



WIRO/IRO PERIODIC PERFORMANCE REVIEW
1 JULY 2020 TO 30 June 2021

S Cohen

INDEPENDENT REVIEW OFFICER

Complaints, Enquiries, CTP Complaints and CTP Enquiries: Matters Received

Case Type	2020						2021						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	733	758	731	709	715	582	555	664	766	589	636	647	8085
Enquiry	824	627	642	629	645	489	510	618	836	660	761	736	7977
CTP Complaint									74	64	90	89	317
CTP Enquiry									42	25	30	38	135
Total	1557	1385	1373	1338	1360	1071	1065	1282	1718	1338	1517	1510	16514

Complaints, Enquiries, CTP Complaints and CTP Enquiries: Referral Source

Referral Source	2020						2021						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Lawyer	805	801	791	757	743	609	613	706	934	764	752	778	9053
Web search	311	261	261	275	318	219	207	294	394	284	389	381	3594
Word of Mouth	169	112	127	98	101	93	76	114	134	81	85	70	1260
Workcover	110	77	59	61	81	63	74	58	91	83	104	100	961
Government Department	63	47	55	59	46	37	36	42	72	61	74	79	671
Insurer	24	30	31	24	17	15	21	22	18	8	20	24	254
Other source	15	15	10	13	16	7	9	9	16	23	49	49	231
Doctor	18	11	17	14	19	11	7	17	33	11	20	12	190
Union	20	12	13	19	7	7	11	7	5	14	9	10	134
Rehabilitation Provider	7	10	6	6	4	4	4	3	9	3	4	2	62
Employer	6	4	2	3	3	1	1	1	3	2	3		29
Workers Compensation Commission		3	1	3	1	3	2	4	4	1	3	2	27
Advertising	5	1		3	3		1	3	1	2	4	1	24
WIRO/IRO Campaign	2	1		3	1	2	3	1	3		1	2	19
Not Provided	2							1	1	1			5
Total	1557	1385	1373	1338	1360	1071	1065	1282	1718	1338	1517	1510	16514

Note: The Referral Source refers to the injured worker's first contact with IRO. For all injured workers who have an ILARS grant, the referral source is 'Lawyer' even if they have been referred to the Solutions Group by an insurer, union or by the ILARS team.

Complaints and CTP Complaints: How long do they take to close?

Duration	2020						2021						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	751	771	701	751	647	706	520	636	769	620	602	641	8115
A - Same day	122	142	139	137	98	102	99	123	123	98	110	93	1386
B - Next day	69	57	51	71	37	48	42	51	54	42	32	52	606
C - 2 to 7 days	395	395	360	403	374	383	269	355	433	333	337	348	4385
D - 8 to 15 days	133	146	125	116	113	146	82	89	137	128	105	132	1452
E - 16 to 30 days	31	30	26	23	24	27	25	17	21	18	14	15	271
F - more than 30 days	1	1		1	1		3	1	1	1	4	1	15
CTP Complaint									59	70	83	91	303
A - Same day									17	13	19	29	78
B - Next day									4	6	7	5	22
C - 2 to 7 days									30	27	47	53	157
D - 8 to 15 days									8	22	9	3	42
E - 16 to 30 days										2	1	1	4
Total	751	771	701	751	647	706	520	636	828	690	685	732	8418

Note: The time to close a complaint is measured in calendar and not business days.

Complaints: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Escalation or Investigation - Secondary Issue Only	Total
Scheme agent	726	591	1061	1663	230	330	509	710	147	146	31	6144
Allianz 701	7	5	2	28	3		5	9	1		1	61
Allianz Australia Workers Compensation (NSW) Ltd	42	39	81	137	18	3	31	49	9	5	2	416
CGU Workers Compensation (NSW) Ltd				3			2			1		6
EML 701	358	257	391	702	108	162	278	295	76	72	14	2713
EML 702	102	96	178	235	41	63	75	117	28	20	6	961
Employers Mutual NSW Limited	17	31	27	51	7	4	15	21	1	6	2	182
GIO 701	14	2	15	20		5	1	2	1	1	1	62
GIO General Limited	176	154	348	462	47	86	91	203	30	37	4	1638
Icare-Workers Care	2			1		1		1				5
Insurance and Care NSW (Icare)				1		1	1	3			1	7
QBE 701	1	1	6	10	1		1	2				22
QBE Workers Compensation			2	5			3	1	1	1		13
Uninsured Liabilities	7	6	11	8	5	5	6	7		3		58
Self-insured	88	84	174	237	34	29	80	74	39	28	5	872
3M Australia Pty Ltd		1										1
Aldi Stores	1	2				1		1	1			6
ANZ Banking Group Limited		1		1	1	4		2				9
Ausgrid Management Pty Ltd	1	2	2	2	1			1		1	1	11
Australian Unity Limited	2	1		3								6
BHP Group Limited				3			2					5
Blacktown City Council		4	1	2	1							8
Bluescope Steel Ltd			4	6					2			12
BOC Limited		1				1						2
Boral Limited		2	1	3								6
Brambles Industries Limited				1								1
Campbelltown City Council	3	1	2	3					1			10
Canterbury Bankstown Council		1		1						2		4
Central Coast Council			1									1

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Escalation or Investigation - Secondary Issue Only	Total
City of Sydney Council	1		1	1			3			1		7
Coca-Cola Amatil	3	2	4	1								10
Coles Group Ltd	16	11	17	51	4	5	21	16	7	4		152
Colin Joss & Co Pty Limited	1	1		2								4
CSR Limited		1		1	1		1					4
DAC Finance Pty Ltd (trading as Opal Aged Care)		4			1		1		2			8
Endeavour Energy		1	1	3				1		1		7
Fletcher International Exports Pty Ltd.				3			4	1			1	9
Healius Limited		1	1									2
Holcim (Aust) Holdings Pty Limited			1									1
Infrabuild (Manufacturing) Pty Limited	1	1	2	4		1			1			10
Inghams Enterprises Pty Ltd			3	1	1							5
ISS Facility Services		1		1	1			1				4
ISS Property Services Pty Ltd			3	4					1			8
JELD-WEN Australia Pty Ltd				1			1					2
Lake Macquarie City Council		1								2		3
Liverpool City Council		1										1
MARS Australia Pty Ltd			1									1
McDonald's Australia Holdings Limited							1	1		1		3
Myer Holdings Ltd		1		5				2				8
Newcastle City Council		1		1	1							3
Northern Beaches Council	1	1	2	3	1			5	3	1	1	18
Northern Co-Operative Meat Company Limited				1			1		1			3
NSW Trains	2	1	2	3	1	1	1	2				13
Persol Australia Pty Ltd	3	2	2	2	1	1		1	1	1		14
Qantas Airways Limited	10	2	3	8	2	1	4	3	1			34
Rail Corporation NSW	1											1
Randstad	2			2								4
RGF Staffing Melbourne One Pty		1	4	2	1	1	2	1	2	1		15
Shoalhaven City Council		1	1									2
Southern Meats Pty Ltd.									1			1
Sydney Trains	6	7	11	18	2		5	5	6	1	1	62

