



Workers Compensation independent review office



PERIODIC PERFORMANCE REVIEW
1 JULY 2017 TO 31 DECEMBER 2017

KA Garling

WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER

Complaints and Enquiries: Matters Received

Case Type	2017						Grand Total
	July	August	September	October	November	December	
Complaint	277	269	254	251	239	186	1476
Enquiry	279	348	363	339	329	262	1920
Grand Total	556	617	617	590	568	448	3396

Complaints and Enquiries: Referral Source

Referral Source	2017						Grand Total
	July	August	September	October	November	December	
Lawyer	362	393	377	348	359	278	2117
Web search	63	73	67	76	76	74	429
Insurer	40	33	81	54	43	25	276
Word of Mouth	25	29	23	26	19	16	138
WorkCover	19	21	22	23	22	13	120
Other source	13	20	13	24	10	13	93
Union	14	20	15	20	11	11	91
Rehabilitation Provider	2	9	7	6	7	5	36
Doctor	12	5	4	4	4	6	35
Workers Compensation Commission	4	5	3	2	8	1	23
Not Provided	1	1	2	5	3	2	14
WIRO Campaign	1	2	1		3	2	9
Government Department		3			3	2	8
Employer		1	1	2			4
Advertising		2	1				3
Grand Total	556	617	617	590	568	448	3396

Complaints: How long do they take to close?

Time to close	2017						Grand Total
	July	August	September	October	November	December	
Complaint							
A - Same day	13	13	11	12	8	5	62
B - Next day	13	18	20	17	14	15	97
C - 2 to 7 days	147	142	119	108	96	101	713
D - 8 to 15 days	74	88	73	69	84	75	463
E - 16 to 30 days	26	18	27	30	40	21	162
F - more than 30 days	5	4	7	6	6	4	32
Grand Total	278	283	257	242	248	221	1529

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

Complaints and Enquiries: Issues by Insurer

Insurer	Rehabilitation	Weekly Benefits	Denial of liability	S39 Matter Fast Track Application	Communication (secondary issue only)	Delay in payment	ILARS Lawyer Complaint	Delay in determining RTW	RTW	IME/IMC	Work Capacity Decision	S126	PLAWE	S39- General Inquiry	Further Inquiry (secondary issue only)	Grand Total
Scheme agent	132	447	300	70	47	174	91	387	83	78	63	40	80	343	25	2360
Allianz Australia	37	115	97	19	14	54	32	79	21	19	11	4	19	111	3	635
CGU Workers Compensation	11	43	34	7	6	12	7	33	8	11	9	11	10	25		227
Employers Mutual NSW Limited	24	63	46	20	9	15	17	67	18	16	23	8	12	84	2	424
Gallagher Bassett Services		1					1									2
GIO General Limited	50	157	82	5	14	64	21	150	25	14	12	11	27	48	18	698
QBE Workers Compensation	10	68	41	19	4	29	13	57	11	18	8	6	12	75	2	373
Self-insured	20	39	41	1	8	27	14	69	16	15	3	19	4	17	5	298
ANZ Banking Group Limited									1							1
Ausgrid			1				1					1				3
Blacktown City Council														2		2
Bluescope Steel Ltd					1			5				1			1	8
BOC Workers' Compensation														2		2
Broadspectrum (Australia)	4	4		1		4		3	1			1	1			19
Canterbury Bankstown Council			1													1
Central Coast Council												1				1
City of Sydney Council		1	1		1	1		2								6
Coles Group Ltd	6	12	11		1	4	1	20	4	3		3		1		66
Colin Joss & Co Pty Limited		1							1							2
CSR Limited														1		1
Echo Entertainment Group Ltd		1				1		1					1			4
Endeavour Energy						3		1		1					1	6
Fairfield City Council			1					1								2

