Key Performance Indicators

ESRTW KPI's/Time to First Payment KPI

KPI's	2018	Q1 2019
(1) 48 hour contact (KPI: 80%)	87 %	90.9 %
(2) Hierarchy (KPI: 80%)	80.9 %	84 %
(3) Roles & respon. (Quarterly) (KPI: 80%)	97.7 %	97.4 %
(4) LMR (KPI: 80%)	83 %	95.6 %
(5) TTFP	13.97 days	14.17 days
(6) Return to Sustainable work	95.9 %	97.4 %

- ❖ (1) 48 hour contact KPI – 80% -- initiated client contact within 48 hours of referral to case manager
- ❖ (2) Hierarchy KPI – 80% of ESRTW claims in the Hierarchy of return to work and accommodation
- ❖ (3) Roles and Responsibilities KPI – 80% to be explained to worker on 1st contact.
- ❖ (4) LMR KPI– 80%. Suitable Employment and Earnings (SEE) decisions made by case managers following receipt of the final LMR assessment report.
- ❖ (5) TTFP KPI – Time to First Payment goal is 15 days.
- ❖ (6) Workers who returned to sustainable work KPI – 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.