



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

SERVICE STANDARDS IMPLEMENTATION REPORT FOR THE FY2022/23

Q4 & ANNUAL REPORT

COMPENSATION FUND: SERVICE STANDARDS – QUARTER 4 & ANNUAL REPORT

Service Standard for the FY2022/23	Actual Performance																																				
<p>1. We shall adjudicate 90% of compensation claims (injuries - temporary or permanent disabilities) with valid complete information within 30 working days of receipt</p>	<p>80% of compensation claims (injuries - temporary or permanent disabilities) with valid complete information were adjudicated within 30 working days of receipt (not achieved)</p> <table border="1" data-bbox="654 542 1314 981"> <thead> <tr> <th>Period</th> <th>Received</th> <th>Adjudicated within 30 w/days</th> <th>Adjudicated after 30 w/days</th> <th>% Perf</th> <th>% Variance</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>18844</td> <td>16723</td> <td>860</td> <td>89%</td> <td>4%</td> </tr> <tr> <td>Q2</td> <td>51151</td> <td>44746</td> <td>5115</td> <td>87%</td> <td>-3%</td> </tr> <tr> <td>Q3</td> <td>83124</td> <td>68768</td> <td>10274</td> <td>83%</td> <td>-7%</td> </tr> <tr> <td>Q4</td> <td>109757</td> <td>87906</td> <td>21851</td> <td>80%</td> <td>10%</td> </tr> <tr> <td>AR</td> <td>109757</td> <td>87906</td> <td>21851</td> <td>80%</td> <td>10%</td> </tr> </tbody> </table>	Period	Received	Adjudicated within 30 w/days	Adjudicated after 30 w/days	% Perf	% Variance	Q1	18844	16723	860	89%	4%	Q2	51151	44746	5115	87%	-3%	Q3	83124	68768	10274	83%	-7%	Q4	109757	87906	21851	80%	10%	AR	109757	87906	21851	80%	10%
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Office	Received	Adjudicated within 30 w/days	Adjudicated after 30 w/days	% perf	% Variance
CF HQ	2	2	0	0	0
EC	7850	6871	979	88	2
FS	5776	4302	1474	90	0
GP	30450	24807	5643	80	10
KZN	10687	7597	3090	71	19
LP	4935	3913	1022	79	11
MP	8471	6084	2387	86	4
NC	2242	1929	313	86	4
NW	4221	3810	411	90	0
WC	35123	28593	6530	81	9
Total	109757	87906	21849	80%	10

<p>2. We shall pay 90% of compensation benefits (injuries - temporary or permanent disablements, pension funds) within 5 working days of approval</p>	<p>46,7% of compensation benefits (injuries - temporary or permanent disablements, pension funds) were paid within 5 working days (not achieved)</p> <table border="1" data-bbox="656 325 1433 810"> <thead> <tr> <th>Period</th> <th>Authorised benefits</th> <th>Paid within 5 w/days</th> <th>Paid after 5 w/days</th> <th>% Perf</th> <th>% Variance</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>NDA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td>R 2 213 418 624.12</td> <td>R 1 261 279 462.22</td> <td>R 952 139 161.90</td> <td>57%.</td> <td>-33%</td> </tr> <tr> <td>Q3</td> <td>No data</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>R101 5243 925,13</td> <td>R 645 401 085,36</td> <td>R 369 842 839,77</td> <td>63.6%</td> <td>-26.4%</td> </tr> <tr> <td>AR</td> <td>R4 209 335 478,36</td> <td>R2 555 399 587,96</td> <td>R1 653 935 890,40</td> <td>46,7%</td> <td>--43,3</td> </tr> </tbody> </table>	Period	Authorised benefits	Paid within 5 w/days	Paid after 5 w/days	% Perf	% Variance	Q1	NDA					Q2	R 2 213 418 624.12	R 1 261 279 462.22	R 952 139 161.90	57%.	-33%	Q3	No data					Q4	R101 5243 925,13	R 645 401 085,36	R 369 842 839,77	63.6%	-26.4%	AR	R4 209 335 478,36	R2 555 399 587,96	R1 653 935 890,40	46,7%	--43,3
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<p>3. 80% of valid medical invoices with complete information finalised within 40 working days of receipt</p>	<p>89% of valid medical invoices with complete information were finalised within 40 working days of receipt. (achieved)</p>																																				

