



Independent  
Review Office

**IRO PERIODIC PERFORMANCE REVIEW**

**1 JULY 2022 to 31 DECEMBER 2022**

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

2022 / 2023							
Case Type	July	August	September	October	November	December	Total
Complaint	679	715	650	590	648	498	3780
CTP Complaint	61	77	75	63	78	56	410
CTP Enquiry	63	86	79	69	80	74	451
Enquiry	564	694	628	594	688	485	3653
<b>Total</b>	<b>1367</b>	<b>1572</b>	<b>1432</b>	<b>1316</b>	<b>1494</b>	<b>1113</b>	<b>8294</b>

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

2022 / 2023							
Referral Source	July	August	September	October	November	December	Total
Advertisement		2	1		2	2	7
Advertising	4	1	1	1		2	9
Doctor	19	19	22	21	27	20	128
Employer	6	3	2	4		3	18
Government Department	84	113	101	68	68	55	489
Insurer	43	44	42	24	37	29	219
Lawyer	829	941	826	785	876	654	4911
Other source	24	53	48	66	84	66	341
Rehabilitation Provider	7	7	2	3	5		24
Union	8	7	9	11	9	6	50
Web search	233	239	250	242	292	210	1466
WIRO Campaign				1			1
Word of Mouth	68	77	75	54	40	33	347
Workcover	42	57	50	36	54	33	272
Workers Compensation Commission		6	1				7
(blank)		3	2				5
<b>Total</b>	<b>1367</b>	<b>1572</b>	<b>1432</b>	<b>1316</b>	<b>1494</b>	<b>1113</b>	<b>8294</b>

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?

2022 / 2023							
Duration	July	August	September	October	November	December	Total
<b>Complaint</b>	<b>658</b>	<b>719</b>	<b>617</b>	<b>632</b>	<b>624</b>	<b>571</b>	<b>3821</b>
A-Same day	131	117	110	92	102	95	647
B-Next day	55	41	64	44	43	53	300
C-2 to7 days	360	390	305	327	316	295	1993
D-8 to 15 days	87	137	103	133	132	96	688
E-16 to 30 days	22	33	30	32	29	29	175
F-more than 30 days	3	1	5	4	2	3	18
<b>CTP Complaint</b>	<b>60</b>	<b>68</b>	<b>83</b>	<b>63</b>	<b>79</b>	<b>61</b>	<b>414</b>
A-Same day	6	8	14	9	16	11	64
B-Next day	1		11	2	7	1	22
C-2 to7 days	31	39	38	28	33	34	203
D-8 to 15 days	14	16	13	19	18	13	93
E-16 to 30 days	6	5	7	4	5	2	29
F-more than 30 days	2			1			3
<b>Total</b>	<b>718</b>	<b>787</b>	<b>700</b>	<b>695</b>	<b>703</b>	<b>632</b>	<b>4235</b>

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

## Complaints: Issues by Insurer

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
<b>Scheme agent</b>	<b>723</b>	<b>494</b>	<b>249</b>	<b>20</b>	<b>430</b>	<b>97</b>	<b>90</b>	<b>3</b>	<b>288</b>	<b>284</b>	<b>179</b>	<b>41</b>	<b>2898</b>
Allianz 701	31	20	5	1	13	5	4		16	16	2	3	116
Allianz Australia Workers Compensation (NSW) Ltd	34	39	4		17	2	4		17	13	2		132
EML 701	376	268	124	14	215	57	50	3	176	163	141	23	1610
EML 702	57	34	27	2	52	12	4		14	20	10	2	234
Employers Mutual NSW Limited	10	2	2		8	2	3		1	4	1		33
GIO 701	26	18	13	1	8	8			4	10	5	3	96
GIO General Limited	160	96	68	2	99	8	22		45	49	15	9	573
Insurance and Care NSW (Icare)					1								1
QBE 701	23	11	1		13	3	1		12	8	3	1	76
QBE Workers Compensation	1						1						2
Uninsured Liabilities	5	6	5		4		1		3	1			25
<b>Self-insured</b>	<b>83</b>	<b>71</b>	<b>33</b>	<b>1</b>	<b>39</b>	<b>12</b>	<b>13</b>		<b>45</b>	<b>41</b>	<b>10</b>	<b>7</b>	<b>355</b>
Aldi Stores	2	1			1		1					1	6
Ausgrid Management Pty Ltd							1				1		2
Australian Unity Limited			2										2
BHP Group Limited	1								2				3
Blacktown City Council	1		1		2		1					2	7
BlueScope Steel Ltd		1											1
BOC Limited			1										1
Boral Limited	2	2											4

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Brickworks Ltd	1	1											2
City of Sydney Council		2					1		1		1		5
Coca-Cola Amatil	2	1											3
Coles Group Ltd	13	2	3		5	1			10	3			37
Colin Joss & Co Pty Limited										1			1
ComfortDelGro Corporation Australia Pty Ltd	1									1			2
Commonwealth Steel (Molycop)	1	1											2
DAC Finance Pty Ltd (trading as Opal Aged Care)	1												1
Estia Investments Pty Ltd			1										1
Fairfield City Council										1			1
Fletcher International Exports Pty Ltd.	1	2								1			4
Healius Limited	1	2				1				2			6
Holcim (Aust) Holdings Pty Limited	1												1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)		1	1						1				3
ISS Property Services Pty Ltd	3		1										4
JELD-WEN Australia Pty Ltd		1											1
Lake Macquarie City Council							1						1
Life Without Barriers		2			1	1	1		1				6
Liverpool City Council		1	1		2								4
McDonald's Australia Holdings Limited		1											1
Northern Beaches Council					1	1					1		3
NSW Trains		2			1				1				4

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Pacific National (NSW) Pty Ltd		1											1
Persol Australia Pty Ltd		4			1		2			6	1	2	16
Qantas Airways Limited	1	2				2				2			7
Rail Corporation NSW	1									1			2
Randstad												1	1
RGF Staffing Melbourne One Pty		1	2		2	1				1		1	8
Shoalhaven City Council		1			1								2
Sonic Healthcare Limited	1												1
Sydney Trains	6	8			4				2	1	1		22
The Star Entertainment Group Ltd	1	2	1						2				6
Toll Holdings Ltd	7	3	2		2	1	2		6	7	1		31
Tomago Aluminium	2				1								3
Transport for NSW Workers Compensation Services	3	5			1		1			2			12
Transport Service of NSW (State Transit Group)									1				1
University of Wollongong							1		1				2
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	7	5	2	1	2				3	3			23
Veolia Environmental Services (Australia) Pty Ltd	1								1	1			3
Wesfarmers Limited	3	2	2		3				2	2			14
Westpac Banking Corporation Ltd		3	2		1				1				7
Wollongong City Council			1						1				2
Woolworths Group Ltd	19	11	10		8	4	1		9	6	4		72
<b>Specialised insurer</b>	<b>72</b>	<b>63</b>	<b>20</b>	<b>6</b>	<b>39</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>15</b>	<b>31</b>	<b>7</b>	<b>4</b>	<b>270</b>
Catholic Church Insurance Limited	30	35	6	3	17	4	3	1	7	16	4	2	128
Coal Mines Insurance Pty Limited	12	3	5		7	1				3			31

