

# HIGHLIGHTS 2018–2019



# 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>	
>93.5% final return to work	93.5%
Overall customer experience measure > 7.3 / 10	<b>Average for 2018–2019</b> 7.3 / 10  <b>Most recent quarter results (Q4 2018–2019)</b> 7.4 / 10
<b>Financial</b>	
Funding ratio (excl DTA) > 120%	171%
Average premium rate \$1.20	\$1.20
<b>People</b>	
Employee engagement index: > 8.1 / 10	7.6
<b>Claims management</b>	
Average cost of statutory claim < \$9,500	\$9,726
Average cost of common law claim < \$180,000	\$170,812