

A quick reference guide to return to work service provider performance reporting (online services)

PDF-based solution – Effective 5 July 2021

What is provider performance reporting?

ReturntoWorkSA has implemented performance reporting for return to work service providers to better monitor their own service outcomes. These reports provide understandable and defined measures of service provider performance, linking reported metrics with return to work outcomes. Reports are updated daily and responsively reflect improvements or other changes in performance.

What is being measured?

Metrics are being monitored across pre-injury employer, fit for work and job placement services. The core performance measures are:

- cost of service
- duration to outcome
- return to work outcome (pre-injury employer and job placement services)
- increase in capacity.

How does it work?

Reporting is based on financial year (FY) starting from FY2021, which will include all referrals raised between 1 July 2020 and 30 June 2021. Referrals received from 1 July 2021 to 30 June 2022 will be captured in the FY2022 report. Reports will be available from FY2021 onwards so that you can compare your performance across financial years.

Providers with no referrals will have no reports.

Data is reported based on when referrals are raised, not when they are closed. Referrals closed in FY2022 may update in the FY2021 report if they were raised then.

Reports will be made available online and updated daily. Completed referrals must be closed by 5pm each day to be reflected in the next day's reports, which will be available online shortly after 9am the following morning.

Reports will be available in PDF format.

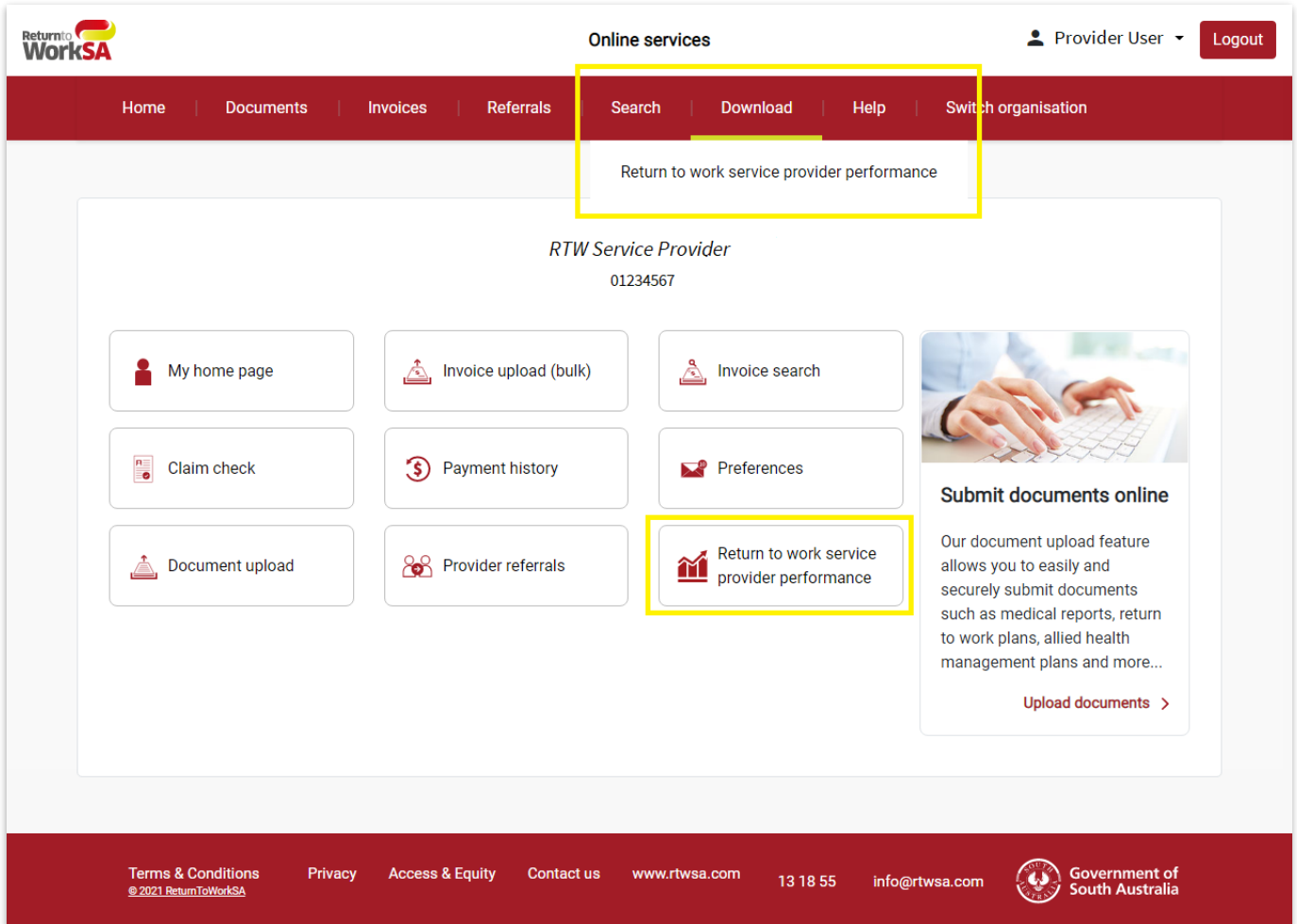


How do I access performance reporting?


Only return to work service providers of pre-injury employer, fit for work and job placement services who have received and closed referrals since 1 July 2020 will receive performance reports.

If your organisation is in this category, simply login to ReturntoWorkSA online services to access the reports.

You will see an additional main menu button on the provider landing page and in the top navigation menu for **Return to work service provider performance**.



Click the **Return to work service provider performance** button or menu item to open the reports page.


Online services
Provider User ▼
Logout

Home
Documents
Invoices
Referrals
Search
Download
Help
Switch organisation


Return to work service provider performance reports

RTW Service Provider

01234567

Date	Description
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 Fitness Upgrade Assessment
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 Fitness Upgrade Program
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 Job Placement Assessment
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 Job Placement Upgrade
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 JPS
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 Pre-injury employer services - Level 1
04/07/2021	RTW Service Provider - RTW Service Provider Performance Report FY2021 Pre-injury employer services - Level 2

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Government of South Australia

This page contains a list of all reports for each financial year. You can see the date of the data currency next to each report in the list. This date reflects the date the data was last updated. ReturnToWorkSA is unable to advise you of the last updated date of your own data.

