

Long Duration Workers' Compensation Claims

A Public Sector Perspective

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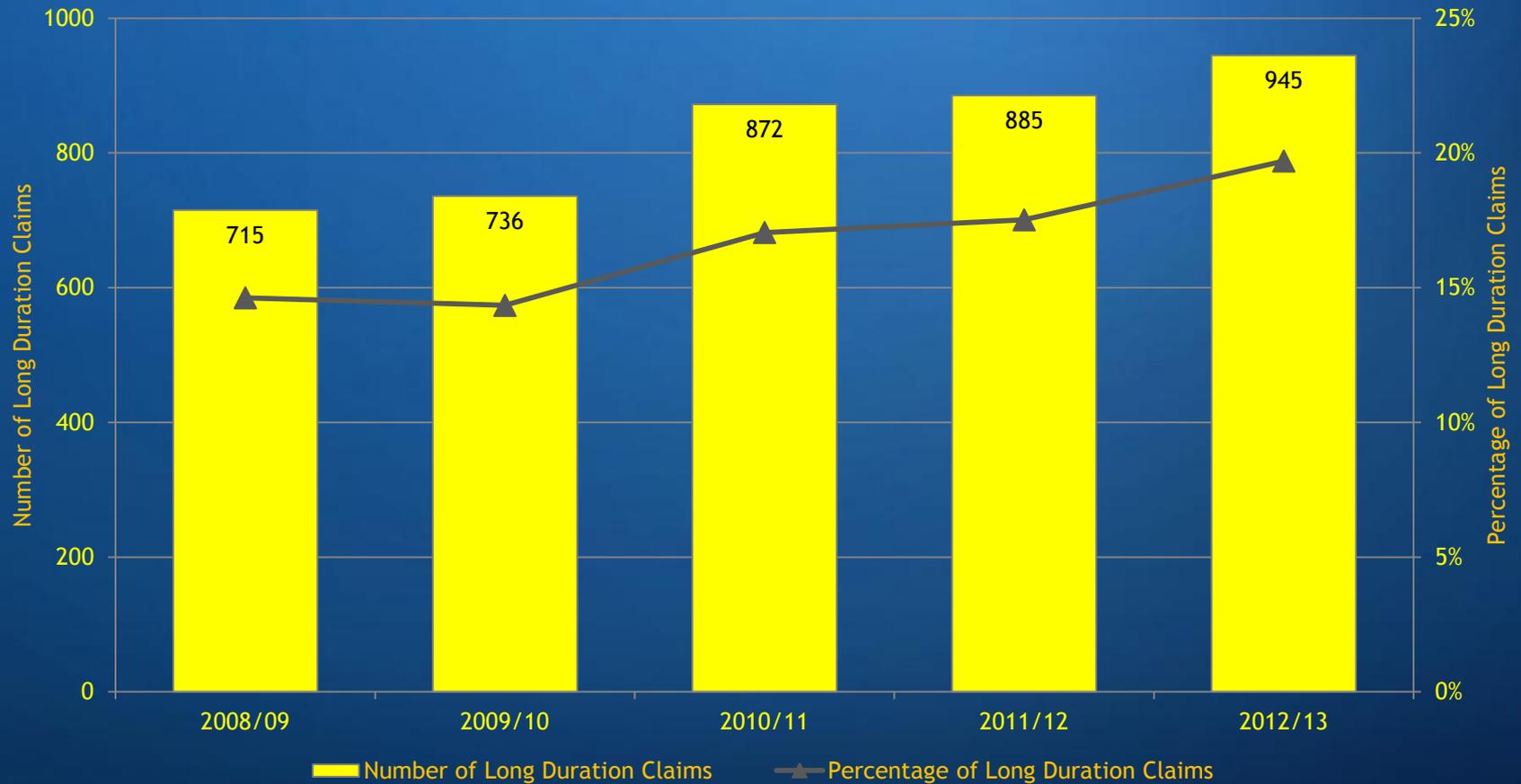
The logo for RiskCover, featuring the word "RiskCover" in a bold, serif font. A thin, curved line arches over the word "Risk". The logo is centered within a black rectangular box with a thin yellow border.

