

Dear

Request under the *Freedom of Information Act 1989*

I refer to your letter received 13 October 2011, seeking access to documents under the ACT *Freedom of Information Act 1989* (the Act) held by the ACT Insurance Authority.

You sought copies of:

"...all the Risk Management Reports, and all attached documents, distributed by the Australian capital Territory Insurance Authority to agency Chief Executive Officers in May 2011."

I am authorised under section 22 of the Act to make a decision in relation to your request.

Decision

ACTIA has identified the reports referred to in your requests, as detailed in the attached schedule to this letter.

Release of Information

All information has been considered with a view to release. However, some of the documents have been provided with deletions, the decisions made in relation to these documents are reflected in the attached schedule. Documents are identified as either 'Release 'or 'Partial Release'".

Partial Release

The Act allows for exemption of information under *Section 39 documents affecting financial or property interests of the Territory* and *Section 45 documents containing material obtained in confidence*.

Right of Review

My decision to exempt certain documents is reviewable under section 59 of the Act.

If you wish to see an internal review you should write to:

The Under Treasurer
Treasury Directorate
GPO Box 158
Canberra ACT 2601

You have 28 days in which to lodge your request or other such time as the Director-General of this Directorate permits.

You also have the right to complain to the Ombudsman about the processing of your request pursuant to section 54 of the Act. If you wish to lodge a complaint you should write to:

The Ombudsman
GPO Box 442
Canberra ACT 2601

Should you have any queries about your request please contact Treasury's FOI Coordinator on 6205 0623.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'John Fletcher', is written over the typed name and title. The signature is stylized and somewhat illegible.

John Fletcher
General Manager
11 November 2011

Freedom of Information Schedule of Documents

Folio/ page no	Item	Date	Exemption	Release Decision
1	Covering email – ACT Legislative Assembly	25/05/11		Release
2 - 5	Report - ACT Legislative Assembly	25/05/11	s.39 & 45	Part Release
6 - 7	Covering email – ACT Health	25/05/11		Release
8 - 15	Report – ACT Health	25/05/11	s.39 & 45	Part Release
16	Covering email – ACT Planning & Land Authority	25/05/11		Release
17 – 20	Report - ACT Planning & Land Authority	25/05/11	s.39 & 45	Part Release
21	Covering email – Canberra Institute of Technology	25/05/11		Release
22 – 25	Report - Canberra Institute of Technology	25/05/11	s.39 & 45	Part Release
26	Covering email – Chief Ministers Department	25/05/11		Release
27 - 30	Report - Chief Ministers Department	25/05/11	s.39 & 45	Part Release
31	Covering email – Cultural Facilities Corporation	25/05/11		Release
32 - 35	Report - Cultural Facilities Corporation	25/05/11	s.39 & 45	Part Release
36 - 37	Covering email – Department of Disability Housing and Community Services	25/05/11		Release
38 - 44	Report - Department of Disability Housing and Community Services	25/05/11	s.39 & 45	Part Release
45 - 46	Covering email – Department of Education and Training	25/05/11		Release
47 – 51	Report - Department of Education and Training	25/05/11	s.39 & 45	Part Release
52 – 53	Covering email – Department of Environment, Climate Change, Energy & Water	25/05/11		Release
54 - 57	Report - Department of Environment, Climate Change, Energy & Water	25/05/11	s.39 & 45	Part Release
58	Covering email – Department of Justice and Community Safety	25/05/11		Release
59 – 63	Report - Department of Justice and Community Safety	25/05/11	s.39 & 45	Part Release
64 – 65	Covering email – Department of Land and Property Services	25/05/11		Release
66 – 70	Report - Department of Land and Property Services	25/05/11	s.39 & 45	Part Release
71	Covering email – Department of Territory and Municipal Services	25/05/11		Release
72 - 82	Report - Department of Territory and Municipal Services	25/05/11	s.39 & 45	Part Release
83 - 84	Covering email – Department of Treasury	25/05/11		Release
85 - 88	Report - Department of Treasury	25/05/11	s.39 & 45	Part Release

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:49 AM
To: Duckworth, Ian
Subject: Claim Reports

Good morning Ian

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page summary of agency claims
- Detailed report listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

As you will see, the report identifies no significant issues or outstanding risk management actions arising from your agency's activities.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO Assembly
Summary.pdf



CEO Detail
Assembly.xls

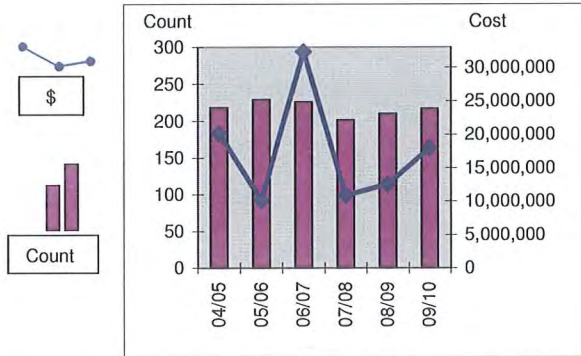


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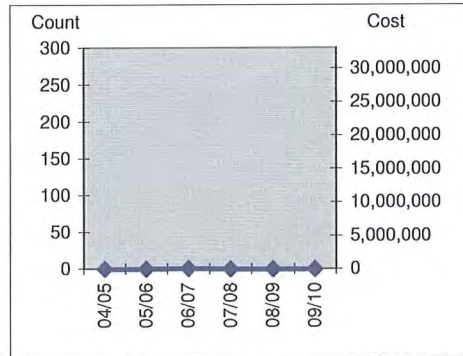
ACTIA Claims Summary - Legislative Assembly Reporting Period 1 July 2004 to 30 June 2010



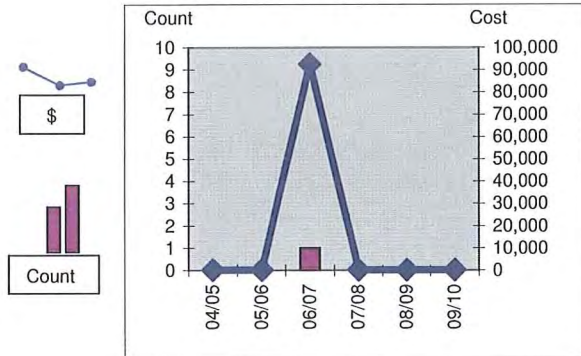
All Claims ACT Gov



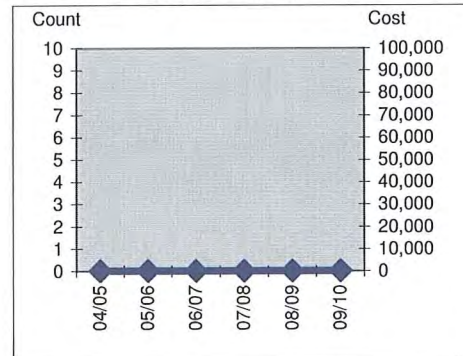
All Claims LSA (Gov scale)



Property Claims LSA (LSA scale)



PL Claims LSA (LSA scale)



Analysis

The cost of claims incurred by the Legislative Assembly during the reporting period is less than \$0.1 million (less than 0.1% of all ACT Government claims).

Significant Issues

There are no significant issues for this report.

Risk Management Action

There are no outstanding risk management actions for this report.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
PD06/0049	27-Feb-07	28-Feb-07	Redacted			Storm

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 12:05 PM
To: Brown, Peggy
Cc: Kumar, Sarwan; Fenton, Simon
Subject: Claim Reports

Good afternoon Peggy

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

Copies of this email are also being sent to Sarwan Kumar and Simon Fenton, ACTIA's usual contacts within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact Sarwan and Simon with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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7



CEO Health
Summary.pdf



CEO Detail
Health.xls



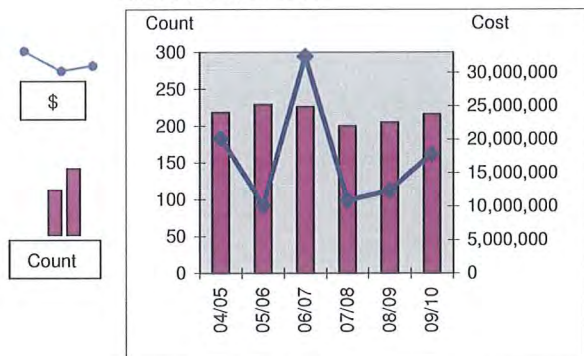
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ACTIA Claims Summary - ACT Health

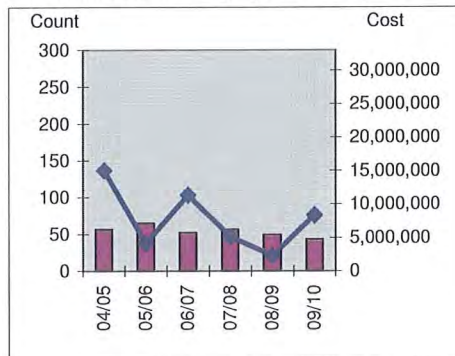
Reporting Period 1 July 2004 to 30 June 2010



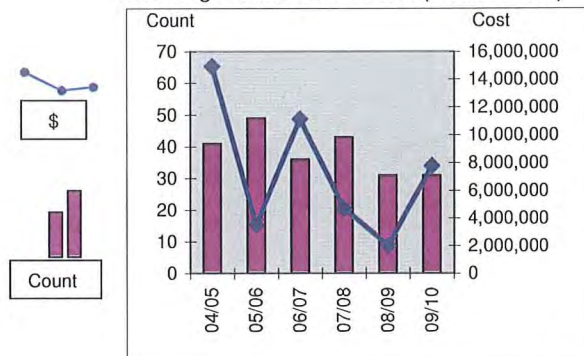
All Claims ACT Gov



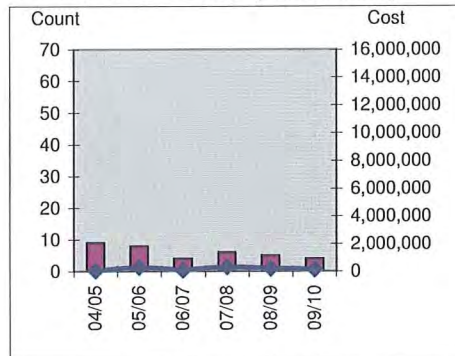
All Claims ACT Health (Gov scale)



Med Neg Claims ACT Health (Health scale)



PL Claims ACT Health (Health scale)



Analysis

The cost of claims incurred by ACT Health during the reporting period is \$46.3 million (44.6% of all Government claims), of which \$43.9 million relates to medical negligence.

ACTIA has attempted to classify these medical claims by type. This identifies the majority of costs in these years arise from diagnosis (\$16.2 m), birth (\$12.1 m), surgery (\$8.4 m) and non surgical care (\$4.7 m).

Medical negligence claims typically take many years to develop and ACTIA expects the costs of claims in all years shown to increase over time. This indicates that 2009/10 is likely to be a very expensive year.

Significant Issues

Over 90% of ACT Health's claim costs relate to medical negligence claims.

Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed. The methodology for the classification of medical negligence claims has been developed by ACTIA and may not be the most appropriate tool for this purpose.

Risk Management Action

ACTIA and ACT Health to agree and validate a methodology for the classification of medical negligence claims.

ACTIA and ACT Health to develop a risk management plan for the interrogation and analysis of medical negligence claims, so that causes and contributory factors can be identified.

Claim Number	Incident	Notification	Legal Costs	Outstanding	tal Estimated Co	Type of Claim
DO04/0024	02-Dec-04	14-Apr-05				Employment practices
DO04/0025	10-Jun-05	28-Jun-05				Employment practices
DO04/0027	26-Aug-04	30-Jun-05				Employment practices
DO05/0001	05-Sep-05	05-Sep-05				Employment practices
DO05/0002	01-Apr-05	30-Aug-05				Employment practices
DO05/0006	14-Feb-06	24-Mar-06				Employment practices
DO06/0011	25-Oct-06	19-Apr-07				Discrimination
DO06/0014	26-Oct-06	15-May-07				Registration
DO06/0016	19-Apr-07	17-May-07				Employment practices
DO07/0009	10-Apr-08	15-Apr-08				Registration
DO09/0005	17-Aug-09	25-Aug-09				Non-surgical
MED04/0008	23-May-04	26-Jul-04				Surgery
MED04/0036	09-Sep-04	16-Sep-04				Diagnosis
MED04/0037	01-Aug-04	16-Sep-04				Diagnosis ED
MED04/0056	11-Apr-04	01-Oct-04				Diagnosis
MED04/0058	31-Jul-04	05-Oct-04				Discharge
MED04/0060	30-Sep-04	11-Oct-04				Non-surgical
MED04/0062	08-Sep-00	15-Sep-04				Other
MED04/0076	20-Feb-04	25-Oct-04				Diagnosis ED
MED04/0088	27-Aug-04	28-Oct-04				Diagnosis ED
MED04/0094	14-May-04	10-Nov-04				Surgery
MED04/0124	20-Sep-04	24-Nov-04				Diagnosis ED
MED04/0126	19-Oct-04	24-Nov-04				Medication
MED04/0127	01-Nov-04	24-Nov-04				Surgery
MED04/0128	17-Aug-04	08-Nov-04				Diagnosis
MED04/0149	26-Jun-02	09-Dec-04				Non-surgical
MED04/0156	09-Dec-01	15-Dec-04				Birth
MED04/0157	10-Feb-04	10-Dec-04				Non-surgical
MED04/0161	09-Dec-01	26-Nov-04				Birth
MED04/0162	09-Dec-01	23-Dec-04				Birth
MED04/0201	28-Jul-04	17-Jan-05				Birth
MED04/0219	29-Jan-05	31-Jan-05				Non-surgical
MED04/0229	08-Jan-05	03-Feb-05				Diagnosis ED
MED04/0230	20-Jul-04	18-Feb-05				Surgery
MED04/0235	10-Feb-02	15-Feb-05				Surgery
MED04/0243	18-Apr-03	23-Feb-05				Non-surgical
MED04/0245	28-Nov-02	21-Sep-04				Birth
MED04/0247	24-Feb-05	24-Feb-05				Non-surgical
MED04/0299	03-Apr-04	27-Oct-04				Diagnosis ED
MED04/0360	26-Feb-05	02-May-05				Surgery
MED04/0361	08-Oct-04	02-May-05				Non-surgical
MED04/0440	28-Nov-02	21-Sep-04				Birth
MED04/0469	08-Nov-04	02-Jun-05				Surgery
MED04/0473	02-Feb-04	06-Jun-05				Surgery
MED04/0474	11-Feb-04	02-Jun-05				Diagnosis ED
MED04/0475	01-Sep-04	06-Jun-05				Surgery
MED04/0509	14-Dec-04	09-Jun-05				Surgery
MED04/0536	05-Jun-05	20-Jun-05				Non-surgical
MED04/0541	04-Dec-95	20-Jun-05				Diagnosis
MED04/0568	19-Sep-96	22-Jun-05				Surgery
MED04/0760	04-Sep-03	05-Nov-04				Birth
MED04/0761	04-Sep-03	05-Nov-04				Birth
MED05/0012	09-Nov-04	18-Jul-05				Diagnosis ED
MED05/0013	26-Jul-02	18-Jul-05				Non-surgical
MED05/0019	27-Oct-02	20-Jul-05				Non-surgical
MED05/0020	17-Jun-05	20-Jul-05				Diagnosis ED
MED05/0035	16-Jul-05	22-Jul-05				Diagnosis ED
MED05/0040	24-Apr-04	28-Jul-05				Non-surgical
MED05/0041	06-Jun-05	01-Aug-05				Assault
MED05/0047	10-Nov-04	03-Aug-05				Diagnosis ED
MED05/0052	05-Jun-05	04-Aug-05				Non-surgical
MED05/0054	15-Sep-02	04-Aug-05				Non-surgical
MED05/0060	05-Aug-05	09-Aug-05				Other
MED05/0061	03-Jul-05	10-Aug-05				Non-surgical