Insurer	Rehabilitation	Weekly Benefits	Denial of liability	S39 Matter Fast Track Application	Communication (secondary issue only)	Delay in payment	ILARS Lawyer Complaint	Delay in determining RTW	IME/IMC	Work Capacity Decision	S126	PLAWE	S39- General Inquiry	Further Inquiry (secondary issue only)	Grand Total
GFG Alliance (formerly Arrium)			1			1		1							3
Gosford City Council															
Holcim (Aust) Holdings			1					1	1						3
Hurstville City Council		1													1
Inghams Enterprises Pty Ltd								1	1						2
ISS Facility Services			4			1		1	1						7
ISS Property Services Pty Ltd			2			1					1			1	5
JELD-WEN Australia Pty Ltd			1							1					2
Lake Macquarie City Council								1							1
Liverpool City Council	2								1						3
McDonald's Australia Holdings	1		1					2	1		1		1		7
Myer Holdings Ltd		1													1
Newcastle City Council							1								1
Northern Beaches Council		1			1						1			1	4
Northern Co-Operative Meat Company		1	2					4			1	1	1	1	11
Pacific National (NSW) Pty Ltd								2							2
Primary Health Care Limited			1												1
Programmed Skilled Workforce		1	5			1	2	1			1				11
Qantas Airways Limited	1	3				1		3	1	1	1		1		13
Rail Corporation NSW			1												1
Sutherland Shire Council			1												1
Sydney Trains		2	1		1				1			1			6
Toll Pty Ltd		5	1		1		1	2	1		2		3		16
Transport for NSW Workers Compensation Services	1	1	1			1	1	2			1				8

Insurer	Rehabilitation	Weekly Benefits	Denial of liability	S39 Matter Fast Track Application	Communication (secondary issue only)	Delay in payment	ILARS Lawyer Complaint	Delay in determining RTW	IME/IMC	Work Capacity Decision	S126	PLAWE	S39- General Inquiry	Further Inquiry (secondary issue only)	Grand Total	
Transport Service of NSW (State Transit Group)	1						2								3	
UGL Rail Services Pty Limited									1						1	
University of New South Wales							1								1	
Veolia Environmental Services						1									1	
Westpac Banking Corporation	2		1				1	2	1	3			1		11	
Woolworths Limited	2	4	2		2	7	3	13	4	2	1	3	4		47	
Specialised insurer	5	25	18	2	2	7	5	39	4	4	2	6	4	10	133	
Catholic Church Insurance	2	13	5		1	3	3	11	2	3		3	2	2	50	
Club Employers Mutual (part of Hospitality Employers Mutual)		3	2					2			1	1	1		10	
Coal Mines Insurance Pty			1					1	1						3	
Guild Insurance Ltd	2	1	1	1		1		4							10	
Hotel Employers Mutual (part of Hospitality Employers Mutual)		4	1			1		2		1		1	2		12	
Icare- Lifetime Care	1						1	1	1				1		5	
Racing NSW Insurance Fund		1	1					2			1		1		6	
StateCover Mutual Ltd		3	7	1	1	2	1	15		1	1		4		36	
TMF	28	69	57	16	11	41	19	79	25	17	9	14	21	61	2	469
Allianz TMF	13	24	25	6	1	15	7	22	8	5	5	5	8	20	1	165
Employers Mutual NSW - TMF	5	17	10	2	2	8	3	20	5	2	2	4	6	11	1	98
QBE TMF	10	28	22	8	8	18	9	37	12	10	2	5	7	30		206
Other Insurer including Not Provided	10	36	33	19	19	4	48	32	9	9	10	2	1	48		280
Grand Total	195	616	449	108	87	253	177	606	137	123	87	81	110	479	32	3540

Note: A matter may have more than one issue. The results show the top 15 issues.

Complaints: New Complaint outcomes

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Delay in determining liability	285	61	29	63	438
Medical treatment	141	35	14	36	226
Insurer inside timeframes ND	18	6	2	8	34
Insurer outside timeframes ND	19	4	1	4	28
IW referred to an IME	8	2	1	2	13
Liability determined inside timeframes	35	5	1	11	52
Liability determined outside timeframes	61	18	9	11	99
S66	11	2		3	16
Counter offer made	2	1		2	5
Insurer inside timeframes ND	1				1
Insurer outside timeframes ND	1	1			2
Liability determined inside timeframes	3				3
Liability determined outside timeframes	4			1	5
Weekly benefits	41	3	1	10	55
Insurer inside timeframes ND	6			3	9
Insurer outside timeframes ND	2			1	3
Liability determined inside timeframes	14			4	18
Liability determined outside timeframes	19	3	1	2	25
Whole claim	92	21	14	14	141
Insurer inside timeframes ND	12	7	1	4	24
Insurer outside timeframes ND	8	8	5		21
Liability determined inside timeframes	19	2	3	3	27
Liability determined outside timeframes	53	4	5	7	69
Delay in payment	121	21	5	31	178
COD	58	9	1	15	83