Guild Insurance Ltd		3		1					2	1			7
Hospitality Employers Mutual	10	6	3	2	5					7	2	1	36
Racing NSW Insurance Fund	5	7	2		2				2	3			21
State Cover Mutual Ltd	15	9	4		8		4		4	1	1	1	47
<b>TMF</b>	<b>201</b>	<b>168</b>	<b>76</b>	<b>3</b>	<b>114</b>	<b>23</b>	<b>26</b>	<b>1</b>	<b>60</b>	<b>76</b>	<b>29</b>	<b>13</b>	<b>790</b>
Allianz TMF	44	35	14	1	28	1	7		16	22	7	6	181
Employers Mutual NSW Ltd - TMF	55	36	26		27	8	5		8	17	11		193
QBE TMF	102	97	36	2	59	14	14	1	36	37	11	7	416
<b>Other Insurer including Not Provided</b>	<b>8</b>	<b>5</b>	<b>5</b>		<b>9</b>		<b>18</b>		<b>4</b>	<b>4</b>			<b>53</b>
<b>Total</b>	<b>1087</b>	<b>801</b>	<b>383</b>	<b>30</b>	<b>631</b>	<b>137</b>	<b>154</b>	<b>5</b>	<b>412</b>	<b>436</b>	<b>225</b>	<b>65</b>	<b>4366</b>

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	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the insurer?	Work Capacity Decision	Workplace Injury Management	Total
<b>Scheme agent</b>	<b>20</b>	<b>91</b>	<b>75</b>	<b>271</b>	<b>48</b>	<b>379</b>	<b>108</b>	<b>77</b>	<b>83</b>	<b>2</b>	<b>14</b>	<b>295</b>	<b>37</b>	<b>139</b>	<b>27</b>	<b>105</b>	<b>60</b>	<b>1831</b>
Allianz 701	2		4	13	3	7	2	2	5			8	3	5		1	2	57
Allianz Australia Workers Compensation (NSW) Ltd		1	3	15	3	17	2	1	4			13	5	4	3		4	75
CGU Workers Compensation (NSW) Ltd												1						1
EML 701	13	64	39	159	36	207	66	38	41		10	143	16	83	2	89	37	1043
EML 702	3	6	6	22	1	40	5	11	13	1	1	35	2	11		6	5	168
Employers Mutual NSW Limited	1		1	4	1	7	3	2	1			2	1	3	3			29
Gallagher Bassett Services Pty Ltd				2														2
GIO 701		1	1	11	1	5	2	2	1		1	1		5		2	5	38
GIO General Limited	1	15	19	35	3	82	23	21	14		2	81	9	23	16	6	5	355
QBE 701		4	2	4		10	1		1			6		4		1	2	35
QBE Workers Compensation							1					1			2			4
Uninsured Liabilities				6		4	3		3	1		4	1	1	1			24
<b>Self-insured</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>50</b>	<b>10</b>	<b>41</b>	<b>22</b>	<b>8</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>42</b>	<b>4</b>	<b>15</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>250</b>
Aldi Stores				1		2			1			1		4		1	1	11
Ausgrid Management Pty Ltd						1						1		1				3
Australian Unity Limited				1			1											2
Blacktown City Council			1	8					1			1			1		1	13
BOC Limited												1		2			1	4
Boral Limited		1																1
Campbelltown City Council		1	1	1								1						4

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the insurer?	Work Capacity Decision	Workplace Injury Management	Total
Central Coast Council						3	1											4
City of Sydney Council					1							1						2
Coca-Cola Amatil				1														1
Coles Group Ltd		2	1	6		9	3					4	1					26
Colin Joss & Co Pty Limited				1		1							1					3
ComfortDelGro Corporation Australia Pty Ltd		1		2							1						1	5
Estia Investments Pty Ltd				1					2									3
Fletcher International Exports Pty Ltd.						1												1
Healius Limited			1		4	2		1	1						1		2	12
Holcim (Aust) Holdings Pty Limited						1												1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)															1			3
ISS Property Services Pty Ltd		1		2		1	2		1									7
Lake Macquarie City Council								1										1
Life Without Barriers	1	1		2		2						1		1		1	1	10
Liverpool City Council												1						1
Newcastle City Council						1												1
Northern Beaches Council									1			3		1				5
Northern Co-Operative Meat Company Limited				1														1
NSW Trains				1	1							1						3
Pacific National (NSW) Pty Ltd												1						1
Persol Australia Pty Ltd				1														1
Qantas Airways Limited				1										1				2
Rail Corporation NSW							1					1						2

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the insurer?	Work Capacity Decision	Workplace Injury Management	Total
Randstad														1				1
RGF Staffing Melbourne One Pty						1									1			2
Sonic Healthcare Limited						1						1						2
Sydney Trains				4	2	2	2		2			3		1			2	18
The Star Entertainment Group Ltd		1		4			1					3						9
Toll Holdings Ltd	1			3		3						3		1				11
Tomago Aluminium				1														1
Transport for NSW Workers Compensation Services						1	3					2				2	1	9
Transport Service of NSW (State Transit Group)												2	1			1		4
UGL Rail Services Pty Limited		1													1			2
University of New South Wales						1		1										2
University of Wollongong								2	1									3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd			1	1								1						3
Veolia Environmental Services (Australia) Pty Ltd						1					1	1						3
Wesfarmers Limited				3	1	1								1	1		1	8
Westpac Banking Corporation Ltd				1		2	1	1										5
Wollongong City Council	1									1								2
Woolworths Group Ltd		1	3	3	1	4	7		1			8	1	1		1		31
<b>Specialised insurer</b>	<b>2</b>	<b>4</b>		<b>15</b>	<b>2</b>	<b>29</b>	<b>14</b>	<b>5</b>	<b>18</b>		<b>3</b>	<b>25</b>	<b>1</b>	<b>14</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>142</b>
Catholic Church Insurance Limited	1	4		6	1	14	6	4	4			9		4			1	54
Coal Mines Insurance Pty Limited				3		2	1		3		1	1	1	2	1		1	16
Guild Insurance Ltd				1		1								3				5
Hospitality Employers Mutual	1			1	1	3	4		4		2	12		3		2		33
Racing NSW Insurance Fund				1		2	1					1		1				6

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the insurer?	Work Capacity Decision	Workplace Injury Management	Total
State Cover Mutual Ltd				3		7	2	1	7			2		1	1	2	2	28
<b>TMF</b>	<b>4</b>	<b>13</b>	<b>7</b>	<b>73</b>	<b>28</b>	<b>103</b>	<b>19</b>	<b>18</b>	<b>17</b>		<b>8</b>	<b>87</b>	<b>5</b>	<b>42</b>	<b>5</b>	<b>16</b>	<b>22</b>	<b>467</b>
Allianz TMF	1	4	2	29	14	17	7	5	6		2	29	2	10	2	3	8	141
Employers Mutual NSW Ltd - TMF	1	4	1	19	3	29	3	3	7		2	20	1	11	3	5	5	117
QBE TMF	2	5	4	25	11	57	9	10	4		4	38	2	21		8	9	209
<b>Other Insurer including Not Provided</b>	<b>13</b>	<b>8</b>	<b>4</b>	<b>38</b>	<b>37</b>	<b>113</b>	<b>756</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>8</b>	<b>64</b>	<b>7</b>	<b>21</b>	<b>53</b>	<b>7</b>	<b>6</b>	<b>1153</b>
<b>Total</b>	<b>42</b>	<b>126</b>	<b>94</b>	<b>447</b>	<b>125</b>	<b>665</b>	<b>919</b>	<b>116</b>	<b>138</b>	<b>4</b>	<b>35</b>	<b>513</b>	<b>54</b>	<b>231</b>	<b>93</b>	<b>138</b>	<b>103</b>	<b>3843</b>