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Escalation or Investigation - Secondary Issue Only	Total
The Star Entertainment Group Ltd	1	2	5	6			1	2			1	18
Toll Holdings Ltd		1	9	3	1		3		2	1		20
Transport for NSW Workers Compensation Services	1	1	5	9	1		6	3		2		28
Transport Service of NSW (State Transit Group)	2		4	3		1	1	2		2		15
UGL Rail Services Pty Limited			2									2
University of New South Wales		2	1	1	1							5
University of Wollongong	2	1	1	2	1							7
Ventia Australia Pty Ltd - formerly Broad-spectrum	5	3	34	18		2	4	8		1		75
Veolia Environmental Services (Australia) Pty Ltd			3	4			1					8
Wesfarmers Retail Holdings Pty Ltd	5	1	4	10	2	1	2	2				27
Westpac Banking Corporation Ltd		1	1	3		1	1					7
Wollongong City Council								1				1
Woolworths Group Ltd	18	14	35	35	8	8	14	13	7	6		158
Specialised insurer	40	39	130	164	19	19	59	62	16	21	2	571
Catholic Church Insurance Limited	14	11	84	97	8	5	41	26	4	9	1	300
Coal Mines Insurance Pty Limited	5	8	4	12		1	3	3		1		37
Guild Insurance Ltd	5	5	10	7	3	2	1	4	1		1	39
Hospitality Employers Mutual	9	5	12	15	4	9	3	11	4	1		73
Racing NSW Insurance Fund	3	5	3	10	2	1	5	7	3	3		42
State Cover Mutual Ltd	4	5	17	23	2	1	6	11	4	7		80
TMF	123	122	191	316	66	65	75	167	62	56	1	1244
Allianz TMF	43	32	49	71	18	16	19	47	14	17		326
Employers Mutual NSW Ltd - TMF	40	51	67	104	22	33	19	51	31	20	1	439
QBE TMF	40	39	75	141	26	16	37	69	17	19		479
Other Insurer including Not Provided	2	6	9	13	1	2	5	19	4	35		96
Total	979	842	1565	2393	350	445	728	1032	268	286	39	8927

Note: A matter may have more than one issue.

Insurer names are provided by the injured worker.

An injured worker may have made more than one complaint.

Enquiry: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARSI Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Complaint about Service Provider	Who is the insurer?	Total
Scheme agent	319	472	73	117	154	143	192	68	649	106	454	691	233	34	59	3764
Allianz 701	4	9	2		4	2	2		9	2		5	2			41
Allianz Australia Workers Compensation (NSW) Ltd	22	32	6	4	8	11	9	3	37	8	23	31	12		5	211
CGU Workers Compensation (NSW) Ltd		1							1		2	1	1		3	9
EML 701	158	237	27	29	75	65	95	21	253	76	298	305	148	17	14	1818
EML 702	45	48	13	20	18	12	37	13	94	9	18	117	27	8	1	480
Employers Mutual NSW Limited	11	22	2	10	5	13	6	5	38		22	37	5	2	3	181
GIO 701	2	6		1	1		1		5	2	1	6	5		1	31
GIO General Limited	75	111	23	47	42	39	40	25	205	8	71	177	33	7	26	929
Icare-Workers Care		1		1				1			12	5			1	21
Insurance and Care NSW (Icare)												1				1
QBE Workers Compensation	1	3							4	1	3	4			5	21
Uninsured Liabilities	1	2		5	1	1	2		3		4	2				21
Self-insured	42	77	6	16	21	34	11	9	105	28	81	106	34	5	4	579
Aldi Stores		2									2	2				6
ANZ Banking Group Limited	1						1									2
Ausgrid Management Pty Ltd		1	1			2			1		1	3	1			10
Australian Unity Limited					1	1					2	1	1			6
Blacktown City Council		1		2		1				1		4				9
Bluescope Steel Ltd	1	1				2			4	2	1	1				12
BOC Limited									1	1	1					3
Boral Limited		1		1					2	1	1	1				7
Brambles Industries Limited									1							1
Campbelltown City Council					1				2		2	2				7
Canterbury Bankstown Council										1						1
Central Coast Council							2		1			3			1	7
City of Sydney Council												1				1
Coca-Cola Amatil												1				1
Coles Group Ltd	7	19	1	1	5	1	1	2	13	4	10	15	2			81

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Complaint about Service Provider	Who is the insurer?	Total
Colin Joss & Co Pty Limited		2									1					3
CSR Limited						1			1		1	1				4
DAC Finance Pty Ltd (trading as Opal Aged Care)		1							1							2
Endeavour Energy					1	1			1							3
Fairfield City Council											1					1
Fletcher International Exports Pty Ltd.												1				1
Hawkesbury City Council											1					1
Healius Limited									4		3		1			8
Infrabuild (Manufacturing) Pty Limited		2		1					1			4	1			9
Inghams Enterprises Pty Ltd														1		1
ISS Property Services Pty Ltd	1	2			1				1		2					7
JELD-WEN Australia Pty Ltd									1	1			1			3
Lake Macquarie City Council												1				1
Liverpool City Council		1				1										2
McDonald's Australia Holdings Limited											3					3
Myer Holdings Ltd	1	2				2						1				6
Newcastle City Council					1				2	1	2	2	1			9
Northern Beaches Council	1	1				1			3		2	2	6			16
Northern Co-Operative Meat Company Limited	1											1				2
NSW Trains		2			1			1			2	1	1			8
Persol Australia Pty Ltd		5				2	1	1	4	1		6	1			21
Qantas Airways Limited	8						1		12		6	9	2	2	1	41
Rail Corporation NSW	2						1		2			1			1	7
Randstad									2		1					3
RGF Staffing Melbourne One Pty		2		1					2			1	1			7
Sydney Trains	6	7			4	4		1	10	1	10	5	4			52
The Star Entertainment Group Ltd		1		2	1	1			4		1	5	1			16
Toll Holdings Ltd	2	1	2	1	1				6	4	1	1			1	20
Transport for NSW Workers Compensation Services					1	2		1		1	2					7
Transport Service of NSW (State Transit Group)		1	1			1	1		2		1	1	1			9
UGL Rail Services Pty Limited		1							1							2

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Complaint about Service Provider	Who is the insurer?	Total
Unilever Australia (Holdings) Pty Limited												2				2
University of New South Wales		1				1			2			2				6
University of Wollongong									1		2					3
Ventia Australia Pty Ltd - formerly Broadspectrum	2	2	1	1		2		1	3		2	6	2			22
Veolia Environmental Services (Australia) Pty Ltd		1														1
Wesfarmers Retail Holdings Pty Ltd		2		1	1	1			1		1	3				10
Westpac Banking Corporation Ltd		2		1					1	1	2	2				9
Wollongong City Council	1															1
Woolworths Group Ltd	8	13		4	2	7	3	2	12	8	14	14	7	2		96
Specialised insurer	29	48	4	10	22	7	13	7	47	13	28	50	26	1	3	308
Catholic Church Insurance Limited	10	16	2	6	12	2	5	5	14	4	6	17	10	1		110
Coal Mines Insurance Pty Limited	6	8			4				8		4	6	3			39
Guild Insurance Ltd	1	6			2				1	1	3	9	4			27
Hospitality Employers Mutual	10	6	1	1	1	3	5		10	2	3	8	5			55
Racing NSW Insurance Fund	1	5				1		1	4	1	7	4	1			25
StateCover Mutual Ltd	1	7	1	3	3	1	3	1	10	5	5	6	3		3	52
TMF	80	102	11	34	41	35	29	16	173	31	50	168	89	10	5	874
Allianz TMF	23	22	3	18	12	7	11	7	64	14	19	63	32	4	3	302
Employers Mutual NSW Ltd - TMF	20	60	4	5	13	11	12	4	44	5	14	48	26	3		269
QBE TMF	37	20	4	11	16	17	6	5	65	12	17	57	31	3	2	303
Other Insurer including Not Provided	10	12	1	5	6	7	8	1	26	10	94	47	11	3	2	243
Total	480	711	95	182	244	226	253	101	1000	188	707	1062	393	53	73	5768

Note: A matter may have more than one issue.
Insurer names are provided by the injured worker.
An injured worker may have made more than one enquiry.