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Centrelink/Medicare delay	13	1	1	4	19
Insurer Admin error	29	4		6	39
Interest Obtained	2				2
Interpretation Dispute/Insurer within timeframes	7	2		4	13
Lawyer hasn't provided all documents required	7	2		1	10
Medical/Travel	63	12	4	16	95
Already paid	18	2	1		21
Claim disputed	5			1	6
Claim not received	5	2	1	2	10
Correct amount paid after PI	33	6		10	49
Providers invoices not paid	2	2	2	3	9
Denial of liability	90	15	8	28	141
Incorrect notice given	5	1	1	3	10
Insurer maintain denial on review	58	10	5	17	90
Insurer overturns decision	20	2	2	7	31
IW required to attend an IME	7	2		1	10
ILARS Lawyer Complaint	2				2
Refer worker to the OLSC	2				2
IME/IMC	20	7	2	6	35
Complaint about the IME doctor	7	2		3	12
Inconvenient location	6	4	1	1	12
Insufficient notice provided	3		1	1	5
No contact made with treating doctors prior to referral	4	1		1	6
PIAWE	54	2	2	11	69
Insurer changes PIAWE	14	2	1	5	22
Insurer maintains decision	15		1	2	18
Review process explained	25			4	29
Rehabilitation	51	6	3	17	77
ADL assessment approved	20	2		7	29
ADL not approved	6	1		1	8

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Case conference cancelled	3			2	5
IMP	3		1	2	6
IW not complied with obligations				1	1
No current IMP	3			1	4
Insurer not complied with obligations			1		1
Rehab provided s41A	5	2	1	2	10
Rehab provider changed	12	1	1	2	16
Work Trial not suitable	2			1	3
RTW	36	9	1	10	56
Job Seeking Diaries	3	1			4
Too many jobs required	2				2
Not provided to insurer		1			1
Suspension s48A	1				1
Suitable Employment	33	8	1	10	52
Duties not suitable	12	1		1	14
RTW plan updated	7	2		1	10
S/duties not provided by employer	6	1	1	2	10
S/duties provided	6	2		4	12
Workplace assessment required	2	2		2	6
S126	29	13	4	11	57
Documents not provided	6	2		2	10
Documents provided	23	11	4	9	47
S39	56	3		12	71
Choice of 3 IMEs not provided				2	2
Insurer accepts worker is over 20%	9	1		2	12
Worker referred to an ALSP	47	2		8	57
Weekly Benefits	267	25	12	46	350
Correct amount paid after PI	152	15	7	23	197
Delayed payment	61	4	2	14	81
Employer not passing on weekly payments	23	3	2	3	31

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer taking over payments (Payments paid to employer in error)	7				7
Overpayment deducted without agreement	5			3	8
Suspension maintained	5		1	1	7
Suspension overturned	12	1		1	14
Weekly payments suspended	2	2		1	5
Work Capacity Decision	11	1	1	2	15
Application not received by insurer/MRS	2			1	3
Incorrect notice provided	1				1
Stay not applied	1		1		2
WCD not received/delayed	5	1		1	7
WCD withdrawn	2				2
Grand Total	1022	163	67	237	1489

ILARS: Grant Applications Received

Grant Status	2017						Grand Total
	July	August	September	October	November	December	
Accepted	1155	1157	1097	1033	1039	819	6300
Declined	34	22	34	34	24	17	165
Pending	36	42	51	68	83	76	356
Closed admin	1	2	4	8	6	2	23
Grand Total	1226	1223	1186	1143	1152	914	6844
Approved or pending	1191	1199	1148	1101	1122	895	6656

Note:

- The data reflects iLARS matters received up to 31 December 2016 and grants which have an accepted or pending status as at 5.31pm on 29 January 2018.
- Differences from previous publications reflect grant applications which have been declined by WIRO since the date of the report or pending application which have been accepted.

ILARS – Injury Location for Grants

Injury Location	July	August	September	October	November	December	Total
Ear	292	234	208	234	252	227	1447
Back	213	229	214	233	200	152	1241
Psychological system	114	123	137	99	123	87	683
Multiple -Trunk and limbs	76	96	124	123	135	93	647
Multiple -Neck and shoulder	67	90	56	46	35	29	323
Knee	56	84	71	64	69	44	388
Shoulder	58	62	62	57	65	54	358
Not Recorded	45	26	29	9	8	12	129
Hand, fingers and thumb	35	34	30	26	26	16	167
Other head	26	34	26	26	32	12	156
Other body location	25	14	23	33	21	14	130
Upper limb - multiple locations	18	17	26	17	25	27	130
Neck	21	23	13	16	9	13	95
Other arm	16	21	16	11	7	7	78
Trunk - multiple locations	12	21	21	7	8	13	82
Ankle	16	17	13	19	20	16	101
Other leg	15	13	16	20	18	24	106
Foot and toes	19	11	12	8	12	7	69
Wrist	18	7	10	24	20	18	97
Internal Body System	11	16	10	5	6	10	58
Death	17	7	4	1	13	5	47
Elbow	4	13	7	6	5	4	39
Hip	14	2	9	8	9	6	48
Abdomen and pelvic region	3	5	11	9	4	5	37
Total	1191	1199	1148	1101	1122	895	6656

