

Highlights

Our organisation

\$1.20

average premium rate per \$100 of wages, maintained for the eighth consecutive year

\$5.47B

funds under management

324,671

customer calls to our contact centre

82%

people survey response rate

7.2 / 10

combined customer experience measure

6.7/10

sustainable employee engagement

Our employers

174,599

employers insured

\$96.51M

premium savings for employers (including apprentice and 5% early payment discounts)

111,934

customers renewed their policy online

309

customers helped onsite by our compliance advisors

528

employers helped through Injury Prevention and Management Program

7.2 / 10

average customer experience rating by employers

Our workers

\$1.27B

statutory benefits and entitlements paid to workers

<91.5%*

injured workers returned to work

63,371

injured workers assisted

2,990

new common law claims

7.2 / 10

average customer experience rating by workers

** During the 2021-2022 financial year errors were identified in recording the Final RTW outcome that creates the risk of this metric being materially misstated. The error rate was independently verified by PwC internal audit. Based on the analysis, there is a 95% probability that the true Final RTW rate is between 84.4% and 91.5% with a margin of error of 3.5%. This is discussed further in the [Claims costs and claims management section](#).*