

# HIGHLIGHTS



**159,291**  
employers insured



**92.5%**  
injured workers  
returned to work



**113,556**  
renewed their  
policy online



**+ 80%**  
large employers use  
WorkCover Connect



**571**  
employers had help through  
Injury Prevention and  
Management Program



**1,292**  
customers helped onsite  
by our Advisors



**\$4.4B**  
funds under  
management



**\$1.20**  
average  
premium rate



**445,992**  
customer calls to  
our contact centre



**71%**  
queries resolved by  
contact centre at the time



**7 / 10**  
customer experience  
score - workers



**6.8 / 10**  
customer experience  
score - employers



**91%**  
people survey  
response rate



**81%**  
sustainable  
employee engagement

# PERFORMANCE SCORECARD

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>	
90% return to work	92.5%
50% stay at work	49.1%
<b>FINANCIAL</b>	
Funding ratio of >120%	171%
Average premium rate of \$1.20	\$1.20
Average cost of a statutory claim: \$8,400	\$8,620
Average paid days of a statutory claim: 31 days	27.8 days
Average cost of a common law claim: \$188,000	\$176,714
Average duration of a common law claim: 57 weeks	54.8 weeks
<b>PEOPLE</b>	
First return to work days : 8	4.8 days
Absenteeism (unplanned absences rate): 10 days	11 days
Staff attrition rate: 10%	10%