Note: The data reflects iLARS matters received up to 30 June 2017 and grants which have an accepted or pending status as at 5.31pm on 29 January 2018.

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

ILARS – Nature of Injury

Nature of Injury	July	August	September	October	November	December	Total
A. Intracranial injuries	5	10	10	7	11	3	46
B. Fractures	28	26	19	28	44	33	178
C. Wounds, lacerations, amputations and internal organ damage	30	38	30	26	28	18	170
D. Burn	2		4	1	2	1	10
E. Injury to nerves and spinal cord	231	264	246	163	138	114	1156
F1. Trauma to joints and ligaments	160	158	173	185	202	173	1051
F2. Trauma to muscles and tendons	186	263	228	174	157	103	1111
G. Other injuries ?Poisoning, Electrocutation, heat stress etc	3	1		1	4	4	13
H1. Joint diseases (arthropathies) and other articular cartilage diseases	5	1	3	5	2		16
H2. Spinal vertebrae and intervertebral disc diseases	31	18	29	136	108	89	411
H3. Diseases involving the synovium and related tissue	2						2
H4. Diseases of muscle, tendon and related tissue	4	3	5	5	4	3	24
H5. Other soft tissue diseases	1	1	4	2	4		12
I. Mental disorders	111	125	137	98	123	86	680
J. Digestive system diseases	2	1			1		4
K. Skin and subcutaneous tissue diseases	1	2	7		6	6	22
L. Nervous system and sense organ diseases	296	238	212	244	256	234	1480
M. Respiratory system diseases	4	8	3	1		3	19
N. Circulatory system diseases	3	3				3	9
O. Infectious and parasitic diseases	3	1	1	1	1	1	8
P. Neoplasms (cancer)	10	4	1	3		2	20
Q. Other diseases	2		2	2	2		8
R. Other claims	3		2	8	7	1	21
S. Death	17	7	4	2	13	5	48
Not yet recorded	51	27	28	9	9	13	137
Grand Total	1191	1199	1148	1101	1122	895	6656

Note: The data reflects iLARS matters received up to 30 June 2017 and grants which have an accepted or pending status as at 5.31pm on 29 January 2018.

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

ILARS – Issues per Insurer

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
Scheme agent	43	194	1036	761	1900	69	15	4	254	3	956	5235
Allianz Australia Workers Compensation (NSW) Ltd	13	52	276	180	554	22	3		102		361	1563
QBE Workers Compensation	11	33	195	132	417	13	4	1	55	2	261	1124
GIO General Limited	10	61	279	222	376	19	7	2	26		67	1069
Employers Mutual NSW Limited	4	31	162	128	308	10		1	47		182	873
CGU Workers Compensation (NSW) Ltd	5	17	119	96	241	5	1		24	1	84	593
Gallagher Bassett Services Pty Ltd			3	3	1						1	8
Xchanging			2		3							5
Self-insured	1	38	313	161	281	11	2		20		66	893
Coles Group Ltd		4	40	36	45	4			3		10	142
Qantas Airways Limited		4	43	12	37	2			4		13	115
Woolworths Limited		2	18	13	37	2	1		5		16	94
Bluescope Steel Ltd		3	36	3	22				1		4	69
Transport for NSW Workers Compensation Services			22	7	12		1		1		3	46
Toll Pty Ltd		2	11	5	9						1	28
Westpac Banking Corporation Ltd			8	7	7						3	25
Ausgrid		1	11	5	6				1			24
Transport Service of NSW (State Transit Group)		1	9	4	8				1		1	24
Arrium Limited		1	10	3	7						2	23
Broadspectrum (Australia) Pty Ltd		2	7	4	7						1	21
City of Sydney Council			7	3	11							21
Wollongong City Council	1	1	5	3	5						2	17
Programmed			4	4	6							14