How do I view a report?

From the reports page, click the report hyperlink to access the report. This will either display or download the report, depending on your browser. If the report downloads rather than opens, you may need to locate the downloaded file and open it from either your browser taskbar or downloads folder to view it, depending on your settings. The report may open in the browser or in a separate PDF viewer such as Acrobat Reader.

Return to WorkSA Provider Performance Metric Dashboard

ReturnToWorkSA takes reasonable care in preparing and maintaining the information contained in this report. However, if you rely on this information, you are responsible for ensuring by independent verification its accuracy, currency or completeness.

Provider: RTW Service Provider Data Currency: 04/07/2021 6:00:00 PM

Service Type: Fitness Upgrade Program Financial Year: 2021 * Provider has exception claims, click to view

Performance Measure	Your Performance	Performance Target	Performance Result
Cost of service	\$10,970 Cost of Services	\$8,700 Expected Cost	2,270.5 Cost of Services - Expected Cost
Duration of service	103 Average Duration (Days)	40 Expected Duration (Days)	0% Claims meeting expected duration (%)
Return to work outcome	2 Claims with Full/Partial RTW Outcome	3 Total Claims Provided	67% Claims with Full/Partial RTW Outcome (%)
Increase in capacity	0 Claims with Increased Capacity (Closure)	3 Total Claims Provided	0% Claims with Increased Capacity (Closure)
	0 Claims with Increased Capacity (+4 weeks)	3 Total Claims Provided	0% Claims with Increased Capacity (+4 weeks)
	0 Claims with Increased Capacity (+12 weeks)	3 Total Claims Provided	0% Claims with Increased Capacity (+12 weeks)

Understanding the report

The report contains a summary dashboard highlighting each of the core performance measures and pages of more detailed data for each of the core measures.

Depending on the data for your organisation, the report may be quite long and contain large areas of white space. These blank areas do not mean something is missing but occur because of the way the report is created.

The report title does not include a date, other than the financial year. However, the reports page in online services and the first page of the report itself show the data currency date of the report. On the reports page, this is the date next to the report title. On the report front page, the data currency date is found in the top right section of the first page of the report.

Things to remember

- New reports are always generated overnight whether you have closed referrals the previous day or not.
- 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.
- When the reports are first made available, return to work service providers with referral closures in FY2021 will only have one set of reports. Once referrals are raised and closed in FY2022, the FY2022 reports will appear.
- All users who have access to online services for a provider will have access to these reports.
- Users from providers who receive no referrals will not get reports or see the button or menu item when logging in.

How to get help

If you require technical assistance with accessing these reports contact 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 reporting, contact providers@rtwsa.com.