

Key Performance Indicators

ESRTW KPI's/Time to First Payment KPI

KPI's	2015	Q2 2016
(1) 48 hour contact (KPI: 80%)	84.90 %	91.9%
(2) Hierarchy (KPI: 80%)	80 %	82%
(3) Roles & respon. (Quarterly) (KPI: 80%)	97.3 %	96.8%
(4) LMR (KPI: 80%)	89.9 %	82.9%
(5) TTFP	18.25 days	17.77 days
(6) Return to Sustainable work	97%	98.1%

- ❖ (1) 48 hour contact – 80% -- initiated client contact within 48 hours of referral to case manager
- ❖ (2) Hierarchy – 80% of ESRTW claims in the Hierarchy of return to work and accommodation
- ❖ (3) Roles and Responsibilities – 80% to be explained to worker on 1st contact.
- ❖ (4) LMR – 80% KPI. Suitable Employment and Earnings (SEE) decisions made by case managers following receipt of the final LMR assessment report.
- ❖ (5) TTFP – Time to First Payment
- ❖ Workers who returned to sustainable work – A sustainable return to work outcome is an outcome where a worker did not have subsequent activity (ESRTW, TEL or LMR) on the same claim following claim closure. The result for 2015 is **97%**