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
ISS Facility Services		3	5	5	1							14
Inghams Enterprises Pty Ltd		1	3	2	4	2			1		1	14
Blacktown City Council		2	4	2	3				1		1	13
Sydney Trains		1	6	1	5							13
ISS Property Services Pty Ltd		2	4	4	1							11
Rail Corporation NSW			4	1	5				1			11
Northern Co-Operative Meat Company Limited			3	2	2						3	10
Shoalhaven City Council		1	4	3	1						1	10
Central Coast Council		1	2	1	5						1	10
Fairfield City Council			4	3	1				1			9
UGL Rail Services Pty Limited			5	3								8
Pacific National (NSW) Pty Ltd			6		1						1	8
Sutherland Shire Council		1	3	1	2							7
Myer Holdings Ltd			2	2	3							7
Primary Health Care Limited		1	3	3								7
Lake Macquarie City Council			3	1	3							7
CSR Limited		1	3	2								6
Canterbury Bankstown Council		1	2	1	2							6
Newcastle City Council			1		5							6
JELD-WEN Australia Pty Ltd			2	2	1							5
Liverpool City Council		1	2	1	1							5
Southern Meats Pty Ltd.		1	1	1	1							4
Unilever Australia (Holdings) Pty Limited			1	1	2							4
Gosford City Council			1		2							3
ANZ Banking Group Limited				1	2							3
Endeavour Energy			1	1							1	3
Campbelltown City Council			1	1	1							3

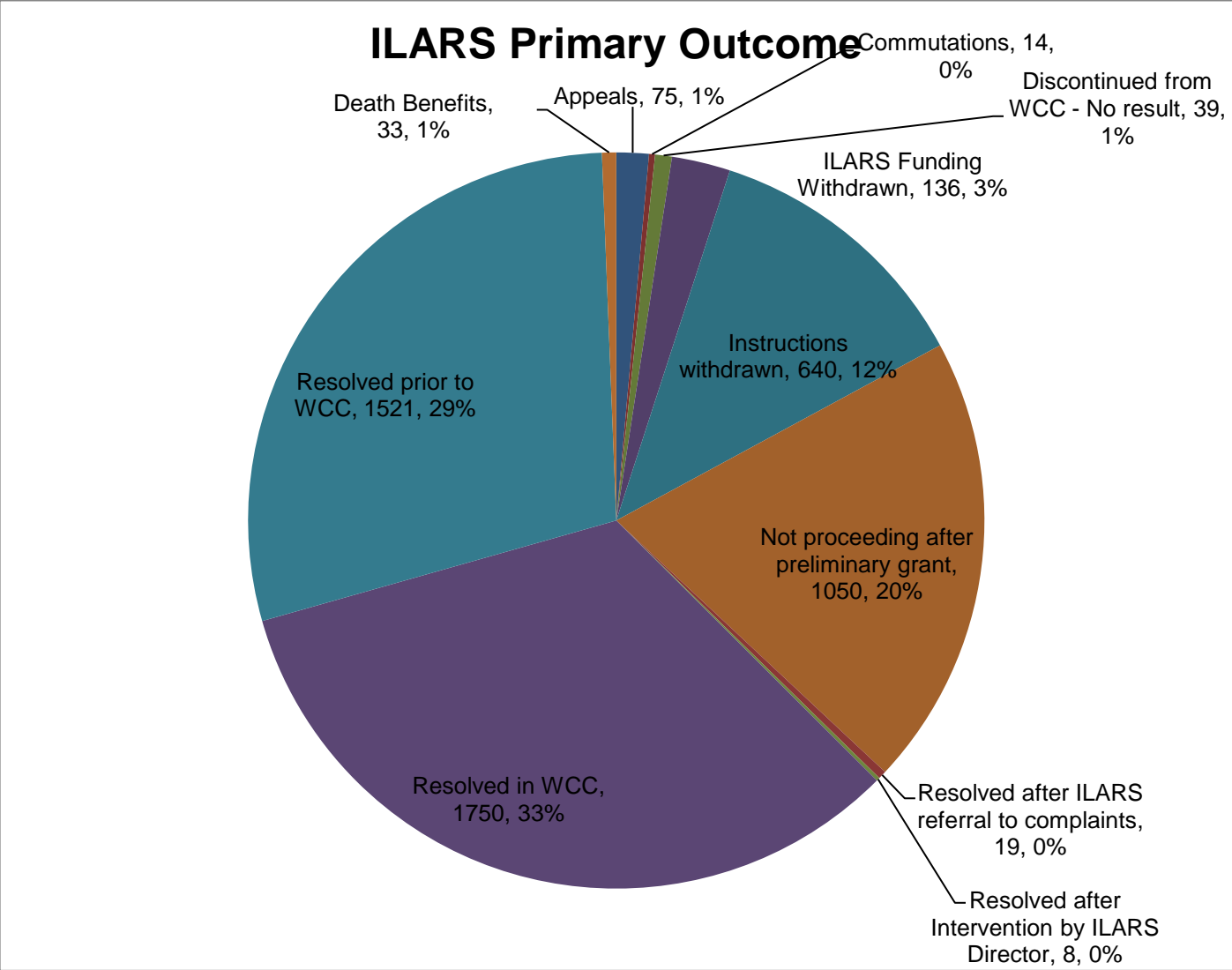
Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
Colin Joss & Co Pty Limited			1	1								2
NSW Trains					2							2
Brambles Industries Limited					1						1	2
Electrolux Home Products Pty Ltd			1	1								2
Rocla Pty Limited			1	1								2
Echo Entertainment Group Ltd				1	1							2
Port Stephens Council			1	1								2
McDonald's Australia Holdings Limited				1	1							2
BOC Workers' Compensation Ltd.			1	1								2
Holcim (Aust) Holdings Pty Limited						1						1
Northern Beaches Council					1							1
Brickworks Ltd					1							1
Hawkesbury City Council			1									1
Veolia Environmental Services (Australia) Pty Ltd					1							1
Specialised insurer		22	86	70	97	5		1	5	1	31	318
StateCover Mutual Ltd		8	32	16	33	1		1	4	1	11	107
Catholic Church Insurance Limited		7	30	28	19						5	89
Racing NSW Insurance Fund		2	6	5	8				1		7	29
Hotel Employers Mutual (part of Hospitality Employers Mutual)		3	5	6	7	2					3	26
Icare- Lifetime Care		1	3	2	13						3	22
Club Employers Mutual (part of Hospitality Employers Mutual)		1	5	6	7							19
Guild Insurance Ltd			1	3	5	1					2	12
Hospitality Employers Mutual Limited			1	2	4	1						8
Coal Mines Insurance Pty Limited			3	2	1							6
TMF		31	187	139	324	14	3	1	33		200	932
QBE TMF		12	96	65	155	5	1		20		101	455
Allianz TMF		13	54	39	94	6	2		9		57	274