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	Case Manager	Certificate of Capacity/Fitness	Claim Liability	Claim Lodgement	Claim Payments	Common Law	Delay in determining liability	Dispute Handling	Domestic Assistance	Earning Capacity decisions (78 week)	Examination	Fault Status	Fees	Fraud	Income support/weekly payments	Insurer internal reviews	Investigations	LTCs	Minor Injury	Property Damage	Recovery Plan	Report	Return to work assistance benefits	Return to work management	Settlement	Third Party/Service Provider management	Treatment and care	Total
<b>CTP Insurer</b>	<b>95</b>	<b>6</b>	<b>40</b>	<b>9</b>	<b>50</b>	<b>40</b>	<b>1</b>	<b>6</b>	<b>24</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>118</b>	<b>12</b>	<b>2</b>		<b>22</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>5</b>	<b>90</b>	<b>576</b>
AAMI	10		4	1	3	2		1	2		1			1	9	2			1			1			1		8	47
Allianz	1	1	2	2	8	4			3			4	1		8	3	1		4			2			1		9	54
GIO	17	4	5	3	13	10		2	2	2	3		4	2	21	1			3			2	1		1	1	14	111
Gordian Runoff Limited (ex-Zurich Matters)								1																	1			2
Icare (CTP Care)							1																					1
NRMA	49	1	20	1	16	22		2	9		2	5	2	1	52	2	1		13	2		2		1	6	3	35	247
QBE	16		7	2	10	2			8			1	2		27	4			1		1	1	1	1		1	24	109
Youi	2		2												1													5
<b>Other Insurer including Not Provided</b>			1												2			1										4
<b>Total</b>	<b>95</b>	<b>6</b>	<b>41</b>	<b>9</b>	<b>50</b>	<b>40</b>	<b>1</b>	<b>6</b>	<b>24</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>120</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>22</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>5</b>	<b>90</b>	<b>580</b>

## CTP Enquiries: Issues by Insurer

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Fault	General Case Management	How to make a Claim	Injury management	Minor Injury	Non-Insurer Complaint	Privacy Surveillance	Property Damage	Query About CTP Benefits	Request for Documents	Weekly Benefits	Who is the insurer?	(blank)	Total
<b>CTP Insurer</b>	2	3	51	1	128	9	1	15	12	3		28	1	17		1	272
AAMI			7		28	1		1	6	3		2		2			50
Allianz			8	1	16			2	1			5		1			34
GIO	1		5		22			6	1			7		1		1	44
NRMA		2	20		50	6		3	3			10	1	11			106
QBE	1	1	10		10	1	1	3	1			4		1			33
Youi			1		2	1								1			5
<b>Other Insurer including Not Provided</b>			2	1	93	86			4		1	6		4	1	1	199
<b>Total</b>	<b>2</b>	<b>3</b>	<b>53</b>	<b>2</b>	<b>221</b>	<b>95</b>	<b>1</b>	<b>15</b>	<b>16</b>	<b>3</b>	<b>1</b>	<b>34</b>	<b>1</b>	<b>21</b>	<b>1</b>	<b>2</b>	<b>471</b>

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	CTP Insurer	Total
<b>Delay in determining liability</b>	<b>6</b>	<b>650</b>	<b>77</b>	<b>64</b>	<b>180</b>		<b>977</b>
Recurrence / Whole claim	1	46	14	6	8		75
Claim accepted inside timeframes		3	1		1		5
Claim accepted outside timeframes		9		1	1		11
Claim denied inside timeframes		11		1	1		13
Claim denied outside timeframes		6	3	1	1		11
Insurer not on risk	1	3	3		2		9
No decision and inside timeframes		8	1	3	1		13
No decision and outside timeframes		4	2				6
Recurrence not determined		1					1
Request not received		1	4		1		6
<b>Weekly Benefits / Medical Treatment</b>	<b>3</b>	<b>445</b>	<b>44</b>	<b>45</b>	<b>134</b>		<b>671</b>
Claim accepted inside timeframes		46	6	3	14		69
Claim accepted outside timeframes		135	13	9	49		206
Claim denied inside timeframes		48	5	8	11		72
Claim denied outside timeframes	1	93	6	11	21		132
Insurer not on risk	2	10			2		14
No decision and inside timeframes		49	2	7	16		74
No decision and outside timeframes		35	6	3	9		53
Request not received		29	6	4	12		51
<b>Section 66</b>		<b>44</b>	<b>5</b>	<b>4</b>	<b>11</b>		<b>64</b>
Claim accepted inside timeframes		3					3
Claim accepted outside timeframes		9	2	1	2		14
Claim denied inside timeframes		4		1			5
Claim denied outside timeframes		5		1	3		9
Insurer not on risk		2			1		3
No decision and inside timeframes		11	1				12
No decision and outside timeframes		9	2	1	3		15

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	CTP Insurer	Total
Request not received		1			2		3
<b>Initial Notification</b>		<b>35</b>	<b>3</b>	<b>2</b>	<b>6</b>		<b>46</b>
Initial notification incomplete		3	1				4
Initial notification not received		5			4		9
No response provided and outside timeframes		6					6
Provisional liability outside timeframes		5					5
Reasonable excuse applied in time		13	2	2	2		19
Reasonable excuse defective		3					3
<b>Domestic Assistance</b>	<b>2</b>	<b>50</b>	<b>4</b>	<b>1</b>	<b>12</b>		<b>69</b>
ADL approved	1	18	1		6		26
Claim not made in accordance with 60AA		3					3
Entitlement exhausted		2			1		3
Accepted after IRO Complaint	1	22	1	1	4		29
Declined after IRO Complaint		5	2		1		8
<b>Section 287A</b>		<b>30</b>	<b>7</b>	<b>6</b>	<b>9</b>		<b>52</b>
Claim accepted outside timeframes		5	1		1		7
Claim denied inside timeframes		2	1		1		4
Claim denied outside timeframes		7	3	2	4		16
No decision and inside timeframes		4		1	1		6
No decision and outside timeframes		9	2	1	1		13
Request not received		3		2	1		6
<b>Delay in payment</b>	<b>2</b>	<b>454</b>	<b>68</b>	<b>59</b>	<b>142</b>		<b>725</b>
<b>COD / Settlement</b>	<b>1</b>	<b>74</b>	<b>31</b>	<b>18</b>	<b>23</b>		<b>147</b>
Centrelink and/or Medicare delay		26	7	4	5		42
Insurer admin error		10	5	8	4		27
Insurer within timeframes and not paid		5	1				6
Interpretation of terms dispute	1	2	1				4
Lawyer hasn't provided all documents required		3	4	1	2		10
Correct amount paid after IRO Complaint		28	10	5	11		54
Leave re-credited			1		1		2
Decision being appealed			2				2



Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	CTP Insurer	Total
<b>Medical/Travel</b>	<b>1</b>	<b>149</b>	<b>18</b>	<b>10</b>	<b>72</b>		<b>250</b>
Claim already paid		8	4		3		15
Claim disputed		8		1	4		13
Claim not received		7	1	1			9
Insufficient information / Invoices not provided	1	18	2		9		30
Insurer not on risk		3					3
Insurer within timeframes		9	1	1	4		15
Correct amount paid after IRO Complaint		96	10	7	52		165
<b>Weekly benefits</b>		<b>231</b>	<b>19</b>	<b>31</b>	<b>47</b>		<b>328</b>
Employer error making payments		38	2	5	3		48
Employer error where insurer takes over payments		29		2			31
Insurer admin error		79	7	14	30		130
Irregular payments		17		4	4		25
No apparent error with payments		38	6	3	5		52
No COC		24	2	2	3		31
No EFT/TFN details		3		1	2		6
PID Certificate - no entitlement		3	2				5
<b>Denial of liability</b>	<b>4</b>	<b>208</b>	<b>29</b>	<b>17</b>	<b>64</b>		<b>322</b>
Defective form withdrawn		3					3
Insurer maintain denial on review	1	11	4		3		19
Insurer overturns decision after PI		14	2		5		21
Matter referred for review or legal	3	168	21	15	52		259
Section 59A Applied		11		1	4		16
Section 59A Overturned		1		1			2
Defective form changed and reissued			2				2
<b>General Case Management</b>	<b>7</b>	<b>315</b>	<b>29</b>	<b>29</b>	<b>87</b>	<b>1</b>	<b>468</b>
Insurer notified of complaint		173	17	14	52		256
Referred to insurer	5	106	11	12	23	1	158
Referred to SIRA, Icare or other	2	36	1	3	12		54
<b>IME/IMC</b>		<b>63</b>	<b>13</b>	<b>4</b>	<b>13</b>		<b>93</b>
Appointment cancelled information from treating doctors received		4			1		5

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	CTP Insurer	Total
Appointment cancelled-referral procedure not followed		3		2			5
Appointment maintained		32	10	2	7		51
Appointment rescheduled		17	2		3		22
Location changed		5			1		6
Travel organised			1				1
Choice of 3 IMEs provided after IRO Complaint		2			1		3
<b>Weekly Benefits</b>	<b>2</b>	<b>219</b>	<b>31</b>	<b>25</b>	<b>60</b>	<b>1</b>	<b>338</b>
<b>Overpayment</b>		<b>14</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>21</b>
Insurer or employer presses with recovery		7	1	2			10
Insurer stops recovery		7	1	1	2		11
<b>Payments changed</b>		<b>83</b>	<b>11</b>	<b>11</b>	<b>22</b>	<b>1</b>	<b>128</b>
Change of entitlement period		7			1	1	9
Employer error where insurer takes over payments		5					5
Employer not passing on correct payment		19	1	1	7		28
Indexation applied after PI		7	4				11
No apparent error with payments		33	6	6	11		56
Payments increased after PI (stat rate or 95%)		8		4			12
WCD or Section 40 assessment		3			1		4
Legislative reduction in PIAWE		1			2		3
<b>Payments have not started</b>	<b>2</b>	<b>22</b>	<b>6</b>	<b>2</b>	<b>5</b>		<b>37</b>
Employer error where insurer takes over payments		1	1		2		4
Employer not passing on weekly payments	2	3			1		6
Insurer maintains reasonable excuse		5	1	2			8
Reasonable excuse applied within time		4	1				5
Reasonable excuse withdrawn after IRO Complaint		9	3		2		14
<b>Payments stopped</b>		<b>100</b>	<b>12</b>	<b>9</b>	<b>31</b>		<b>152</b>
Correct rate applied		2		1	2		5
Employer not passing on weekly payments		7		1	1		9
Insurer admin error		32	4	2	14		52
No apparent error with payments		15	4	2	4		25
Section 119 non-attendance IME applied		4					4

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	CTP Insurer	Total
Section 119 non-attendance IME overturned		2		1			3
Section 39 limit applied		14	1	1	4		20
Section 48A / 57 suspension overturned		5					5
Section 52 retirement age applied		1			2		3
WCD or Section 40 assessment		3			1		4
Weekly benefits declined		5	1				6
Section 48A / 57 suspension applied		6	1		2		9
<b>Section 52 retirement age overturned</b>		1					1
Section 39 overturned		3	1		1		5
Non-attendance at IME				1			1
<b>Work Capacity Decision</b>		<b>151</b>	<b>10</b>	<b>7</b>	<b>23</b>		<b>191</b>
PIAWE		68	2	4	9		83
Insurer maintains decision		12	1		2		15
Not obvious error referred for review		29		2	4		35
PIAWE increased and back payment provided		23	1	2	3		29
PIAWE reduced where notice provided		4					4
Work Capacity Decisions (non-PIAWE)		<b>83</b>	<b>8</b>	<b>3</b>	<b>14</b>		<b>108</b>
IW referred to ALSP		64	6	2	9		81
New WCD issued		5			2		7
WCD under review		2			1		3
WCD withdrawn		11	1	1	2		15
Incorrect notice provided		1	1				2
<b>Non-insurer complaints</b>	<b>16</b>	<b>66</b>	<b>11</b>	<b>5</b>	<b>21</b>		<b>119</b>
Employer Complaint	12	24	8		9		53
Referred to Fair Work or IRC	3	6	3		3		15
Referred to Other	7	5	2		3		17
Referred to SIRA/Safework	2	13	3		3		21
ILARS Lawyer Complaint	1	21		1	6		29
Refer worker to OLSC, Law Firm or Other	1	12			6		19
Updated the IRO Principal Lawyer		9		1			10
Privacy/Surveillance		2		3			5

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	CTP Insurer	Total
Referred to Other				2			2
Referred to IPC		2		1			3
Service Provider	3	19	3	1	6		32
Referred to Other	2	15	3	1	4		25
Referred to SIRA	1	4			2		7
<b>Request for Documents</b>	<b>4</b>	<b>271</b>	<b>42</b>	<b>13</b>	<b>54</b>		<b>384</b>
<b>Liability Accepted</b>	3	198	31	8	38		278
Docs not provided	1	13	4	1	4		23
Docs provided after PI		165	23	7	25		220
Docs provided to third party		8	1		3		12
Request not received	2	12	3		6		23
<b>Liability Disputed</b>	1	73	11	5	16		106
Docs not provided	1	9	2		4		16
Docs provided to third party only			2				2
Privilege Claimed			1				1
Docs provided after IRO Complaint		64	6	5	12		87
<b>Workplace Injury Management</b>		<b>22</b>	<b>3</b>	<b>3</b>	<b>10</b>		<b>38</b>
<b>IMP</b>		1					1
No current IMP		1					1
<b>Rehabilitation</b>		10		1	4		15
Case conference cancelled				1			1
Rehab not required		4			1		5
Rehab provided s41A		2					2
Rehab provider changed		4			2		6
Case conference organised					1		1
<b>Return to Work</b>		<b>11</b>	<b>3</b>	<b>2</b>	<b>6</b>		<b>22</b>
Duties not provided by employer		1	1		4		6
Duties not suitable			1	1	1		3
Rehabilitation Allocated		2					2
RTW plan amended		2	1		1		4
Section 53 / JCPP Approved		2					2