Redacted

MED05/0064	04-Aug-05	11-Aug-05	[Redacted]	Non-surgical
MED05/0089	22-Feb-04	15-Aug-05		Other
MED05/0091	08-May-05	24-Aug-05		Diagnosis ED
MED05/0135	02-Sep-05	21-Sep-05		Diagnosis
MED05/0142	30-Dec-04	19-Sep-05		Non-surgical
MED05/0149	31-May-02	23-Sep-05		Other
MED05/0183	14-Nov-03	14-Oct-05		Birth
MED05/0188	17-Oct-05	17-Oct-05		Birth
MED05/0190	15-Sep-05	18-Oct-05		Delay
MED05/0197	06-Oct-05	20-Oct-05		Non-surgical
MED05/0219	10-Jan-01	03-Nov-05		Surgery
MED05/0298	31-Oct-05	29-Nov-05		Birth
MED05/0310	04-Feb-03	22-Nov-05		Birth
MED05/0331	05-Dec-05	07-Dec-05		Consent
MED05/0337	18-Mar-04	13-Dec-05		Surgery
MED05/0345	19-May-05	15-Dec-05		Surgery
MED05/0350	05-Dec-05	07-Dec-05		Consent
MED05/0352	12-Jan-03	20-Dec-05		Non-surgical
MED05/0405	28-Oct-02	16-Jan-06		Dental
MED05/0445	27-Jun-02	01-Feb-06		Delay
MED05/0450	04-Apr-03	03-Feb-06		Surgery
MED05/0494	15-Dec-05	15-Feb-06		Medication
MED05/0512	16-Sep-02	22-Feb-06		Surgery
MED05/0535	01-Feb-06	07-Mar-06		Diagnosis
MED05/0544	13-Dec-05	09-Mar-06		Diagnosis ED
MED05/0568	06-Dec-05	17-Mar-06		Diagnosis ED
MED05/0605	27-Mar-06	31-Mar-06		Birth
MED05/0622	25-Dec-05	13-Apr-06		Delay
MED05/0656	12-Dec-05	04-May-06		Non-surgical
MED05/0682	02-Jul-05	17-May-06		Other
MED05/0685	25-Feb-06	19-May-06		Diagnosis ED
MED05/0726	01-Nov-05	09-Jun-06		Medication
MED05/0761	10-Jan-04	23-Jun-06		Diagnosis ED
MED05/0767	26-Jul-05	23-Jun-06		Diagnosis ED
MED05/0840	18-Mar-06	26-Jun-06		Delay
MED05/0933	07-Jun-06	28-Jun-06		Consent
MED05/0946	02-Jun-06	30-Jun-06		Surgery
MED06/0001	10-Sep-01	05-Jul-06		Diagnosis ED
MED06/0015	26-Oct-02	14-Jul-06		Diagnosis
MED06/0057	27-Jul-06	10-Aug-06		Non-surgical
MED06/0082	07-Aug-06	23-Aug-06	Non-surgical	
MED06/0092	21-Apr-02	28-Aug-06	Non-surgical	
MED06/0095	23-Jun-05	29-Aug-06	Non-surgical	
MED06/0103	27-Aug-06	01-Sep-06	Birth	
MED06/0238	25-Sep-06	18-Oct-06	Non-surgical	
MED06/0254	07-Aug-06	20-Oct-06	Other	
MED06/0299	01-Jul-02	13-Nov-06	Non-surgical	
MED06/0387	13-Nov-06	04-Dec-06	Surgery	
MED06/0485	26-Dec-06	05-Jan-07	Birth	
MED06/0494	03-Jan-07	05-Jan-07	Birth	
MED06/0503	31-May-03	02-Jan-07	Dental	
MED06/0520	22-Oct-02	20-Dec-06	Surgery	
MED06/0524	30-Apr-06	19-Jan-07	Diagnosis ED	
MED06/0526	14-Feb-02	12-Jan-07	Diagnosis ED	
MED06/0548	25-Oct-06	11-Jan-07	Non-surgical	
MED06/0567	10-Jan-07	29-Jan-07	Surgery	
MED06/0667	30-Jan-07	23-Feb-07	Non-surgical	
MED06/0708	20-Dec-06	21-Feb-07	Surgery	
MED06/0758	15-Feb-07	02-Mar-07	Diagnosis ED	
MED06/0761	16-Feb-07	06-Mar-07	Non-surgical	
MED06/0823	26-Feb-07	23-Mar-07	Diagnosis ED	
MED06/0831	29-Mar-07	03-Apr-07	Diagnosis	
MED06/0832	17-Oct-04	03-Apr-07	Non-surgical	
MED06/0834	09-Sep-96	15-Mar-07	Birth	
MED06/0838	03-Nov-98	05-Apr-07	Surgery	

Redacted

MED06/0863	08-Dec-06	16-Apr-07	Redacted	Diagnosis ED
MED06/0933	09-Jan-07	27-Apr-07		Birth
MED06/1175	02-Mar-01	18-Jun-07		Other
MED06/1176	15-Nov-06	18-Jun-07		Other
MED06/1181	18-May-07	15-Jun-07		Diagnosis ED
MED06/1226	11-May-06	20-Jun-07		Non-surgical
MED06/1245	09-Jun-07	26-Jun-07		Other
MED06/1360	13-Apr-07	29-Jun-07		Other
MED07/0077	09-Jul-07	24-Jul-07		Surgery
MED07/0078	02-Jul-07	20-Jul-07		Non-surgical
MED07/0087	03-Jul-07	27-Jul-07		Medication
MED07/0090	24-Aug-97	27-Jul-07		Birth
MED07/0094	16-Jul-07	19-Jul-07		Delay
MED07/0123	16-Jul-07	06-Aug-07		Delay
MED07/0344	29-Aug-07	12-Sep-07		Consent
MED07/0442	14-Sep-07	25-Sep-07		Non-surgical
MED07/0450	20-Sep-07	25-Sep-07		Surgery
MED07/0612	30-Sep-07	18-Oct-07		Surgery
MED07/0616	01-Jan-07	26-Oct-07		Infection
MED07/0669	30-Oct-07	07-Nov-07		Non-surgical
MED07/0736	04-May-06	16-Nov-07		Surgery
MED07/0776	21-Jun-07	23-Nov-07		Other
MED07/0777	20-Nov-07	23-Nov-07		Medication
MED07/0782	12-Jun-07	28-Nov-07		Diagnosis
MED07/0833	26-Oct-00	21-Nov-07		Surgery
MED07/0881	26-Nov-07	12-Dec-07		Non-surgical
MED07/0920	30-Mar-07	19-Dec-07		Diagnosis
MED07/0937	01-Nov-07	09-Jan-08		Surgery
MED07/1046	06-Jan-08	18-Jan-08		Non-surgical
MED07/1047	09-Jan-08	18-Jan-08		Non-surgical
MED07/1058	21-Dec-07	21-Dec-07		Non-surgical
MED07/1158	15-Dec-07	23-Jan-08		Discharge
MED07/1310	12-Feb-08	15-Feb-08		Non-surgical
MED07/1311	11-Feb-08	15-Feb-08		Non-surgical
MED07/1374	01-Mar-08	13-Mar-08		Surgery
MED07/1432	06-Dec-07	11-Mar-08		Surgery
MED07/1435	21-Jan-08	12-Mar-08		Non-surgical
MED07/1466	06-Feb-08	11-Mar-08		Non-surgical
MED07/1478	06-Feb-08	20-Feb-08		Non-surgical
MED07/1622	13-Jul-07	26-Mar-08		Diagnosis ED
MED07/1695	11-Jan-07	27-Mar-08	Birth	
MED07/1725	13-Feb-84	11-Apr-08	Birth	
MED07/1814	03-Jul-06	30-Apr-08	Diagnosis	
MED07/1835	16-Aug-06	30-Apr-08	Surgery	
MED07/1836	07-Dec-99	30-Apr-08	Surgery	
MED07/1891	07-Apr-08	15-May-08	Surgery	
MED07/1932	09-May-08	21-May-08	Non-surgical	
MED07/2219	25-Oct-07	20-Jun-08	Surgery	
MED07/2787	23-May-08	20-Jun-08	Diagnosis ED	
MED07/3034	24-Jun-08	30-Jun-08	Non-surgical	
MED07/3478	17-Nov-07	20-Aug-08	Diagnosis ED	
MED08/0001	04-Jul-08	08-Jul-08	Non-surgical	
MED08/0116	30-Nov-07	23-Jul-08	Surgery	
MED08/0154	07-Apr-03	04-Aug-08	Non-surgical	
MED08/0174	23-Jul-08	06-Aug-08	Birth	
MED08/0175	26-Jul-08	06-Aug-08	Birth	
MED08/0420	19-Aug-08	27-Aug-08	Diagnosis ED	
MED08/0527	11-Dec-07	08-Sep-08	Dental	
MED08/0776	24-Sep-08	25-Sep-08	Diagnosis ED	
MED08/1085	06-Oct-08	22-Oct-08	Diagnosis ED	
MED08/1087	14-Oct-07	27-Oct-08	Diagnosis ED	
MED08/1123	05-Oct-07	30-Oct-08	Surgery	
MED08/1191	14-Apr-08	22-Oct-08	Medication	
MED08/1346	05-Sep-08	28-Oct-08	Surgery	
MED08/1480	31-Oct-08	25-Nov-08	Diagnosis ED	

MED08/1560	21-Oct-08	03-Dec-08	[Redacted]	Non-surgical
MED08/1898	07-Jan-09	21-Jan-09		Diagnosis
MED08/2218	27-Nov-07	12-Feb-09		Surgery
MED08/2668	01-Sep-08	24-Mar-09		Other
MED08/2774	25-Mar-09	25-Mar-09		Birth
MED08/2845	25-Mar-09	07-Apr-09		Birth
MED08/2913	14-Nov-06	17-Apr-09		Other
MED08/3043	16-Oct-08	22-Apr-09		Surgery
MED08/3199	18-May-09	20-May-09		Non-surgical
MED08/3242	08-Nov-07	22-May-09		Surgery
MED08/3271	14-May-03	23-May-09		Non-surgical
MED08/3272	30-Apr-09	08-May-09		Diagnosis
MED08/3376	01-Jul-07	02-Jun-09		Non-surgical
MED08/3514	19-Feb-09	10-Jun-09		Non-surgical
MED08/3562	21-Jul-06	01-Mar-09		Birth
MED08/3659	04-Jun-09	22-Jun-09		Surgery
MED08/3715	23-Jun-09	24-Jun-09		Delay
MED09/0009	13-Jul-08	01-Jul-09		Non-surgical
MED09/0188	05-Jun-08	22-Jul-09		Surgery
MED09/0189	10-Feb-03	27-Jul-09		Birth
MED09/0411	17-Mar-09	12-Aug-09		Non-surgical
MED09/0437	10-Aug-09	11-Aug-09		Diagnosis
MED09/0459	14-Jul-09	11-Aug-09		Medication
MED09/0672	17-Aug-09	25-Aug-09		Non-surgical
MED09/0725	25-Aug-09	28-Aug-09		Surgery
MED09/0862	13-Aug-09	08-Sep-09		Surgery
MED09/0912	22-Apr-09	15-Sep-09		Dental
MED09/1050	03-Sep-09	17-Sep-09		Birth
MED09/1067	16-Sep-09	18-Sep-09		Surgery
MED09/1417	28-Sep-07	16-Oct-09		Surgery
MED09/1623	22-Oct-09	23-Oct-09		Surgery
MED09/1782	29-Oct-09	11-Nov-09		Non-surgical
MED09/1811	17-Sep-09	13-Nov-09		Non-surgical
MED09/2051	04-Jul-09	18-Nov-09		Diagnosis ED
MED09/2070	03-Sep-09	04-Dec-09		Infection
MED09/2075	08-May-09	17-Nov-09		Diagnosis
MED09/2197	26-Nov-09	01-Dec-09		Surgery
MED09/2379	05-Nov-09	10-Dec-09		Diagnosis
MED09/2386	15-Dec-09	18-Dec-09		Birth
MED09/2387	14-Dec-09	18-Dec-09		Birth
MED09/2424	11-Dec-09	22-Dec-09		Birth
MED09/2875	02-Feb-10	04-Feb-10		Surgery
MED09/3512	25-Feb-10	09-Mar-10	Non-surgical	
MED09/3623	16-Jan-09	30-Mar-10	Dental	
MED09/4021	31-Jul-09	06-May-10	Diagnosis ED	
MED09/4078	29-May-09	03-May-10	Diagnosis ED	
MED09/4738	22-May-10	11-Jun-10	Diagnosis ED	
MED09/4899	13-Jun-10	22-Jun-10	Consent	
PD04/0021	28-Nov-04	03-Dec-04	Theft	
PD04/0043	04-Jan-05	19-May-05	Water	
PD05/0026	02-Dec-05	05-Dec-05	Storm	
PD05/0047	04-Jan-06	09-Jan-06	Impact	
PD05/0057	16-Jan-06	17-Jan-06	Stock	
PD06/0004	25-Jul-06	26-Jul-06	Fire	
PD06/0017	31-Dec-06	02-Jan-07	Storm	
PD06/0034	19-Feb-07	20-Feb-07	Machinery Breakdown	
PD06/0041	27-Feb-07	28-Feb-07	Storm	
PD06/0058	08-Apr-07	11-Apr-07	Malicious Damage	
PD06/0081	11-May-07	08-Oct-07	Stock	
PD07/0039	05-Mar-08	13-Mar-08	Stock	
PD07/0042	11-Apr-08	16-Apr-08	Impact	
PD07/0043	02-May-08	07-May-08	Impact	
PD08/0020	28-Oct-08	28-Oct-08	Impact	
PD08/0021	17-Oct-08	29-Oct-08	Stock	
PD08/0022	04-Nov-08	05-Nov-08	Impact	

PD08/0035	22-Jan-09	23-Jan-09	Storm
PD08/0037	19-Jan-09	28-Jan-09	Stock
PD08/0043	04-Feb-09	04-Feb-09	Impact
PD08/0054	13-Apr-09	14-Apr-09	Storm
PD08/0057	17-Apr-09	30-Apr-09	Malicious Damage
PD08/0063	10-Jun-09	10-Jun-09	Water
PD09/0006	27-Jul-09	30-Jul-09	Water
PD09/0043	17-Dec-09	17-Dec-09	Fire
PD09/0049	29-Jan-10	01-Feb-10	Stock
PD09/0051	14-Jan-10	27-Jan-10	Stock
PD09/0079	01-Oct-09	10-Feb-10	Machinery Breakdown
PL04/0080	02-Sep-04	06-Sep-04	Hit by object
PL04/0626	29-Jan-05	31-Jan-05	Assault
PL04/0707	29-Jan-04	01-Mar-05	Fall
PL04/0735	12-Nov-04	23-Feb-05	Property loss
PL04/0840	01-Jul-03	19-Nov-04	Employment practices
PL04/0841	01-Jul-03	19-Nov-04	Employment practices
PL04/0842	01-Jul-03	19-Nov-04	Employment practices
PL04/0843	01-Jul-03	28-Sep-04	Employment practices
PL04/1213	25-Oct-04	01-Jul-05	Fall
PL05/0148	30-Aug-05	11-Sep-05	Property damage
PL05/0326	26-Jul-05	27-Oct-05	Fall
PL05/0554	31-Jan-05	08-Dec-05	Fall
PL05/0735	21-Feb-06	02-Mar-06	Fall
PL05/0908	05-Jun-05	22-Jul-05	Assault
PL05/1336	10-Jun-06	27-Nov-06	Hit by object
PL05/1344	04-May-06	18-May-07	Fall
PL05/1350	17-Dec-05	20-Jan-06	Assault
PL06/0970	29-Mar-07	26-Apr-07	Fall
PL06/1292	31-May-07	07-Jun-07	Property loss
PL06/1468	23-Apr-07	23-Aug-07	Fall
PL06/1522	23-Apr-07	13-Aug-08	Assault
PL07/0306	22-Aug-07	06-Sep-07	Other
PL07/1022	07-Jul-07	16-Apr-08	Fall
PL07/1426	21-May-08	02-Jul-08	Fall
PL07/1496	06-May-08	22-Dec-08	Hit by object
PL07/1504	16-Jan-08	09-Jul-09	Fall
PL07/1511	17-Mar-08	02-Apr-08	Passenger fall
PL08/0141	13-Jul-08	27-Aug-08	Fall
PL08/0258	11-Aug-08	24-Sep-08	Hit by object
PL08/0259	12-Sep-08	24-Sep-08	Assault
PL08/1061	30-Apr-09	30-Apr-09	Hit by object
PL08/1177	27-May-09	02-Jun-09	Fall
PL09/0441	31-Aug-09	23-Oct-09	Fall
PL09/1356	27-Apr-10	11-Jun-10	Property loss
PL09/1508	05-May-10	07-Jul-10	Fall
PL09/1596	27-Jun-10	30-Jun-10	Fall
PROF05/0006	23-Sep-05	14-Oct-05	Fall
PROF05/0079	14-Feb-06	24-Mar-06	Employment practices
PROF06/0028	25-Oct-06	19-Apr-07	Discrimination
PROF07/0058	10-Apr-08	15-Apr-08	Registration
TRAV04/0001	17-Mar-05	21-Mar-05	Travel
TRAV06/0002	11-Sep-06	24-Oct-06	Travel
TRAV06/0004	21-May-07	02-Aug-07	Travel
TRAV07/0004	25-Jun-08	02-Sep-08	Travel
TRAV08/0001	16-Sep-08	26-Sep-08	Travel
TRAV08/0002	20-Nov-08	25-Nov-08	Travel
TRAV08/0004	20-Jun-09	02-Jul-09	Travel
TRAV08/0005	06-May-09	04-Sep-09	Travel
TRAV09/0001	06-Aug-09	23-Sep-09	Travel
TRAV09/0003	17-Apr-10	02-May-10	Travel
VA07/0002	29-Apr-08	15-May-08	Fall

Redacted

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:49 AM
To: Savery, Neil
Cc: Hart, David
Subject: Claim Reports

Good morning Neil

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page summary of agency claims
- Detailed report listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to David Hart, ACTIA's usual contact within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact David with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO ACTPLA
Summary.pdf



CEO Detail
ACTPLA.xls



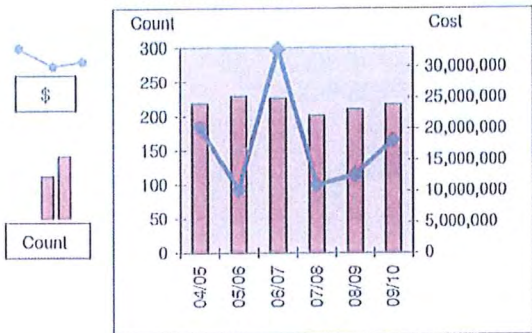
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ACTIA Claims Summary - ACTPLA

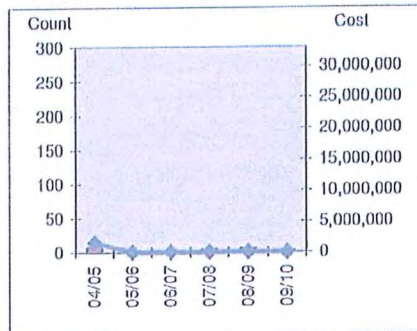
Reporting Period 1 July 2004 to 30 June 2010



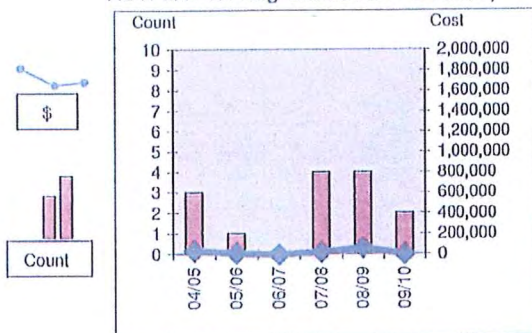
All Claims ACT Gov



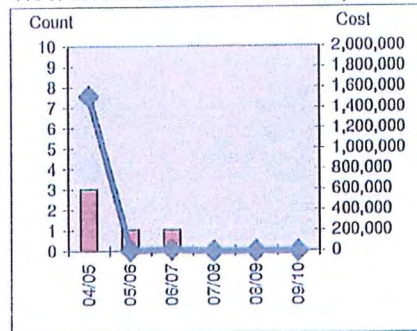
All Claims ACTPLA (Gov scale)



ACTPLA Prof Neg Claims ACTPLA scale)



ACTPLA PL Claims ACTPLA scale)



Analysis

The cost of claims incurred by ACTPLA during the reporting period is \$1.7 million (1.6% of all ACT Government claims), of which \$1.5 million relates to public liability and \$0.1 million to professional indemnity.