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter - Fast Track	Grand Total
Employers Mutual NSW Ltd - TMF		6	37	35	75	3		1	4		42	203
Other Insurer including Not Provided	3	9	1087	63	608	55	1		3	1	2	1832
Grand Total	47	294	2709	1194	3210	154	21	6	315	5	1255	9210

Note: A 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.

ILARS – Primary Outcomes



Note: Outcome data is for cases closed from 1 July 2017 to 31 December 2017.

ILARS – Outcomes

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount paid	Number of Cases	Total Amount paid	Average Amount paid
Instructions withdrawn	627	\$1,235,800	\$2,607			
ILARS Funding Withdrawn	133	\$70,181	\$3,051			
Cram Fluid Applies	4	\$15,488	\$3,872			
Not Recorded	4					
Not eligible for funding - (e.g worker determined to be exempt worker)	8	\$11,094	\$3,698			
No Response to ILARS Follow Up	115	\$43,599	\$2,725			
Old Costs provisions apply	2					
Not proceeding after preliminary grant	1045	\$2,293,434	\$2,237			
Medical evidence not supportive	240	\$635,962	\$2,718			
Not Recorded	60	\$112,573	\$2,345			
Worker does not reach WPI threshold	369	\$1,170,452	\$3,189			
S39 - Below Threshold	374	\$372,797	\$997			
S39 - Not MMI	2	\$1,650	\$825			
Other not specified reason - see summary box	80	\$61,289	\$3,064	22	\$95,866	\$5,046
Resolved after ILARS referral to complaints	1			16	\$24,505	\$1,532
Commutations	2	\$3,795	\$1,898	12	\$40,721	\$3,393
Discontinued from WCC - No result	39	\$286,930	\$7,357			
Resolved prior to WCC	21	\$52,272	\$2,904	1496	\$5,354,168	\$3,581
Not Recorded				2	\$4,672	\$2,336
Resolved - Insurer Accepts Claim	4	\$2,306	\$1,153	454	\$1,003,742	\$2,216
Resolved after application for review/insurer accepts Claim	1	\$4,788	\$4,788	120	\$449,373	\$3,745
Resolved by complying agreement after claim made	8	\$37,582	\$4,698	819	\$3,781,274	\$4,617
S39 - Advice given	6	\$6,770	\$1,128	20	\$20,189	\$1,009
S39 - Over threshold by agreement	2	\$825	\$825	81	\$94,918	\$1,172
Resolved in WCC	212	\$1,319,504	\$6,224	1534	\$13,075,710	\$8,535

