



STANDING COMMITTEE ON PUBLIC ACCOUNTS

ELIZABETH KICKERT MLA (CHAIR), MICHAEL PETTERSSON MLA (DEPUTY CHAIR), ANDREW BRADDOCK
MLA

Inquiry into Auditor-General Report No.6 of 2020
ANSWER TO QUESTION TAKEN ON NOTICE
16 June 2021

Asked by **MR BRADDOCK**:

In relation to:

Minister, you just mentioned in your opening statement the improved outcomes for payments in the territory... could you point me in the direction of where those outcomes have been measured and shown to be improved, moving from Comcare to self-insurance?

MR GENTLEMAN: The answer to the Member's question is as follows: –

In the course of my opening remarks, I commented that, thanks to the Territory's investment in its injury management services, injured ACT workers are receiving medical assistance earlier, their claims for compensation are being assessed and determined faster, that they are making a safe return to work sooner and that their satisfaction with the services received has increased.

In support of those comments, I provide the following performance data:

Faster access to services

Upon commencing self-insurance in March 2019, the ACT adopted a policy whereby medical and allied health services are able to be provided immediately upon a claim for workers' compensation being received – rather than waiting for a claim to be determined, as was historically the case. In the event that liability is not accepted, there is no recovery of costs incurred by the insurer.

During the incomplete 2020-21 financial year to date, 159 workers have accessed these services. Had they been injured in the period prior to self-insurance, these workers would have had to wait until their claim was determined to receive these services. On average this would have taken more than 27 days in the case of an injury or more than 48 days in the case of a work related disease.

Earlier determination of claims for compensation

During the 2018-19 financial year, the average amount of time taken to determine a claim for work related injury was 27.4 days and for disease it was 48.6.

Since commencing self-insurance, the average time taken to determine a claim has reduced for both injury and disease. In the case of injury, the average time taken in 2020-21 has reduced by more than half, to 10.1 days and in the case of injury has reduced by more than four days, to 44.8 days.



LEGISLATIVE ASSEMBLY
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Faster return to safe work

Prior to commencing self-insurance, in 2017-18, the median amount of time that a person with an accepted workers compensation claim spent away from work because of their injury was 7.2 weeks.

The most recent median lost time result has reduced by more than one week, to 6.1 weeks.

Service satisfaction

Injured worker satisfaction levels with the self-insurance claim services are measured through a regularly administered net promoter score survey. Results achieved in the 2020-21 year to date indicate a 20 per cent improvement on the prior year.

Approved for circulation to the Standing Committee on Public Accounts

Signature:

Date: 29/6/2021

By the Minister for Workplace Safety and Industrial Relations, Mick Gentleman