

Psychological Disease Claims in the WA Public Sector



Linda Thompson
RiskCover Services Manager

RiskCover

today's presentation

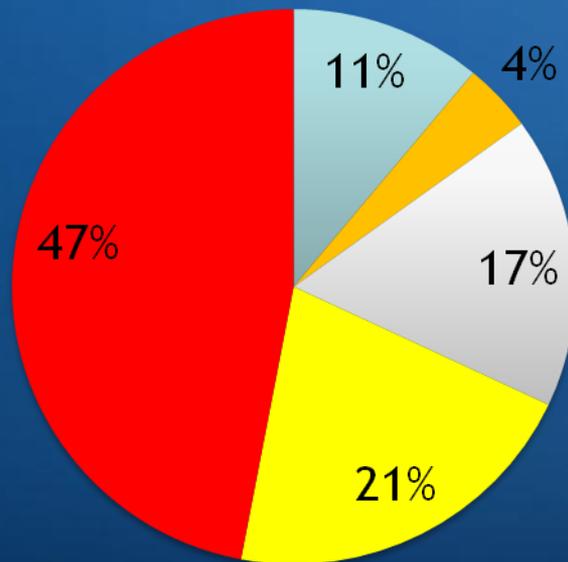
- What the claims data tells us
- Common scenarios that result in “stress” claims
- The challenges in managing “stress” claims
- Where to from here?

The WA Scheme data

Stress-related lost time claims 2011/12 (WorkCover WA)	All lost time claims	Stress-related lost time claims
Number of claims	18,562	488 (2.6%)
Total claims cost	\$654.0m	\$34.5m (5.3%)
Total days lost	1,320,651 days	71,410 days (5.4%)
Average claims cost	\$35,235	\$70,754
Average days lost	71 days	146 days

The WA Scheme data

Stress-related claims by mechanism of injury 2011/12 (WorkCover WA)

