

## WORKSAFE VICTORIA RELEASES AGENT PERFORMANCE

---

9 January 2009

The relative performance of all WorkSafe Agents across a range of measures is published in WorkSafe Victoria's Annual Report. The 2007/08 Report is now available.

It is not meant to be all-inclusive and does not contain all of the information upon which WorkSafe assess Agent performance.

The key measures that WorkSafe uses to assess the performance of its Agents include claims management and return to work results, and the level and quality of service provided by the Agent. Specifically:

Claims management and return to work:

- timeliness of employer notification of a claim to an Agent
- percentage of Return to Work plans received within 43 days
- percentage of Return to Work training conducted compared to target
- growth in expenditure of long term treatment cost
- proportion of workers receiving weekly payments at 13, 26, 52 and 134 weeks after injury.

Service and processing:

- worker satisfaction with the services provided by their Agent
- employer satisfaction with the services provided by their Agent
- number of valid complaints made against the Agent that are recorded on WorkSafe's conciliation compliance database
- timeliness of payments made directly to injured workers
- timeliness of payments made to providers for the treatment they've provided to injured workers
- data integrity

To obtain a copy of WorkSafe's 2007/08 Annual Report please visit the WorkSafe website at [worksafe.vic.gov.au](http://worksafe.vic.gov.au).