Period	Medical invoices received	Finalised within 40 w/days	Finalized after 40 w/days	% Perf	% Variance
Q1	172 733	147 219	3 745	85%	5%
Q2	383 160	335 698	14 168	88%	8%
Q3	575 008	512 252	24 564	89%	9%
Q4	750 133	664 507	38 949	89%	9%
AR	750 133	664 507	38 949	89%	9%

Office	Medical invoices received	Finalised within 40 w/days	Finalized after 40 w/days	% Perf	Variance
Not Assigned	387	148	61	38%	-42%
EC	55 082	50 178	1 461	91%	11%
FS	26 526	24 328	1 963	92%	12%
GP	262 586	228 342	12 164	87%	2%
KZN	80 220	72 491	2 754	90%	7%
LP	23 731	20 800	813	88%	8%
MP	53 157	46 854	2 434	88%	8%

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4. We shall finalise 95% of requests for pre- authorisation of Specialised Medical interventions within 10 working days of receipt	<p>98% of requests for pre-authorization of Specialised Medical intervention finalised within 10 days of receipt (achieved)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Received</th> <th>Finalised within 10 w/days</th> <th>Finalised after 10 w/days</th> <th>% Perf</th> <th>Variance</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3408</td> <td>3295</td> <td>113</td> <td>97%</td> <td>7%</td> </tr> <tr> <td>Q2</td> <td>3379</td> <td>3294</td> <td>85</td> <td>97%</td> <td>+7%</td> </tr> <tr> <td>Q3</td> <td>4204</td> <td>4111</td> <td>93</td> <td>98%</td> <td>8%</td> </tr> <tr> <td>Q4</td> <td>4908</td> <td>4810</td> <td>98</td> <td>98%</td> <td>8%</td> </tr> <tr> <td>AR</td> <td>4908</td> <td>4810</td> <td>98</td> <td>98%</td> <td>8%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Office</th> <th>Received</th> <th>Finalised within 10 w/days</th> <th>Finalised after 10 w/days</th> <th>% Perf</th> <th>% Variance</th> </tr> </thead> <tbody> <tr> <td>CF HQ</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>EC</td> <td>588</td> <td>586</td> <td>02</td> <td>100%</td> <td>05 %</td> </tr> <tr> <td>FS</td> <td>296</td> <td>294</td> <td>02</td> <td>99%</td> <td>04 %</td> </tr> <tr> <td>GP</td> <td>1339</td> <td>1290</td> <td>49</td> <td>96 %</td> <td>01 %</td> </tr> <tr> <td>KZN</td> <td>688</td> <td>676</td> <td>12</td> <td>98 %</td> <td>03 %</td> </tr> </tbody> </table>	Period	Received	Finalised within 10 w/days	Finalised after 10 w/days	% Perf	Variance	Q1	3408	3295	113	97%	7%	Q2	3379	3294	85	97%	+7%	Q3	4204	4111	93	98%	8%	Q4	4908	4810	98	98%	8%	AR	4908	4810	98	98%	8%	Office	Received	Finalised within 10 w/days	Finalised after 10 w/days	% Perf	% Variance	CF HQ						EC	588	586	02	100%	05 %	FS	296	294	02	99%	04 %	GP	1339	1290	49	96 %	01 %	KZN	688	676	12	98 %	03 %
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5. We shall finalise 90% of compliant requests for assistive devices within 15 working days	<p>90% of compliant requests for assistive devices were responded to within 15 working days. (achieved)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Received</th> <th>Finalised within 15 w/days</th> <th>Finalised after 15 w/days</th> <th>% performance</th> <th>Variance</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>243</td> <td>225</td> <td>18</td> <td>93%</td> <td>3%</td> </tr> <tr> <td>Q2</td> <td>721</td> <td>673</td> <td>48</td> <td>93%</td> <td>3%</td> </tr> <tr> <td>Q3</td> <td>1258</td> <td>1158</td> <td>100</td> <td>92%</td> <td>+2%</td> </tr> <tr> <td>Q4</td> <td>1785</td> <td>1601</td> <td>184</td> <td>90%</td> <td>0%</td> </tr> <tr> <td>AR</td> <td>4007</td> <td>3657</td> <td>350</td> <td>92%</td> <td>7%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Office</th> <th>Received</th> <th>Finalised within 15 w/days</th> <th>Finalised after 15 w/days</th> <th>% performance</th> <th>% Variance</th> </tr> </thead> <tbody> <tr> <td>CF HQ</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Period	Received	Finalised within 15 w/days	Finalised after 15 w/days	% performance	Variance	Q1	243	225	18	93%	3%	Q2	721	673	48	93%	3%	Q3	1258	1158	100	92%	+2%	Q4	1785	1601	184	90%	0%	AR	4007	3657	350	92%	7%	Office	Received	Finalised within 15 w/days	Finalised after 15 w/days	% performance	% Variance	CF HQ					
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EC	144	140	2	97%	+7%
FS	160	149	9	93%	+3%
GP	413	343	42	83%	-7%
KZN	318	274	16	86%	-4%
LP	175	170	3	97%	+7%
MP	201	184	10	92%	+2%
NC	24	17	7	71%	-19%
NW	123	103	7	84%	-6%
WC	227	221	4	97%	+7%
Total	1785	1601	184	90%	0%