Liability claims typically take several years to develop and ACTIA expects the costs of ACTPLA's public liability claims in the more recent years shown to increase over time.

Significant Issues

- Over 88% of ACTPLA's claim costs relate to one large personal injury claim.
- Over 94% of ACTPLA's claim costs relate to issues arising out of development applications.
- Further interrogation and analysis of ACTPLA's claims may identify causes and contributory factors, from which risk management treatments may be developed.

Risk Management Action

ACTIA and ACTPLA to develop a risk management plan for the interrogation and analysis of claims, so that causes and contributory factors can be identified.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
DO08/0003	02-Dec-02	28-Oct-08	Redacted			Trespass
PD04/0027	20-Jan-05	21-Jan-05				Storm
PL04/0049	14-Jul-04	28-Jul-04				Fall
PL04/1345	25-Dec-04	23-May-07				Fall
PL04/1347	22-May-05	01-Apr-08				Fall
PL05/1352	12-Dec-05	19-Nov-07				Privacy
PL06/0972	28-Jul-06	27-Apr-07				Trespass
PROF04/0005	05-Oct-04	03-Mar-05				Development application
PROF04/0008	21-Mar-01	07-Jun-05				Development application
PROF04/0009	23-Jun-05	23-Jun-05				Licensing
PROF05/0057	01-Sep-04	09-Dec-05				Development application
PROF07/0053	14-Nov-07	02-Apr-08				Development application
PROF07/0062	19-May-08	20-May-08				Other
PROF07/0064	21-Aug-07	29-May-08				Development application
PROF07/0066	07-Sep-07	16-Jun-08				Development application
PROF08/0004	03-Sep-08	10-Sep-08				Development application
PROF08/0009	12-Oct-08	16-Oct-08				Development application
PROF08/0010	10-Nov-08	10-Dec-08				Development application
PROF08/0026	15-May-09	27-May-09				Licensing
PROF09/0007	01-Oct-09	01-Oct-09				Development application
PROF09/0021	30-Oct-09	10-Mar-10	Other			

ACTIA Claim Reports

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ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

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The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

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The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:49 AM
To: Marron, Adrian
Cc: Kay, Shane
Subject: Claim Reports

Good morning Adrian

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
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The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to Shane Kay, ACTIA's usual contact within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact Shane with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601
PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO CIT
Summary.pdf



CEO Detail CIT.xls



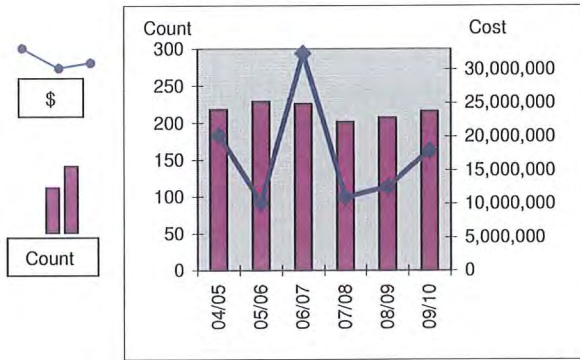
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ACTIA Claims Summary - CIT

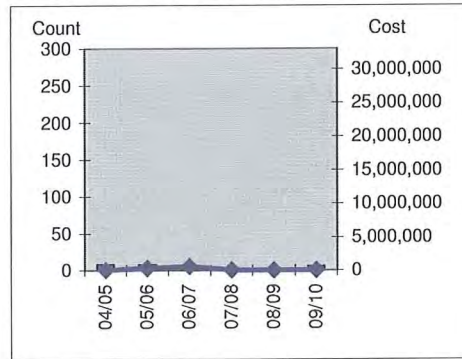
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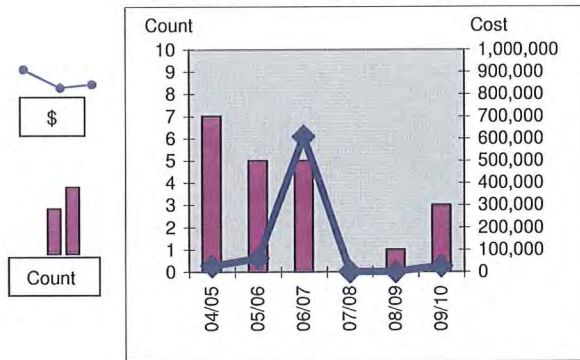
All Claims ACT Gov



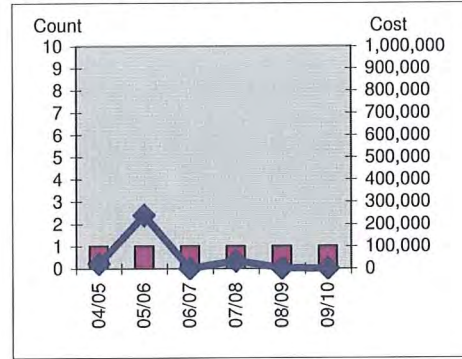
All Claims CIT (Gov scale)



Property Claims CIT (CIT scale)



PL Claims CIT (CIT scale)



Analysis

The cost of claims incurred by CIT during the reporting period is \$1 million (1% of all ACT Government claims), of which \$0.7 million relates to property and \$0.3 million to public liability.

The majority of costs in these years arise from storm damage (\$0.6 million), although most of this cost arose from one incident in 2007. CIT also suffers from a high frequency of low value thefts.

Liability claims typically take several years to develop and ACTIA expects the costs of CIT's public liability claims in the more recent years shown to increase over time.

Significant Issues

Over 57% of CIT's claim costs relate to one large storm claim.

Further interrogation and analysis of CIT's claims may identify other issues for which risk management treatments could be developed.

Risk Management Action

ACTIA and CIT to develop a risk management plan for the interrogation and analysis of claims, so that causes and contributory factors can be identified.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
PD04/0018	03-Sep-04	29-Oct-04	Redacted			Theft
PD04/0020	16-Nov-04	22-Nov-04				Theft
PD04/0022	08-Dec-04	09-Dec-04				Storm
PD04/0036	15-Feb-05	01-Mar-05				Theft
PD04/0045	26-Apr-05	23-May-05				Theft
PD04/0047	30-Apr-05	04-May-05				Theft
PD04/0049	16-Jun-05	17-Jun-05				Theft
PD05/0007	14-Aug-05	14-Aug-05				Theft
PD05/0017	23-Oct-05	07-Nov-05				Theft
PD05/0043	20-Dec-05	05-Jan-06				Malicious Damage
PD05/0061	02-Dec-05	15-Feb-06				Storm
PD05/0066	06-Mar-06	07-Mar-06				Theft
PD06/0003	03-Jul-06	27-Jul-06				Theft
PD06/0021	31-Dec-06	03-Jan-07				Storm
PD06/0035	21-Feb-07	23-Feb-07				Storm
PD06/0042	27-Feb-07	28-Feb-07				Storm
PD06/0055	16-Jan-07	21-Mar-07				Theft
PD08/0007	08-Sep-08	08-Sep-08				Stock
PD09/0024	01-Oct-09	01-Oct-09				Malicious Damage
PD09/0070	20-May-10	02-Jun-10				Theft
PD09/0076	16-Jun-10	25-Jun-10				Theft
PL04/1207	28-Feb-05	23-Jun-05				Hit by object
PL05/1318	05-Jun-06	11-Aug-06				Sports
PL06/1480	05-Apr-07	28-Nov-07				Assault
PL07/1374	03-Jun-08	30-Jun-08				Fall
PL08/0701	01-Dec-08	27-Jan-09				Fall
PL09/1576	26-Aug-09	09-Aug-10				Other
TRAV05/0004	28-Jun-05	01-Sep-05				Travel
TRAV09/0004	16-Apr-10	06-May-10				Travel
VA07/0003	06-May-08	22-Dec-08				Volunteer

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The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:49 AM
To: Cappie-Wood, Andrew
Cc: Hall, Sue
Subject: Claim Reports

Good morning Andrew

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

As you will see, the report identifies no significant issues or outstanding risk management actions arising from your agency's activities.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601
PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO CMD
Summary.pdf



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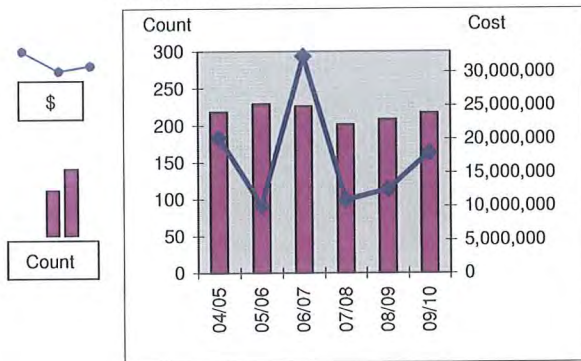
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ACTIA Claims Summary - CMD

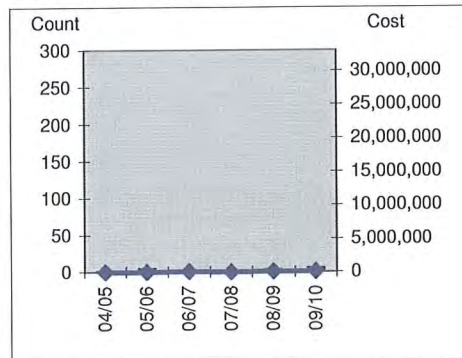
Reporting Period 1 July 2004 to 30 June 2010



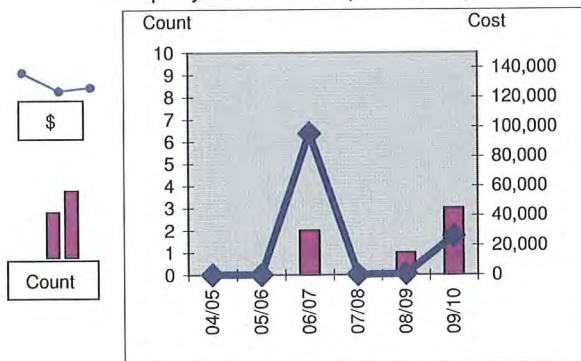
All Claims ACT Gov



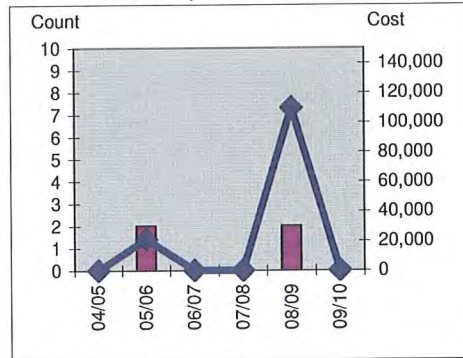
All Claims CMD (Gov scale)



Property Claims CMD (CMD scale)



PL Claims CMD (CMD scale)



Analysis

The cost of claims incurred by CMD during the reporting period is \$0.3 million (0.3% of all ACT Government claims), of which \$0.12 million relates to property and \$0.13 million to public liability. The majority of costs in these years arise from specific incidents with no significant trend apparent, although the Department does suffer from a high frequency of low value claims for damage to artwork. Liability claims typically take several years to develop and ACTIA expects the costs of the Department's public liability claims in the more recent years shown may increase over time.

Significant Issues

There are no significant issues for this report.

Risk Management Action

There are no outstanding risk management actions for this report.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
DO09/0014	30-Oct-00	26-Mar-10	Redacted			Discrimination
PD06/0025	09-Dec-06	11-Jan-07				Theft
PD06/0040	27-Feb-07	28-Feb-07				Storm
PD08/0038	01-Jan-09	08-Jan-09				Malicious Damage
PD09/0055	14-Feb-10	16-Feb-10				Impact
PD09/0063	15-Mar-10	25-Mar-10				Glass
PD09/0078	21-Jun-10	24-Jun-10				Malicious Damage
PL05/0583	27-Sep-05	13-Dec-05				Discrimination
PL05/1353	12-Dec-05	19-Nov-07				Privacy
PL08/0295	14-Sep-08	18-Sep-08				Hit by object
PL08/0713	26-Jan-09	11-Feb-09				Property theft
PROF04/0010	28-Jun-05	29-Jun-05				Other
TRAV05/0003	17-Jan-05	20-Sep-05				Travel
TRAV07/0003	10-Mar-08	16-Apr-08				Travel
VA05/0002	13-Aug-05	22-Feb-06				Volunteer
VA09/0001	12-Jan-10	18-Mar-10				Volunteer

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:49 AM
To: Elvin, Harriet
Cc: Tidy, Ian
Subject: Claim Reports

Good morning Harriet

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to Ian Tidy, ACTIA's usual contact within your agency for insurance and risk management issues.

As you will see, the report identifies no significant issues or outstanding risk management actions arising from your agency's activities.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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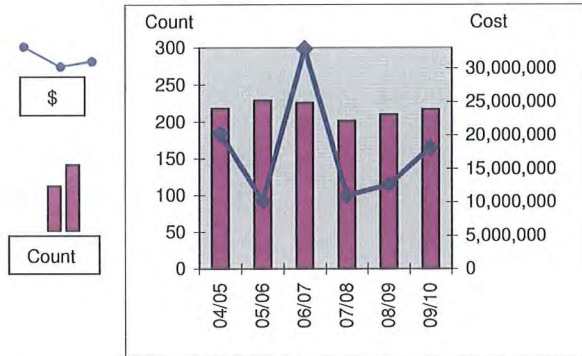
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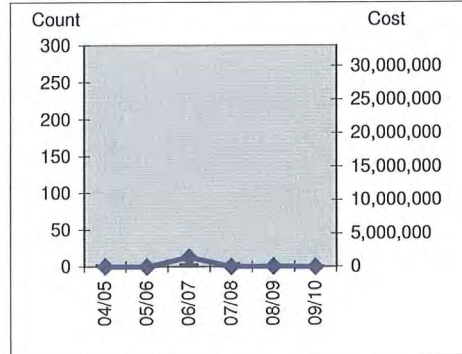
ACTIA Claims Summary - CFC

Reporting Period 1 July 2004 to 30 June 2010

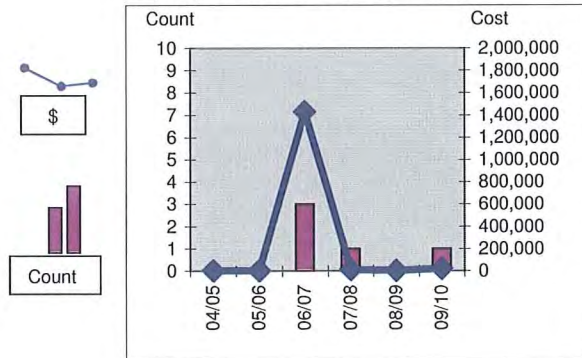
All Claims ACT Gov



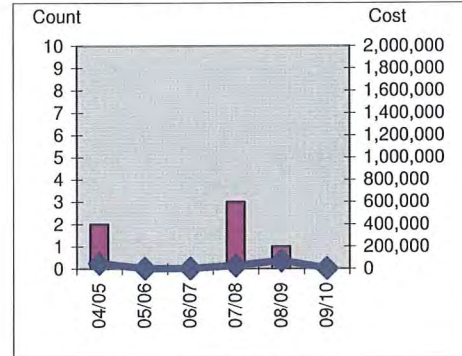
All Claims CFC (Gov scale)



Property Claims CFC (CFC scale)



PL Claims CFC (CFC scale)



Analysis

The cost of claims incurred by CFC during the reporting period is \$1.6 million (1.5% of all ACT Government claims), of which \$1.48 million relates to property claims. \$1.43 million has been caused by three large storm claims in 2006/07.

Significant Issues

There are no significant issues for this report.

Risk Management Action

There are no outstanding risk management actions for this report.

Agency Detailed Claims Report - Cultural Facilities Corporation

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
PD06/0026	31-Dec-06	15-Jan-07	Redacted			Storm
PD06/0039	27-Feb-07	28-Feb-07				Storm
PD06/0043	27-Feb-07	28-Feb-07				Storm
PD07/0001	10-Jul-07	11-Jul-07				Water
PD09/0080	14-Nov-09	16-Nov-09				Glass
PL04/0001	10-Jul-04	12-Jul-04				Fall
PL04/1328	18-Dec-04	22-Aug-05				Fall
PL07/0312	11-Jul-07	26-Sep-07				Fall
PL07/0736	15-Sep-07	23-Nov-07				Fall
PL07/0737	15-Sep-07	23-Nov-07				Fall
PL08/1598	28-May-09	14-Jul-09	Fall			

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 12:13 PM
To: Warner, Diane
Subject: FW: Claim Reports

Diane

FYI - Whilst Lorraine is out of the office.