CTP Complaints: Issues by Insurer

Insurer	Treatment and care	Claim Payments	Income support/weekly	Claim Liability	Case Manager	Dispute Handling	Property Damage	Claim Lodgement	Minor Injury	Domestic Assistance	Total
Other Insurer including Not Provided		1			3	3	11		1		19
CTP Insurer	90	55	39	36	32	15	6	13	10	10	306
AAMI	4	3	7	3	1	4	1		1		24
Allianz	5	2	4	5	1			4	1		22
GIO	16	9	4	7	6	3	1	2		3	51
NRMA	41	23	12	13	10	5	4	2	6	4	120
QBE	24	18	12	8	14	3		5	2	3	89
Total	90	56	39	36	35	18	17	13	11	10	325

CTP Enquiries: Issues by Insurer

Insurer	General Case Manager	How to make a claim	Denial of liability	Query About CTP	Weekly Benefits	Minor Injury	Non-Insurer Complaint	Fault	Complaint about services	Delay in payment	Treatment and care	Delay in determination	Total
Other Insurer including Not Provided	7	16	2	3	1		4		1		1		35
CTP Insurer	22	11	24	12	7	6	2	3	1	2	1	2	93
AAMI	1		1	1	1	1	1		1				7
Allianz	3	3	3	3				2		1			15
GIO	4	3	3	1	2	1						1	15
NRMA	12	4	7	4	2	1	1	1				1	33
QBE	1	1	10	3	2	3				1	1		22
Youi	1												1
Total	29	27	26	15	8	6	6	3	2	2	2	2	128

Note: A matter may have more than one issue.

Insurer names are provided by the injured worker.

An injured worker may have made more than one CTP Complaint or Enquiry.

Complaints: Complaint outcomes

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
No Action	12	198	20	24	46	300
Delay in determining liability	14	1549	223	154	291	2231
Recurrence / Whole claim	1	167	23	24	27	242
Claim accepted inside timeframes		9	2		2	13
Claim accepted outside timeframes		36	7	2	3	48
Claim denied inside timeframes		22	3	7	4	36
Claim denied outside timeframes		26	4	5	2	37
Insurer not on risk	1	15			1	17
No decision and inside timeframes		27	3	5	8	43
No decision and outside timeframes		11	2	5	4	22
Recurrence not determined		6			1	7
Request not received		15	2		2	19
Weekly Benefits / Medical Treatment	7	1058	147	97	197	1506
Claim accepted inside timeframes		138	10	8	17	173
Claim accepted outside timeframes	2	319	40	31	75	467
Claim denied inside timeframes		93	13	9	13	128
Claim denied outside timeframes		200	25	22	23	270
Insurer not on risk	1	23	1	2	3	30
No decision and inside timeframes	3	114	19	12	25	173
No decision and outside timeframes	1	69	17	7	17	111
Request not received		102	22	6	24	154
Section 66	3	75	16	4	21	119
Claim accepted inside timeframes		3			3	6
Claim accepted outside timeframes		14	3		6	23
Claim denied inside timeframes		6			1	7
Claim denied outside timeframes		11		1	1	13
Insurer not on risk		6	1	1		8
No decision and inside timeframes		20	5	2	4	31
No decision and outside timeframes	2	9	4		5	20
Request not received	1	5	2		1	9
Claim not duly made		1	1			2

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Initial Notification	1	109	24	16	17	167
Initial notification incomplete		3	2			5
Initial notification not received		7	2		4	13
No response provided and outside timeframes		5				5
Provisional liability inside timeframes		14	6	2	1	23
Provisional liability outside timeframes		7			5	12
Reasonable excuse applied in time	1	65	13		9	100
Reasonable excuse defective		8	1			9
Domestic Assistance	2	112	7	9	22	152
ADL approved	1	39	4		4	60
Claim not made in accordance with 60AA	1	13			2	16
Entitlement exhausted		10			1	11
Accepted after IRO Complaint		45	3	4		58
Declined after IRO Complaint		5			2	7
Section 287A		28	6	4	7	45
Claim accepted inside timeframes		1			1	2
Claim accepted outside timeframes		2			1	3
Claim denied inside timeframes		2			2	4
Claim denied outside timeframes		7	2		1	13
Insurer not on risk		3				3
No decision and inside timeframes		5	1		1	7
No decision and outside timeframes		5	3	1		9
Request not received		3		1		4
Delay in payment	6	963	153	118	178	1418
COD / Settlement	3	178	44	40	51	316
Centrelink and/or Medicare delay		66	8		13	101
Insurer admin error	2	22	9		9	53
Insurer within timeframes and not paid		13	2		2	20
Interpretation of terms dispute		14	2			18
Lawyer hasn't provided all documents required		10	1		2	20
Decision being appealed		1				1
Interest Obtained	1	2	2			6
Correct amount paid after IRO Complaint		50	20		14	97
Medical/Travel	2	277	57	30	67	433

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Claim already paid		23	4	6	4	37
Claim disputed		17	3	2	6	28
Claim not received		12	7	1	4	24
Insufficient information / Invoices not provided	1	48	10	7	6	72
Insurer not on risk		5				5
Insurer within timeframes		11		2	7	20
Correct amount paid after IRO Complaint	1	161	33	12	40	247
Weekly benefits	1	508	52	48	60	669
Employer error making payments		70	8	4	9	91
Employer error where insurer takes over payments		59		4	3	66
Insurer admin error		205	24	25	27	281
Irregular payments		29	4	2	5	40
No apparent error with payments	1	63	10	5	6	85
No COC		55	5	5	4	69
No EFT/TFN details		17		2	5	24
PID Certificate - no entitlement		10	1	1	1	13
Denial of liability	5	522	75	35	106	743
Defective form withdrawn		1	1		1	3
Insurer maintain denial on review		79	13	1	15	108
Insurer overturns decision after PI	1	38	7	3	15	64
Matter referred for review or legal	4	368	49	30	69	520
Section 59A Applied		25	1	1	3	30
Section 59A Overturned		8	1		2	11
Defective form changed and reissued		3	3		1	7
General Case Management	18	531	57	45	134	785
Insurer notified of complaint		256	32	27	80	395
Referred to insurer	11	171	20	10	40	252
Referred to SIRA, Icare or other	7	104	5	8	14	138
IME/IMC		171	31	16	49	267
Appointment cancelled information from treating doctors received		10		2	5	17
Appointment cancelled-referral procedure not followed		11	1		5	17
Appointment maintained		98	16	8	21	143
Appointment rescheduled		29	13	5	11	58
Location changed		8	1	1	2	12

