

SIRA Dispute Resolution Services

Financial Year 2017/18 Snapshot

- *as at 30 June 2018*
- *Preliminary Data extracted on 20 July 2018*

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State Insurance
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Background

SIRA's Dispute Resolution Services

SIRA hosts dispute resolution services established by the Motor Accidents Compensation Act 1999, including the Medical Assessment Service (MAS) and the Claims Assessment Service (CARs), and Motor Accidents Injury Act 2017, including the Dispute Resolution Service (DRS).

Additional dispute services provided include NSW Lifetime Care and Support dispute reviews since 2007, workers compensation Merit Reviews since 2012, ACT Lifetime Care and Support dispute reviews since 2014

The following is snapshot of data collated as at 20 July 2017 relating to the 2017/18 year.

DRS Snapshot 2017/18

Fast Facts

Total 2017/18 CTP MAI 2017 CTP MACA 1999

Workers Comp. 1999

All

Merit

Indicator	Services	DRS	MAS	CARS	Review	LTCSA
Lodgements	10,170	73	5,666	4,119	310	2
Finalisations	10,130	13	5,786	4,038	321	2
Open matters (as at June 2018)	4,053	60	2,269	1,699	23	2
Finalisation ratio	1.00	0.18	1.02	0.98	1.04	1.00
Lifecycles (Average days)		18	112	149	29	
Decisions Challenged						
Commenced	25	-	17	7	1	-
Finalised	23	-	18	5	-	-
Active matters	19	-	13	6	-	-
Decisions challenged as a % of Finalised disputes	0.25%	0.00%	0.29%	0.17%	0.31%	0.00%
Complaints received	18	-	14	4	-	-

MAS Snapshot 2017/18

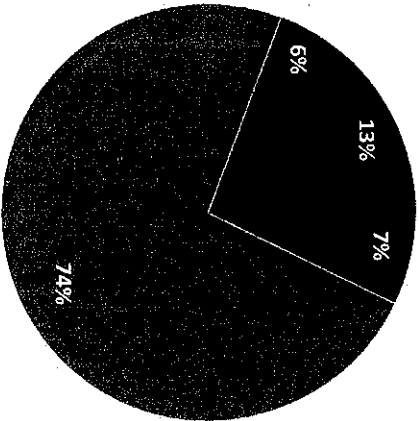
CTP 1999 MAS

MAS finalised disputes by type

5756

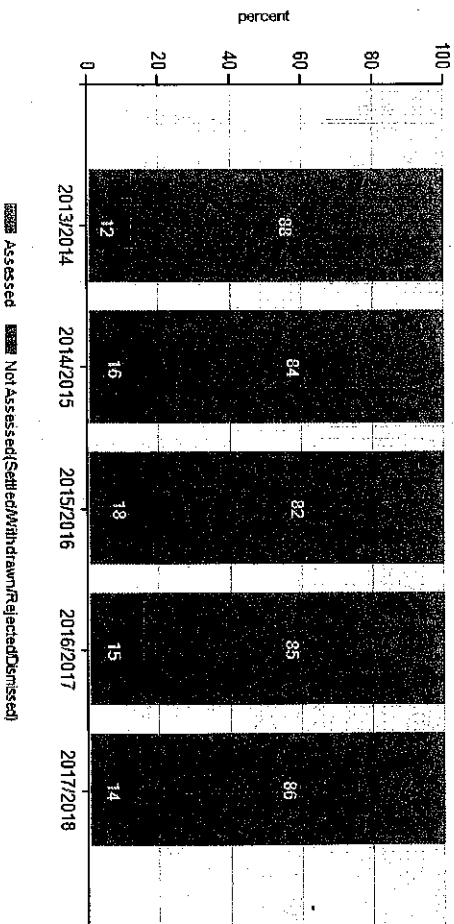
1A Treatment and care	417	7%
2A Permanent impairment	4234	74%
4A Further medical assessment	365	6%
5A Medical assessment review	740	13%

MAS Finalisations by type



- 1A Treatment and care
- 2A Permanent impairment
- 4A Further medical assessment
- 5A Medical assessment review