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount paid	Number of Cases	Total Amount paid	Average Amount paid
Resolved at Arbitration by Arbitrator - Employer	15	\$165,400	\$11,027	3	\$24,629	\$8,210
Resolved at Arbitration by Arbitrator - Worker	2	\$23,354	\$11,677	171	\$1,939,257	\$11,341
Medicals	1	\$12,585	\$12,585	57	\$630,073	\$11,054
Not Recorded				4	\$35,478	\$8,869
Weeklies				14	\$163,467	\$11,676
Weeklies & Medicals				60	\$696,098	\$11,602
WPI	1	\$10,768	\$10,768	21	\$221,943	\$10,569
WPI & Medicals				5	\$57,717	\$11,543
WPI & Weeklies				2	\$24,213	\$12,107
WPI, Weeklies & Medicals				8	\$110,268	\$13,784
Resolved at Conciliation - settled by consent	3	\$28,950	\$9,650	368	\$3,828,166	\$10,403
Closed Period				10	\$105,837	\$10,584
Medicals				42	\$387,295	\$9,221
Not Recorded				4	\$38,403	\$9,601
Weeklies				18	\$199,767	\$11,098
Weeklies & Medicals	1	\$9,741	\$9,741	175	\$1,889,016	\$10,794
WPI	2	\$19,209	\$9,604	43	\$376,887	\$8,765
WPI & Medicals				16	\$170,683	\$10,668
WPI & Weeklies				3	\$27,371	\$9,124
WPI, Weeklies & Medicals				33	\$367,848	\$11,147
Wrap Up				24	\$265,058	\$11,044
Resolved at settlement during Arbitration	1	\$7,238	\$7,238	51	\$569,584	\$11,168
Medicals	1	\$7,238	\$7,238	10	\$123,867	\$12,387
Not Recorded				1	\$11,347	\$11,347
Weeklies				4	\$59,347	\$14,837
Weeklies & Medicals				24	\$255,636	\$10,651
WPI				7	\$62,737	\$8,962
WPI & Medicals				1	\$12,780	\$12,780

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount paid	Number of Cases	Total Amount paid	Average Amount paid
WPI & Weeklies				1	\$11,357	\$11,357
WPI, Weeklies & Medicals				3	\$32,513	\$10,838
Resolved following MAC	189	\$1,081,874	\$5,724	534	\$3,591,821	\$6,726
COD for WPI	6	\$43,079	\$7,180	498	\$3,387,101	\$6,801
Not reached threshold	160	\$967,719	\$6,048	9	\$60,496	\$6,722
Not Recorded	3	\$14,221	\$4,740	5	\$32,123	\$6,425
Surgery not reasonably necessary	1	\$5,209	\$5,209			
Surgery reasonably necessary				11	\$87,980	\$7,998
S39 - Above threshold				6	\$12,572	\$2,095
S39 - Not reached threshold	3	\$8,202	\$2,734			
Discontinued post MAC no COD	1	\$5,225	\$5,225			
S39 - Not MMI	14	\$35,745	\$2,553	5	\$11,550	\$2,310
S39 - Not MMI MAC refused	1	\$2,475	\$2,475			
Resolved TC - settled by consent	2	\$12,688	\$6,344	397	\$3,089,648	\$7,822
Closed Period				5	\$44,076	\$8,815
Medicals	1	\$7,496	\$7,496	93	\$705,386	\$7,667
Not Recorded				8	\$47,870	\$5,984
Weeklies				19	\$146,115	\$7,690
Weeklies & Medicals				155	\$1,238,894	\$7,993
WPI	1	\$5,193	\$5,193	55	\$412,383	\$7,498
WPI & Medicals				27	\$206,949	\$7,665
WPI & Weeklies				1	\$8,352	\$8,352
WPI, Weeklies & Medicals				23	\$201,066	\$9,139
Wrap Up				11	\$78,557	\$7,142
Resolved WIM Dispute				10	\$32,605	\$3,261
In favour of worker				9	\$26,484	\$2,943
In favour of employer				1	\$6,121	\$6,121
Appeals	27	\$262,757	\$9,732	47	\$455,976	\$9,702