RiskCover

Today's presentation

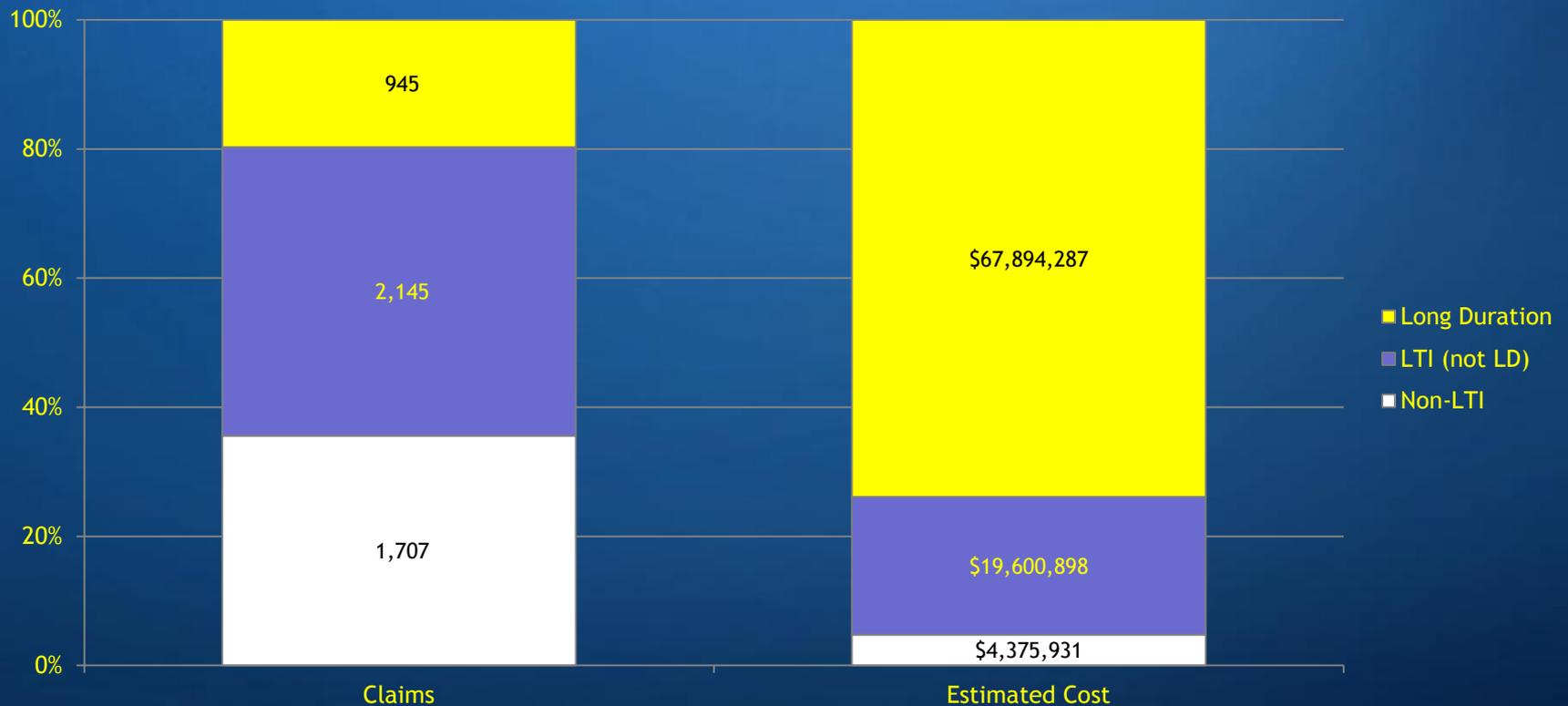
- Current claims experience
- Factors influencing injury duration
- Current Public Sector initiatives
- Opportunities for improvement