All the best

Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:56 AM
To: Hehir, Martin
Cc: Stevens, Lorraine
Subject: Claim Reports

Good morning Martin

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- One page PDF document dividing agency claims by sub-unit
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to Lorraine Stevens, ACTIA's usual contact within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact Lorraine with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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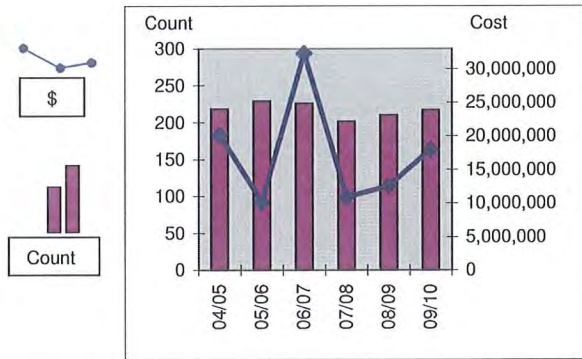
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ACTIA Claims Summary - DHCS

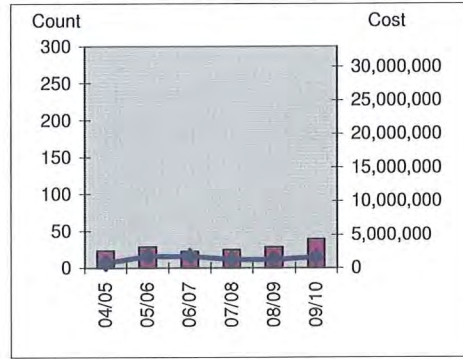
Reporting Period 1 July 2004 to 30 June 2010



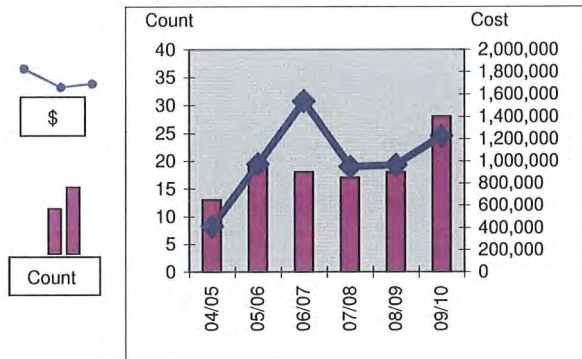
All Claims ACT Gov



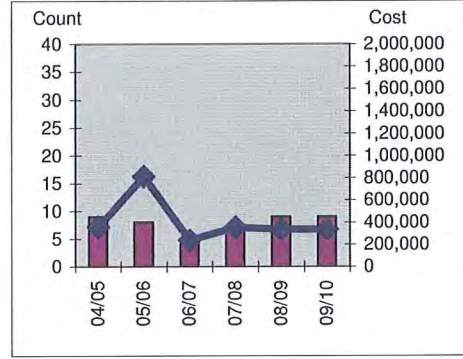
All Claims DHCS (Gov scale)



Property Claims DHCS (DHCS scale)



PL Claims DHCS (DHCS scale)



Analysis

The cost of claims incurred by DHCS during the reporting period is \$8.6 million (8.2% of all ACT Government claims), of which \$6 million relates to property and \$2.4 million to public liability. ACTIA has attempted to classify these claims by type. This identifies the majority of costs in these years arise from fires in government housing (\$5 m). Of the liability claims, \$0.9 m related to injuries to contract staff and \$0.6 m to falls by members of the public. Liability claims typically take several years to develop and ACTIA expects the costs of claims in the more recent years shown to increase over time.

Significant Issues

Over 58% of DHCS's claim costs relate to fire claims. Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed. Reviewing the methodology for the classification of the remaining claims may identify other issues for which risk management treatments could be built.

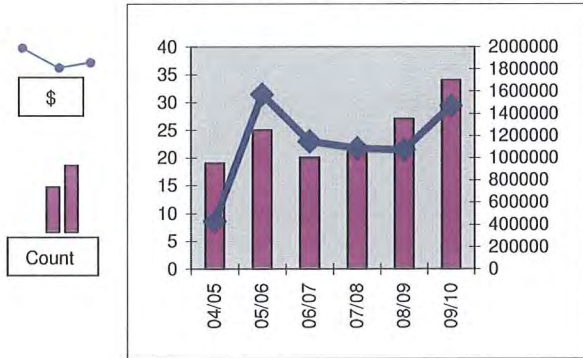
Risk Management Action

ACTIA and DHCS to develop a risk management plan for the interrogation and analysis of fire claims, so that causes and contributory factors can be identified.
 ACTIA and DHCS to agree and validate a methodology for the classification of non-fire claims.

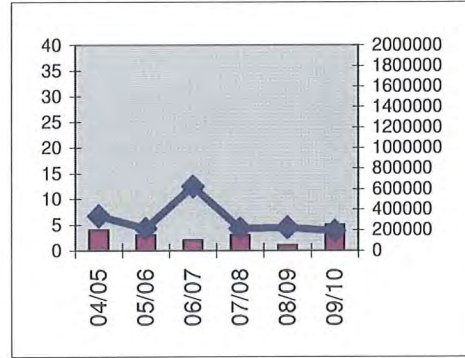
ACTIA Claims Summary - DHCS



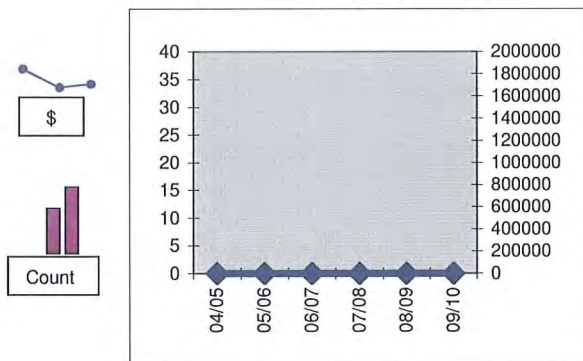
Housing Claims DHCS (DHCS scale)



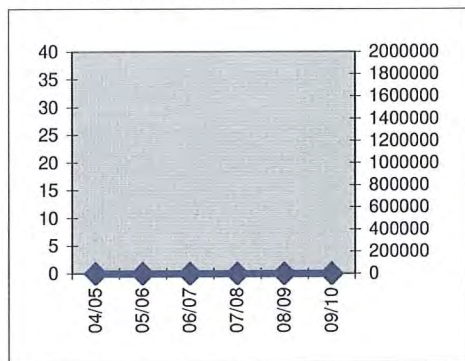
DACT Claims DHCS (DHCS scale)



OCYFS Claims DHCS (DHCS scale)



Comm Support Claims DHCS (DHCS scale)



Analysis

The cost of claims incurred by DHCS during the reporting period is \$8.6 million (8.2% of all ACT Government claims), of which \$6.8 million relates to Housing ACT and \$1.8 million to Disability ACT. The majority of claims from Housing ACT arise from fires in government housing (\$5 m). Around half of the Disability ACT claims arose from personal injuries suffered by contract staff. No claims have been brought by OCYFS for matters that occurred during this period. Claims involving children typically take many years to develop and ACTIA expects the costs of OCYFS claims to increase over time.

Significant Issues

Over 58% of DHCS's claim costs relate to fire claims from Housing ACT. Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed. Reviewing the methodology for the classification of the remaining 40% of claims may identify other issues for which risk management treatments could be built. It may be appropriate to measure OCYFS claims over a different period than the most recent six years.

Risk Management Action

ACTIA and DHCS to develop a risk management plan for the interrogation and analysis of fire claims, so that causes and contributory factors can be identified.
 ACTIA and DHCS to agree and validate a methodology for the classification of non-fire claims.

40

Claim Number	Incident	Notification	Legal Costs	Outstanding	Estimated C	Type of Claim
DO09/0007	22-Apr-09	24-Sep-09				Employment Practices
DO09/0022	24-Dec-09	25-Jun-10				Employment Practices
PD04/0001	09-Aug-04	10-Aug-04				Fire
PD04/0002	09-Aug-04	10-Aug-04				Fire
PD04/0008	19-Sep-04	20-Sep-04				Fire
PD04/0009	25-Sep-04	27-Sep-04				Fire
PD04/0010	11-Oct-04	12-Nov-04				Fire
PD04/0012	08-Oct-04	11-Oct-04				Fire
PD04/0025	10-Jan-05	11-Jan-05				Fire
PD04/0033	27-Feb-05	28-Feb-05				Fire
PD04/0034	02-Mar-05	14-Mar-05				Malicious Damage
PD04/0037	25-Mar-05	31-Mar-05				Fire
PD04/0040	27-Feb-05	27-Feb-05				Fire
PD04/0046	30-May-05	31-May-05				Fire
PD04/0051	25-Jun-05	01-Feb-06				Water
PD05/0001	03-Jul-05	04-Jul-05				Fire
PD05/0002	04-Jul-05	06-Jul-05				Water
PD05/0005	22-Jul-05	25-Jul-05				Fire
PD05/0011	24-Aug-05	24-Aug-05				Fire
PD05/0016	04-Nov-05	04-Nov-05				Fire
PD05/0022	27-Nov-05	29-Nov-05				Storm
PD05/0030	11-Oct-05	06-Dec-05				Fire
PD05/0031	02-Dec-05	06-Dec-05				Storm
PD05/0039	22-Dec-05	23-Dec-05				Fire
PD05/0046	01-Dec-05	20-Dec-05				Fire
PD05/0051	22-Oct-05	24-Oct-05				Fire
PD05/0059	19-Jan-06	20-Jan-06				Fire
PD05/0060	09-Feb-06	10-Feb-06				Fire
PD05/0065	25-Feb-06	27-Feb-06				Fire
PD05/0070	29-Apr-06	15-May-06				Water
PD05/0072	21-May-06	22-May-06				Fire
PD05/0074	01-Jun-06	07-Jun-06				Theft
PD05/0075	13-Jun-06	13-Jun-06				Fire
PD05/0076	30-Jun-06	05-Jul-06				Fire
PD06/0001	04-Jul-06	05-Jul-06				Fire
PD06/0002	15-Jul-06	17-Jul-06				Fire
PD06/0012	26-Nov-06	27-Nov-06				Fire
PD06/0015	04-Dec-06	05-Dec-06				Fire
PD06/0018	13-Dec-06	14-Dec-06				Fire
PD06/0023	16-Dec-06	18-Dec-06				Fire
PD06/0024	24-Dec-06	02-Jan-07				Fire
PD06/0044	27-Feb-07	28-Feb-07				Storm
PD06/0047	27-Feb-07	28-Feb-07				Storm
PD06/0056	15-Mar-07	23-Mar-07				Fire
PD06/0061	10-Apr-07	11-Apr-07				Fire
PD06/0063	31-Dec-06	18-Apr-07				Storm
PD06/0064	10-Feb-07	18-Apr-07				Storm
PD06/0068	21-Apr-07	15-May-07				Fire
PD06/0069	21-Apr-07	16-May-07				Fire
PD06/0078	27-Apr-07	06-Jul-07				Fire
PD06/0080	27-Jun-07	15-Aug-07				Fire
PD06/0082	26-May-07	05-Oct-07				Fire
PD07/0003	09-Aug-07	14-Aug-07				Fire
PD07/0004	10-Aug-07	14-Aug-07				Fire
PD07/0005	21-Aug-07	30-Aug-07				Fire
PD07/0007	26-Aug-07	21-Sep-07				Impact
PD07/0008	03-Oct-07	04-Oct-07				Fire
PD07/0010	10-Oct-07	11-Oct-07				Fire

Redacted

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PD07/0014	09-Sep-07	19-Oct-07	Water
PD07/0017	29-Oct-07	12-Nov-07	Fire
PD07/0020	23-Oct-07	31-Oct-07	Theft
PD07/0022	08-Dec-07	10-Dec-07	Fire
PD07/0024	13-Dec-07	14-Dec-07	Fire
PD07/0028	13-Jan-08	14-Jan-08	Theft
PD07/0030	13-Jan-08	14-Jan-08	Fire
PD07/0034	19-Feb-08	19-Feb-08	Fire
PD07/0035	21-Feb-08	21-Feb-08	Fire
PD07/0044	23-May-08	23-May-08	Fire
PD07/0047	18-Jun-08	19-Jun-08	Fire
PD08/0005	10-Aug-08	11-Aug-08	Fire
PD08/0013	27-Sep-08	30-Sep-08	Fire
PD08/0014	20-Sep-08	22-Sep-08	Fire
PD08/0015	08-Oct-08	08-Oct-08	Fire
PD08/0016	08-Oct-08	08-Oct-08	Fire
PD08/0024	23-Nov-08	24-Nov-08	Fire
PD08/0025	21-Nov-08	21-Nov-08	Fire
PD08/0030	03-Dec-08	05-Dec-08	Fire
PD08/0034	12-Jan-09	12-Jan-09	Malicious Damage
PD08/0041	28-Jan-09	29-Jan-09	Fire
PD08/0045	04-Feb-09	05-Feb-09	Fire
PD08/0047	17-Feb-09	17-Feb-09	Fire
PD08/0051	05-Dec-08	27-Mar-09	Water
PD08/0052	14-Feb-09	14-Feb-09	Malicious Damage
PD08/0053	08-Apr-09	08-Apr-09	Fire
PD08/0058	11-May-09	12-May-09	Impact
PD08/0059	11-Feb-09	05-Jun-09	Water
PD08/0064	23-Jun-09	24-Jun-09	Fire
PD09/0001	06-Jul-09	07-Jul-09	Fire
PD09/0002	13-Jul-09	14-Jul-09	Fire
PD09/0003	20-Jul-09	20-Jul-09	Fire
PD09/0004	26-Jul-09	27-Jul-09	Impact
PD09/0008	06-Aug-09	07-Aug-09	Fire
PD09/0009	12-Aug-09	13-Aug-09	Fire
PD09/0012	17-Aug-09	18-Aug-09	Fire
PD09/0013	18-Aug-09	19-Aug-09	Fire
PD09/0015	25-Aug-09	26-Aug-09	Storm
PD09/0016	21-Aug-09	24-Aug-09	Fire
PD09/0019	30-Aug-09	31-Aug-09	Fire
PD09/0025	07-Oct-09	07-Oct-09	Fire
PD09/0026	08-Oct-09	09-Oct-09	Fire
PD09/0030	22-Oct-09	22-Oct-09	Fire
PD09/0031	17-Oct-09	19-Oct-09	Fire
PD09/0042	15-Dec-09	15-Dec-09	Fire
PD09/0045	10-Jan-10	11-Jan-10	Fire
PD09/0057	13-Mar-10	15-Mar-10	Fire
PD09/0059	19-Mar-10	22-Mar-10	Fire
PD09/0060	14-Feb-10	25-Mar-10	Water
PD09/0062	10-Apr-10	12-Apr-10	Fire
PD09/0066	03-May-10	04-May-10	Fire
PD09/0069	18-May-10	19-May-10	Fire
PD09/0072	11-Jun-10	11-Jun-10	Fire
PD09/0073	13-Jun-10	15-Jun-10	Water
PD09/0074	15-Jun-10	15-Jun-10	Impact
PD09/0075	20-May-10	21-May-10	Water
PD09/0077	29-Jun-10	29-Jun-10	Fire
PL04/0357	27-Sep-04	01-Oct-04	Fall
PL04/0358	11-Oct-04	04-Nov-04	Other

Redacted

PL04/0627	04-Jan-05	07-Feb-05		Fall
PL04/0737	26-Feb-05	16-Mar-05		Fall
PL04/0825	25-Jan-05	26-Apr-05		Fall
PL04/1318	15-Nov-04	15-Jul-05		Other
PL04/1320	10-Nov-04	22-Jul-05		Fall
PL04/1329	28-Jan-05	15-Sep-05		Hit by object
PL04/1344	08-Nov-04	18-Oct-06		Lifting
PL05/0270	11-Aug-05	22-Sep-05		Fall
PL05/1147	17-Feb-06	16-Jun-06		Fall
PL05/1148	18-Feb-06	14-Jun-06		Fall
PL05/1330	14-Jun-06	27-Sep-06		Fall
PL05/1337	12-Mar-06	12-Dec-06		Assault
PL05/1355	18-May-06	30-Nov-07		Discrimination
PL05/1356	09-Jun-06	18-Jan-08		Fall
PL05/1358	01-Jul-05	07-Feb-08		Other
PL06/0689	26-Jul-06	26-Feb-07		Lifting
PL06/1148	08-Apr-07	30-May-07		Fall
PL06/1477	02-Mar-07	31-Oct-07		Assault
PL06/1478	01-Jun-07	25-Oct-07		Privacy
PL07/0764	13-Sep-07	04-Feb-08		Condition
PL07/0768	29-Jan-08	25-Feb-08		Fall
PL07/1493	02-Jul-07	21-Nov-08		Condition
PL07/1495	25-Dec-07	22-Dec-08		Nuisance
PL07/1500	01-Jul-07	04-May-09		Condition
PL07/1507	31-Jan-08	17-Sep-09		Nonsurgical
PL07/1509	04-Feb-08	22-Jan-10		Assault
PL08/0308	10-Sep-08	03-Oct-08		Assault
PL08/0489	27-Aug-08	27-Nov-08		Fall
PL08/0694	14-Oct-08	05-Dec-08		Fall
PL08/0816	24-Sep-08	02-Mar-09		Fall
PL08/0973	29-Jan-09	01-Apr-09		Fall
PL08/1337	01-May-09	01-Jun-09		Other
PL08/1343	03-Nov-08	18-Jun-09		Fall
PL08/1691	01-Sep-08	31-Jul-09		Condition
PL08/1709	17-Apr-09	28-Oct-09		Nuisance
PL09/0023	15-Jul-09	31-Jul-09		Condition
PL09/0428	31-Jul-09	13-Aug-09		Condition
PL09/0453	11-Aug-09	10-Nov-09		Fall
PL09/0468	04-Sep-09	20-Nov-09		Fall
PL09/0580	09-Oct-09	10-Dec-09		Fall
PL09/0667	05-Nov-09	22-Dec-09		Fall
PL09/1608	23-Mar-10	12-Nov-10		Fall
PL09/1609	01-Mar-10	16-Nov-10		Fall
PL09/1611	19-Nov-09	29-Nov-10		Condition
PROF04/0006	30-Jul-04	21-Dec-04		Privacy
PROF05/0077	08-Oct-03	27-Feb-06		Privacy
PROF08/0029	01-May-09	01-Jun-09		Other

Redacted

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

111

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

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Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:56 AM
To: Watterston, Jim
Cc: Wilson, Dougal
Subject: Claim Reports

Good morning Jim

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to Dougal Wilson, ACTIA's usual contact within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact Dougal with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO DET
Summary.pdf