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Travel organised		5			1	6
Choice of 3 IMEs provided after IRO Complaint		10			4	14
Weekly Benefits	2	641	79	38	107	867
Overpayment		37	7		15	59
Insurer or employer presses with recovery		20	4		9	33
Insurer stops recovery		17	3		6	26
Payments changed	1	301	36	18	49	405
Change of entitlement period		22	1		3	26
Employer not passing on correct payment		85	18	6	12	121
Indexation applied after PI	1	9			3	13
No apparent error with payments		138	14	10	23	185
Payments increased after PI (stat rate or 95%)		33	1	1	4	39
WCD or Section 40 assessment		7			2	9
Legislative reduction in PIAWE		7	2	1	2	12
Payments have not started	1	32	4	4	5	46
Insurer maintains reasonable excuse	1	11	2	1	3	18
Reasonable excuse applied within time		9		2		11
Reasonable excuse withdrawn after IRO Complaint		12	2	1	2	17
Payments stopped		271	32	16	38	357
Correct rate applied		4		2		6
Employer error where insurer takes over payments		5		1	3	9
Employer not passing on weekly payments		34		1	3	38
Insurer admin error		97	8	4	9	118
No apparent error with payments		40	10	3	13	66
Section 119 non-attendance IME applied		5	1	1		7
Section 119 non-attendance IME overturned		6	1		1	8
Section 39 limit applied		28	1	1	4	34
Section 39 overturned		4	1			5
Section 48A / 57 suspension overturned		5	3			8
Section 52 retirement age applied		9			2	11
WCD or Section 40 assessment		8	1	1		10
Weekly benefits declined		17	2	2	2	23
Section 48A / 57 suspension applied		7	3			10
Section 52 retirement age overturned			1		1	2

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Non-attendance at IME		2				2
Work Capacity Decision	3	287	28	19	56	393
PIAWE	1	133	16	11	24	185
Insurer maintains decision	1	46	6	3	12	68
Not obvious error referred for review		40	5	3	7	55
PIAWE increased and back payment provided		37	5	4	4	50
PIAWE reduced where notice period not applied		2		1		3
PIAWE reduced where notice provided		8			1	9
Work Capacity Decisions (non-PIAWE)	2	154	12	8	32	208
Incorrect notice provided		5	1			6
IW referred to ALSP	2	104	10	7	26	149
New WCD issued		7				7
Stay not applied		1		1	1	3
WCD under review		21			3	24
WCD withdrawn		16	1		2	19
Non-insurer complaints	28	109	22	15	40	214
Employer Complaint	24	37	9	6	19	95
Referred to Fair Work or IRC	3	13	3	2	5	26
Referred to Other	15	8	5	2	9	39
Referred to SIRA/Safework	6	16	1	2	5	30
ILARS Lawyer Complaint		32	4	5	8	49
Updated the WIRO Principal Lawyer		10	1	1	4	16
Refer worker to OLSC, Law Firm or Other		19	3	3	3	28
Updated the IRO Principal Lawyer		3		1	1	5
Privacy/Surveillance		3	1	1		5
Referred to Other		1	1	1		3
Referred to IPC		2				2
Service Provider	4	37	8	3	13	65
Referred to Other	3	26	3	1	10	43
Referred to SIRA	1	11	5	2	3	22
Request for Documents	4	484	73	57	66	684
Liability Accepted	4	322	44	29	46	445
Docs not provided	2	35	14	2	9	62
Docs provided after PI	1	256	23	23	30	333

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Docs provided to third party		10	1		1	12
Request not received	1	21	6	4	6	38
Liability Disputed		162	29	28	20	239
Docs not provided		23	5	6		34
Docs provided to third party only		4				4
Privilege Claimed			2		3	5
Docs provided after IRO Complaint		135	22	22	17	196
Workplace Injury Management	3	118	30	13	47	211
IMP		15	5		7	27
IW not compliant		5	3		1	9
No current IMP		4				4
IMP amended after IRO Complaint		6	2		6	14
Rehabilitation	1	33	10	2	12	58
Case conference cancelled		2	1			3
Rehab not required		8	2	1	2	13
Rehab provided s41A		4		1	1	6
Rehab provider changed		17	5		9	31
Case conference organised	1		2			3
Referred to IMC		2				2
Return to Work	2	70	15	11	28	126
Duties not provided by employer		18	4	4	13	39
Duties not suitable	1	4	3		5	13
Rehabilitation Allocated		7	2	1	3	13
RTW plan amended		6	2	3	2	13
Section 53 / JCPP Approved		7		1		8
Section 53 / JCPP Declined		10	2	1		13
Vocational Program Approved		7			1	8
Workplace assessment required	1	7		1	3	12
Duties provided by employer after IRO Complaint		4	2		1	7
Total	95	5573	791	534	1120	8113

CTP Complaints: Complaint outcomes

Insurer	CTP Insurer	Other Insurer including Not Provided	Total
No Action	81	19	100
Resolved Action	73		73
Resolved Benefit	73		73
Resolved Information	37		37
Resolved Referred Elsewhere	20		20
Total	284	19	303

ILARS: Grant Applications Received

Application Status	2020						2021						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Accepted	1793	1739	1901	1745	1814	1411	1286	1573	1938	1654	1682	1814	20350
Closed admin	78	62	89	74	90	70	48	75	109	89	78	79	941
Declined	2	2	4	2	1	6	1	6	1	7	3	2	37
Pending	3	1	1	2	2	1	1	4	4	5	30	9	63
Total	1876	1804	1995	1823	1907	1488	1336	1658	2052	1755	1793	1904	21391
Accepted or pending	1796	1740	1902	1747	1816	1412	1287	1577	1942	1659	1712	1823	20413

Grant Status	%
Accepted	95.1%
Declined	0.2%
Pending	0.3%
Closed admin	4.4%
Total	100%

Note: The data reflects ILARS applications for funding received up to 30 June 2021 and grants of funding which have an accepted or pending status as of 30/09/2021. Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report or pending applications which have been approved. 'Closed Admin – Applications' are duplicate applications, incorrectly entered applications or applications closed administratively for any reason as not proceeding.

ILARS - Injury Location for Grants

Injury Location	2020						2021				May	June	Total
	July	August	September	October	November	December	January	February	March	April			
Abdomen and pelvic region	8	5	9	16	12	9	5	16	11	16	13	18	138
Ankle	33	37	34	31	30	22	28	32	34	32	33	29	375
Back	267	249	280	264	249	235	182	208	260	249	254	299	2996
Death	19	27	21	20	26	21	8	13	21	16	17	25	234
Ear	225	323	474	312	325	239	338	326	335	310	283	353	3843
Elbow	8	16	16	10	14	11	3	14	13	8	13	21	147
Foot and toes	16	22	24	23	38	14	10	11	30	18	20	23	249
Hand, fingers and thumb	60	71	71	59	52	58	36	65	63	49	52	76	712
Hip	19	11	19	14	10	14	12	5	10	14	7	20	155
Internal Body System	17	21	21	9	13	16	6	13	13	19	10	18	176
Knee	107	99	110	95	103	76	60	95	103	115	110	95	1168
Multiple -Neck and shoulder	43	23	16	34	32	33	37	34	55	27	35	27	396
Multiple -Trunk and limbs	175	104	90	130	119	71	79	98	160	112	141	107	1386
Neck	30	36	50	53	24	29	27	22	23	45	28	38	405
Other arm	6	17	13	17	26	21	12	11	8	9	22	21	183
Other body location	50	35	26	31	30	28	57	43	87	48	36	25	496
Other Head	36	35	51	45	41	23	23	33	40	43	58	55	483
Other leg	58	33	33	28	44	25	23	37	48	34	37	30	430
Psychological system	374	336	317	301	370	304	187	306	409	306	323	350	3883
Shoulder	119	153	148	160	149	102	74	95	106	117	144	127	1494
Trunk - multiple locations	31	18	9	17	16	11	10	15	12	8	4	5	156
Upper limb - multiple locations	70	32	44	39	55	27	44	55	75	33	41	23	538
Wrist	25	37	26	39	38	23	26	30	26	31	31	38	370
Total	1796	1740	1902	1747	1816	1412	1287	1577	1942	1659	1712	1823	20413

Note: The data reflects applications for funding received up to 30 June 2021 and grants of funding which have an accepted or pending status as of 30/09/2021
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Nature of Injury