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	CTP Insurer	Total
Section 53 / JCPP Declined		3		1			4
Duties provided by employer after IRO Complaint		1					1
<b>Total</b>	<b>47</b>	<b>2523</b>	<b>321</b>	<b>238</b>	<b>690</b>	<b>2</b>	<b>3821</b>

## CTP Complaints: Complaint outcomes

Insurer	CTP Insurer	Other Insurer including Not Provided	Total
No Action	38	1	39
Resolved Action	142		142
Resolved Benefit	107		107
Resolved Information	55		55
Resolved Referred Elsewhere	68	3	71
<b>Total</b>	<b>410</b>	<b>4</b>	<b>414</b>

# ILARS: Grant Applications Received

3							
Application Status	July	August	September	October	November	December	Total
Accepted	1624	1796	1830	1681	1880	1417	10228
Closed admin	58	65	33	32	31	34	253
Declined	9	12	19	13	21	27	101
Pending	8	16	37	32	43	30	166
<b>Total</b>	<b>1699</b>	<b>1889</b>	<b>1919</b>	<b>1758</b>	<b>1975</b>	<b>1508</b>	<b>10748</b>
<b>Accepted or pending</b>	<b>1632</b>	<b>1812</b>	<b>1867</b>	<b>1713</b>	<b>1923</b>	<b>1447</b>	<b>10394</b>

Grant Status	%
Accepted	95.2%
Declined	0.9%
Pending	1.5%
Closed admin	2.4%
<b>Total</b>	<b>100%</b>

Note: The data reflects ILARS applications for funding received up to 31 December 2022 and grants of funding which have an accepted or pending status as of 17/03/2023. 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

2022 / 2023							
Injury Location	July	August	September	October	November	December	Total
Abdomen and pelvic region	8	13	19	13	9	4	66
Ankle	21	50	35	24	29	19	178
Back	290	292	275	263	322	225	1667
Death	23	28	17	23	31	12	134
Ear	241	228	311	304	265	191	1540
Elbow	8	14	18	23	17	10	90
Foot and toes	19	14	20	22	30	15	120
Hand, fingers and thumb	49	60	64	55	58	48	334
Hip	9	8	10	18	21	12	78
Internal Body System	25	21	11	11	17	16	101
Knee	77	108	103	90	120	90	588
Multiple -Neck and shoulder	45	50	45	44	42	41	267
Multiple -Trunk and limbs	115	124	152	91	97	97	676
Neck	19	25	28	40	55	38	205
Not Recorded	1		5	7	6	8	27
Other arm	20	12	24	19	30	11	116
Other body location	32	24	17	12	17	18	120
Other Head	46	63	49	42	50	40	290
Other leg	40	59	59	37	56	31	282
Psychological system	321	365	358	332	404	316	2096
Shoulder	114	134	138	148	141	118	793
Trunk - multiple locations	20	15	11	11	14	13	84
Upper limb - multiple locations	53	67	70	51	54	43	338
Wrist	36	38	28	33	38	31	204
<b>Total</b>	<b>1632</b>	<b>1812</b>	<b>1867</b>	<b>1713</b>	<b>1923</b>	<b>1447</b>	<b>10394</b>

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



# ILARS – Nature of Injury

2022/2023							
Nature of Injury	July	August	September	October	November	December	Total
A. Intracranial injuries	6	11	9	4	5	7	42
B. Fractures	41	48	55	24	54	43	265
C. Wounds, lacerations, amputations and internal organ damage	68	84	70	45	66	54	387
D. Burn	7	8	6	3	5	8	37
E. Injury to nerves and spinal cord	191	219	135	83	118	94	840
F1. Trauma to joints and ligaments	499	575	631	600	667	470	3442
F2. Trauma to muscles and tendons	184	201	225	242	272	212	1336
G. Other injuries –Poisoning, Electrocutation, heat stress etc	3	6	2	5	6	6	28
H1. Joint diseases (arthropathies) and other articular cartilage diseases					2		2
H2. Spinal vertebrae and intervertebral disc diseases	2	1	12	13	1	1	30
H3. Diseases involving the synovium and related tissue	1		1				2
H4. Diseases of muscle, tendon and related tissue			1				1
H5. Other soft tissue diseases	1	2	2	1	2	2	10
I. Mental disorders	322	362	357	333	400	316	2090
J. Digestive system diseases	5	9		2	4		20
K. Skin and subcutaneous tissue diseases	2	3	8	2	2	1	18
L. Nervous system and sense organ diseases	243	232	312	312	269	192	1560
M. Respiratory system diseases	9	8	6	5	3	9	40
N. Circulatory system diseases	8	2	4	6	1	2	23
O. Infectious and parasitic diseases	3	3	1		2		9
P. Neoplasms (cancer)		4	1			3	8
Q. Other diseases	4	3	2	1	6	4	20
R. Other claims	9	1	5	2	1	3	21
S. Death	23	29	17	24	31	12	136
Not Recorded	1	1	5	6	6	8	27
<b>Total</b>	<b>1632</b>	<b>1812</b>	<b>1867</b>	<b>1713</b>	<b>1923</b>	<b>1447</b>	<b>10394</b>

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# ILARS – Body System for Grants

2022 / 2023							
Body System	July	August	September	October	November	December	Total
Cardiovascular system	5	4	6	5	1	3	24
Chronic Pain	2				2	2	6
Digestive systems	7	9	3	3	7		29
Ear, nose, throat and related structures	16	8	4	4	7	4	43
Haematopoietic system	1	1				2	4
Hearing	234	228	307	301	267	190	1527
Lower extremity	193	281	259	248	301	192	1474
Not Provided	26	25	20	25	37	17	150
Nervous system	3	4	4	4	3	6	24
Not Recorded	12	11	6	7	6	9	51
Psychiatric and psychological disorders	324	367	362	332	404	316	2105
Respiratory system	14	13	4	5	7	13	56
The endocrine system	2						2
The skin	10	9	9	7	3	16	54
The spine	349	367	348	290	345	288	1987
The visual system	3	13	16	9	12	9	62
Upper extremity	429	471	510	467	519	379	2775
<b>Total</b>	<b>1632</b>	<b>1812</b>	<b>1867</b>	<b>1713</b>	<b>1923</b>	<b>1447</b>	<b>10394</b>

Note: The data reflects applications for funding received up to 31 December 2022 and grants of funding which have an accepted or pending status as of 17/03/2023  
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

