



WorkCover independent review office

PERIODIC PERFORMANCE REVIEW

1 JULY 2013 TO 30 JUNE 2014

KA Garling

WORKCOVER INDEPENDENT REVIEW OFFICER

August 2014



COMPLAINTS, ENQUIRIES AND WORK CAPACITY: MATTERS RECEIVED

	2013						2014						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	113	125	114	133	132	146	119	154	175	156	202	188	1757
Enquiry	26	58	79	91	91	88	140	116	130	130	149	140	1238
WCDR	67	39	67	55	75	60	22	15	16	9	25	34	484
Grand Total	206	222	260	279	298	294	281	285	321	295	376	362	3479

Note: Complaints includes enquiries and work capacity. Work Capacity matters include applications for a 'procedural review' as well as general enquiries on the work capacity process.



COMPLAINTS, ENQUIRIES & WORK CAPACITY: ISSUE BY INSURER

WorkCover **independent** review office

Insurer Type	Insurer Name	Communication	Delay	Denial of Liability (S.74 Notice)	Fraud/misrepresentation	Incorrect Calculations	IME	Medical costs	Medical treatment	Other	Out of time	Procedural Review	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Not Recorded	Grand Total
Scheme agent	Allianz Australia Workers Compensation (NSW) Ltd	79	40	144	3	10	2	53	127	2	1	52	11	174	41	14	13	766
	QBE Workers' Compensation (NSW) Ltd	52	42	65		10	2	46	90	1	2	45	8	144	37	15	4	563
	CGU Workers Compensation (NSW) Ltd	43	28	50	1	2	13	49	90			64	19	101	27	7	10	504
	Employers Mutual NSW Limited	41	47	34		6	2	41	77			22	4	108	11	5	1	399
	GIO General Limited	34	18	55		5	3	28	70	2	1	38	4	79	24	7	2	370
	Gallagher Bassett Services Pty Ltd	32	21	20	2	2	2	28	43		1	18	3	63	20	10	4	269
	Xchanging	16	12	15		1	3	6	17			11	2	36	7	6	3	135
Scheme agent Total		297	208	383	6	36	27	251	514	5	5	250	51	705	167	64	37	3006
Specialised insurer	Catholic Church Insurance Limited	9	3	10			1	5	9			2	2	11	5			57
	StateCover Mutual Ltd	4		3				2	9			4		10	5	1	3	42
	Not Provided	6	3	6				2	5			3	1	8	4	4		42
	Racing NSW Insurance Fund	2	1	2				1	3			5		4	3	1	1	23
	Guild Insurance Ltd		2					1	3					5	4		2	17
	Hotel Employers Mutual (part of Hospitality Employers Mutual)	1		5					1			1		2	1			11
	Club Employers Mutual (part of Hospitality Employers Mutual)	1	1	2				2	1					3				10
	Coal Mines Insurance Pty Limited	1							2					2				5
Specialised insurer Total		24	10	28		1	1	13	33			15	3	45	22	6	6	207
TMF	Allianz TMF	21	8	48		2	4	23	41			36	4	37	17	7	9	257
	QBE TMF	22	23	30		2		18	49		1	10	6	51	20	1	7	240
	Employers Mutual NSW Ltd - TMF	22	23	23		2		24	44			16	5	29	11	4	2	205
	GIO - TMF (former agent)			2				1	3			1		5	3			15
TMF Total		65	54	103		6	4	66	137		1	63	15	122	51	12	18	717
Not recorded		21	5	21		1	1	13	11	1		2	23	28	9	1		137
Former NSW Insurer									1									1

Note:

- A matter may have more than one issue.
- For Complaints, Enquiries and WCDR's from 1 July 2013 to 30 June 2014.



COMPLAINTS, ENQUIRIES & WORK CAPACITY: ISSUE BY INSURER

Insurer Type	Insurer Name	Communication	Delay	Denial of Liability (S.74 Notice)	Fraud/misrepresentation	IME	Incorrect Calculations	Medical costs	Medical treatment	Other Issue	Out of time	Procedural Review	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Not Provided by caller	Grand Total	
Self-insured	Woolworths Limited	17	1	9		3	1	9	12			18	4	26	16	2	7	125	
	Coles Group Ltd	7	6	7		1		1	6			6		14	5	3	2	58	
	Rail Corporation NSW	3	3	5		2		4	9			13		8	3		2	52	
	Qantas Airways Limited	5	1	1					1			1		8	5		1	23	
	Bluescope Steel Ltd	1					1	2	2			2		2	2	1	4	17	
	Endeavour Energy	1	2	1				3	2			3		2	1		1	16	
	Westpac Bank		2	3					3					3	1	1		13	
	Transfield Services (Australia) Pty Ltd	1	1	1									6		1	2		12	
	Skilled Group Limited	1					1		1	1					5	1		10	
	Toll Pty Ltd	1	2	1				1	1				1			1		8	
	Primary Health Care Limited	1							1	4						1		7	
	Shoalhaven City Council		2	1									2		1			6	
	State Transit Authority	1											3		2			6	
	Arrium Limited (formerly One Steel Limited)									4			1					5	
	Ausgrid								1	1			1			1		1	5
	Forestry Commission Division							1					1		1	2		5	
	Blacktown City Council -	1	1						1				1					4	
	Delta Electricity														1	2		1	4
	Lake Macquarie City Council												1			3		4	
	Pacific National (NSW) Pty Ltd			1														1	3
	ISS Property Services Pty Ltd	1		1						1									3
	The Star Pty Ltd								1						2				3
Wollongong City Council				1										1	1			3	
ANZ Group	1											2						3	