Nature of Injury	2020					2021							Total
	July	August	September	October	November	December	January	February	March	April	May	June	
A. Intracranial injuries	19	15	27	23	27	8	17	22	8	12	13	10	201
B. Fractures	15	19	11	19	17	19	21	24	57	32	55	44	333
C. Wounds, lacerations, amputations and internal organ damage	42	20	25	32	28	37	38	56	93	72	106	105	654
D. Burn	3	1	3	1	2	3	2	3	7	10	11	6	52
E. Injury to nerves and spinal cord	428	301	332	313	319	232	154	192	198	237	253	296	3255
F1. Trauma to joints and ligaments	316	293	273	323	370	226	214	284	372	260	273	226	3430
F2. Trauma to muscles and tendons	290	337	352	354	288	242	200	236	211	263	269	348	3390
H1. Joint diseases (arthropathies) and other articular cartilage diseases			2		1		1	1		1	1	2	9
H2. Spinal vertebrae and intervertebral disc diseases	21	24	15	16	6	52	87	80	182	69	71	22	645
H3. Diseases involving the synovium and related tissue		1		1					1		2		5
H4. Diseases of muscle, tendon and related tissue	1	2	4	1		1		1	1	2	1	2	16
H5. Other soft tissue diseases	4	6	3	3	2	4	1		2	3	1	3	32
I. Mental disorders	375	337	315	299	372	303	190	309	410	306	326	351	3893
J. Digestive system diseases	3		1	5	1		1	1	3	4	3	4	26
K. Skin and subcutaneous tissue diseases	6	5	3	3	3	2	1	4	5	2	1	2	37
L. Nervous system and sense organ diseases	241	329	493	321	338	246	341	334	346	318	290	361	3958
M. Respiratory system diseases	4	6	6	1	7	4	3	1	3	9	3	8	55
N. Circulatory system diseases	2	3	2	2	3		1	2	1	2	2	1	21
O. Infectious and parasitic diseases	3	1	3	2		1				3		2	15
P. Neoplasms (cancer)		4	2	1	3	3	2	5	6	3	3	1	33
Q. Other diseases		1	4	1			1	1	2	1	1		12
R. Other claims	1	3	2	1	3	4	2	3	5	6	1	1	32
S. Death	19	28	22	20	26	21	8	13	21	17	17	25	237
G. Other injuries Poisoning, Electrocutation, heat stress etc	3	4	2	5		4	2	5	8	27	9	3	72
Total	1796	1740	1902	1747	1816	1412	1287	1577	1942	1659	1712	1823	20413

Note: The data reflects applications for funding received up to 30 June 2021 and grants of funding which have an accepted or pending status as of 30/09/2021. Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Body System for Grants

Body System	2020						2021						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Cardiovascular system	2	3	2	3	1	1		3		1	2	2	20
Chronic Pain	1		1	3			2	4	11	19	14	13	68
Digestive systems	7	4	5	8	3	6	1	4	11	7	8	4	68
Ear, nose, throat and related structures	10	9	23	11	7	7	8	10	17	13	19	10	144
Haematopoietic system	1	2	2			1		1	2	1	2		12
Hearing	226	321	460	312	327	238	337	326	329	309	282	353	3820
Lower extremity	252	224	227	229	248	171	156	202	263	251	237	226	2686
Nervous system	7	6	3	2	2	3	4	8	16	3	1	7	62
Psychiatric and psychological disorders	369	339	322	302	380	306	191	309	418	319	317	340	3912
Respiratory system	9	7	10	4	7	3	4	8	3	9	4	8	76
The endocrine system	2	1			2		1	1					7
The skin	9	1	9	8	6	5	3	10	16	12	12	14	105
The spine	481	351	363	375	340	289	251	287	408	334	375	395	4249
The visual system	9	5	13	8	11	5	5	4	10	7	10	13	100
Upper extremity	384	427	432	456	448	345	289	355	392	327	384	378	4617
Urinary and reproductive systems	1	5	3	2	4	3	4	7	6	1	1	1	38
Not Provided	26	35	27	24	30	29	31	38	40	46	44	59	429
Total	1796	1740	1902	1747	1816	1412	1287	1577	1942	1659	1712	1823	20413

Note: The data reflects applications for funding received up to 30 June 2021 and grants of funding which have an accepted or pending status as of 30/09/2021

Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Issues per Insurer

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Decision Capacity Work	Advice Only	Stage 1	Death	PIAWE	WCD	Total
Scheme agent	3796	428	209	563	871	819	960	218	1985	1825	169	141	11984	
Allianz Australia Workers Compensation (NSW) Ltd	261	7	6	27	48	9	66	11	105	111	3	1	655	
CGU Workers Compensation (NSW) Ltd	11		1	1	1	2	1		9	13			39	
EML 701	1565	330	169	280	317	543	450	84	964	945	121	81	5849	
Employers Mutual NSW Limited	207	2	1	21	48	4	32	13	82	87	7	6	510	
Gallagher Bassett Services Pty Ltd	9			2	1	1	4	1	3	7			28	
GIO General Limited	801	8	4	94	271	66	151	48	238	243	20	14	1958	
Icare-Workers Care	88	52	17	29	26	118	46	3	149	80	2	11	621	
Insurance and Care NSW (Icare)	83	7	4	25	22	11	54	7	141	94		9	457	
QBE Workers Compensation	28	1	1	5	6	9	15		29	24		1	119	
Uninsured Liabilities	4		3	3	2	3	4		1				20	
Xchanging	2								2				4	
EML 702	689	3		57	114	7	109	50	229	172	14	17	1461	
Allianz 701	16	4	1	8	1	20	17	1	18	17			103	
GIO 701	26	9	1	6	14	20	10		12	28	2	1	129	
QBE 701	6	5	1	5		6	1		3	4			31	
Self-insured	382	65	38	124	127	290	211	30	246	185	7	10	1715	
Ausgrid Management Pty Ltd	6		3	1	3	8	5		2	1			29	
BHP Group Limited	1	1	8			4							14	
Blacktown City Council	8	1	1	3	8	5	5		8	1			40	
Bluescope Steel Ltd	10	4	12			39	2		8	9			84	
Boral Limited	5	2		5	3	5	7	2	5	3			37	
Brambles Industries Limited					2		1	1					4	
Canterbury Bankstown Council	3			2	2	2	1		2	4			16	
Central Coast Council	5	1		2		8	2	1	6	2			27	
City of Sydney Council	8	1	1	1	1	2	2		4	1			21	
Coles Group Ltd	33	1		13	21	2	29	3	27	20	1		150	
Endeavour Energy	2	1				7			2				12	
Fairfield City Council	1	1			1								3	
Hawkesbury City Council							2		4	2			8	
Healius Limited	6			2			3		2	2			15	
Holcim (Aust) Holdings Pty Limited		2	1			3			2	3			11	
Inghams Enterprises Pty Ltd	1	1	1	2	1					1			7	