CEO Detail DET.xls



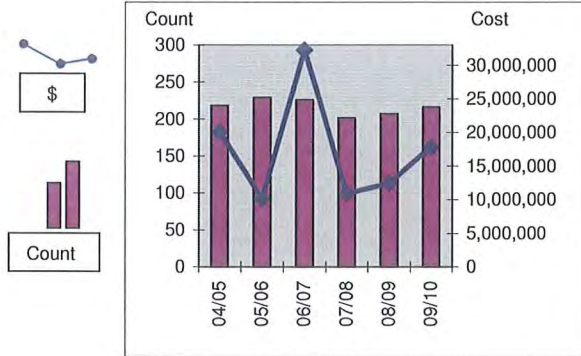
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ACTIA Claims Summary - DET

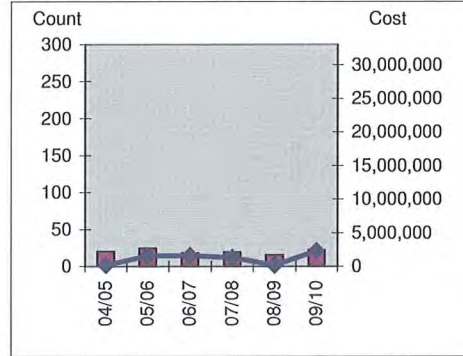
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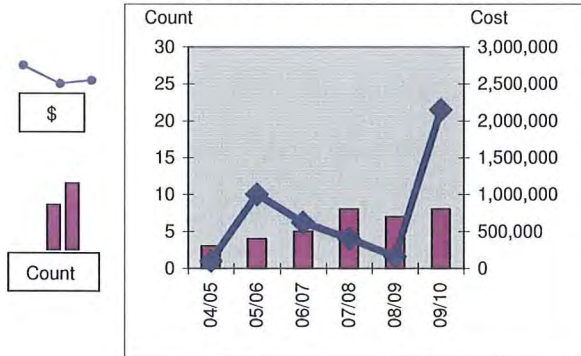
All Claims ACT Gov



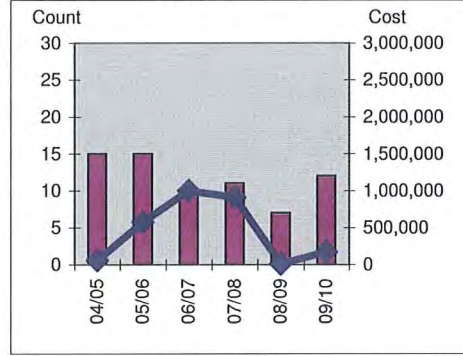
All Claims DET (Gov scale)



DET Property Claims (DET scale)



DET PL Claims (DET scale)



Analysis

The cost of claims incurred by DET during the reporting period is \$7.2 million (7% of all ACT Government claims), of which \$4.4 million relates to property and \$2.7 million to public liability. ACTIA has attempted to classify these claims by type. The most expensive claim type in these years is fires at schools (\$3.3 m). Liability claims typically take several years to develop and ACTIA expects the costs of claims in the more recent years shown to increase over time.

Significant Issues

Over 40% of DET's claim costs relate to fire claims. Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed. Reviewing the methodology for the classification of the remaining claims may identify other issues for which risk management treatments could be built.

Risk Management Action

ACTIA and DET to develop a risk management plan for the interrogation and analysis of fire claims, so that causes and contributory factors can be identified.
 ACTIA and DET to agree and validate a methodology for the classification of non-fire claims.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Est. Estimated Co	Type of Claim
DO06/0007	01-Jul-05	11-Apr-07	Redacted			Employment Practices
DO09/0015	04-Mar-10	28-Apr-10				Employment Practices
PD04/0005	13-Aug-04	16-Aug-04				Water
PD04/0030	22-Feb-05	23-Feb-05				Fire
PD04/0032	24-Jan-05	27-Jan-05				Malicious Damage
PD05/0003	11-Jul-05	12-Jul-05				Impact
PD05/0029	28-Nov-05	28-Nov-05				Storm
PD05/0050	16-Jan-06	17-Jan-06				Storm
PD05/0067	25-Mar-06	27-Mar-06				Fire
PD06/0019	31-Dec-06	02-Jan-07				Storm
PD06/0031	10-Feb-07	12-Feb-07				Storm
PD06/0036	27-Feb-07	28-Feb-07				Storm
PD06/0045	27-Feb-07	28-Feb-07				Storm
PD06/0079	25-Jun-07	19-Jul-07				Other
PD07/0002	25-Jul-07	25-Jul-07				Fire
PD07/0006	02-Oct-07	02-Oct-07				Fire
PD07/0018	25-Nov-07	26-Nov-07				Malicious Damage
PD07/0032	21-Jan-08	22-Jan-08				Impact
PD07/0033	30-Jan-08	31-Jan-08				Fire
PD07/0038	28-Feb-08	29-Feb-08				Malicious Damage
PD07/0045	05-Jun-08	06-Jun-08				Fire
PD07/0048	25-Jun-08	26-Jun-08				Malicious Damage
PD08/0001	13-Jul-08	14-Jul-08				Water
PD08/0003	02-Aug-08	05-Aug-08				Fire
PD08/0004	02-Aug-08	04-Aug-08				Theft
PD08/0006	31-Aug-08	03-Sep-08				Storm
PD08/0008	27-Sep-08	29-Sep-08				Malicious Damage
PD08/0019	18-Oct-08	20-Oct-08				Fire
PD08/0040	27-Dec-08	03-Feb-09				Storm
PD09/0005	27-Jul-09	28-Jul-09				Malicious Damage
PD09/0035	18-Nov-09	18-Nov-09				Fire
PD09/0041	20-Dec-09	21-Dec-09				Fire
PD09/0047	21-Jan-10	22-Jan-10				Fire
PD09/0053	05-Feb-10	05-Feb-10				Storm
PD09/0064	22-Apr-10	22-Apr-10				Fire
PD09/0065	01-May-10	03-May-10				Fire
PD09/0071	10-Jun-10	10-Jun-10				Fire
PL04/0003	21-Jul-04	21-Jul-04				Fall
PL04/0303	12-Oct-04	15-Oct-04				Fall
PL04/0447	11-Feb-05	25-Feb-05				Fall
PL04/0521	01-Sep-04	18-Nov-04				Property damage
PL04/0615	01-Jan-04	23-Dec-04	Other			
PL04/0630	13-Dec-04	19-Jan-05	Fall			
PL04/0648	10-Dec-04	03-Feb-05	Fall			
PL04/0741	24-Feb-05	18-Mar-05	Assault			
PL04/0742	11-Mar-05	18-Mar-05	Sports			
PL04/0816	13-Dec-04	22-Mar-05	Other			
PL04/0986	10-Mar-05	18-Mar-05	Fall			
PL04/1056	23-Feb-05	30-May-05	Assault			
PL04/1133	11-May-05	10-Jun-05	Hit by object			
PL04/1208	30-May-05	28-Jun-05	Assault			
PL04/1307	26-Apr-05	08-Jul-05	Sports			
PL05/0204	26-Aug-05	09-Sep-05	Sports			
PL05/0509	30-Aug-05	02-Dec-05	Fall			
PL05/0649	16-Dec-05	30-Jan-06	Assault			
PL05/0779	19-Jul-05	09-Mar-06	Hit by object			
PL05/0780	25-Jul-05	08-Mar-06	Other			
PL05/0811	01-Mar-06	16-Mar-06	Fall			
PL05/0870	06-Mar-06	30-Mar-06	Fall			
PL05/0960	28-Mar-06	21-Apr-06	Sports			
PL05/0963	15-Dec-04	18-Apr-06	Employment Practices			

PL05/1067	02-Mar-06	24-May-06		Assault
PL05/1140	18-May-06	29-May-06		Assault
PL05/1235	08-Mar-06	03-Jul-06		Other
PL05/1333	30-May-06	06-Oct-06		Fall
PL05/1345	23-May-06	10-May-07		Fall
PL05/1365	05-Jun-06	05-Aug-09		Hit by object
PL06/0101	15-Aug-06	16-Aug-06		Fall
PL06/0463	25-Sep-06	13-Nov-06		Hit by object
PL06/0642	05-Dec-06	02-Jan-07		Sports
PL06/0811	01-Mar-07	14-Mar-07		Assault
PL06/0971	07-Sep-06	27-Apr-07		Sports
PL06/1074	01-May-07	11-May-07		Fall
PL06/1140	01-May-07	25-May-07		Privacy
PL06/1149	22-Mar-07	05-Jun-07		Assault
PL06/1287	14-May-07	12-Jun-07		Assault
PL06/1526	03-May-07	04-Dec-08		Sports
PL07/0311	31-Jul-07	26-Sep-07		Sports
PL07/0489	30-Oct-07	07-Nov-07		Property damage
PL07/0490	08-Nov-07	08-Nov-07		Fall
PL07/0500	28-Nov-07	11-Dec-07		Hit by object
PL07/0751	05-Jul-07	21-Dec-07		Sports
PL07/0917	04-Mar-08	17-Mar-08		Sports
PL07/0944	13-Mar-08	20-Mar-08		Fall
PL07/0969	27-Feb-08	31-Mar-08		Fall
PL07/1047	23-Aug-07	29-Apr-08		Sports
PL07/1170	08-May-08	20-May-08		Sports
PL07/1381	14-May-08	24-Jun-08		Assault
PL08/0479	16-Sep-08	13-Nov-08		Fall
PL08/0571	25-Nov-08	02-Dec-08		Assault
PL08/0925	13-Mar-09	16-Mar-09		Hit by object
PL08/1120	19-Mar-09	20-May-09		Sports
PL08/1218	20-May-09	26-May-09		Fall
PL08/1236	21-May-09	28-May-09		Fall
PL08/1701	25-Jun-09	07-Sep-09		Assault
PL09/0009	02-Jul-09	22-Jul-09		Sports
PL09/0127	03-Jul-09	09-Sep-09		Sports
PL09/0507	28-Oct-09	09-Nov-09		Sports
PL09/0537	05-Nov-09	19-Nov-09		Fall
PL09/0700	08-Dec-09	14-Dec-09		Hit by object
PL09/0936	22-Feb-10	09-Mar-10		Sports
PL09/1134	03-Dec-09	05-Feb-10		Assault
PL09/1279	29-Apr-10	25-May-10		Fall
PL09/1280	30-Apr-10	25-May-10		Fall
PL09/1283	11-May-10	25-May-10		Sports
PL09/1423	14-May-10	11-Jun-10		Fall
PL09/1522	09-Jun-10	29-Jun-10		Sports
PROF04/0002	01-Feb-03	07-Oct-04		Discrimination
PROF06/0002	19-Jun-06	25-Jul-06		Privacy
TRAV05/0005	20-Oct-05	20-Oct-05		Travel
TRAV05/0007	18-Apr-06	03-May-06		Travel
TRAV05/0008	25-Apr-06	29-May-06		Travel
TRAV05/0009	14-Apr-06	08-May-06		Travel
TRAV05/0010	02-Jan-06	04-Sep-06		Travel
TRAV06/0001	25-Aug-06	11-Sep-06		Travel
TRAV08/0003	26-May-09	16-Jun-09		Travel
TRAV09/0002	30-Sep-09	19-Feb-10		Travel
VA04/0001	19-May-05	15-Jun-05		Volunteer

Redacted

ACTIA Claim Reports

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ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

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This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

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The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

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Format

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Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:56 AM
To: Papps, David
Cc: Traves, Alan
Subject: Claim Reports

Good morning David

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to Alan Traves, ACTIA's usual contact within your agency for insurance and risk management issues.

As you will see, the report identifies no significant issues or outstanding risk management actions arising from your agency's activities.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601
PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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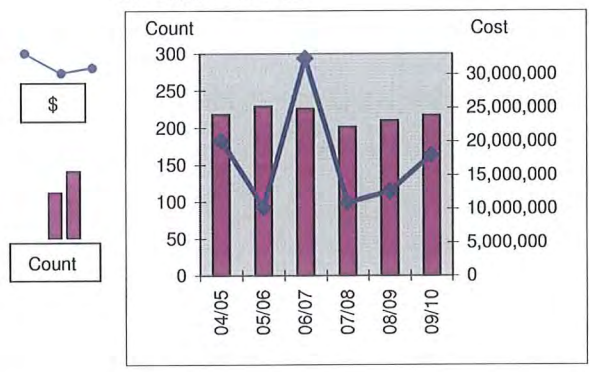
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ACTIA Claims Summary - DECCEW

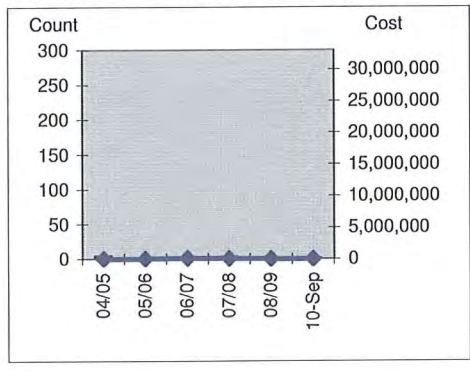
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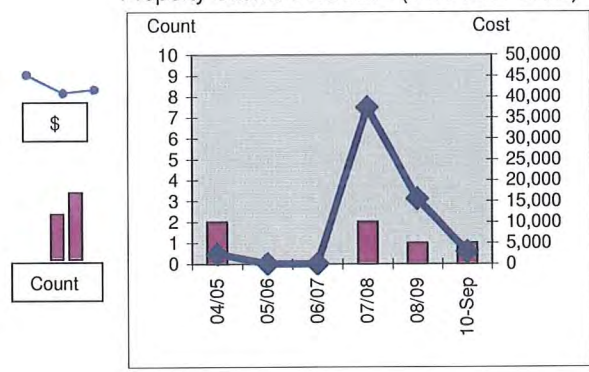
All Claims ACT Gov



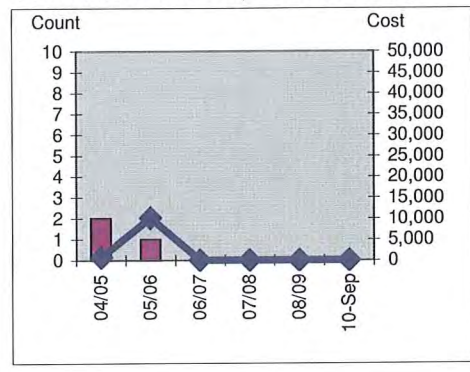
All Claims DECCEW (Gov scale)



Property Claims DECCEW (DECCEW scale)



PL Claims DECCEW (DECCEW scale)



Analysis

The cost of claims incurred by DECCEW during the reporting period is less than \$0.2 million (less than 0.2% of all ACT Government claims). Liability claims typically take several years to develop and so the costs of public liability claims in the more recent years shown may increase over time.

Significant Issues

There are no significant issues for this report.

Risk Management Action

There are no outstanding risk management actions for this report.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
DO07/0010	30-May-08	05-Jun-08	<i>Redacted</i>			Privacy
PD04/0016	27-Oct-04	27-Oct-04				Storm
PD04/0024	01-Dec-04	14-Dec-04				Fire
PD07/0025	22-Dec-07	24-Dec-07				Storm
PD07/0029	01-Sep-07	14-Jan-08				Theft
PD08/0066	29-Jun-09	23-Jul-09				Theft
PD09/0052	10-Jan-10	29-Jan-10				Theft
PL04/0629	03-Nov-04	27-Jan-05				Property damage
PL04/0821	14-Apr-05	14-Apr-05				Other
PL05/1354	12-Dec-05	19-Nov-07				Privacy
PROF06/0084	01-Sep-06	29-Jun-07				Tenancy

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 12:05 PM
To: Leigh, Kathy
Cc: Crowhurst, Moira; Jogia, Kamal
Subject: Claim Reports

Good afternoon Kathy

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

Copies of this email are also being sent to Moira Crowhurst and Kamal Jogia, ACTIA's usual contacts within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact Moira and Kamal with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO JACS
Summary.pdf



CEO Detail
JACS.xls



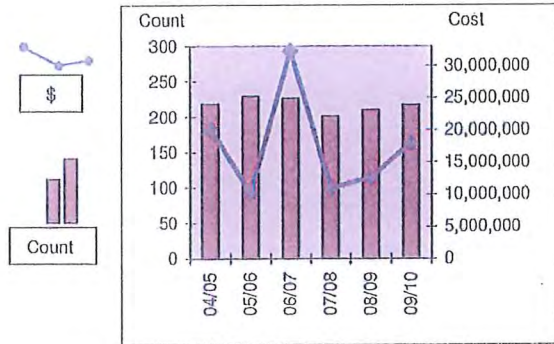
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Reporting.doc

ACTIA Claims Summary - JACS

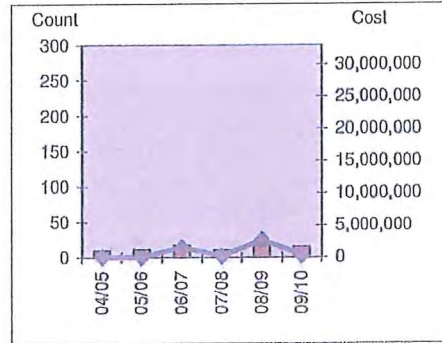
Reporting Period 1 July 2004 to 30 June 2010



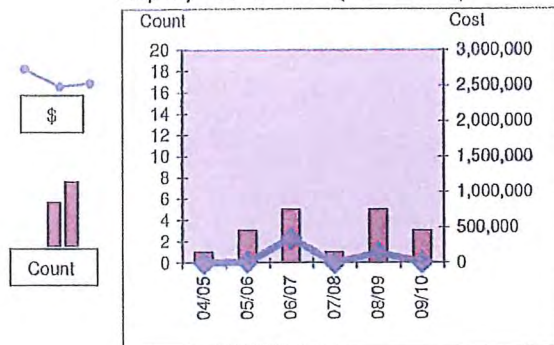
All Claims ACT Gov



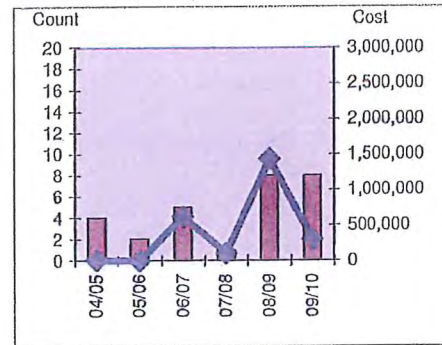
All Claims JACS (Gov scale)



Property Claims JACS (JACS scale)



PL Claims JACS (JACS scale)



Analysis

The cost of claims incurred by JACS during the reporting period is \$4.7 million (4.2% of all ACT Government claims), of which \$2.4 million relates to public liability and \$0.5 million to property. ACTIA has attempted to classify these claims by type. This identifies the majority of costs in these years arise from [REDACTED]. Liability claims typically take several years to develop and ACTIA expects the costs of public liability claims in the more recent years shown to increase over time.

