

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS  
INSURANCE SECTOR**

**Gallagher Bassett Services Workers Compensation Vic Pty Ltd**

**GAL01QW:**

- a) For rejected or denied insurance claims across all your products, what are the average and median times, from the initiation of a claim to the decision on it?
- b) For approved insurance claims across all your products, what are the average and median times, from the initiation of a claim to the decision on it?
- c) For each of the last three reporting years, please complete the table below for each of the following products (if provided): Workplace Insurance / Accident Insurance / Income protection insurance.

*Responses for this question should include workplace insurance information relating to statutory workers compensation schemes.*

**Answer: GAL01.1QW**

Gallagher Bassett Services Workers Compensation Vic Pty Ltd is an authorised agent of the Victorian WorkCover Authority t/a WorkSafe Victoria.

WorkSafe Victoria has advised its agents that it will submit a scheme-wide response to the Standing Committee in lieu of responses from individual agents.

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**Answer: GAL01.2QW**

Gallagher Bassett Services Pty Ltd is an authorised agent of Return to Work South Australia.

Return to Work South Australia has advised its agents that it will submit a scheme-wide response to the Standing Committee in lieu of responses from individual agents.





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**Answer: GAL01.4QW**

**2017-2018**

State	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision	Median duration from initiation of claim to decision	Rejected claims - average duration from initiation of claim to decision	Rejected claims - median duration from initiation of claim to decision	Approved claims - average duration from initiation of claim to decision	Approved claims - median duration from initiation of claim to decision
ACT	141	3	138	13	6	53	34	11	6
NT	72	6	66	16	13	48	34	12	11
NSW	1555	83	1472	14	8	54	39	11	7
VIC	1563	48	1515	13	7	41	37	11	6
QLD	634	42	592	158	8	63	43	11	8
SA	271	9	262	15	8	74	55	13	8
TAS	107	1	106	15	8	29	29	15	8
WA	573	45	528	17	10	42	33	15	9
<b>TOTAL</b>	<b>4916</b>	<b>237</b>	<b>4679</b>	<b>14</b>	<b>8</b>	<b>50</b>	<b>38</b>	<b>12</b>	<b>7</b>

## 2018-2019

State	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision	Median duration from initiation of claim to decision	Rejected claims - average duration from initiation of claim to decision	Rejected claims - median duration from initiation of claim to decision	Approved claims - average duration from initiation of claim to decision	Approved claims - median duration from initiation of claim to decision
ACT	150	7	143	14	5	48	28	12	5
NT	42	6	36	18	7	38	43	15	6
NSW	1570	62	1508	12	6	54	40	10	6
VIC	1607	51	1556	10	6	48	47	8	6
QLD	643	35	608	13	6	45	63	11	6
SA	275	21	254	17	6	54	58	14	6
TAS	85	4	81	75	5	17	25	7	5
WA	600	44	556	17	7	44	36	15	7
<b>TOTAL</b>	<b>4972</b>	<b>230</b>	<b>4742</b>	<b>13</b>	<b>6</b>	<b>43</b>	<b>39</b>	<b>11</b>	<b>6</b>

## 2019-2020

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ACT	127	2	125	6	4	59	59	6	3
NT	30	2	28	15	4	121	131	8	4
NSW	1457	63	1394	9	5	32	31	9	4
VIC	1419	49	1370	9	4	39	31	8	4
QLD	529	21	508	10	5	33	29	9	4
SA	243	7	236	8	4	33	32	7	4
TAS	54	1	53	7	4	51	51	6	4
WA	455	36	419	13	6	40	32	11	5
<b>TOTAL</b>	<b>4314</b>	<b>181</b>	<b>4133</b>	<b>9</b>	<b>4</b>	<b>51</b>	<b>49</b>	<b>8</b>	<b>4</b>

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ACT									
NT									
NSW	1		1	264	264			264	264
VIC	23		23	35	10			35	10
QLD									
SA	1		1	3	3			3	3
TAS									
WA									
<b>TOTAL</b>	<b>25</b>		<b>25</b>	<b>100</b>	<b>92</b>			<b>100</b>	<b>92</b>

## 2018-2019

State	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision	Median duration from initiation of claim to decision	Rejected claims - average duration from initiation of claim to decision	Rejected claims - median duration from initiation of claim to decision	Approved claims - average duration from initiation of claim to decision	Approved claims - median duration from initiation of claim to decision
ACT	35		35	21	8			21	8
NT	1		1	8	8			8	8
NSW	153		153	13	7			13	7
VIC	188	3	185	21	8	4.5	4	21	8
QLD	144	1	143	12	6	5	5	12	6
SA	6		6	15	5.5			15	5.5
TAS	3		3	12	6			12	6
WA	11	2	9	32	8	7	7	37	8
<b>TOTAL</b>	<b>541</b>	<b>6</b>	<b>535</b>	<b>17</b>	<b>7</b>	<b>5.5</b>	<b>5</b>	<b>17.5</b>	<b>7</b>

## 2019-2020

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ACT	5		5	8.67	8			8.67	8
NT	1		1	6	6			6	6
NSW	96		96	17	11			17	11
VIC	148		148	14.76	9			14.76	9
QLD	164		164	18.6	11			18.6	11
SA	4		4	18.75	20.5			18.75	20.5
TAS									
WA	1		1	3	3			3	3
<b>TOTAL</b>	<b>418</b>		<b>418</b>	<b>12</b>	<b>10</b>			<b>12</b>	<b>10</b>