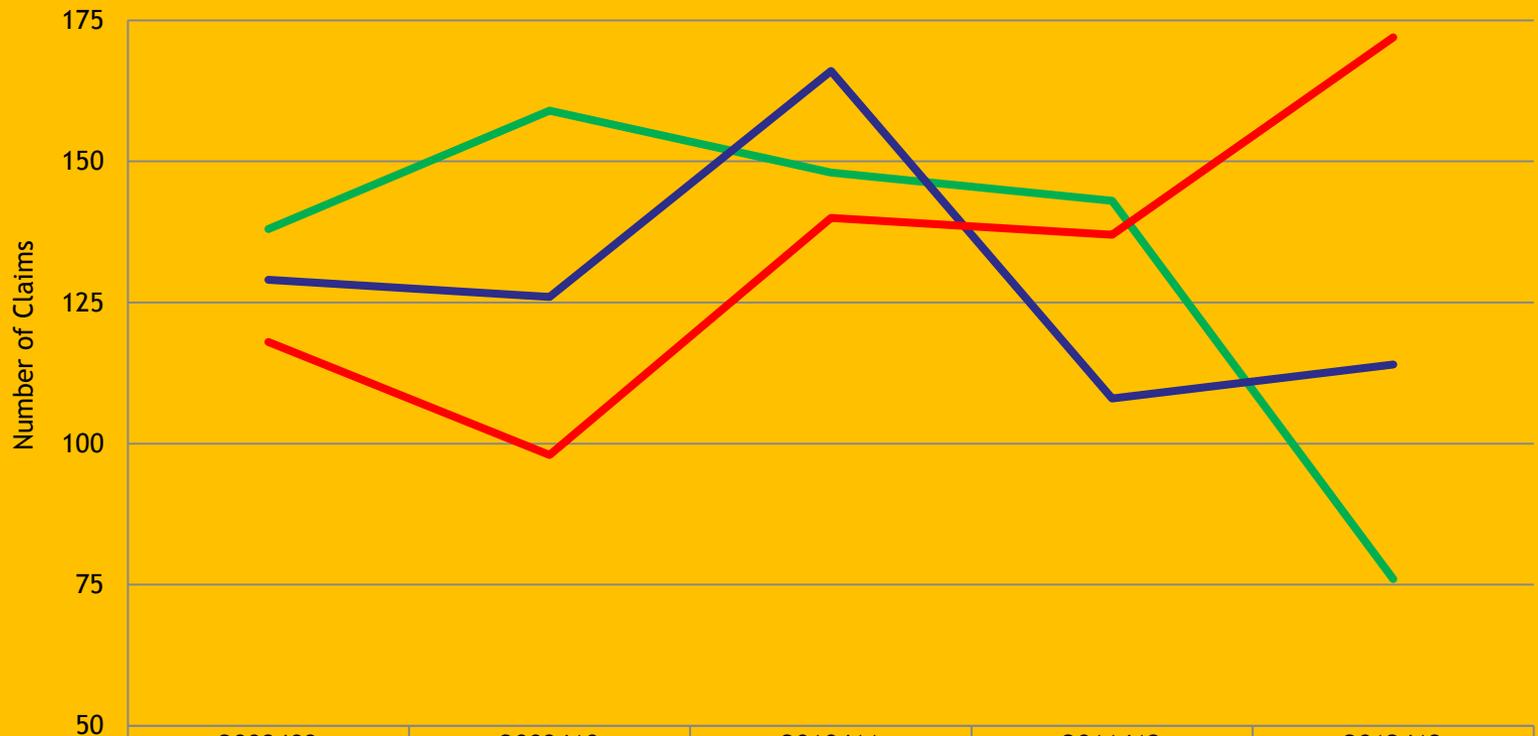


- exposure to a traumatic event
- other factors
- exposure to workplace or occupational violence
- work related bullying or harassment
- work pressure

Number & Percentage of Mental Stress Claims, as at 31/10/13



Mental Stress Claims by Severity of Injury, as at 31/10/13

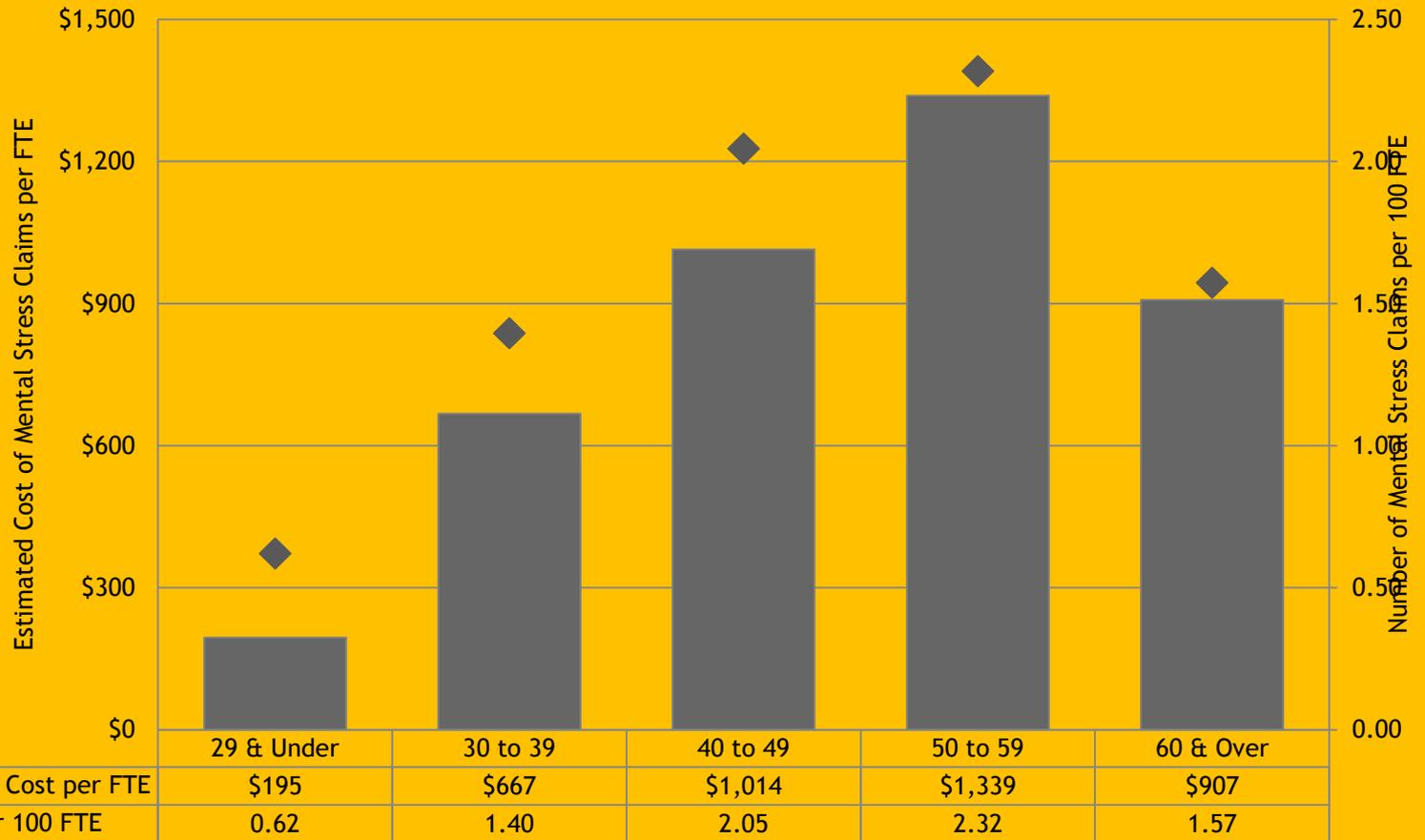


	2008/09	2009/10	2010/11	2011/12	2012/13
Non-LTI	138	159	148	143	76
LTI: Not Severe	129	126	166	108	114
LTI: Severe	118	98	140	137	172