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Payments Weekly	Capacity Decision Work	Advice Only	Stage 1	Death	PIAWE	WCD	Total
ISS Facility Services	2			3			1						1	7
ISS Property Services Pty Ltd	1			8	3		7		2	4				25
Lake Macquarie City Council	5			1		3	3		2					14
Liverpool City Council	1	1		1	1	1			2	2				9
Myer Holdings Ltd	5				1		2		5					13
Newcastle City Council	4					4	1		2		1			12
Northern Beaches Council	3			1		1				1				6
Northern Co-Operative Meat Company Limited	2	1		1	1	2	2	1	1					11
NSW Trains	1					3			1		1			6
OneSteel Trading Pty Ltd (Moly-Cop)	1	1		1		2	1		1					7
Pacific National (NSW) Pty Ltd	1	2				3	1							7
Persol Australia Pty Ltd	4	3		2	1	3	4		4	2				23
Qantas Airways Limited	48	22	4	2	7	110	7	1	9	17			2	229
Rail Corporation NSW	3	1				1			1	1				7
Shoalhaven City Council	5			1		3	2			3				14
Southern Meats Pty Ltd.	1													1
Sydney Trains	8	1		2	2		2		2	4				21
The Star Entertainment Group Ltd	1			3	1	1	3	1	1	1				12
Toll Holdings Ltd	22	1	1	5	4	5	3	1	24	11			3	80
Transport for NSW Workers Compensation Services	12	11	2	2	5	22	7	1	7	4				73
Transport Service of NSW (State Transit Group)	22	1		6	9	4	7		11	15	4			79
UGL Rail Services Pty Limited	2	1				2				1				6
Unilever Australia (Holdings) Pty Limited	1			1			2		2					6
University of New South Wales	1		1	1					3					6
Veolia Environmental Services (Australia) Pty Ltd	6				1	2								9
Wesfarmers Retail Holdings Pty Ltd	22			9	8		16	1	12	1				69
Westpac Banking Corporation Ltd	8			4	1				2	4				19
Wollongong City Council	2				1	3	1		2	2				11
Woolworths Group Ltd	67			24	28	4	46	13	53	47			2	284
Campbelltown City Council	1				1	1	3		3	3				12
McDonald's Australia Holdings Limited	2						1							3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	11	2		1	1	10	3	2	6	2				38
Sutherland Shire Council	1						3							4
Brickworks Ltd	1			1										2
ANZ Banking Group Limited	2			2	2		2	1	1					10

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Payments Weekly	Capacity Work Decision	Advice Only	Stage 1	Death	PI/AWE	WCD	Total
MARS Australia Pty Ltd				1	1	1	1		1					5
CSR Limited	3								1					4
Colin Joss & Co Pty Limited				1			1		1	1				4
University of Wollongong	1									1				2
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance and formerly Arrium)	4	1	2	1	1	10	4		1	1			1	26
3M Australia Pty Ltd	1		1											2
Fletcher International Exports Pty Ltd.	1						1							2
BOC Limited				1		1			3					5
JELD-WEN Australia Pty Ltd							1		1	2				4
Coca-Cola Amatil	1			2					1					4
DAC Finance Pty Ltd (trading as Opal Aged Care)	1						3							4
Randstad	2			2		1	1						1	7
Aldi Stores					1	1	4	1	3	2				12
Joss Injury Management Department				1			2			1				4
Australian Unity Limited				1	4		3		1	1				10
Estia Investments Pty Ltd							1		2					3
Tomago Aluminium				1		1				2				4
Specialised insurer	192	24		59	46	42	89	13	119	112	3		14	713
Catholic Church Insurance Limited	57	5		16	9	4	25	5	33	35			3	192
Coal Mines Insurance Pty Limited	1	1		2	3	2	1		2	1				13
Guild Insurance Ltd	17			5	2		7		20	9			3	63
Racing NSW Insurance Fund	17			2	5		6	1	8	7				46
StateCover Mutual Ltd	55	16		25	18	31	36	3	42	33	3		1	263
Hospitality Employers Mutual	45	2		9	9	5	14	4	14	27			7	136
TMF	589	24	48	104	73	108	157	34	337	260	6		17	1757
Allianz TMF	210	11	7	36	15	33	39	6	119	81			5	562
Employers Mutual NSW Ltd - TMF	123	1		29	26	5	72	19	89	60	1		5	430
QBE TMF	256	12	41	39	32	70	46	9	129	119	5		7	765
Other Insurer including Not Provided	226	508	229	37	27	990	52	3	937	667	39		10	3725
Total	5185	1049	524	887	1144	2249	1469	298	3624	3049	224		192	19894

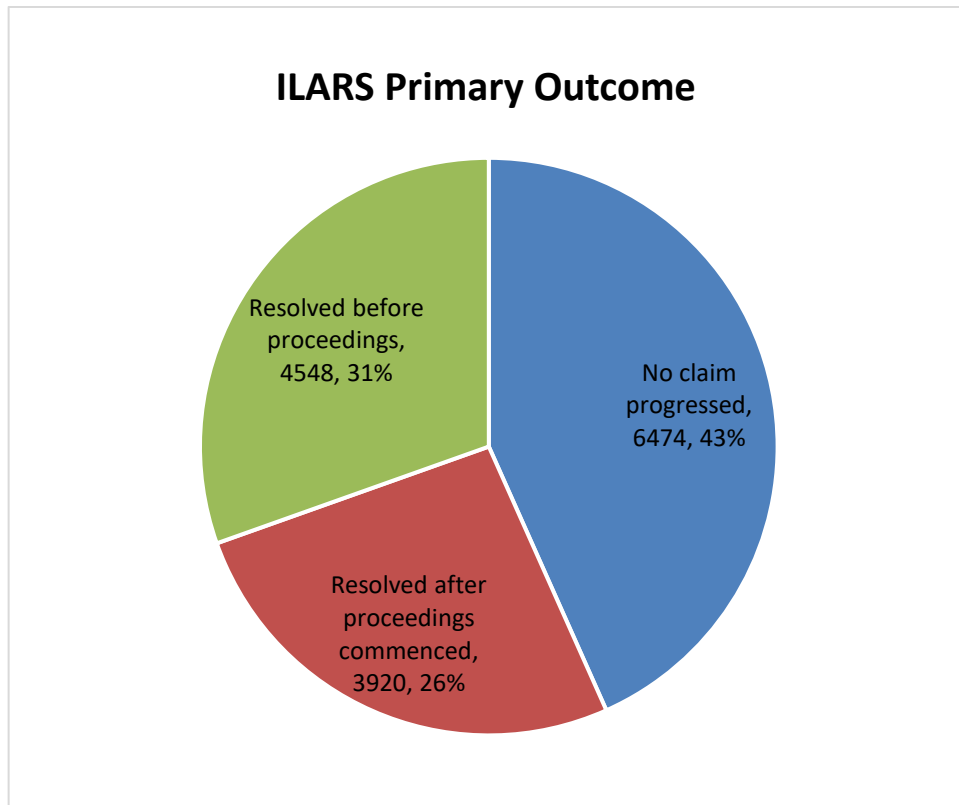
Note: A grant matter may have more than one issue.

The name of the insurer is provided by the injured worker's lawyer and may change as the claim progresses.

Where the insurer is not recorded, no insurer could be identified for the employer at the time of reporting.

The top 12 issues are shown.

ILARS – Primary Outcomes



Note: Outcome data is for grant matters closed from 1 July 2020 to 30 June 2021.