## ILARS – Issues per Insurer

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PI/AWE Only	Weekly Payments	Work Capacity Decision	Total
<b>Scheme agent</b>	<b>1542</b>	<b>81</b>	<b>420</b>	<b>203</b>	<b>13</b>	<b>94</b>	<b>397</b>	<b>1591</b>	<b>1159</b>	<b>92</b>	<b>265</b>	<b>213</b>	<b>6070</b>
Allianz 701	40		15	6			7	24	31	1	7	1	132
Allianz Australia Workers Compensation (NSW) Ltd	55	1	20	2		2	10	79	49	5	19		242
CGU Workers Compensation (NSW) Ltd	5		1					1	9				16
EML 701	1177	69	290	141	6	44	222	1056	849	72	177	176	4279
EML 702	32		15	3		6	38	134	38	5	5	16	292
Employers Mutual NSW Limited	22		8	1			7	32	16		4	5	95
Gallagher Bassett Services Pty Ltd	10		4			1		3	3	1	2		24
GIO 701	76	1	22	8		1	24	42	62	4	11	4	255
GIO General Limited	67	8	31	7		2	76	187	45	3	25	9	460
Insurance and Care NSW (Icare)	6	2	6	28	6	38	4	4	20	1	7	2	124
QBE 701	38		3	6	1		4	16	32		8		108
QBE Workers Compensation	12		4	1			3	10	4				34
Uninsured Liabilities	2		1				2	2					7
Xchanging								1	1				2
<b>Self-insured</b>	<b>148</b>	<b>4</b>	<b>104</b>	<b>45</b>	<b>12</b>	<b>13</b>	<b>52</b>	<b>158</b>	<b>92</b>	<b>2</b>	<b>63</b>	<b>23</b>	<b>716</b>
Aldi Stores	6							3	5		4		18
Ausgrid Management Pty Ltd				2	1		1	1	2			1	8
Australian Unity Limited	3		5				3	1	1				13
BHP Group Limited					1								1
Blacktown City Council	4		1		1		1	1	2		4	2	16

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PIAWE Only	Weekly Payments	Work Capacity Decision	Total
Bluescope Steel Ltd	7			11	4	5		1	4				32
Boral Limited	1		1	2		1		5					10
Brambles Industries Limited				1									1
Brickworks Ltd	1												1
Campbelltown City Council			1					2	2		1		6
Canterbury Bankstown Council						1			1		1		3
Central Coast Council	4			1		1		3	2				11
City of Sydney Council	2		1	1			1	3	1			1	10
Coca-Cola Amatil			1				1						2
Coles Group Ltd	16	2	18			1	4	15	5		6	1	68
Colin Joss & Co Pty Limited	3		4				3	1			3		14
Commonwealth Steel (Molycop)	1		1	1									3
CSR Limited	4								1		1		6
DAC Finance Pty Ltd (trading as Opal Aged Care)	1		2						1		1		5
Endeavour Energy	2			1				1			1		5
Estia Investments Pty Ltd								1					1
Fairfield City Council								1	1				2
Fletcher International Exports Pty Ltd.											1		1
Hawkesbury City Council											1		1
Healius Limited	3		1					5			1	1	11
Holcim (Aust) Holdings Pty Limited				1					2		2		5
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance, OneSteel, Liberty or Arrium)	1		2		1			1					5

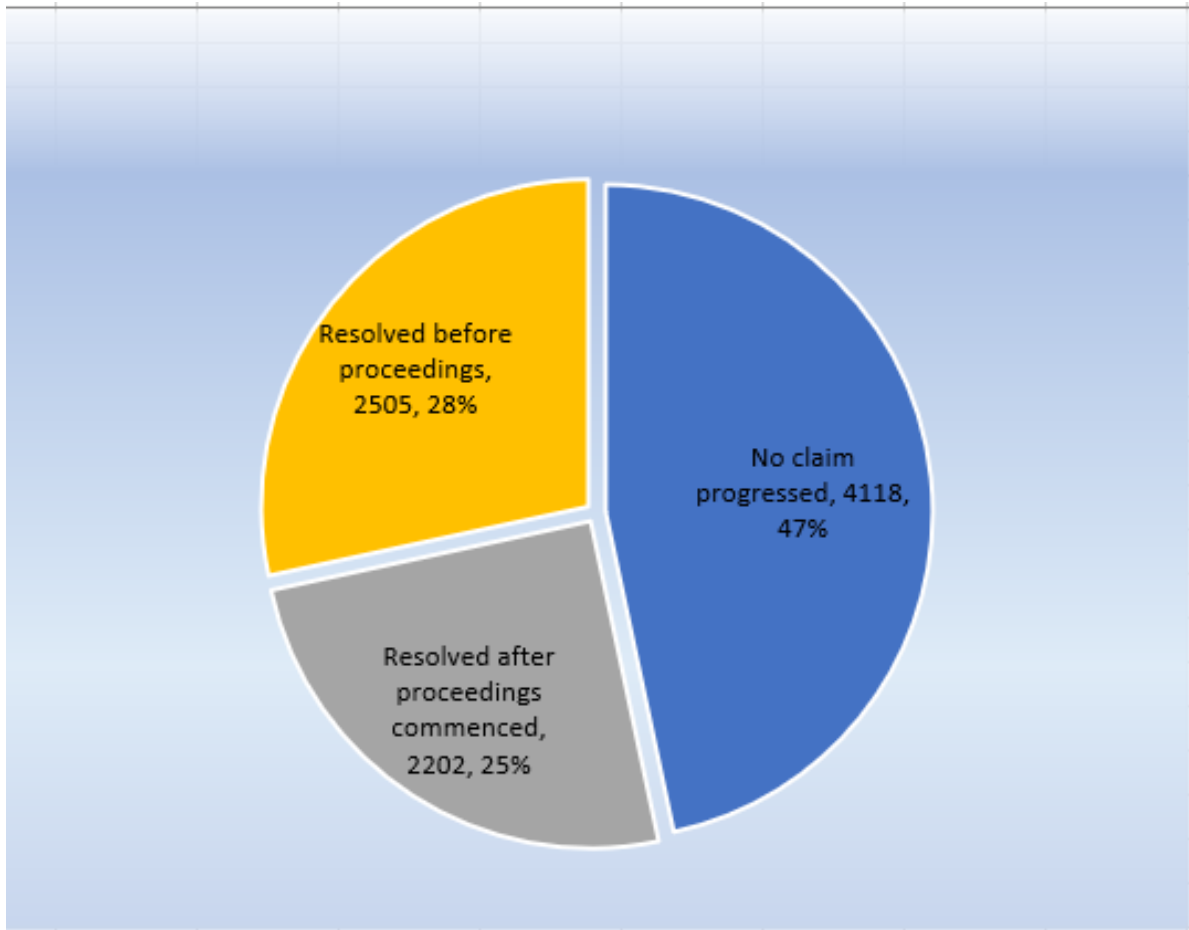
Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PIAWE Only	Weekly Payments	Work Capacity Decision	Total
Inghams Enterprises Pty Ltd	1		5								2		8
ISS Property Services Pty Ltd	1		4				2	4	1		4		16
JELD-WEN Australia Pty Ltd									1				1
Lake Macquarie City Council	1			2			4	3					10
Life Without Barriers	2		1						1				4
Liverpool City Council			1					3			2		6
MARS Australia Pty Ltd			1										1
McDonald's Australia Holdings Limited							1	4					5
Myer Holdings Ltd	1							3			1		5
Newcastle City Council	1					1		1	1				4
Northern Beaches Council								1					1
Northern Co-Operative Meat Company Limited	3								1				4
NSW Trains	1												1
Persol Australia Pty Ltd	1		2	1				1	1				6
Qantas Airways Limited	7			10	3		4	10	5		2	1	42
Rail Corporation NSW									1				1
Randstad	1										1		2
Shoalhaven City Council	2		1					1	1				5
Sutherland Shire Council								5	1		1		7
Sydney Trains	2						2	1	1	1	1		8
Star Entertainment Group Ltd	1		1								1		3

