

# HIGHLIGHTS 2017–2018

**162,562**

employers insured



**\$1.2B**

benefits and entitlements

**67,194**

injured workers assisted



**93.6%**

injured workers returned to work



**110,530**

renewed policy online

**79%**

large employers use WorkCover Connect



**2,424**

new common law claims



**585**

employers helped through Injury Prevention and Management Program

**\$4.9B**

funds under management



**\$46.5M**

premium savings with 5% early payment discount

**\$14.6M**

premium savings for apprentice wages



**1,325**

employers helped onsite by our compliance advisors



**\$1.20**

average premium rate per \$100 of wages



**431,064**

customer calls to our contact centre



**72.7%**

first call resolution

**85%** people survey response rate

**78%**

sustainable employee engagement



**7.3 / 10 employers**

**7.2 / 10 workers**

customer experience metric June 2018 survey



# Performance overview

The following scorecard provides an overview of our performance, including targets from our Statement of Corporate Intent.

Aim	What did we achieve?
<b>Customer/Stakeholder</b>	
>92% final return to work	93.6%
Overall customer experience metric employers > 6.7 / 10 workers > 6.9 / 10	<b>Average for 2017–2018</b> employers 7.0 / 10 workers 7.2 / 10  <b>Most recent quarter results (June 2018)</b> employers 7.3 / 10 workers 7.2 / 10
<b>Financial</b>	
Funding ratio (excl DTA) > 120%	181%
Average premium rate \$1.20	\$1.20
<b>People</b>	
Employee engagement index: > 8.1 / 10	7.8