ILARS – Outcomes

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
ILARS Funding Withdrawn	270	\$59,774	\$1,868			
Administrative reason	15	\$12,308	\$6,154			
Duplicate grant	98	\$6,209	\$1,552			
Not eligible for funding	35	\$4,997	\$833			
Consolidated with other grant	44	\$10,951	\$2,190			
Lawyer request	76	\$19,577	\$1,506			
Matter resolved in other jurisdiction	2	\$5,732	\$2,866			
Not proceeding after preliminary grant	4,009	\$10,126,428	\$2,566	2,195	\$2,231,124	\$1,019
Instructions withdrawn	363	\$712,265	\$2,212			
Worker retained new Lawyer	725	\$1,885,801	\$2,656			
Lawyer Advice to Worker				2,195	\$2,231,124	\$1,019
Lost contact with Worker	579	\$940,050	\$1,649			
Medical evidence not supportive	358	\$1,121,774	\$3,142			
Not MMI	119	\$357,412	\$3,003			
Below Threshold (Threshold issue)	64	\$163,805	\$2,559			
Commutation negotiations failed	17	\$27,346	\$1,609			
Not viable	113	\$253,709	\$2,393			
s66 Below WPI threshold	769	\$3,045,839	\$3,961			
Worker instructions	901	\$1,615,191	\$1,813			
File transferred to new ALSP	1	\$3,235	\$3,235			
Resolved prior to WCC	5	\$10,278	\$2,056	2727	\$11,616,924	\$4,262
Insurer Accepts Claim				887	\$2,101,325	\$2,369
Agreement with Insurer				56	\$217,193	\$3,878
Insurer withdraws Notice				75	\$325,787	\$4,344
Resolved after WIRO enquiry or Internal Review.				175	\$914,988	\$5,259
Resolved by complying agreement after claim made				1522	\$8,019,558	\$5,269
Over threshold by agreement				12	\$38,073	\$3,173

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Advice given not to proceed	5	\$10,278	\$2,056			
Resolved in WCC	142	\$1,198,341	\$8,439	1988	\$19,589,656	\$9,859
Commutation						
Registered				20	\$101,129	\$5,056
Expedited Assessment						
Consent Direction				52	\$331,066	\$6,367
Direction made by WCC				20	\$143,533	\$7,177
Recommendation made				2	\$9,900	\$4,950
Not Recorded				1	\$6,571	\$6,571
Direction not made by WCC	2	\$15,048	\$7,524			
Medical Assessment						
COD s66 TOD				21	\$172,223	\$8,201
COD s66 WPI				475	\$3,763,178	\$7,939
s66 Not reached threshold	92	\$675,398	\$7,341			
MAC Below Threshold Hearing Aids only				36	\$226,835	\$6,301
Not MMI MAC (s66 claim)				5	\$32,036	\$6,407
Above threshold				24	\$170,150	\$7,090
Not MMI MAC (threshold issue)				7	\$44,653	\$6,379
Not MMI MAC refused (threshold issue)	1	\$8,307	\$8,307			
Not reached threshold (threshold issue)	6	\$23,689	\$3,948			
Discontinued post MAC no COD	5	\$35,827	\$7,165			
Discontinued pre MAC no COD	2	\$16,250	\$8,125			
Resolved TC - settled by consent						
Weeklies				42	\$329,316	\$7,841
Weeklies & Medicals				93	\$843,978	\$9,075
Medicals				104	\$954,761	\$9,180
WPI				191	\$1,549,131	\$8,111
WPI & Medicals				26	\$239,861	\$9,225
WPI & Weeklies				11	\$111,072	\$10,097

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
WPI, Weeklies & Medicals				23	\$227,402	\$9,887
Wrap Up				7	\$60,824	\$8,689
Closed Period				17	\$150,263	\$8,839
Death Benefits				17	\$127,935	\$7,526
Not Recorded				4	\$26,731	\$6,683
Resolved at Conciliation - settled by consent						
Weeklies				42	\$489,267	\$11,649
Weeklies & Medicals				168	\$2,012,756	\$11,981
Medicals				65	\$799,686	\$12,303
WPI				73	\$860,954	\$11,794
WPI & Medicals				17	\$211,926	\$12,466
WPI & Weeklies				13	\$163,981	\$12,614
WPI, Weeklies & Medicals				34	\$458,324	\$13,480
Wrap Up				25	\$307,858	\$12,314
Closed Period				35	\$411,773	\$11,765
Death Benefits				23	\$269,282	\$11,708
Not Recorded				2	\$18,870	\$9,435
Resolved at settlement during Arbitration						
Weeklies				5	\$54,483	\$10,897
Weeklies & Medicals				11	\$138,486	\$12,590
Medicals				10	\$119,116	\$11,912
WPI				8	\$111,614	\$13,952
WPI & Medicals				2	\$27,316	\$13,658
WPI & Weeklies				1	\$11,862	\$11,862
WPI, Weeklies & Medicals				4	\$63,085	\$15,771
Death Benefits				5	\$59,451	\$11,890
Resolved at Arbitration by Arbitrator - Worker						
Weeklies				20	\$251,025	\$12,551
Weeklies & Medicals				53	\$744,249	\$14,042

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Medicals				69	\$891,145	\$12,915
WPI				31	\$419,757	\$13,541
WPI & Medicals				3	\$45,630	\$15,210
WPI & Weeklies				3	\$38,680	\$12,893
WPI, Weeklies & Medicals				4	\$68,772	\$17,193
Death Benefits				64	\$917,759	\$14,340
Resolved at Arbitration by Arbitrator - Employer	34	\$423,822	\$12,465			
Discontinued from WCC - No result	78	\$485,533	\$6,225			
Appeals	92	\$1,024,871	\$11,515	128	\$2,087,673	\$16,310
Resolved after Medical Appeal Panel						
By the worker in favour of Worker				25	\$309,348	\$12,374
By the worker in favour of Employer	29	\$252,615	\$9,022			
By the employer in favour of Worker				21	\$231,369	\$11,018
By the employer in favour of Employer	3	\$14,213	\$4,738			
Resolved after appeal from decision of Arbitrator to President						
By the worker in favour of Worker				2	\$30,450	\$15,225
By the worker in favour of Employer	8	\$85,871	\$12,267			
By the employer in favour of Worker				5	\$93,600	\$18,720
Resolved after appeal to Supreme Court						
By the worker in favour of Employer	3	\$33,056	\$11,019			
By the employer in favour of Worker				3	\$296,674	\$98,891
By the employer in favour of Employer	3	\$56,455	\$18,818			
Resolved after appeal to Court of Appeal						
By the worker in favour of Worker				3	\$37,343	\$12,448
By the worker in favour of Employer	1	\$84,536	\$84,536			
By the employer in favour of Worker				2	\$126,953	\$63,476
Resolved after appeal from Arbitrator to President						
By the worker in favour of Worker				3	\$55,279	\$18,426
By the worker in favour of Employer	10	\$104,025	\$11,558			

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
By the employer in favour of Worker				8	\$153,611	\$19,201
Medical Appeal Panel						
By the worker in favour of Worker				36	\$392,657	\$10,907
By the worker in favour of Employer	22	\$197,483	\$8,976			
By the employer in favour of Worker				11	\$145,747	\$13,250
By the employer in favour of Employer	6	\$74,901	\$12,483			
Non-presidential member to President						
By the worker in favour of Worker				2	\$5,135	\$2,568
By the worker in favour of Employer	6	\$99,349	\$16,558			
By the employer in favour of Worker				4	\$74,349	\$18,587
Court of Appeal						
By the employer in favour of Employer	1	\$22,368	\$22,368			
Supreme Court						
By the employer in favour of Worker				3	\$135,157	\$45,052
Resolved in common law claim				33	\$197,510	\$5,985
Resolved after ILARS referral to complaints						
Resolved in Commission	112	\$896,709	\$8,006	1296	\$13,418,453	\$10,354
Commutation						
Registered				12	\$55,735	\$4,645
Expedited Assessment						
Consent Direction				30	\$193,968	\$6,466
Recommendation made				4	\$21,241	\$5,310
Not Recorded				1	\$8,240	\$8,240
Direction made				17	\$119,902	\$7,053
Direction not made	1	\$4,950	\$4,950			
Medical Assessment						
COD s66 TOD				20	\$155,533	\$7,777
COD s66 WPI				380	\$3,098,203	\$8,153
s66 Not reached threshold	76	\$590,852	\$7,774			