MAS 2A Finalised (Assessed vs Not Assessed) (Permanent Impairment Disputes) as %



CARS Snapshot 2017/18

CTP 1999 CARS

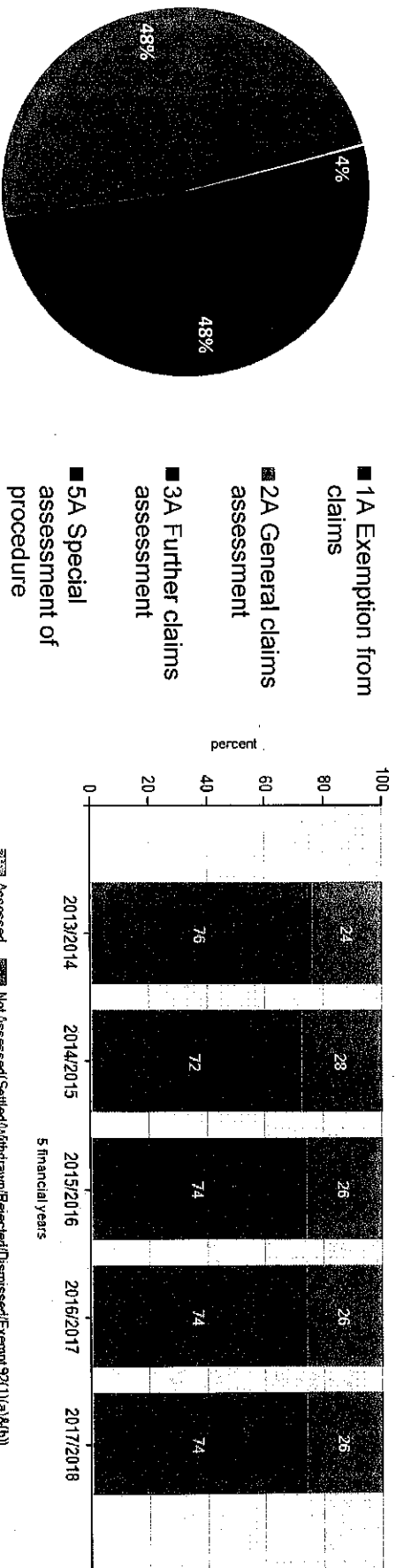
CARS finalised disputes by type

4,038

Dispute Type	Number of Disputes	Percentage
1A Exemption from claims	1,927	48%
2A General claims assessment	1,946	48%
3A Further claims assessment	9	<1%
5A Special assessment of procedure	156	4%

CARS finalisations by type

CARS 2A Finalised Matters (Assessed vs Not Assessed) as %

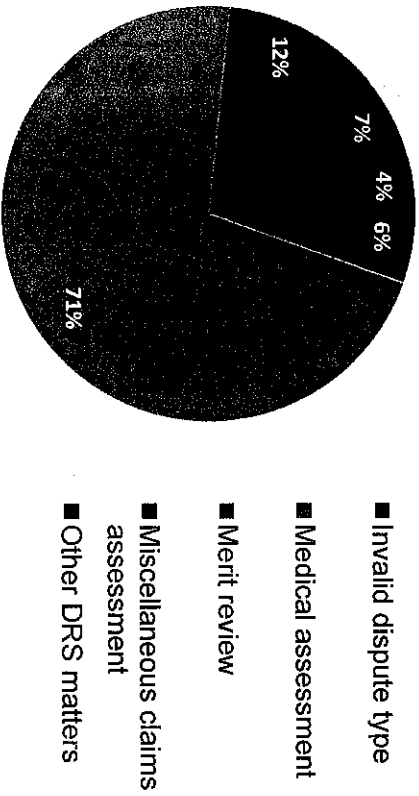


DRS Snapshot 2017/18

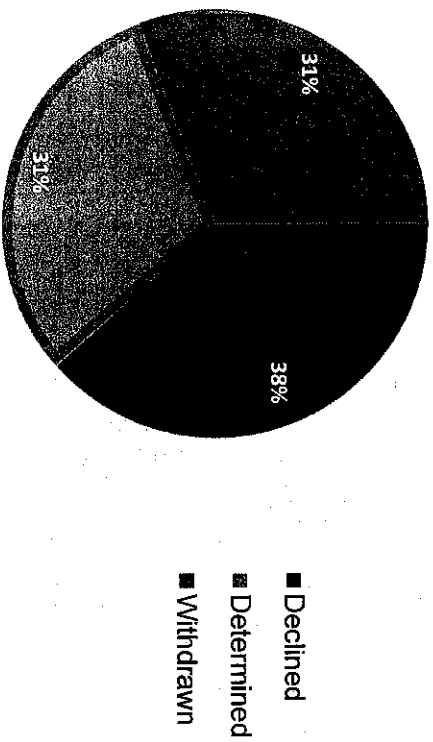
CTP 2017

CTP 2017 finalised by dispute outcome type	13
Declined	5 38%
Determined	4 31%
Withdrawn	4 31%

CTP 2017 Lodgements by dispute area



CTP 2017 Finalised by dispute outcome type



Merit Review Service Snapshot 2017/18

Workers Compensation 1999

MRS Finalised Old claims v new claims

(Total 321)