Significant Issues

Over 85% of JACS's claim costs relate to professional indemnity and public liability claims. Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed.

Risk Management Action

ACTIA and JACS to develop a risk management plan for the interrogation and analysis of professional indemnity and public liability claims, so that causes and contributory factors can be identified.

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
DO04/0014	03-Aug-04	22-Oct-04				Defamation
DO04/0015	03-Aug-04	22-Oct-04				Defamation
DO05/0007	31-Mar-06	10-Aug-06				False Imprisonment
DO06/0009	15-Aug-06	26-Apr-07				False Imprisonment
DO07/0006	20-Jul-07	13-Nov-07				Other
DO07/0007	07-Nov-06	31-Jan-08				False Imprisonment
DO07/0008	10-Oct-06	26-Mar-08				False Imprisonment
DO08/0012	20-Apr-09	09-Jun-09				False Imprisonment
DO08/0014	19-Jun-09	22-Jun-09				False Imprisonment
DO09/0003	23-Jul-09	28-Jul-09				Mental health orders
DO09/0009	19-Oct-09	21-Oct-09				False Imprisonment
MED07/2963	08-Jun-05	10-Jun-08				Diagnosis
MED08/0591	01-Aug-08	19-Sep-08				Diagnosis
MOTOR04/0001	14-Oct-04	03-Nov-04				Traffic
PD04/0042	07-Apr-05	08-Apr-05				Impact
PD05/0006	28-Jul-05	03-Aug-05				Traffic
PD05/0036	22-Jul-05	07-Dec-05				Traffic
PD06/0005	15-Jul-06	09-Aug-06				Water
PD06/0046	27-Feb-07	28-Feb-07				Storm
PD06/0048	27-Feb-07	28-Feb-07				Storm
PD06/0053	27-Feb-07	28-Feb-07				Storm
PD06/0066	27-Feb-07	27-Feb-07				Storm
PD07/0023	01-Dec-07	03-Dec-07				Storm
PD08/0018	13-Sep-08	14-Oct-08				Theft
PD08/0029	29-Dec-08	07-Jan-09				Theft
PD08/0031	27-Dec-08	16-Jan-09				Storm
PD08/0048	17-Feb-09	20-Feb-09				Fire
PD08/0056	21-Mar-09	24-Mar-09				Traffic
PD09/0010	10-Jul-09	19-Aug-09				Traffic
PD09/0029	14-Oct-09	19-Oct-09				Theft
PD09/0056	17-Dec-09	17-Dec-09				Fire
PL04/0079	09-Aug-04	07-Sep-04				Fall
PL04/0520	16-Oct-04	22-Nov-04				Assault
PL04/1332	08-Jan-05	18-Oct-05				Defamation
PL04/1338	08-Mar-05	19-Dec-05				Employment practices
PL05/0051	16-Jun-05	04-Aug-05				Assault
PL05/1308	18-May-06	02-Aug-06				Traffic
PL06/0983	15-Aug-06	26-Apr-07				False Imprisonment
PL06/1355	03-Oct-06	27-Jun-07				False Imprisonment
PL06/1482	07-Nov-06	31-Jan-08				False Imprisonment
PL06/1484	10-Oct-06	26-Mar-08				False Imprisonment
PL06/1523	21-Jul-06	01-Oct-08				Traffic
PL07/0738	26-Oct-07	26-Nov-07				Traffic
PL08/0001	04-Jul-08	08-Jul-08				Suicide
PL08/0709	28-Jan-09	09-Feb-09				Traffic
PL08/0922	08-Jul-08	26-Mar-09				False Imprisonment
PL08/0923	21-Mar-09	24-Mar-09				Traffic
PL08/1341	20-Apr-09	09-Jun-09				False Imprisonment
PL08/1342	19-Jun-09	22-Jun-09				False Imprisonment
PL08/1711	01-Feb-09	05-Jan-10				Medical
PL08/1726	25-May-09	25-May-09				Mental health orders
PL09/0024	23-Jul-09	28-Jul-09				Mental health orders
PL09/0456	24-Oct-09	10-Nov-09				Assault
PL09/0830	19-Oct-09	21-Oct-09				False Imprisonment
PL09/0904	10-Jan-10	24-Feb-10				False Imprisonment
PL09/0910	30-Aug-09	12-Mar-10				Fall
PL09/1238	13-Dec-09	25-May-10				Traffic
PL09/1601	01-Mar-10	31-Aug-10				Fall
PL09/1606	26-Feb-10	16-Sep-10				Traffic
PROF04/0003	11-May-95	21-Jan-05				Legal Title
PROF05/0001	03-Sep-99	30-Sep-99				Property
PROF05/0003	16-Apr-03	23-Sep-05				Privacy
PROF06/0001	31-Oct-05	25-Jul-06				Discrimination
PROF06/0019	09-May-06	17-Oct-06				Legal Title

Redacted

PROF06/0020	31-Mar-06	12-Sep-06	Redacted	False Imprisonment
PROF06/0086	18-Jan-03	01-Aug-06		Bushfire
PROF07/0032	20-Jul-07	13-Nov-07		Other
PROF07/0039	26-Feb-02	13-Dec-07		Legal Title
PROF07/0061	01-Oct-07	15-May-08		Legal Title
PROF08/0017	18-Jan-03	22-Sep-08		Bushfire
PROF09/0016	25-Jan-10	25-Jan-10		Legal Title
TRAV05/0001	10-Jun-05	06-Jul-05		Travel
TRAV05/0002	09-Jun-05	06-Jul-05		Travel
TRAV05/0006	25-Oct-05	26-Oct-05		Travel
TRAV06/0003	21-Apr-07	11-May-07		Travel
TRAV07/0001	13-Nov-07	04-Dec-07		Travel

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

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Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:56 AM
To: Dawes, David
Cc: Leyton, Paul
Subject: Claim Reports

Good morning David

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to Paul Leyton, ACTIA's usual contact within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact Paul with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601

PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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65



CEO DLAPS
Summary.pdf



CEO Detail
DLAPS.xls

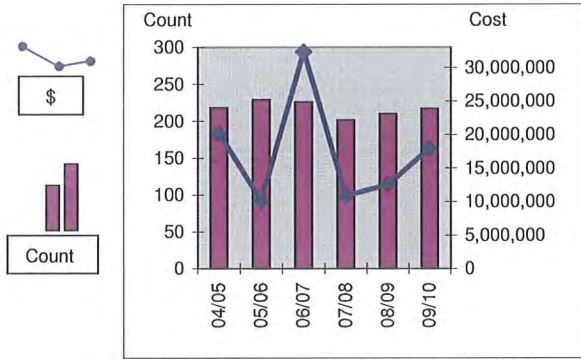


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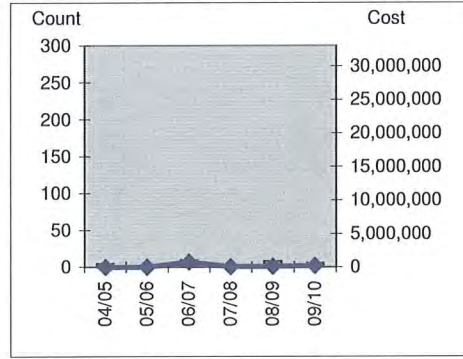
ACTIA Claims Summary - DLAPS (incl LDA) Reporting Period 1 July 2004 to 30 June 2010



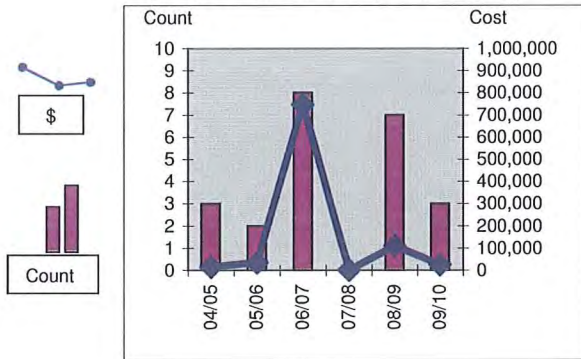
All Claims ACT Gov



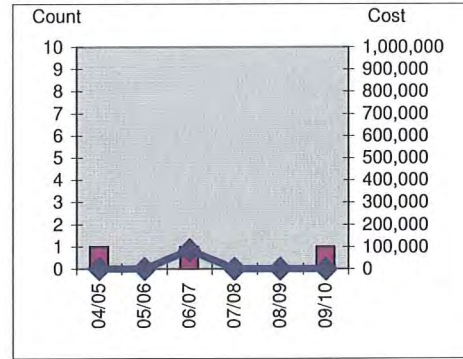
All Claims DLAPS (Gov scale)



Property Claims DLAPS (DLAPS scale)



PL Claims DLAPS (DLAPS scale)



Analysis

The cost of claims incurred by DLAPS during the reporting period is \$1.3 million (1.2% of all ACT Government claims), of which \$0.9 million relates to property claims. ACTIA has attempted to classify these claims by type. This identifies the majority of costs in these years arise from fires (\$0.4 m) and storms (\$0.4 m).

Significant Issues

Over 69% of DLAPS's claim costs relate to property claims. Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed.

Risk Management Action

ACTIA and DLAPS to develop a risk management plan for the interrogation and analysis of property claims, so that causes and contributory factors can be identified.

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 12:06 PM
To: Byles, Gary
Cc: Brockelsby, John
Subject: Claim Reports

Good afternoon Gary

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

A copy of this email is also being sent to John Brockelsby, ACTIA's usual contact within your agency for insurance and risk management issues.

The reports are intended to help agencies identify risk management issues, and I will arrange for a member of my risk management team to contact John with a view to progressing this.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601
PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO TAMS
Summary.pdf



CEO Detail
TAMS.xls



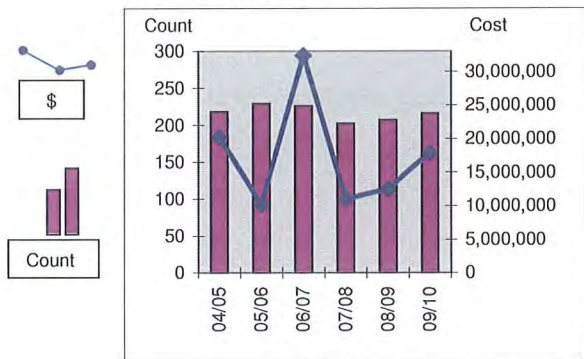
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ACTIA Claims Summary - TAMS

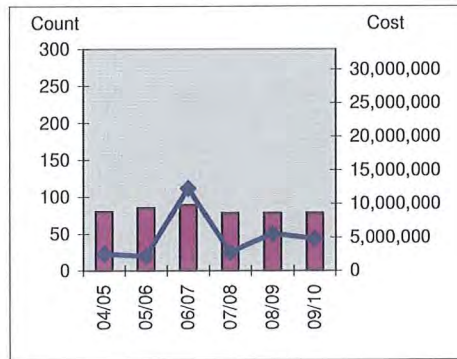
Reporting Period 1 July 2004 to 30 June 2010



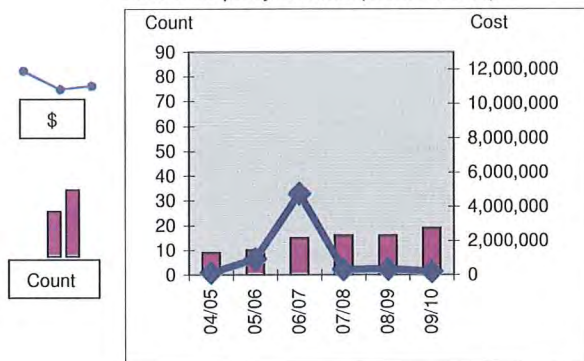
All Claims ACT Gov



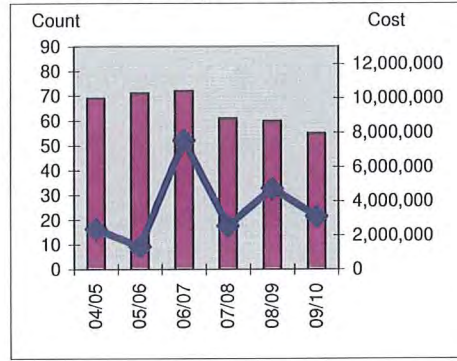
All Claims TAMS (Gov scale)



TAMS Property Claims (TAMS scale)



TAMS PL Claims (TAMS scale)



Analysis

The cost of claims incurred by TAMS during the reporting period is \$29.9 million (28.8% of all ACT Government claims), of which \$21.4 million relates to public liability and \$6.4 million to property. ACTIA has attempted to classify these claims by type. This identifies the majority of costs in these years arise from traffic accidents (\$8.1 m, excl injuries to bus passengers), events (\$5.6 m) and falls (\$3.9 m). Of the property claims, \$5.1 m was generated by storm damage. Liability claims typically take several years to develop and ACTIA expects the costs of claims in the more recent years shown to increase over time.

Significant Issues

Over 70% of TAMS's claim costs relate to public liability claims. Further interrogation and analysis of these claims is required to identify causes and contributory factors, from which risk management treatments may be developed. The methodology for the classification of claims has been developed by ACTIA and will benefit from validation by TAMS.

Risk Management Action

ACTIA and TAMS to agree and validate a methodology for the classification of TAMS claims. ACTIA and TAMS to develop a risk management plan for the interrogation and analysis of public liability and property claims, so that causes and contributory factors can be identified

Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Co	Type of Claim
DO05/0005	03-Mar-03	03-Mar-06	Redacted			Employment Practices
DO06/0013	11-Apr-07	19-Apr-07				Employment Practices
DO06/0015	04-Oct-00	04-Dec-06				Employment Practices
DO09/0001	13-Jul-09	17-Jul-09				Employment Practices
MOTOR04/000	22-Dec-04	22-Dec-04				Fire
PD04/0014	14-Oct-04	22-Oct-04				Traffic
PD04/0019	02-Nov-04	03-Nov-04				Storm
PD04/0023	13-Dec-04	15-Dec-04				Storm
PD04/0026	20-Jan-05	21-Jan-05				Storm
PD04/0029	20-Jan-05	21-Jan-05				Storm
PD04/0031	23-Feb-05	23-Feb-05				Fire
PD04/0039	04-Apr-05	04-Apr-05				Water
PD04/0044	17-Aug-04	17-May-05				Traffic
PD04/0050	13-Apr-05	22-Sep-05				Malicious Damage
PD05/0020	06-Nov-05	07-Nov-05				Impact
PD05/0021	15-Nov-05	15-Nov-05				Fire
PD05/0027	02-Dec-05	05-Dec-05				Storm
PD05/0032	02-Dec-05	02-Dec-05				Storm
PD05/0035	02-Dec-05	07-Dec-05				Storm
PD05/0038	20-Dec-05	21-Dec-05				Theft
PD05/0045	02-Dec-05	13-Dec-05				Storm
PD05/0056	16-Jan-06	20-Jan-06				Storm
PD05/0058	28-Jan-06	01-Feb-06				Storm
PD05/0071	30-Jan-06	16-May-06				Stock
PD06/0007	14-Sep-06	15-Sep-06				Fire
PD06/0009	20-Aug-06	22-Nov-06				Fire
PD06/0011	07-Sep-06	21-Nov-06				Traffic
PD06/0013	09-Nov-06	23-Nov-06				Storm
PD06/0016	31-Dec-06	02-Jan-07				Storm
PD06/0028	04-Jan-07	18-Jan-07				Theft
PD06/0029	31-Dec-06	02-Jan-07				Storm
PD06/0032	10-Feb-07	12-Feb-07				Storm
PD06/0033	10-Feb-07	12-Feb-07				Storm
PD06/0037	27-Feb-07	28-Feb-07				Storm
PD06/0038	27-Feb-07	28-Feb-07				Storm
PD06/0050	27-Feb-07	28-Feb-07				Storm
PD06/0052	27-Feb-07	28-Feb-07				Storm
PD06/0062	31-Dec-06	01-Mar-07				Storm
PD06/0070	21-Jun-07	21-Jun-07				Impact
PD07/0011	29-Sep-07	03-Oct-07				Malicious Damage
PD07/0013	06-Oct-07	10-Oct-07				Malicious Damage
PD07/0015	19-Oct-07	25-Oct-07				Theft
PD07/0016	30-Jul-07	20-Sep-07				Traffic
PD07/0019	23-Nov-07	27-Nov-07				Fire
PD07/0026	22-Dec-07	24-Dec-07				Storm
PD07/0027	01-Jan-08	10-Jan-08	Fire			
PD07/0031	18-Jan-08	18-Jan-08	Malicious Damage			
PD07/0036	25-Feb-08	25-Feb-08	Traffic			
PD07/0037	22-Feb-08	22-Feb-08	Other			
PD07/0040	14-Mar-08	17-Mar-08	Traffic			
PD07/0041	17-Mar-08	11-Apr-08	Traffic			
PD07/0046	14-May-08	13-Jun-08	Impact			
PD07/0049	08-Jun-08	02-Sep-08	Malicious Damage			
PD07/0050	18-Nov-07	19-Sep-08	Malicious Damage			
PD08/0009	21-Jul-08	22-Jul-08	Tree roots			
PD08/0010	26-Sep-08	29-Sep-08	Malicious Damage			
PD08/0012	04-Sep-08	04-Sep-08	Malicious Damage			
PD08/0017	14-Oct-08	14-Oct-08	Traffic			
PD08/0026	08-Dec-08	08-Dec-08	Fire			
PD08/0027	13-Dec-08	15-Dec-08	Fire			
PD08/0028	15-Sep-08	19-Dec-08	Storm			