Long duration claims by accident year



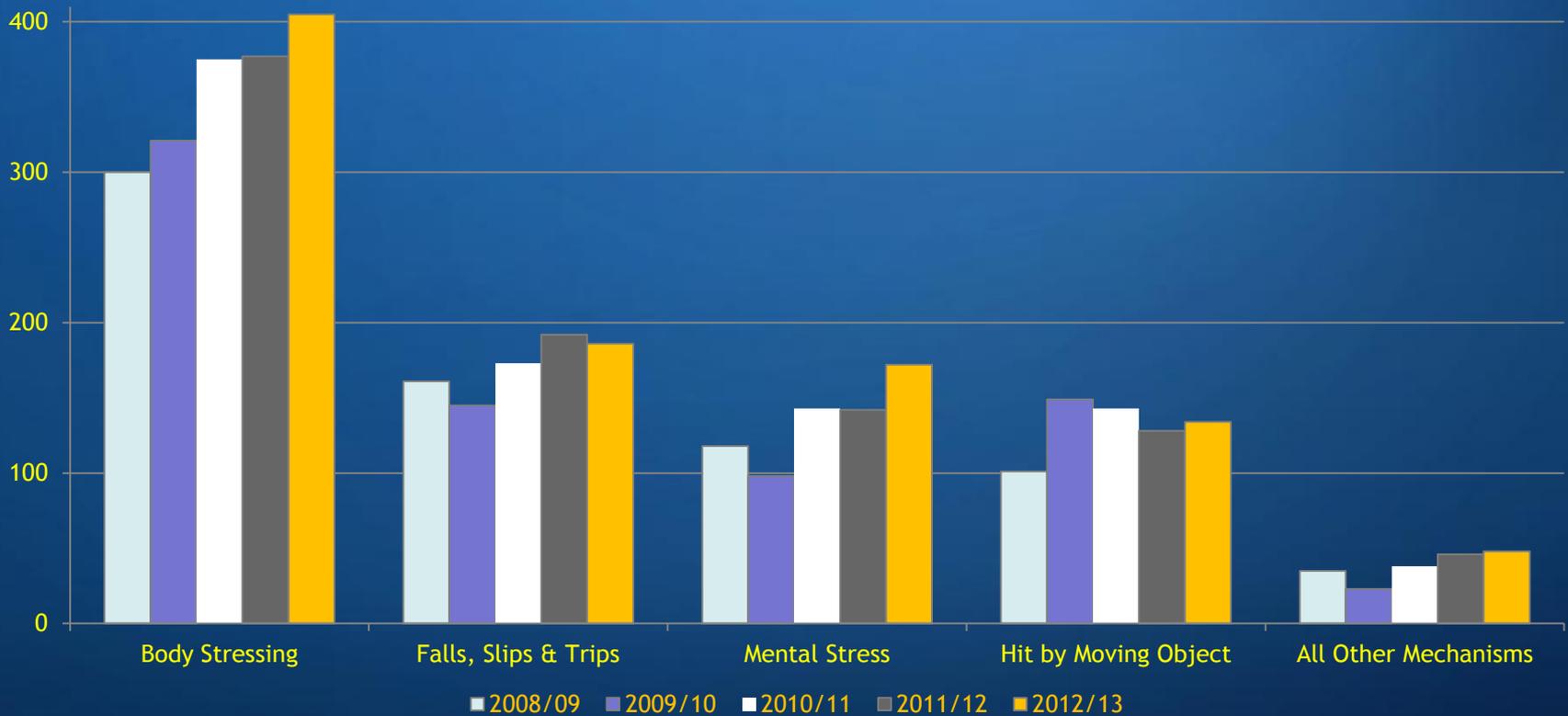
Claims and costs by severity

2012/13: Proportion of Claims & Costs by Severity,
as at 30/9/13



Long duration claims by mechanism

Number of Long Duration Claims by Mechanism Group



Long duration claims by age range



Factors influencing injury duration

- High risk roles
 - high demand low control
 - physically and emotionally demanding
 - interaction with the public
 - exposure to physical violence
 - heavy workloads

Factors influencing injury duration

- Aging workforce
- Stress claims
- Reluctance to work outside the Public Sector
- Injury management
 - heavy reliance on supernumerary placements
 - limited alternative duties
 - significant reliance on workplace rehabilitation providers
 - limited early intervention

Current Public Sector Initiatives

Public Sector Safety Health and Injury Management Initiative www.publicsectorsafety.wa.gov.au

- Code of Practice - Occupational Safety and Health in the Western Australian Public Sector 2007
- Mandatory reporting requirements in annual reports
- KPIs in CEO performance agreements
- Auditor General's injury management review
- Public Sector OSH and injury management network
- Line manager training
- The top 6 project

Agency Initiatives

- Psychological first aid and resilience training
- Increased focus on fitness for career
- Wellness programs / EAP
- Tailoring of IM systems to better meet agency needs
- Injury management extended to non work related injuries
- Establishment of preferred practitioner networks
- Accountability for claims costs devolved to divisional/department level

Opportunities for the Public Sector

- Review of injury prevention strategies
- Implementation of effective OSH and IM systems
- Greater focus on early intervention
- Better prevention and management of psychological injury
- Utilisation of work hardening programs
- Better management of the aging workforce

Questions