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
MAC Below Threshold Hearing Aids only				28	\$191,736	\$6,848
Not MMI MAC (s66 claim)				4	\$38,948	\$9,737
Above threshold				9	\$52,831	\$5,870
Not MMI MAC (threshold issue)				2	\$12,358	\$6,179
Not MMI MAC refused (threshold issue)	1	\$7,171	\$7,171			
Not reached threshold (threshold issue)	10	\$47,282	\$4,728			
Discontinued post MAC no COD	10	\$67,843	\$6,784			
Discontinued pre MAC no COD	1	\$5,627	\$5,627			
Not Recorded				1	\$7,121	\$7,121
Resolved TC - settled by consent						
Weeklies				18	\$165,861	\$9,214
Weeklies & Medicals				66	\$661,054	\$10,016
Medicals				65	\$657,783	\$10,120
WPI				56	\$542,977	\$9,696
WPI & Medicals				8	\$95,353	\$11,919
WPI & Weeklies				8	\$71,714	\$8,964
WPI, Weeklies & Medicals				14	\$152,216	\$10,873
Wrap Up				6	\$58,094	\$9,682
Closed Period				16	\$152,477	\$9,530
Death Benefits				7	\$53,714	\$7,673
Conference						
Weeklies				40	\$497,464	\$12,437
Weeklies & Medicals				93	\$1,211,971	\$13,032
Medicals				51	\$630,444	\$12,362
WPI				47	\$618,933	\$13,169
WPI & Medicals				8	\$104,703	\$13,088
WPI & Weeklies				3	\$32,112	\$10,704
WPI, Weeklies & Medicals				41	\$573,433	\$13,986
Wrap Up				19	\$249,737	\$13,144

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Closed Period				22	\$270,582	\$12,299
Death Benefits				6	\$73,144	\$12,191
Not Recorded				2	\$26,010	\$13,005
Settlement during Hearing						
Weeklies				3	\$37,181	\$12,394
Weeklies & Medicals				14	\$168,866	\$12,062
Medicals				5	\$61,825	\$12,365
WPI				7	\$100,871	\$14,410
WPI & Weeklies				5	\$65,271	\$13,054
WPI, Weeklies & Medicals				3	\$36,731	\$12,244
Death Benefits				7	\$92,448	\$13,207
Following Hearing / COD SOR worker						
Weeklies				13	\$182,648	\$14,050
Weeklies & Medicals				23	\$304,066	\$13,220
Medicals				52	\$691,537	\$13,299
WPI				22	\$327,268	\$14,876
WPI & Medicals				3	\$35,775	\$11,925
WPI & Weeklies				2	\$22,890	\$11,445
WPI, Weeklies & Medicals				5	\$88,229	\$17,646
Death Benefits				28	\$347,256	\$12,402
Following Hearing / COD SOR Employer	13	\$172,984	\$13,306			
Discontinued from Commission - No result	51	\$343,338	\$6,732			
Resolved prior to Commission	7	\$22,068	\$3,153	1807	\$7,402,449	\$4,099
Insurer Accepts Claim				737	\$1,649,352	\$2,241
Agreement with Insurer				31	\$100,119	\$3,230
Insurer withdraws Notice				49	\$231,124	\$4,717
Resolved after WIRO enquiry or Internal Review.				9	\$54,368	\$6,041
Resolved by complying agreement after claim made				871	\$4,885,994	\$5,610
Over threshold by agreement				12	\$47,609	\$3,967

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Advice given not to proceed	6	\$18,347	\$3,058			
Not Recorded	1	\$3,721	\$3,721			
Resolved after IRO enquiry or Internal Review.				98	\$433,883	\$4,427
Total	4766	\$14,167,341	\$3,189	10174	\$56,543,789	\$5,562

Note: Outcome data is for cases closed from 1 July 2020 to 30 June 2021.

The amounts paid include Professional Fees (incl GST) and Disbursements.

Matters with primary outcomes Resolved prior to WCC, Resolved after WIRO enquiry or Internal Review, Resolved in WCC and Discontinued from WCC - No result are for cases closed between 1 July 2020 and 28 February 2021.

Matters with primary outcomes Resolved prior to Commission, Resolved after IRO enquiry or Internal Review, Resolved in Commission and Discontinued from Commission - No result are for cases closed between 1 March 2021 and 30 June 2021.

All other primary outcomes refer to matters closed between 1 July 2020 and 30 June 2021.

ILARS: No Response to claim by Insurer – directed by ILARS

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
NRTC	1	681	164	68	107	1021
S287A		100	46	14	15	175
Claim accepted after enquiry		15	6	2	1	24
Claim accepted before enquiry		4			3	7
Claim denied after enquiry		35	21	5	8	69
Claim denied before enquiry		16	9	2		27
Insurer inside timeframes		1				1
Insurer outside timeframes		20	6	4	2	32
Request not received		9	4	1	1	15
S60/ Weekly Benefits		192	40	19	26	277
Claim accepted after enquiry		80	16	6	8	110
Claim accepted before enquiry		10	3	1	2	16
Claim denied after enquiry		41	9	4	7	61
Claim denied before enquiry		18	2	2	1	23
Insurer inside timeframes		5	2	1		8
Insurer not on risk		1				1
Insurer outside timeframes		25	2	3	2	32
Request not received		12	6	2	6	26
S66	1	389	78	35	66	569
Claim accepted after enquiry		41	4	4	5	54
Claim accepted before enquiry		8			2	10
Claim denied after enquiry		96	18	11	19	144
Claim denied before enquiry		41	4	4	3	52
Counter offer issued after enquiry		72	11	2	5	90
Counter offer issued before enquiry		8	4	2	3	17
Insurer inside timeframes		52	10	2	11	75
Insurer not on risk		3			2	5
Insurer outside timeframes		38	20	6	10	74
Request not received	1	30	7	4	6	48
Total	1	681	164	68	107	1021

Note: No Response to Claim (NRTC) matters are claims where the insurer has not responded within the required time frame.

ILARS Payments

Payment Type	Total amount	Number of payments	% of disbursements	Average amount
Professional fees	\$45,953,531	15081		\$3,047
Complexity Uplift	\$312,942	224		\$1,397
Appeal	\$250,700	109		\$2,300
Clinical Notes	\$3,007,447	29203	10.5%	\$103
MRP Service Fee	\$1,902,917	23809	6.6%	\$80
Treating Specialist Report	\$989,253	2172	3.4%	\$455
NTD Report	\$779,135	1621	2.7%	\$481
Travel	\$429,826	1780	1.5%	\$241
Interpreter	\$327,046	949	1.1%	\$345
Medico-legal	\$17,232,636	13438	60.0%	\$1,282
Barrister Fees	\$3,827,186	2287	13.3%	\$1,673
Other	\$116,468	369	0.4%	\$316
Non-attendance fee	\$68,550	170	0.2%	\$403
Barrister Country Loading	\$28,331	44	0.1%	\$644
Solicitor Loading	\$11,789	15	0.0%	\$786
Meal Allowance	\$4,396	111	0.0%	\$40
Total	\$75,242,151	91382	100%	\$823
Total Disbursements	\$28,724,979		38%	
Total Professional Fees	\$46,517,172		62%	

Note: Professional fees include GST

These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2020 to 30 June 2021 and may differ from those in the Annual Report which are sourced from the financial payments system.