PD08/0036	22-Jan-09	23-Jan-09	[Redacted]	Storm
PD08/0039	20-Jan-09	28-Jan-09		Storm
PD08/0044	27-Dec-08	23-Jan-09		Storm
PD08/0049	02-Mar-09	13-Mar-09		Fire
PD08/0050	23-Jan-09	23-Jan-09		Theft
PD08/0055	20-Apr-09	22-Apr-09		Traffic
PD08/0060	06-Jun-09	09-Jun-09		Malicious Damage
PD08/0062	27-Oct-08	19-May-09		Theft
PD08/0067	04-Jun-09	30-Jul-09		Stock
PD09/0007	25-Jul-09	10-Aug-09		Fire
PD09/0017	24-Aug-09	25-Aug-09		Storm
PD09/0018	24-Aug-09	25-Aug-09		Storm
PD09/0020	03-Sep-09	03-Sep-09		Impact
PD09/0021	10-Sep-09	11-Sep-09		Fire
PD09/0034	11-Nov-09	12-Nov-09		Malicious Damage
PD09/0036	23-Sep-09	30-Nov-09		Theft
PD09/0037	18-Sep-09	30-Nov-09		Theft
PD09/0038	06-Dec-09	08-Dec-09		Theft
PD09/0040	18-Dec-09	21-Dec-09		Malicious Damage
PD09/0044	16-Dec-09	05-Jan-10		Theft
PD09/0046	23-Dec-09	19-Jan-10		Malicious Damage
PD09/0048	11-Jan-10	12-Jan-10		Traffic
PD09/0050	14-Jan-10	03-Feb-10		Fire
PD09/0054	03-Feb-10	11-Feb-10		Traffic
PD09/0058	15-Mar-10	19-Mar-10		Malicious Damage
PD09/0061	05-Apr-10	07-Apr-10		Fire
PD09/0067	03-Aug-09	17-Aug-09		Traffic
PD09/0068	09-Apr-10	07-May-10		Traffic
PL04/0082	08-Aug-04	28-Sep-04		Fall
PL04/0083	14-Oct-04	22-Oct-04		Traffic
PL04/0359	13-Jul-04	04-Nov-04		Traffic
PL04/0360	07-Aug-04	12-Nov-04		Passenger
PL04/0361	13-Jul-04	12-Nov-04		Traffic
PL04/0519	04-Oct-04	19-Nov-04		Property damage
PL04/0608	22-Nov-04	17-Dec-04		Traffic
PL04/0609	22-Nov-04	17-Dec-04		Passenger
PL04/0610	08-Nov-04	04-Jan-05		Fall
PL04/0612	04-May-03	23-Dec-04		Fall
PL04/0613	10-May-99	23-Dec-04		Traffic
PL04/0614	08-Oct-04	05-Jan-05		Fall
PL04/0616	29-Oct-04	11-Jan-05		Passenger
PL04/0617	29-Sep-04	13-Jan-05		Hit by object
PL04/0631	10-Aug-04	13-Jan-05	Fall	
PL04/0670	16-Dec-04	07-Mar-05	Property damage	
PL04/0691	23-Dec-04	01-Mar-05	Traffic	
PL04/0692	30-Dec-04	03-Mar-05	Traffic	
PL04/0693	11-Nov-04	17-Feb-05	Traffic	
PL04/0694	01-Aug-04	04-Mar-05	Fall	
PL04/0695	22-Nov-04	10-Feb-05	Traffic	
PL04/0708	07-Jan-05	04-Mar-05	Fall	
PL04/0740	06-Oct-04	02-Mar-05	Passenger	
PL04/0743	28-Sep-04	18-Mar-05	Fall	
PL04/0817	28-Mar-05	29-Mar-05	Fall	
PL04/0818	11-Mar-05	24-Mar-05	Property damage	
PL04/0819	20-Jul-04	31-Mar-05	Traffic	
PL04/0820	26-Jan-05	03-Mar-05	Traffic	
PL04/0824	28-Jun-04	20-Apr-05	Traffic	
PL04/0827	12-Jul-04	27-Apr-05	Passenger	
PL04/0828	24-Feb-05	21-Apr-05	Traffic	
PL04/0830	07-Mar-05	28-Apr-05	Fall	
PL04/0831	30-Dec-04	28-Apr-05	Fall	
PL04/0834	27-Apr-05	05-May-05	Traffic	

PL04/0835	07-Feb-05	05-May-05	Redacted	Traffic
PL04/0836	04-May-05	06-May-05		Fall
PL04/0837	28-Dec-04	06-May-05		Traffic
PL04/0839	08-Sep-04	29-Apr-05		Fall
PL04/0966	04-Jan-05	12-May-05		Traffic
PL04/0967	04-Feb-05	11-May-05		Fall
PL04/1045	02-Nov-03	10-May-04		Property damage
PL04/1046	28-Feb-05	11-May-05		Traffic
PL04/1053	12-Nov-04	24-May-05		Fall
PL04/1057	04-Apr-05	27-May-05		Fall
PL04/1058	20-May-05	31-May-05		Fall
PL04/1059	30-Aug-04	02-Jun-05		Fall
PL04/1132	19-Mar-05	10-Jun-05		Fall
PL04/1134	28-Mar-05	15-Jun-05		Fall
PL04/1210	16-Feb-05	30-Jun-05		Traffic
PL04/1212	10-Jul-04	30-Jun-05		Fall
PL04/1214	22-Oct-04	30-Jun-05		Fall
PL04/1305	09-Sep-04	08-Jul-05		Lifting
PL04/1306	14-Feb-05	08-Jul-05		Traffic
PL04/1317	28-May-05	14-Jul-05		Fall
PL04/1319	27-Mar-05	21-Jul-05		Fall
PL04/1321	02-Apr-05	27-Jul-05		Assault
PL04/1322	03-May-05	25-Jul-05		Fall
PL04/1323	02-Feb-05	15-Aug-05		Fall
PL04/1324	18-Mar-05	16-Aug-05		Passenger
PL04/1330	11-Jun-05	23-Sep-05		Fall
PL04/1333	16-Jul-04	21-Oct-05		Property damage
PL04/1335	26-Aug-04	16-Nov-05		Fall
PL04/1337	07-Jun-05	21-Nov-05		Traffic
PL04/1339	15-Sep-04	04-Jan-06		Fall
PL04/1340	07-Jun-05	25-Jan-06		Passenger
PL04/1341	24-Jan-05	21-Apr-06		Passenger
PL04/1342	09-Sep-04	25-May-06		Passenger
PL04/1343	03-Mar-05	11-Sep-06		Privacy
PL04/1346	28-Jun-05	12-Jun-07		Traffic
PL05/0003	17-Mar-05	12-Jul-05		Traffic
PL05/0149	27-Jul-05	16-Sep-05		Fall
PL05/0269	17-Aug-05	02-Sep-05		Fall
PL05/0271	12-Jul-05	23-Sep-05		Fall
PL05/0273	08-Jul-05	29-Aug-05		Property damage
PL05/0276	08-Sep-05	28-Sep-05		Hit by object
PL05/0279	20-Sep-05	06-Oct-05		Traffic
PL05/0281	07-Jan-05	13-Oct-05		Fall
PL05/0283	25-Aug-05	14-Oct-05		Traffic
PL05/0322	05-Sep-05	21-Oct-05		Traffic
PL05/0356	01-Sep-05	04-Nov-05		Traffic
PL05/0440	05-Aug-05	17-Nov-05		Passenger
PL05/0441	02-Sep-05	21-Nov-05		Fall
PL05/0464	29-Sep-05	29-Nov-05		Passenger
PL05/0579	24-Sep-05	06-Dec-05		Fall
PL05/0624	21-Nov-05	21-Dec-05		Fall
PL05/0640	04-Oct-05	04-Jan-06		Traffic
PL05/0641	14-Oct-05	04-Jan-06		Fall
PL05/0642	10-Nov-05	04-Jan-06		Traffic
PL05/0643	11-Dec-05	20-Dec-05		Fall
PL05/0644	18-Sep-05	10-Jan-06		Fall
PL05/0646	28-Nov-05	20-Jan-06		Traffic
PL05/0648	14-Dec-05	24-Jan-06		Fall
PL05/0650	04-Jul-05	02-Feb-06		Traffic
PL05/0671	10-Sep-05	15-Feb-06		Traffic
PL05/0672	03-Feb-06	16-Feb-06		Traffic
PL05/0700	18-Oct-05	27-Feb-06		Fall

PL05/0734	08-Dec-05	03-Mar-06	Fall
PL05/0778	05-Jan-06	07-Mar-06	Fall
PL05/0864	22-Jan-06	27-Mar-06	Fall
PL05/0868	11-Dec-05	28-Mar-06	Traffic
PL05/0869	26-Dec-05	29-Mar-06	Traffic
PL05/0872	08-Aug-05	31-Mar-06	Fall
PL05/0904	09-Mar-06	04-Apr-06	Fall
PL05/0905	27-Feb-06	04-Apr-06	Passenger
PL05/0906	18-Dec-05	05-Apr-06	Fall
PL05/0935	11-Apr-06	11-Apr-06	Traffic
PL05/0937	03-Mar-06	18-Apr-06	Fall
PL05/0962	01-Apr-06	26-Apr-06	Other
PL05/0969	17-Nov-05	03-May-06	Other
PL05/0970	05-Jun-05	03-May-06	Fall
PL05/1000	16-Aug-05	11-May-06	Fall
PL05/1035	23-Feb-06	16-May-06	Fall
PL05/1036	16-Jan-06	12-May-06	Property damage
PL05/1039	03-Dec-05	18-May-06	Fall
PL05/1068	23-Feb-06	24-May-06	Fall
PL05/1069	01-Apr-06	12-May-06	Fall
PL05/1070	13-Dec-05	26-May-06	Traffic
PL05/1113	01-May-06	05-Jun-06	Fall
PL05/1146	11-Apr-06	09-Jun-06	Passenger
PL05/1229	01-Jun-06	29-Jun-06	Passenger
PL05/1232	09-Feb-06	29-Jun-06	Fall
PL05/1307	11-Feb-06	28-Jul-06	Fall
PL05/1317	21-Jan-06	08-Aug-06	Traffic
PL05/1320	14-Apr-06	22-Aug-06	Traffic
PL05/1321	10-May-06	25-Aug-06	Fall
PL05/1322	06-May-06	30-Aug-06	Fall
PL05/1325	01-May-06	14-Sep-06	Traffic
PL05/1331	29-Dec-05	04-Oct-06	Fall
PL05/1334	14-Jun-06	10-Oct-06	Fall
PL05/1335	07-Feb-06	19-Oct-06	Fall
PL05/1339	04-May-06	12-Feb-07	Fall
PL05/1340	04-Apr-05	23-Feb-07	Other
PL05/1343	30-Mar-06	17-Apr-07	Fall
PL05/1351	01-Jul-05	10-Sep-07	Property damage
PL05/1359	16-Jan-06	01-Nov-07	Property damage
PL05/1360	16-Jan-06	01-Nov-07	Property damage
PL05/1361	16-Jan-06	01-Nov-07	Property damage
PL05/1362	06-Oct-05	01-Nov-07	Property damage
PL05/1363	14-Dec-05	27-Nov-08	Fall
PL05/1364	18-May-06	15-May-09	Traffic
PL06/0001	03-Jul-06	03-Aug-06	Fall
PL06/0011	08-Jul-06	21-Jul-06	Passenger
PL06/0102	08-Jun-06	10-Aug-06	Passenger
PL06/0103	07-Jul-06	14-Aug-06	Fall
PL06/0164	03-Jul-06	13-Sep-06	Traffic
PL06/0191	17-Aug-06	14-Sep-06	Passenger
PL06/0288	06-Sep-06	20-Sep-06	Passenger
PL06/0387	18-Jul-06	18-Oct-06	Fall
PL06/0388	25-Sep-06	18-Oct-06	Fall
PL06/0464	04-Feb-06	15-Nov-06	Fall
PL06/0529	12-Nov-06	27-Nov-06	Fall
PL06/0544	11-Jul-06	30-Nov-06	Fall
PL06/0545	27-Oct-06	29-Nov-06	Passenger
PL06/0577	15-Oct-06	07-Dec-06	Traffic
PL06/0596	29-Aug-06	14-Dec-06	Passenger
PL06/0644	28-Sep-06	09-Jan-07	Property damage
PL06/0662	06-Jul-06	17-Jan-07	Fall
PL06/0668	06-Dec-06	17-Jan-07	Traffic

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PL06/0672	28-Sep-06	09-Feb-07	Fall
PL06/0673	12-Feb-07	13-Feb-07	Passenger
PL06/0724	24-Nov-06	02-Mar-07	Fall
PL06/0785	26-Jan-07	14-Mar-07	Traffic
PL06/0824	13-Sep-06	14-Mar-07	Fall
PL06/0826	19-Dec-06	15-Mar-07	Traffic
PL06/0893	10-Feb-07	12-Feb-07	Property damage
PL06/0894	29-Dec-06	05-Apr-07	Traffic
PL06/0964	03-Feb-07	04-Apr-07	Fall
PL06/0965	23-Sep-06	03-Apr-07	Fall
PL06/0966	08-Nov-06	03-Apr-07	Fall
PL06/0967	04-Apr-07	18-Apr-07	Traffic
PL06/0968	24-Oct-06	20-Apr-07	Traffic
PL06/0969	07-Apr-07	24-Apr-07	Fall
PL06/0975	28-Apr-07	01-May-07	Fall
PL06/0977	02-May-07	04-May-07	Passenger
PL06/0980	09-May-07	09-May-07	Traffic
PL06/1136	11-May-07	15-May-07	Traffic
PL06/1289	15-Dec-06	13-Jun-07	Fall
PL06/1336	18-Jun-07	20-Jun-07	Passenger
PL06/1337	14-Feb-07	25-Jun-07	Fall
PL06/1356	01-Mar-07	27-Jun-07	Traffic
PL06/1398	22-Jun-07	05-Jul-07	Passenger
PL06/1401	04-Apr-07	10-Jul-07	Traffic
PL06/1458	18-Oct-06	30-Jul-07	Fall
PL06/1469	14-Apr-07	28-Aug-07	Fall
PL06/1470	27-Dec-06	03-Sep-07	Fall
PL06/1472	14-Jun-07	10-Sep-07	Fall
PL06/1473	10-Feb-07	26-Sep-07	Property damage
PL06/1474	18-Apr-07	03-Oct-07	Fall
PL06/1475	04-Jun-07	10-Oct-07	Fall
PL06/1476	24-Feb-07	17-Oct-07	Fall
PL06/1479	27-Nov-06	22-Nov-07	Fall
PL06/1481	29-Apr-07	07-Feb-08	Event
PL06/1483	31-Dec-06	12-Dec-07	Property damage
PL06/1486	27-Feb-07	01-Nov-07	Property damage
PL06/1488	31-Dec-06	01-Nov-07	Property damage
PL06/1489	31-Dec-06	01-Nov-07	Property damage
PL06/1490	10-Feb-07	01-Nov-07	Property damage
PL06/1491	31-Dec-06	01-Nov-07	Property damage
PL06/1492	31-Dec-06	01-Nov-07	Property damage
PL06/1493	29-Dec-06	01-Nov-07	Property damage
PL06/1494	31-Dec-06	01-Nov-07	Property damage
PL06/1495	29-Dec-06	01-Nov-07	Property damage
PL06/1496	31-Dec-06	01-Nov-07	Property damage
PL06/1497	31-Dec-06	01-Nov-07	Property damage
PL06/1501	31-Dec-06	01-Nov-07	Property damage
PL06/1505	10-Feb-07	01-Nov-07	Property damage
PL06/1506	29-Dec-06	01-Nov-07	Property damage
PL06/1524	13-Jan-07	21-Oct-08	Property damage
PL06/1525	29-Oct-06	13-Nov-08	Event
PL06/1528	27-Jun-07	13-Feb-09	Fall
PL06/1529	21-Jul-06	01-Oct-08	Traffic
PL06/1530	29-Dec-06	23-Mar-10	Traffic
PL07/0013	20-Jul-07	24-Jul-07	Fall
PL07/0014	12-Jul-07	23-Jul-07	Passenger
PL07/0015	08-Jul-07	19-Jul-07	Passenger
PL07/0035	11-Jul-07	07-Aug-07	Passenger
PL07/0098	14-Aug-07	20-Aug-07	Passenger
PL07/0481	20-Sep-07	19-Oct-07	Traffic
PL07/0732	03-Oct-07	20-Nov-07	Passenger
PL07/0745	17-Sep-07	30-Nov-07	Fall

