

5 JUNE 2023

Danny Pearson MP
Minister for WorkSafe and the TAC

Public Accounts and Estimates Committee

TAC Client Metrics



43,018

Clients supported with
accident claims in 2021 -22



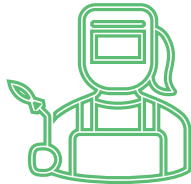
\$1.54 billion

Funding for supports,
services, and compensation



6.87

Client satisfaction
score



839

Seriously injured
clients returned to
work



90%

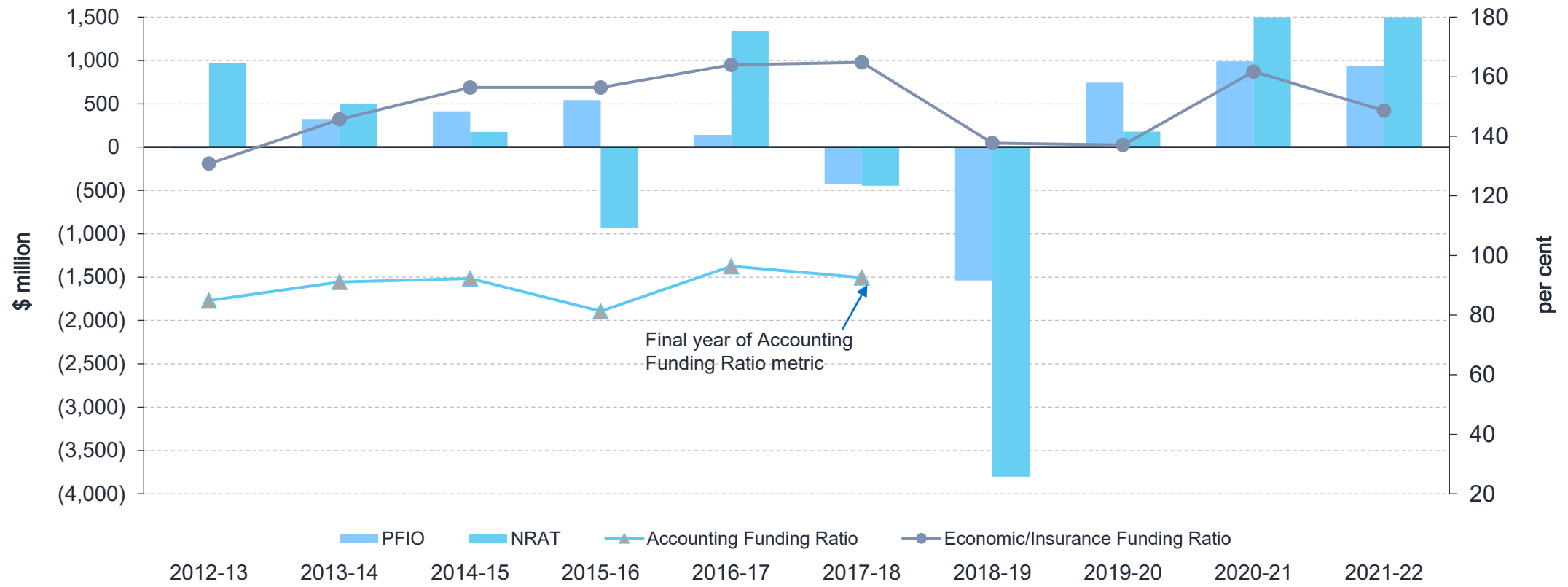
Independent of
scheme
36 months



1,286

Common law
settlements
under protocols

TAC Financial Performance



WorkSafe Metrics



173,460+
calls to WorkSafe's
Advisory Service



9,000+
improvement notices
Issued



90,000+
injured workers have been
supported with treatment
and/or weekly benefits



22,000+
injured workers have been assisted back to
work



42,800+
visits and enquiries
undertaken



5 Million +
visits to WorkSafe's website
for Information



28,632
new claims have been
received by WorkSafe



96%+
client service result for new WorkSafe team
directly managing the support needs of
injured workers
with complex needs

Ensuring the financial sustainability of Victoria's WorkCover scheme

- The financial sustainability of the WorkCover Scheme (Scheme) has been under increasing pressure in recent years due to:
 - more injured workers staying on the Scheme for longer;
 - rapid growth in mental injury claims; and
 - a premium rate that prior to the recent announcement, had not increased for 20 years.
- This has resulted in significant shortfalls between annual premium revenue and Scheme costs in recent years.