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount paid	Number of Cases	Total Amount paid	Average Amount paid
Resolved after appeal from decision of Arbitrator to President	4	\$49,304	\$12,326	6	\$88,475	\$14,746
By the employer in favour of Employer	1	\$15,302	\$15,302			
By the employer in favour of Worker				5	\$74,554	\$14,911
By the worker in favour of Employer	3	\$34,002	\$11,334			
By the worker in favour of Worker				1	\$13,922	\$13,922
Resolved after Medical Appeal Panel	23	\$213,453	\$9,281	41	\$367,501	\$8,963
By the employer in favour of Employer	4	\$53,587	\$13,397			
By the employer in favour of Worker	1	\$7,901	\$7,901	19	\$174,840	\$9,202
By the worker in favour of Employer	17	\$145,361	\$8,551	2	\$17,053	\$8,526
By the worker in favour of Worker	1	\$6,603	\$6,603	20	\$175,607	\$8,780
Resolved after Intervention by ILARS Director				8	\$23,930	\$3,419
Death Benefits	3	\$6,496	\$6,496	30	\$183,404	\$6,113
Grand Total	2190	\$5,592,456	\$3,038	3165	\$19,254,280	\$6,097

Note: Outcome data is for cases closed from 1 July 2017 to 31 December 2017.

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

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
NRTC	391	71	20	73	555
S287A	66	10	3	11	90
Claim accepted after enquiry	5	1		1	7
Claim accepted before enquiry	5				5
Claim denied after enquiry	25	4	1	4	34
Claim denied before enquiry	13	1	1	2	17
Insurer outside timeframes	14	3	1	2	20
Insurer within timeframe				1	1
Request not received	4	1		1	6
s60, weekly benefits	67	20	4	14	105
Claim accepted after enquiry	21	6		3	30
Claim accepted before enquiry	6	1		2	9
Claim denied after enquiry	11	6	2	3	22
Claim denied before enquiry	4	2	1	1	8
Insurer not on risk	4	1	1		6
Insurer outside timeframes	9	3		3	15
Insurer within timeframe	3	1		1	5
Request not received	9			1	10
S66	258	41	13	48	360
Claim accepted after enquiry	22	4	1	4	31
Claim accepted before enquiry	9	1		2	12
Claim denied after enquiry	60	8	1	9	78
Claim denied before enquiry	30	2	1	4	37
Counter offer issued after enquiry	41	6		7	54
Counter offer issued before enquiry	19	2			21
Insurer not on risk	4			2	6

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer outside timeframes	45	12	3	12	72
Insurer within timeframe	17	1	7	2	27
Request not received	11	5		6	22
S126	2				2
Documents provided	2				2
Grand Total	393	71	20	73	557

NB: 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	\$15,849,482	4,786		\$3,312
Medico-legal	\$5,821,205	4,507	69%	\$1,292
Barrister Fees	\$1,127,216	738	13%	\$1,527
Clinical Notes	\$608,158	4,720	7%	\$129
Treating Specialist Report	\$237,621	429	3%	\$554
NTD Report	\$173,196	411	2%	\$421
Travel	\$143,255	616	2%	\$233
UHG Service Fee	\$120,735	1,384	1%	\$87
Barrister Country Loading	\$84,379	117	1%	\$721
Interpreter	\$50,958	250	1%	\$204
Non-attendance fee	\$29,118	101	0%	\$288
Solicitor Loading	\$25,077	42	0%	\$597
Other	\$17,948	91	0%	\$197
Meal Allowance	\$3,048	32	0%	\$95
Grand Total	\$24,116,464	16,697		
Total disbursements	\$8,441,913		35%	
<i>Note: Professional fees includes GST</i>				

Work Capacity Procedural Reviews: Matters Completed

Row Labels	2017					Grand Total
	Jul	Aug	Sep	Oct	Nov	
Could not proceed				1		1
Referred to insurer	1					1
Dismissed	2	3	5	2	5	17
Upheld	1		1	2	1	5
Grand Total	4	3	6	5	6	24

Note:

- Case Withdrawn relates to matters received then withdrawn by the Injured Workers or the insurer has withdrawn the WCD.
- 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' which are Procedural Reviews of a Work Capacity Decision and will differ from the tables on previous pages which show 'Work Capacity' as an issue in a matter.