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PIAWE Only	Weekly Payments	Work Capacity Decision	Total
Thomas Foods International Consolidated Pty Ltd									1				1
Toll Holdings Ltd	13		7	2			2	10	5		2	4	45
Transport for NSW Workers Compensation Services	8		10	3			4	11	5		3		44
Transport Service of NSW (State Transit Group)	1	2		2	1	1		2	3				12
UGL Rail Services Pty Limited						1							1
Unilever Australia (Holdings) Pty Limited	1		2				1		1				5
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	1		1			1	1	4	2			1	11
Veolia Environmental Services (Australia) Pty Ltd	3							1					4
Wesfarmers Limited	5		8	1			4	7	10		2		37
Westpac Banking Corporation Ltd	2		2					3	1		1		9
Wollongong City Council	1			3				1	2		1		8
Woolworths Group Ltd	29		20				13	37	17	1	12	11	140
<b>Specialised insurer</b>	<b>74</b>		<b>34</b>	<b>10</b>		<b>6</b>	<b>25</b>	<b>75</b>	<b>52</b>	<b>1</b>	<b>21</b>	<b>8</b>	<b>306</b>
Catholic Church Insurance Limited	18		13	1			2	24	6		5	2	71
Coal Mines Insurance Pty Limited							1	2	2		2		7
Guild Insurance Ltd	7		1				2	7	6		1	2	26
Hospitality Employers Mutual	18		5			1	4	13	19		4	2	66
Racing NSW Insurance Fund	4						1	2	2		1	1	11
StateCover Mutual Ltd	27		15	9		5	15	27	17	1	8	1	125
<b>TMF</b>	<b>223</b>	<b>12</b>	<b>87</b>	<b>30</b>	<b>1</b>	<b>5</b>	<b>39</b>	<b>269</b>	<b>159</b>	<b>9</b>	<b>49</b>	<b>19</b>	<b>902</b>
Allianz TMF	64	1	30	6		2	4	90	41	2	13		253
Employers Mutual NSW Ltd - TMF	50	1	26	4			12	64	30	2	16	11	216

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PI/AWE Only	Weekly Payments	Work Capacity Decision	Total
QBE TMF	109	10	31	20	1	3	23	115	88	5	20	8	433
<b>Other Insurer including Not Provided</b>	<b>576</b>	<b>23</b>	<b>32</b>	<b>531</b>	<b>153</b>	<b>336</b>	<b>14</b>	<b>96</b>	<b>359</b>	<b>4</b>	<b>19</b>	<b>5</b>	<b>2148</b>
<b>Total</b>	<b>2563</b>	<b>120</b>	<b>677</b>	<b>819</b>	<b>179</b>	<b>454</b>	<b>527</b>	<b>2189</b>	<b>1821</b>	<b>108</b>	<b>417</b>	<b>268</b>	<b>10142</b>

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 2022 to 31 December 2022.



# ILARS – Outcomes

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
<b>ILARS Funding Withdrawn</b>	250	\$49,176	\$1,891			
Administrative reason	11	\$0	\$0			
Consolidated with other grant	98	\$3,471	\$1,157			
Duplicate grant	43	\$304	\$304			
Lawyer request	88	\$40,476	\$2,130			
Matter resolved in other jurisdiction	1	\$1,980	\$1,980			
No Response to ILARS Follow Up	3	\$2,240	\$2,240			
Not eligible for funding	6	\$706	\$706			
<b>Instructions withdrawn</b>	<b>589</b>	<b>\$1,435,412</b>	<b>\$2,523</b>			
Instructions withdrawn	152	\$394,481	\$2,798			
Worker retained new Lawyer	437	\$1,040,931	\$2,432			
<b>Not proceeding after preliminary grant</b>	<b>1706</b>	<b>\$4,860,020</b>	<b>\$2,862</b>	<b>1581</b>	<b>\$1,683,373</b>	<b>\$1,067</b>
Lawyer Advice to Worker				1581	\$1,683,373	\$1,067
Lost contact with Worker	154	\$277,400	\$1,862			
Medical evidence not supportive	183	\$644,780	\$3,523			
Not MMI	48	\$158,270	\$3,297			
Below Threshold (Threshold issue)	5	\$21,439	\$4,288			
Commutation negotiations failed	5	\$11,098	\$2,220			
Not viable	53	\$148,179	\$2,850			
s66 Below WPI threshold	551	\$2,242,628	\$4,070			
Worker instructions	707	\$1,356,225	\$1,924			
<b>Resolved in common law claim</b>				15	\$56,854	\$4,061
<b>Resolved in Commission</b>	205	\$1,757,416	\$8,573	1797	\$18,817,107	\$10,477
<b>Commutation</b>				16	\$71,380	\$4,759
Registered				16	\$71,380	\$4,759
<b>Conference</b>				523	\$6,679,524	\$12,772
Closed Period				23	\$275,385	\$11,973
Death Benefits				13	\$143,494	\$11,038
Medicals				113	\$1,443,881	\$12,778
Weeklies				46	\$550,603	\$11,970
Weeklies & Medicals				150	\$1,881,295	\$12,542
WPI				101	\$1,346,732	\$13,334

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
WPI & Medicals				20	\$260,062	\$13,003
WPI & Weeklies				14	\$201,050	\$14,361
WPI, Weeklies & Medicals				36	\$482,204	\$13,395
Wrap Up				7	\$94,818	\$13,545
<b>Expedited Assessment</b>	3	\$20,630	\$6,877	94	\$642,725	\$6,838
Consent Direction				66	\$455,104	\$6,896
Direction made				25	\$170,933	\$6,837
Direction not made	3	\$20,630	\$6,877			
Recommendation made				3	\$16,688	\$5,563
<b>Medical Assessment</b>	183	\$1,458,358	\$7,969	544	\$4,515,693	\$8,301
Above threshold				10	\$75,923	\$7,592
COD s66 TOD				25	\$196,558	\$7,862
COD s66 WPI				486	\$4,065,344	\$8,365
Discontinued post MAC no COD	1	\$10,228	\$10,228			
MAC Below Threshold Hearing Aids only				14	\$94,102	\$6,722
Not MMI MAC (s66 claim)				5	\$34,956	\$6,991
Not MMI MAC (threshold issue)				2	\$30,363	\$15,182
Not MMI MAC refused (threshold issue)	2	\$11,224	\$5,612			
Not reached threshold (threshold issue)	6	\$59,103	\$9,851			
Not Recorded				2	\$18,448	\$9,224
s66 Not reached threshold	174	\$1,377,803	\$7,918	5	\$34,956	\$6,991
<b>Resolved TC - settled by consent</b>				406	\$3,950,837	\$9,731
Closed Period				12	\$123,085	\$10,257
Death Benefits				15	\$123,361	\$8,224
Medicals				120	\$1,172,234	\$9,769
Weeklies				37	\$334,549	\$9,042
Weeklies & Medicals				73	\$731,903	\$10,026
WPI				102	\$1,022,901	\$10,028
WPI & Medicals				21	\$184,425	\$8,782
WPI & Weeklies				12	\$115,045	\$9,587
WPI, Weeklies & Medicals				8	\$85,756	\$10,719
Wrap Up				6	\$57,578	\$9,596
<b>Settlement during Hearing</b>				49	\$632,967	\$12,918
Death Benefits				5	\$52,390	\$10,478