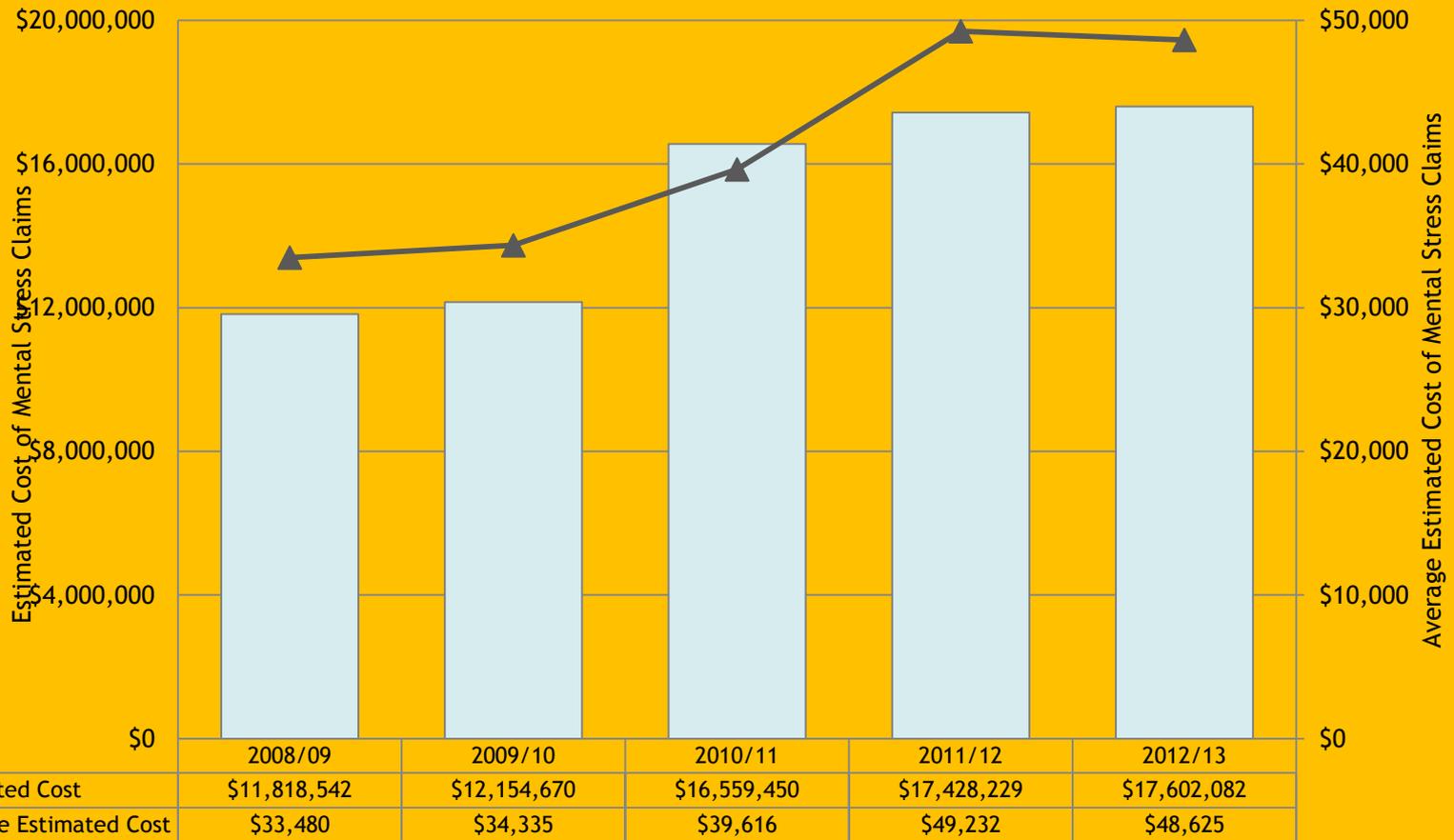
Average Estimated Claim Cost & Days Lost by Age Group, 2008/09 to 2012/13 as at 31/10/13



Mental Stress Claims and Costs per FTE by Age Group, 2008/09 to 2012/13



Total & Average Estimated Cost of Mental Stress Claims (16 Months Development)



Common scenarios that result in “stress” claims

- Significant traumatic incidents
- Accumulated traumatic incidents
- Relationship issues in the workplace
- Poor work performance
- Workload issues
- Combination of work and non work related stress

The challenges in managing “stress” claims

- Medical management
- Injury management
- Employer and peer support
- The claims management process
- The legislation
- prevention

Where to from here?

Medical management

- Better use of psychiatrists and psychologists

Injury management

- Ensuring injury management systems include the steps for managing workers with stress claims
- Early intervention

Employer and peer support

- Education, engagement, accountability and support

Where to from here?

The claims management process

- Speeding up the investigation process and better communication with workers

The legislation

- needs to be amended to better address performance management and to make it easier to understand.

Prevention

- Education and accountability
- Hazard management
- The management of people