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PL07/0756	15-Aug-07	16-Jan-08	Traffic
PL07/0758	03-Dec-07	14-Dec-07	Traffic
PL07/0759	13-Dec-07	21-Dec-07	Passenger
PL07/0761	12-Dec-07	12-Dec-07	Passenger
PL07/0766	17-Jan-08	20-Feb-08	Fall
PL07/0767	08-Feb-08	13-Feb-08	Traffic
PL07/0887	21-Jul-07	13-Mar-08	Fall
PL07/0888	10-Jan-08	13-Mar-08	Traffic
PL07/0890	13-Dec-07	27-Feb-08	Fall
PL07/0891	20-Dec-07	19-Feb-08	Fall
PL07/0950	19-Sep-07	17-Mar-08	Fall
PL07/0951	18-Oct-07	12-Mar-08	Fall
PL07/0995	23-Nov-07	09-Apr-08	Fall
PL07/0997	07-Dec-07	11-Apr-08	Fall
PL07/1024	02-Apr-08	21-Apr-08	Fall
PL07/1083	24-Apr-08	06-May-08	Property damage
PL07/1126	04-Mar-08	01-May-08	Traffic
PL07/1128	12-May-08	13-May-08	Traffic
PL07/1158	29-Aug-07	15-May-08	Traffic
PL07/1208	29-May-08	03-Jun-08	Passenger
PL07/1209	22-May-08	23-May-08	Traffic
PL07/1267	20-Mar-08	06-Jun-08	Fall
PL07/1320	15-Jan-08	18-Jun-08	Fall
PL07/1322	10-Jun-08	10-Jun-08	Traffic
PL07/1323	30-Oct-07	11-Jun-08	Other
PL07/1357	13-Sep-07	17-Jun-08	Fall
PL07/1359	14-Mar-08	11-Jun-08	Fall
PL07/1361	30-Apr-08	10-Jun-08	Fall
PL07/1362	28-May-08	12-Jun-08	Property damage
PL07/1367	11-Jun-08	18-Jun-08	Property damage
PL07/1410	28-Mar-08	07-Jul-08	Fall
PL07/1442	30-Apr-08	16-Jul-08	Fall
PL07/1444	26-Jan-08	14-Jul-08	Fall
PL07/1445	13-Jun-08	17-Jul-08	Passenger
PL07/1446	15-Mar-08	15-Jul-08	Fall
PL07/1448	19-May-08	22-Jul-08	Property damage
PL07/1462	28-May-08	01-Aug-08	Fall
PL07/1472	20-Jun-08	07-Aug-08	Property damage
PL07/1473	24-Apr-08	05-Sep-08	Traffic
PL07/1476	10-Oct-07	03-Sep-08	Fall
PL07/1477	13-Jun-08	11-Sep-08	Fall
PL07/1478	17-Oct-07	15-Oct-08	Fall
PL07/1490	30-Oct-07	31-Oct-08	Fall
PL07/1494	25-Sep-07	05-Dec-08	Hit by object
PL07/1497	09-Jul-07	11-Feb-09	Fall
PL07/1499	14-May-08	19-Feb-09	Fall
PL07/1501	25-Feb-08	25-Feb-08	Traffic
PL07/1505	03-Nov-07	13-Jul-09	Traffic
PL07/1506	07-May-08	25-Aug-09	Fall
PL07/1508	13-Jul-07	28-Oct-09	Fall
PL07/1510	21-May-08	22-May-08	Hit by object
PL07/1513	27-Feb-08	07-Jul-10	Fall
PL07/1516	23-Feb-08	13-Dec-10	Fall
PL08/0006	08-Jul-08	08-Jul-08	Traffic
PL08/0007	07-Jul-08	08-Jul-08	Passenger
PL08/0112	06-Jul-08	19-Aug-08	Fall
PL08/0232	19-Jul-08	28-Aug-08	Traffic
PL08/0313	27-Sep-08	10-Oct-08	Traffic
PL08/0321	04-Oct-08	10-Oct-08	Traffic
PL08/0357	22-Oct-08	23-Oct-08	Traffic
PL08/0358	25-Jul-08	14-Oct-08	Fall
PL08/0359	09-Aug-08	16-Oct-08	Fall

Redacted

PL08/0446	05-Nov-08	10-Nov-08	Redacted	Passenger
PL08/0480	08-Oct-08	20-Nov-08		Fall
PL08/0481	27-Aug-08	20-Nov-08		Fall
PL08/0561	01-Oct-08	27-Oct-08		Fall
PL08/0591	21-Nov-08	24-Nov-08		Property damage
PL08/0672	03-Oct-08	08-Jan-09		Fall
PL08/0673	23-Jul-08	03-Sep-08		Property damage
PL08/0700	20-Nov-08	12-Jan-09		Passenger
PL08/0704	23-Oct-08	22-Jan-09		Fall
PL08/0711	19-Dec-08	09-Feb-09		Fall
PL08/0712	09-Nov-08	23-Jan-09		Fall
PL08/0737	20-Oct-08	19-Feb-09		Fall
PL08/0815	13-Feb-09	04-Mar-09		Passenger
PL08/0818	04-Mar-09	04-Mar-09		Passenger
PL08/0881	29-Nov-08	12-Mar-09		Fall
PL08/0882	12-Mar-09	13-Mar-09		Fall
PL08/0909	12-Dec-08	17-Mar-09		Traffic
PL08/0920	19-Feb-09	18-Mar-09		Fall
PL08/0921	01-Dec-08	18-Mar-09		Fall
PL08/0974	30-Mar-09	03-Apr-09		Traffic
PL08/1013	27-Feb-09	16-Apr-09		Fall
PL08/1039	20-Apr-09	22-Apr-09		Traffic
PL08/1060	16-Mar-09	11-May-09		Fall
PL08/1094	26-Feb-09	13-May-09		Fall
PL08/1101	04-Mar-09	14-May-09		Fall
PL08/1102	06-Jan-09	21-May-09		Fall
PL08/1103	19-Feb-09	22-May-09		Traffic
PL08/1181	14-May-09	09-Jun-09		Fall
PL08/1212	10-Jan-09	15-Jun-09		Traffic
PL08/1380	18-Mar-09	24-Jun-09		Fall
PL08/1423	12-May-09	15-May-09		Property damage
PL08/1623	07-Jun-09	28-Jul-09		Traffic
PL08/1624	19-Jun-09	28-Jul-09		Traffic
PL08/1694	18-Jun-09	12-Aug-09		Passenger
PL08/1697	12-May-09	27-Aug-09		Passenger
PL08/1699	13-Apr-09	09-Sep-09		Property damage
PL08/1700	21-Dec-08	10-Sep-09		Other
PL08/1705	19-Mar-09	01-Oct-09		Traffic
PL08/1706	19-Jun-09	12-Oct-09		Traffic
PL08/1707	10-Jun-09	19-Oct-09		Fall
PL08/1708	03-May-09	19-Oct-09		Fall
PL08/1710	17-May-09	30-Nov-09		Traffic
PL08/1712	01-Sep-08	13-Jan-10	Fall	
PL08/1714	17-Jun-09	14-Jan-10	Traffic	
PL08/1715	24-May-09	26-Feb-10	Traffic	
PL08/1716	09-Feb-09	26-Feb-10	Fall	
PL08/1717	18-Feb-09	03-Mar-10	Traffic	
PL08/1718	21-Dec-08	26-Mar-10	Traffic	
PL08/1720	24-Apr-09	17-Jun-10	Traffic	
PL08/1723	15-Jun-09	09-Aug-10	Fall	
PL08/1724	17-Jun-09	25-Aug-10	Traffic	
PL09/0073	03-Aug-09	17-Aug-09	Traffic	
PL09/0075	17-Aug-09	20-Aug-09	Traffic	
PL09/0076	28-Jul-09	04-Sep-09	Passenger	
PL09/0077	11-Aug-09	07-Sep-09	Traffic	
PL09/0329	25-Sep-09	30-Oct-09	Passenger	
PL09/0330	27-Aug-09	30-Oct-09	Fall	
PL09/0454	12-Oct-09	10-Nov-09	Passenger	
PL09/0463	23-Oct-09	18-Nov-09	Passenger	
PL09/0665	17-Jul-09	06-Aug-09	Fall	
PL09/0692	09-Dec-09	13-Jan-10	Property damage	
PL09/0696	12-Dec-09	15-Jan-10	Traffic	

PL09/0697	14-Jan-10	14-Jan-10	Redacted	Property damage
PL09/0698	11-Jan-10	12-Jan-10		Traffic
PL09/0740	30-Dec-09	19-Jan-10		Traffic
PL09/0741	08-Dec-09	19-Jan-10		Fall
PL09/0742	07-Dec-09	19-Jan-10		Fall
PL09/0744	23-Dec-09	19-Jan-10		Passenger
PL09/0746	20-Oct-09	21-Jan-10		Property damage
PL09/0749	27-Jul-09	28-Jan-10		Traffic
PL09/0775	03-Feb-10	11-Feb-10		Traffic
PL09/0779	13-Jan-10	13-Jan-10		Property damage
PL09/0781	07-Feb-10	24-Feb-10		Fall
PL09/0820	17-Dec-09	26-Feb-10		Property damage
PL09/0821	01-Feb-10	26-Feb-10		Hit by object
PL09/0822	05-Feb-10	26-Feb-10		Property damage
PL09/0823	22-Dec-09	26-Feb-10		Fall
PL09/0825	30-Oct-09	23-Feb-10		Traffic
PL09/0833	09-Feb-10	26-Feb-10		Fall
PL09/0905	26-Feb-10	10-Mar-10		Traffic
PL09/0916	25-Oct-09	24-Mar-10		Fall
PL09/0922	11-Feb-10	25-Mar-10		Fall
PL09/0987	22-Sep-09	26-Mar-10		Traffic
PL09/1068	25-Feb-10	07-Apr-10		Passenger
PL09/1092	23-Mar-10	13-Apr-10		Fall
PL09/1125	10-Feb-10	16-Apr-10		Property damage
PL09/1166	28-Apr-10	29-Apr-10		Traffic
PL09/1169	01-Feb-10	04-May-10		Passenger
PL09/1197	01-Mar-10	10-May-10		Traffic
PL09/1245	24-May-10	25-May-10		Fall
PL09/1258	15-Dec-09	15-Dec-09		Explosion
PL09/1275	20-Dec-09	07-Jun-10		Fall
PL09/1354	06-Jun-10	10-Jun-10		Passenger
PL09/1391	14-May-10	21-Jun-10		Passenger
PL09/1392	03-Nov-09	15-Jun-10		Traffic
PL09/1393	16-Feb-10	21-Jun-10		Traffic
PL09/1441	16-Jun-10	23-Jun-10		Traffic
PL09/1510	13-Feb-10	08-Jul-10		Fall
PL09/1511	13-Nov-09	08-Jul-10		Traffic
PL09/1512	07-Apr-10	07-Jul-10		Traffic
PL09/1561	19-Jun-10	12-Jul-10		Fall
PL09/1574	18-Oct-09	06-Aug-10		Fall
PL09/1577	23-Apr-10	11-Aug-10		Passenger
PL09/1605	17-Dec-09	16-Sep-10		Fall
PL09/1610	26-Oct-09	15-Nov-10		Fall
PL09/1612	18-May-10	09-Dec-10		Traffic
PROF04/0004	08-Apr-04	23-Feb-05		Registration
PROF05/0002	17-Nov-03	24-Aug-05		Registration
PROF05/0072	21-Feb-04	16-Jan-06		Registration
PROF05/0081	01-Apr-06	26-Apr-06		Roadworks
PROF07/0063	10-Feb-08	12-May-08		Registration
PROF08/0024	08-Apr-09	01-May-09		Roadworks
PROF08/0025	27-Mar-09	08-May-09		Roadworks
PROF09/0005	13-Apr-09	09-Sep-09		Property damage
PROF09/0014	03-Dec-09	08-Dec-09		Other
PROF09/0033	29-Dec-06	23-Mar-10		Traffic

ACTIA Claim Reports

Starting in May 2011, ACTIA will issue claim reports to agency Chief Executives, with copies to any additional nominees, twice a year. Future reports will be issued each August (showing the position at the end of the previous financial year) and February (showing the position at the end of the previous calendar year). The purpose of the reports is to help agencies identify risk management issues.

ACTIA recognises that agencies may require information about insurance claims for purposes other than risk management and is happy to issue separate, tailored reports to meet such requirements if necessary.

ACTIA welcomes feedback on this document and the attached reports.

Content of Reports

The remainder of this document identifies the data presented in the attached reports.

These reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

ACTIA Claims Summary

Format

This report contains four bar charts, each identifying a particular element of the Territory's claims history. The first graph shows the claim history for the whole of Government from 2004/05 to 2009/10, the second shows the same information for the agency. The third and fourth graphs show the agency's claim history for the two classes of insurance which represent the majority of its claims.

All four charts show both the number of claims and their total value in dollars. All claims are included whether they are classed as open, reopened, closed or settled. Where claims have been closed or settled, the dollar value is the total amount paid by ACTIA (excluding the agency excess). Where claims are still open, the dollar value is the total amount that ACTIA expects to pay in relation to the claim.

The report also contains details of ACTIA's analysis of the data presented, any significant issues arising and recommendations for risk management actions.

Data

The graphs show the number and cost of all claims for each financial year between 2004/05 and 2009/10. Care needs to be taken in interpreting the data, in particular –

The cost of claims is dependant on factors outside an agency's control. For example, the size of a public liability claim will depend on the circumstances of the injured party.

Where claims have not yet been resolved, the cost shown is the amount that ACTIA currently expects to pay. For matters regarding personal injury this can be difficult to predict with confidence as the full circumstances of the injured party may not be known at present.

A specific issue arises with the reporting of liability claims (including public liability, professional indemnity and medical negligence). These claims are often not made for a significant number of months, or years, after the incident that caused them. In addition it often takes a number of years to resolve these claims, or to determine an accurate estimate of their likely cost.

The graphs do not record details of any matters notified to ACTIA which have not resulted in a claim.

Claims are allocated to insurance years in different ways, depending on the class of insurance. Property and public liability claims are allocated to the year in which the incident occurred, professional indemnity and medical negligence claims are allocated to the year in which the incident was notified.

Agency Detailed Claims Report

Format

This report lists all claims notified by the agency between 2004/05 and 2009/10. It is presented in an Excel spreadsheet to assist with interrogation and analysis.

Data

For each claim listed, the report shows the claim reference, claimant name, incident and notification dates, type of claim, ACT's legal costs (if any), current estimate of the total cost of the claim and the amount outstanding (if any).

The type of claim has been determined from analysis conducted by ACTIA. ACTIA would welcome the opportunity to liaise with each agency to ensure that this methodology is tailored to the requirements of specific agencies or business units.

Osborne, Peter

From: Osborne, Peter
Sent: Wednesday, 25 May 2011 11:56 AM
To: Smithies, Megan
Cc: Thompson, Kirsten
Subject: Claim Reports

Good morning Megan

I am writing further to the discussions at Management Council last year about the reporting of insurance claims by ACTIA, and am pleased to attach the first release of data for your agency. The following documents are attached

- One page PDF document summarising agency claims
- Excel spreadsheet listing all claims notified by the agency during the reporting period
- Word document clarifying some of the issues of data collection and interpretation.

The reports record details of claims for the period 1 July 2004 to 30 June 2010, and their financial costs as estimated at 31 December 2010.

As you will see, the report identifies no significant issues or outstanding risk management actions arising from your agency's activities.

The next set of reports will be issued in August 2011.

Please let me know if I can be of any further assistance.

JOHN FLETCHER | GENERAL MANAGER | ACT INSURANCE AUTHORITY | ACT TREASURY | GPO BOX 158
CANBERRA ACT 2601
PH: (02) 620 70268 | EMAIL: John.Fletcher@act.gov.au

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CEO DT
Summary.pdf



CEO Detail DT.xls



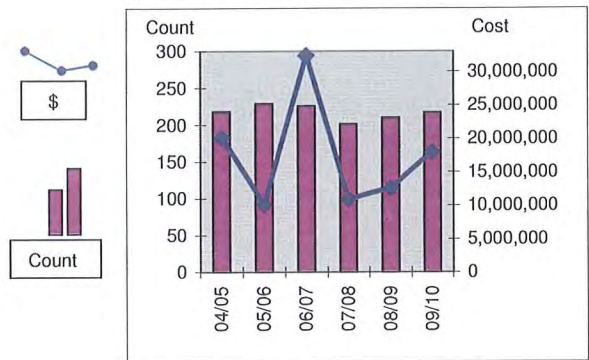
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Reporting.doc



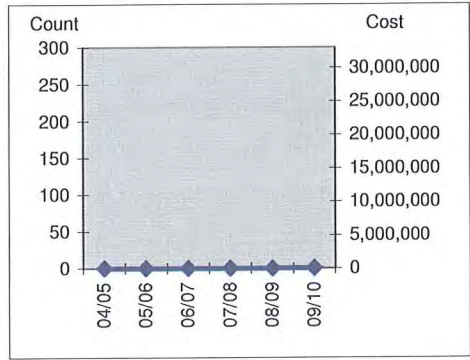
ACTIA Claims Summary - Treasury

Reporting Period 1 July 2004 to 30 June 2010

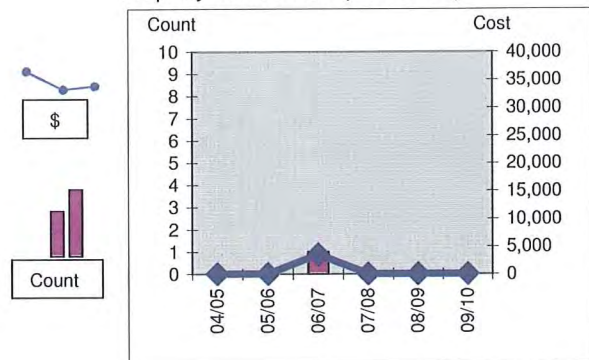
All Claims ACT Gov



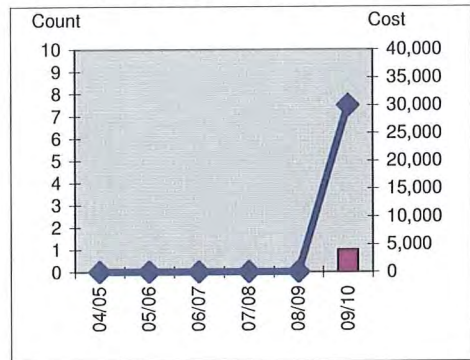
All Claims TSY (Gov scale)



Property Claims TSY (TSY scale)



D&O Claims TSY (TSY scale)



Analysis

The cost of claims incurred by Treasury during the reporting period is less than \$0.1 million (less than 0.1% of all ACT Government claims). Liability claims typically take several years to develop and so the costs of public liability claims in the more recent years shown may increase over time.

Significant Issues

There are no significant issues for this report.

Risk Management Action

There are no outstanding risk management actions for this report.

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Claim Number	Incident	Notification	Legal Costs	Outstanding	Total Estimated Costs	Type of Claim
DO09/0010	12-Nov-08	27-Oct-09	Redacted			Privacy
PD06/0054	27-Feb-07	28-Feb-07				Storm

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