

Highlights

Our organisation

\$1.20

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

\$5.71B

funds under management

312,318

customer calls to our contact centre

86%

people survey response rate

7.5 / 10

combined customer experience measure*

70%

sustainable employee engagement

Our employers

170,723

employers insured

\$82M+

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

122,560

customers renewed their policy online

298

customers helped onsite by our compliance advisors

555

employers helped through Injury Prevention and Management Program

7.8 / 10

average customer experience rating by employers, Q4 2020–2021 survey results*

Our workers

\$1.16B

statutory benefits and entitlements paid to workers

94.4%

injured workers returned to work

65,408

injured workers assisted

2,903

new common law claims

7.4 / 10

average customer experience rating by workers, Q4 2020–2021 survey results*

** number has been rounded to the nearest tenth.*