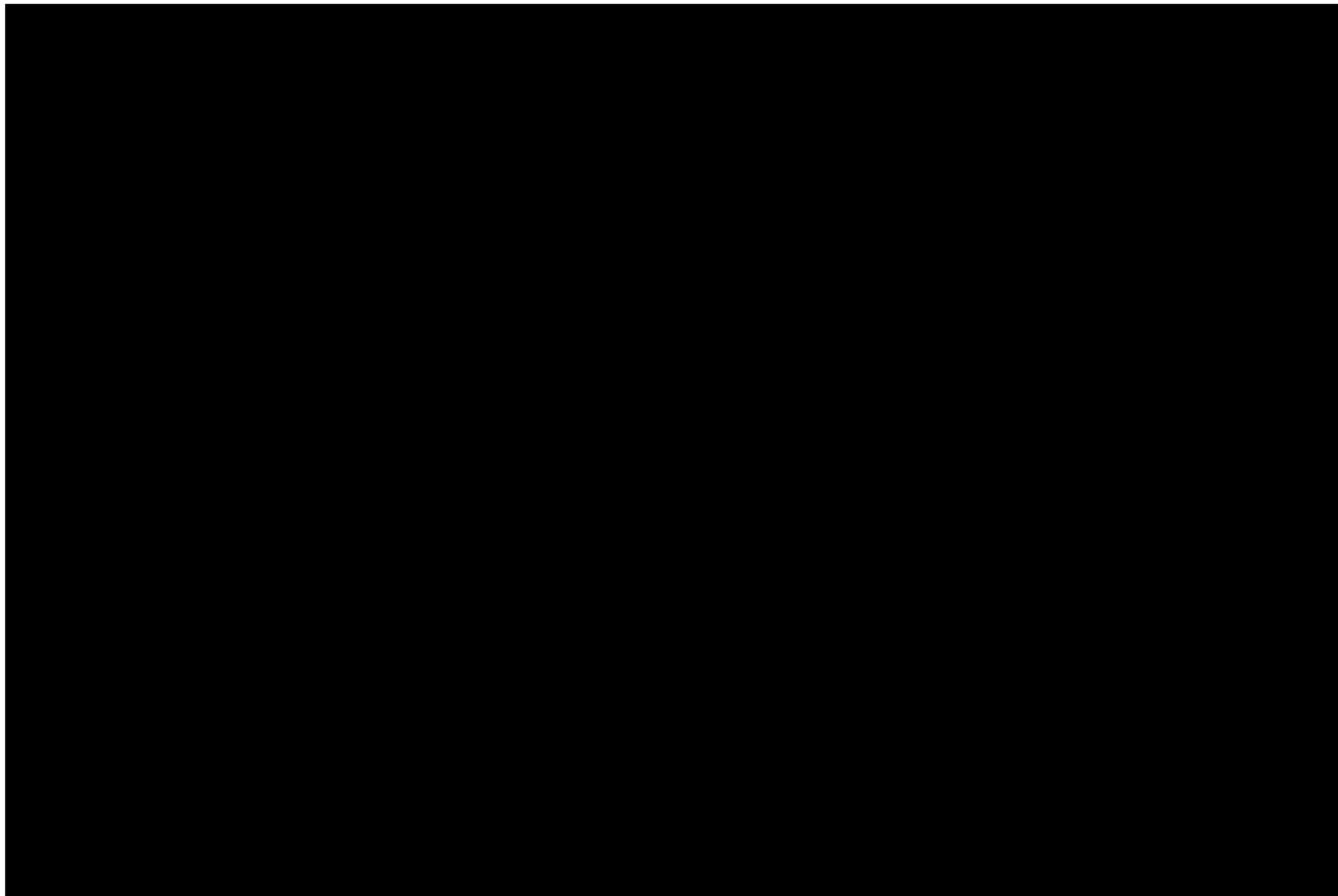
Please find attached a Briefing and associated attachments for the Charter and Performance Statement 2018-2019 Q2 as 31 December 2018.

Kind regards
Government Relations

Charter and Performance Statement for 2018-19

STATUS REPORT: INITIATIVES AND ACTIVITIES TO IMPROVE SCHEME PERFORMANCE - AS AT 31 DECEMBER 2018

Ref	Initiative	Performance expectation	Status
9.1	ReturnToWorkSA will review the quality assurance framework established to ensure assessments of whole person impairment meet legislative requirements.	The quality assurance framework to ensure whole person impairment (WPI) assessments meets the legislative requirements of the Act and are compliant with the Impairment Assessment Guidelines, as referred to in section 9.1 of the Charter, must be maintained and reviewed	<p>All impairment assessment reports continue to be provided to ReturnToWorkSA (RTWSA) for review against the Impairment Assessment Guidelines. This forms a key element of the WPI quality assurance framework.</p> <p>A total of 781 assessment reports were received between 1 July 2018 and 31 December 2018. The rate of compliance has remained stable at 82% of reports found to be compliant on first submission. Generally non-compliance issues are resolved quickly with 99% of reports compliant at the end of the compliance review process for this six month period.</p>



Pinches, Stephen


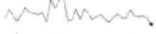
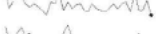

From: Government Relations
Sent: Friday, 3 May 2019 5:21 PM
To: 'DTF:Treasurer'
Subject: Briefing - Q3 Charter & Performance Statement report
Attachments: Final signed by CEO - Briefing to Treasurer - Q3 Performance Statement 2....pdf;
Charter and Performance Statement - Quarter 3 Report as at 31 March 2019....pdf

Categories: Printed

Good afternoon

Attached is a briefing for the Treasurer. We suggest printing the attachment in A3 colour so data is visible.

Kind regards
Government Relations

% Whole person impairment	Pre 1/07/2015	Post 1/07/2015	result	projected	var %	3 year trend
Claims receiving payment for 5-9%	206	329	535	714	↓ -25%	P 
Claims receiving payment for 10-19%	131	168	299	426	↓ -30%	P 
Claims receiving payment for 20-29%	32	26	58	63	↓ -8%	P 
Claims receiving payment for 30%+	17	13	30	39	↓ -23%	P 
Report compliance rate			82%	80%	⇒ 0%	T 