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Medicals				9	\$123,817	\$13,757
Not Recorded				1	\$7,571	\$7,571
Weeklies				1	\$11,561	\$11,561
Weeklies & Medicals				16	\$206,751	\$12,922
WPI				10	\$140,856	\$14,086
WPI & Medicals				2	\$27,832	\$13,916
WPI & Weeklies				1	\$24,555	\$24,555
WPI, Weeklies & Medicals				4	\$37,634	\$9,408
<b>Following Hearing – COD SOR worker</b>				<b>165</b>	<b>\$2,323,981</b>	<b>\$14,085</b>
Death Benefits				25	\$381,907	\$15,276
Medicals				49	\$668,716	\$13,647
Weeklies				18	\$252,977	\$14,054
Weeklies & Medicals				34	\$483,065	\$14,208
WPI				22	\$310,030	\$14,092
WPI & Medicals				5	\$76,657	\$15,331
WPI & Weeklies				4	\$29,520	\$7,380
WPI, Weeklies & Medicals				8	\$121,109	\$15,139
Following Hearing – COD SOR Employer	19	\$278,427	\$14,654			
Discontinued from Commission - No result	73	\$489,426	\$6,704			
<b>Appeals</b>	<b>42</b>	<b>\$449,399</b>	<b>\$10,700</b>	<b>79</b>	<b>\$1,148,869</b>	<b>\$14,543</b>
<b>Court of Appeal</b>	<b>1</b>	<b>\$27,268</b>	<b>\$27,268</b>			
<b>By the employer in favour of Employer</b>	1	\$27,268	\$27,268			
<b>Medical Appeal Panel</b>	<b>37</b>	<b>\$358,965</b>	<b>\$9,702</b>	<b>60</b>	<b>\$731,957</b>	<b>\$12,199</b>
By the employer in favour of Employer	12	\$138,290	\$11,524			
By the employer in favour of Worker				21	\$279,057	\$13,288
By the worker in favour of Employer	25	\$220,674	\$8,827			
By the worker in favour of Worker				39	\$452,900	\$11,613
<b>Non-presidential member to President</b>	<b>4</b>	<b>\$63,166</b>	<b>\$15,792</b>	<b>16</b>	<b>\$318,388</b>	<b>\$19,899</b>
By the employer in favour of Employer	1	\$21,306	\$21,306			
By the employer in favour of Worker				9	\$164,011	\$18,223
By the worker in favour of Employer	3	\$41,861	\$13,954			
By the worker in favour of Worker				7	\$154,376	\$22,054
<b>Supreme Court</b>				<b>3</b>	<b>\$98,525</b>	<b>\$32,842</b>
By the employer in favour of Worker				2	\$64,107	\$32,054

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
By the worker in favour of Worker				1	\$34,417	\$34,417
Insurer Accepts Claim				814	\$1,656,811	\$2,035
Agreement with Insurer				36	\$110,576	\$3,072
Insurer withdraws Notice				66	\$242,957	\$3,681
Resolved by complying agreement after claim made				1364	\$7,984,042	\$5,853
Over threshold by agreement				6	\$25,823	\$4,304
Advice given not to proceed	4	\$5,810	\$1,453			
Not Recorded	1	\$7,690	\$7,690			
Resolved after IRO enquiry or Internal Review.				214	\$848,032	\$3,963
<b>Total</b>	<b>2870</b>	<b>\$9,054,348</b>	<b>\$3,458</b>	<b>5972</b>	<b>\$32,574,444</b>	<b>\$5,459</b>

Note: Outcome data is for cases closed from 1 July 2022 to 31 December 2022.  
The amounts paid include Professional Fees (incl GST) and Disbursements.  
All other primary outcomes refer to matters closed between 1 July 2022 and 31 December 2022.

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

Outcome	Former NSW Insurer	Scheme agent	Self-insured	Specialised insurer	TMF	Total
<b>NRTC</b>	<b>3</b>	<b>196</b>	<b>45</b>	<b>32</b>	<b>41</b>	<b>317</b>
<b>S287A</b>		<b>49</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>85</b>
Claim accepted after enquiry		7	3	1		11
<b>Claim accepted before enquiry</b>				1	1	2
Claim denied after enquiry		14	8	4	8	34
Claim denied before enquiry		7	4	2		13
Insurer outside timeframes		19		2	1	22
Request not received		2			1	3
<b>S60/ Weekly Benefits</b>	<b>1</b>	<b>49</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>73</b>
Claim accepted after enquiry		18	2	3		23
<b>Claim accepted before enquiry</b>		3				3
Claim denied after enquiry		12	2	1	5	20
Claim denied before enquiry		2		1		3
Insurer inside timeframes		1			1	2
Insurer not on risk	1	3	3		2	9
Insurer outside timeframes		10		1	1	3
Request not received					1	1
<b>S66</b>	<b>2</b>	<b>98</b>	<b>23</b>	<b>16</b>	<b>20</b>	<b>159</b>
Claim accepted after enquiry		15	1	1	4	21
Claim accepted before enquiry		1				1
Claim denied after enquiry		17	5	3	5	30
Claim denied before enquiry		11	1	1	1	14
Counter offer issued after enquiry		10	1	4	1	16
Counter offer issued before enquiry		8		8		9
Insurer inside timeframes		14	1		4	19
Insurer not on risk		2				2
Insurer outside timeframes		18	12	2	4	36
Request not received	2	2	2	4	1	11
<b>NULL</b>		4				4
<b>Total</b>	<b>3</b>	<b>200</b>	<b>45</b>	<b>32</b>	<b>41</b>	<b>321</b>

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	\$24,234,528	8863		\$2,734
Appeal	\$150,800	83		\$1,817
Complexity Uplift	\$199,015	148		\$1,345
Barrister Country Loading	\$5,868	9	1%	\$652
Barrister Fees	\$2,011,182	1301	0%	\$1,546
Clinical Notes	\$1,716,655	16622	8%	\$103
Interpreter	\$113,778	729	7%	\$156
Meal Allowance	\$2,174	38	0%	\$57
Medico-legal	\$11,045,170	8276	0%	\$1,335
MRP Service Fee	\$1,285,412	15315	45%	\$84
Non-attendance fee	\$50,265	117	5%	\$430
NTD Report	\$242,784	621	0%	\$391
Other	\$81,216	265	1%	\$306
Refund			0%	
Solicitor Loading	\$868	1	0%	\$868
Travel	\$163,182	715	0%	\$228
Treating Specialist Report	\$579,426	1093		\$530
<b>Total</b>	<b>\$41,882,323</b>	<b>54196</b>		<b>\$773</b>
<b>Total Disbursements</b>	<b>\$ 24,584,343</b>		<b>59%</b>	
<b>Total Professional Fees</b>	<b>\$ 17,297,980</b>		<b>41%</b>	

Note: Professional fees include GST These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2022 to 31 December 2022