

AGENT PERFORMANCE 2005/06

This document includes data on Agent performance upon which the VWA uses to assess the performance of its Authorised Agents for remuneration purposes. The information is provided to inform employers and the public on aspects of the performance of the VWA's Authorised Agents.

The information does not purport to be all-inclusive or contain all information which employers may require to make an informed assessment as to the selection of an Agent. Employers should make their own independent assessment of the capabilities of each Agent and, where appropriate, seek professional advice.

Claims Management

Agent	Timeliness of employer notification to Agent	Duration – proportion of workers on weekly benefits at								Long-term treatment costs Growth p/a
		13 weeks		26 weeks		52 weeks		108 weeks		
Allianz	90.3%	43.8%	Steady	23.8%	Improved	15.9%	Improved	4.6%	Improved	-8.3%
Cambridge	92.2%	44.0%	Improved	25.4%	Improved	16.7%	Improved	5.7%	Improved	-3.1%
CGU	88.6%	47.2%	Steady	24.8%	Improved	17.1%	Steady	6.3%	Improved	-7.2%
GBS	88.4%	44.5%	Steady	27.0%	Steady	16.3%	Improved	6.3%	Improved	-9.6%
GIO	91.7%	44.4%	Improved	23.2%	Improved	15.9%	Steady	5.6%	Improved	-5.6%
QBE	83.6%	43.8%	Steady	26.2%	Steady	16.5%	Steady	6.5%	Improved	2.4%
Scheme	88.7%	45.0%	Steady	25.2%	Steady	16.6%	Steady	5.9%	Improved	-5.4%

Trend information

Improved Performance in current year has improved by more than 4% of that in the previous year
 Steady Current year performance within +/- 4% of the previous year
 Deteriorated Performance in current year has deteriorated by more than 4% of that in the previous year

Service and Processing

Agent	Worker Satisfaction		Employer Satisfaction		Timeliness of Processing Provider Accounts		Data Integrity	
Allianz	69.4%	Improved	84.4%	Improved	98.6%	Steady	98.1%	Steady
Cambridge	64.8%	Steady	83.3%	Improved	98.0%	Steady	98.9%	Steady
CGU	71.5%	Improved	85.5%	Improved	99.3%	Steady	99.3%	Steady
GBS	71.6%	Improved	78.2%	Improved	98.2%	Steady	96.0%	Steady
GIO	68.9%	Improved	76.8%	Improved	98.1%	Steady	98.2%	Steady
QBE	65.2%	Steady	82.7%	Improved	96.3%	Steady	98.7%	Steady
Scheme	68.7%	Improved	83.5%	Improved	98.3%	Steady	98.5%	Steady

Trend Information

Worker and Employer Satisfaction

Improved Performance in current year has improved by more than 4% of that in the previous year
 Steady Current year performance within +/- 4% of the previous year
 Deteriorated Performance in current year has deteriorated by more than 4% of that in the previous year

Trend Information

Timeliness of Processing Provider Accounts

Improved Performance in current year has improved by more than 2% of that in the previous year
 Steady Current year performance within +/- 2% of the previous year
 Deteriorated Performance in current year has deteriorated by more than 2% of that in the previous year

Measure	Definition
Timeliness of employer notification to Agent	The percentage of claims forwarded by employers to Agents within 10 days for claims of 20 days duration or more.
Duration on weekly benefits	Duration measured as the number of workers receiving 13/26/52/108 weeks of compensation expressed as a proportion of workers who have received at least 20 days of compensation. The assessment is based on Agent performance over 12 months of claims reported. See Note (1)
Long term treatment costs	Treatment expenditure includes services such as occupational rehabilitation, physiotherapy, chiropractic and personal household help. It relates to payments made more than one year after the date of injury and excludes seriously injured workers (defined as workers hospitalised for two or more nights within three months of injury). Growth is based on the comparison of payments in 2005/06 relative to 2004/05.
Worker satisfaction	A rating by workers of their overall satisfaction with services provided by their Agent. It is based on an independent survey of 3,000 workers who have received weekly benefits for more than 20 days and within the six months prior to the survey conducted in March each year. See Note (2)
Employer satisfaction	A rating by employers of their overall satisfaction with services provided by their Agent. It is based on an independent survey of 1,500 employers who received any payment for their workers in the six month period prior to the survey conducted in February each year. See Note (3)
Timeliness of processing provider accounts (higher proportion means more timely payment)	The timeliness of payment to providers for treatment provided to injured workers is assessed as the percentage of accounts paid within 30 days of receipt by the Agent during 2005/06. See Note (4)
Data integrity	Accuracy of information entered by Agents on the VWA's computer system, based on audit of 15 key fields conducted in February each year.

Other than surveys and audits, all assessments were made at 30 June 2006.

Notes:

(1) This assessment takes into account the differing mix of claims that Agents manage.

(2) The survey is accurate to within +/-5.9% at 95% confidence level for each Agent.

(3) The survey is accurate to within +/-6.6% at 95% confidence level for each Agent.

(4) This does not measure the timeliness of wage reimbursements.

In comparing performance of GIO to other Agents, please note that due to its low market share, its results can vary considerably even assessed over the period of a year. This may make the comparison with other Agents less reliable.

Market Share as at 30 June 2006

Agent	% of Policies	% of Remuneration	% of Premium
Allianz	22%	21%	20%
Cambridge	14%	15%	15%
CGU	34%	34%	31%
GBS	9%	9%	12%
GIO	1%	3%	3%
QBE	19%	18%	19%
Scheme	100%	100%	100%

Note: Number of policies refers to the employers with policies managed by each Agent. Remuneration refers to the wages (including superannuation) paid by employers managed by each Agent. Premium refers to the premium payable for the 2005/06 year for employers managed by the Agent. Due to rounding, market share may not equate to 100%.

Agent name	Full description
Allianz	Allianz Australia Workers' Compensation (Victoria) Ltd
Cambridge	Cambridge Integrated Services Victoria Pty Ltd
CGU	CGU Workers Compensation (Vic) Ltd
GBS	Gallagher Bassett Services Workers Compensation Vic Pty Ltd
GIO	GIO Workers' Compensation (Victoria) Limited*
QBE	QBE Workers Compensation (Vic) Limited

*The portfolio formerly managed by JLT was transferred to GIO on 31 December 2005. JLT ceased to be an authorised agent of the VWA on 31 December 2005.