6. We shall enrol 200 Persons with Disabilities in Vocational Rehabilitation Programme (VRP) through Post-School Education and Training institutions funded per annum	54 new Persons with Disabilities funded annually for Vocational Rehabilitation Programme				
	11 Pending continuing Persons with Disabilities funded annually for Vocational Rehabilitation Programme (achieved/not achieved)				
	Period	Persons with Disabilities enrolled (new)	Persons with Disabilities enrolled (continuation)	% enrolled	Variance
	Q1	8	Pending	4%	192
	Q2	83	11	42%	-117
	Q3	93	11	47%	-107
	Q4	107	14	54%	-93
	AR	107	14	54%	-93
	Office	Persons with Disabilities enrolled (new)	Persons with Disabilities enrolled (continuation)	% enrolled	Variance
	EC	02	-	54%	-93
FS	03	01			
GP	22	05			
KZN	17	06			
LP	33	-			
MP	15	01			
NC	09	-			
NW	04	01			
WC	02	-			
Total	107	14			

7. We shall fund 895 Young persons enrolled at Post-School Education and Training institutions per annum Update

917 new learners funded annually at Post School Education and training institutions.
813 continuing learners funded annually at Post School Education and training institutions.

Period	Students enrolled	Students Continuation	% of students enrolled (New)	Variance
Q1	122	53	14%	773
Q2	755	726	84%	140
Q3	901	797	101%	+06%
Q4	917	813	102%	+22
AR	917	813	102%	+22

Office	Students enrolled	Students Continuation	% of students enrolled (New)	Variance
CF HQ	-	-	-	+22
EC	298	99	32%	
FS	12	38	1%	
GP	216	291	24%	
KZN	111	92	12%	
LP	135	178	15%	
MP	39	67	4%	
NC	4	3	0,4%	

NW	39	28	4%	
WC	63	17	7%	
Pending/ WIP				
Total	917	813	100%	

8. We shall issue tender letter on receipt of all required documentation within 1 day

97.9% tender letters were issued (with all required documentation) within 1 day of receipt. **(achieved)**

Period	Received	Issued tender letters within 1 day	Issued tender letters after 1 day	%	Variance
Q1	209	205	4	98%	8%
Q2	119	116	3	97%	+7%
Q3	662	658	4	99,4%	9,4%
Q4	633	620	13	97.9%	+8%
AR	1623	1599	24	98.5%	+8%