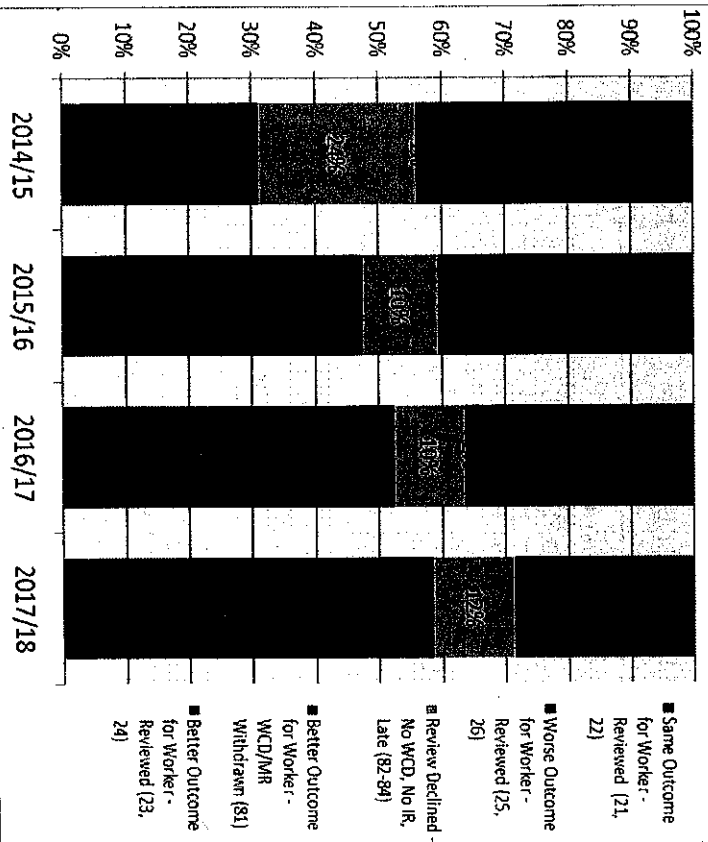
Old Claims (Before 1/10/12)

31 (10%)

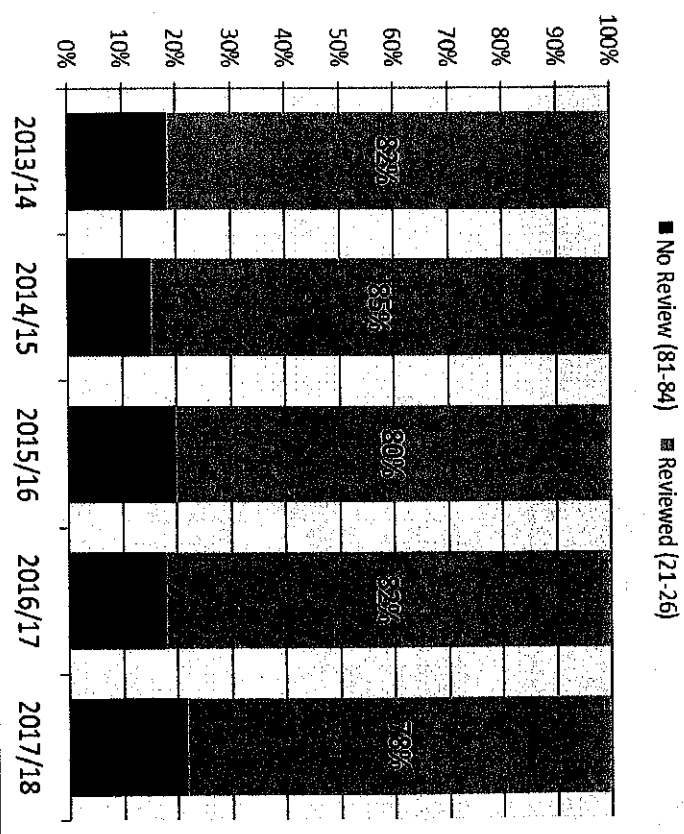
New Claims (After 1/10/12)

290 (90%)

Chart O6 - Merit Review Outcomes - 5 Groups



Merit Reviews Finalised with No Review v Review



Glossary

Term	Definition
Lodgement	A request initiating the dispute resolution process with SIRA.
Finalisation	A dispute that has been closed by SIRA
Open Matter	A dispute that has been lodged, but not yet been finalised.
Lifecycle	The period of time it takes for a dispute to proceed through the dispute resolution process, from lodgement to finalisation.
Finalisation Ratio	Number of disputes finalised divided by the number of disputes lodged.

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