

Workers Insurance claims lodgement and injury notification February 2018

On 1 January 2018 icare launched its new Workers Insurance Claims Services model. We now have access to real-time data as claims are lodged and assessed.

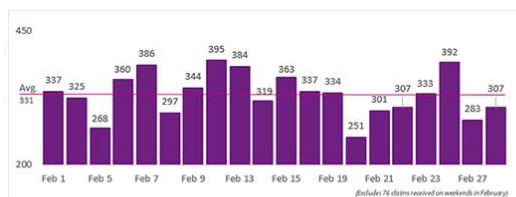
One of the innovative features is the online portal where employers, injured workers or their representatives can lodge their notification at any time that suits them 24/7.

Also new are the extended opening hours of the Claims Support Centre: it's now open for calls between 7am and 7pm.

icare™ Workers Insurance

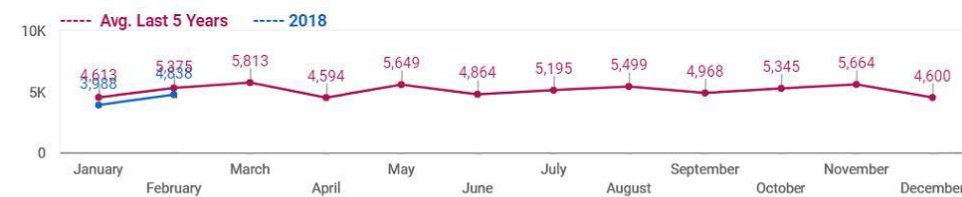
Feb 1 2018 - Feb 28 2018

Lodge Claims & Injury Notifications Daily Trend



2018 Claims vs. Claims average last 5 years

(Data Source: EML daily claims returns to RTW&S as at 19 March 2018)



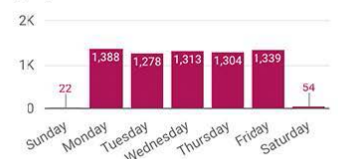
February 2018 Stats



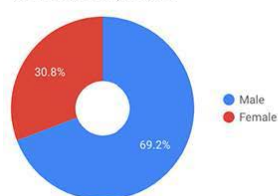
Year-to-Date



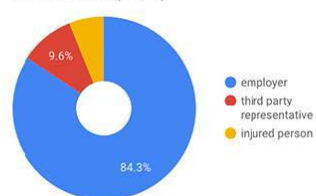
Lodge Claims & Injury Notifications by Day of Week



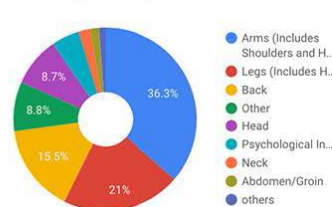
Lodge Claims & Injury Notifications by Gender



Lodge Claims & Injury Notifications by Party



Gen. Body Parts Injured



Total Lodge by 24 Hour Period



Data Sources: Google Analytics & EML daily claims returns to RTW&S

Statistics which are updated monthly

- 6,699 total injury notifications
 - 27% (1,820) required no further assistance (No treatment and time off work)
 - 73% (4,879) offered the option to proceed online or by call
 - » 45% (2,204) requested a call to complete the notification
 - » 51% (2,479) continued to complete the lodgement online
 - » 4% (196) did not request a call nor proceed lodgement online and left the portal
- 84% (5,649) of the total injury notifications were submitted by Employers
- 10% (640) of the total injury notifications were submitted by Third Party Representatives

- 6% (410) of the total injury notifications were submitted by Injured Person
- 69% of the total injury notifications were Male
- 52% of the total injury notifications Required Time Off Work
- 96% of the total injury notifications Required Medical Treatment
- The top 3 general body parts injured were:
 - Arms (includes shoulders & hands)
 - Legs (includes Hips & Feet)
 - Back
- The top 3 types of injury were:
 - Lower back pain/strain
 - Shoulder pain/strain
 - Finger cut/laceration