WorkCover independent review office

COMPLAINTS, ENQUIRIES & WORK CAPACITY: ISSUE BY INSURER

Insurer Type	Insurer Name	Communication	Denial of Liability (S.74 Notice) Delay	Fraud/misrepresentation	IME	Incorrect Calculations	Medical costs	Medical treatment	Other Issue	Out of time	Procedural Review	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Not Provided by caller	Grand Total		
Self-insured	Inghams Enterprises Pty Ltd Uninsured Liability & Indemnity Scheme			2										1			2		
	Northern Co-Operative Meat Company Limited							1			2						2		
	City of Sydney			2													2		
	Myer Holdings Ltd	1														1	2		
	McDonald's Australia Holdings Ltd							1					1				2		
	University of Wollongong							1									1		
	Brickworks Ltd			1													1		
	Brambles Insurance Services													1			1		
	Newcastle City Council					1											1		
	Colin Joss & Co			1													1		
	Sutherland Shire Council														1		1		
	Warringah Council			1													1		
	Gosford City Council							1									1		
	Rocla Pty Limited													1			1		
	BHP Billiton							1									1		
	Eraring Energy	1															1		
	BOC Workers' Compensation Ltd.							1									1		
	Self-insured Total		45	21	39	8	4	26	51	6	6	392	4	80	49	7	21	419	
	Grand Total		452	298	574	6	52	37	369	747	6	6	392	75	975	317	98	83	4487



WorkCover independent review office

ILARS: APPLICATIONS RECEIVED

Acceptance Reason	2013						2014						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Accepted	1110	1199	1542	1787	1511	1146	1018	1162	1151	910	918	675	14129
Declined	83	65	77	74	99	76	88	79	106	99	161	113	1120
Pending	4	7	10	38	48	53	35	57	62	47	76	84	521
Grand Total	1197	1271	1629	1899	1658	1275	1141	1298	1319	1056	1155	872	15770

Note:

Pending matters are matters that have not been processed by ILARS or ILARS have requested additional information from the submitting lawyer which has not been received. Pending matters may be closed.



ILARS: ISSUE OF GRANT

Issue	2013						2014						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Death Claim	2		1	4	2	1	6	2	8	7	8	5	46
Denial of Liability (S.74 Notice)	211	265	315	402	354	298	261	268	286	202	230	219	3311
Funded to WCC												2	2
Medical treatment	158	108	113	245	188	87	55	65	89	78	117	81	1384
Other	17												17
Weekly Payments	56	32	44	28	34	20	20	20	22	28	21	29	354
WPI	670	801	1079	1146	981	793	711	864	808	642	618	423	9536
Grand Total	1114	1206	1552	1825	1559	1199	1053	1219	1213	957	994	759	14650

Note:

- This table shows the primary ILARS issue for accepted and pending grants.
- An ILARS Grant can have multiple issues. However only the primary issue is shown above.
- The data reflects ILARS matters received up to 30 June 2014 and grants which have an accepted or pending status as at 11.30 am 20 August 2014.
- Differences from previous publications reflects grant applications which have been declined by WIRO since the date of the report.



ILARS – INJURY TYPE OF GRANTS

Injury Type	2013					2014						Grand Total	
	July	August	September	October	November	December	January	February	March	April	May		June
Amputation	3	1	5	3			4	1	2	1			20
Ankle	25	32	35	39	24	23	30	31	24	28	10	9	310
Arm	30	38	35	37	33	16	24	29	21	19	8	11	301
Back	294	316	448	418	366	336	288	340	335	247	246	211	3845
Broken bone(s)	1					1	6		1	2	2		13
Crush injury	4			1				1		1			7
Elbow	13	23	20	20	25	22	18	15	13	15	8	6	198
Feet	11	20	26	20	13	5	10	13	14	12	12	11	167
Hand	32	47	51	36	43	47	28	27	28	24	16	5	384
Head (brain) injury	11	9	13	10	6	5	9	18	9	6	11	3	110
Hearing loss	297	196	203	480	340	187	118	169	202	199	290	197	2878
Knee	75	99	153	145	128	105	106	104	103	67	62	51	1198
Leg	25	36	57	48	46	41	25	38	43	21	15	14	409
Neck	33	54	81	70	71	44	75	67	69	48	59	32	703
Other	21	36	56	81	95	67	65	82	73	56	52	33	717
Psychological	116	84	110	112	119	95	87	90	87	71	88	83	1142
Shoulder	109	178	220	257	206	167	132	153	154	116	99	74	1865
Wrist	14	37	39	48	44	38	28	41	35	24	16	19	383
Grand Total	1114	1206	1552	1825	1559	1199	1053	1219	1213	957	994	759	14650

Note:

- The data reflects ILARS matters received up to 30 June 2014 and grants which have an accepted or pending status as at 11.30 am 20 August 2014.
- Differences from previous publications reflects grant applications which have been declined by WIRO since the date of the report.



WorkCover independent review office

WORK CAPACITY PROCEDURAL REVIEWS: MATTERS COMPLETED

Case Outcome	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Grand Total
Case Withdrawn		1		1	1				7		2	4	16
No decision							1						1
WCDR Upheld	1	11	6	7	6	10	24	15	9	11	13	15	128
Grand Total	1	12	6	8	7	10	25	15	16	11	15	19	145

Note:

- Case Withdrawn relates to matters received then withdrawn by the Injured Workers or the insurers has withdrawn the WCD.
- WCDR Upheld refers to matters where the application for review was in favour of the injured worker.
- This table shows the number of matters with a case type of "Work Capacity" and will differ from the tables on page 4, 5 and 6 which show "Work Capacity" as an issue in a matter.