



Workers Compensation **independent** review office



**PERIODIC PERFORMANCE REVIEW
1 JULY 2016 TO 31 MARCH 2017**

KA Garling

WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER

Complaints and Enquiries: Matters Received

	2016						2017			Grand Total
Matter Type	July	August	September	October	November	December	January	February	March	
Complaint	159	195	197	195	219	174	189	247	301	1876
Enquiry	246	290	242	259	293	244	246	219	306	2345
Grand Total	405	485	439	454	512	418	435	466	607	4221

Complaints and Enquiries: Referral Source

Report	2016						2017				Grand Total
	July	August	September	October	November	December	January	February	March		
Lawyer	242	286	279	294	325	260	245	274	354	2559	
Web search	77	88	59	56	71	69	73	61	74	628	
icare/SIRA	20	24	17	32	15	8	18	18	34	186	
Insurer	22	22	32	25	28	30	34	35	56	284	
Other source	12	18	14	13	17	5	12	14	9	114	
Word of Mouth	14	12	7	16	14	12	19	22	25	141	
Union	6	7	15	4	17	9	10	17	16	101	
Doctor	6	9	3	7	6	6	5	6	11	59	
Referral source not provided - Enquiries	1	3	2	0	1	1	2	2	3	15	
Workers Compensation Commission	2	5	5	2	4	4	1	4	4	31	
Rehabilitation Provider	3	5	3	2	4	8	9	3	12	49	
WIRO Campaign	0	5	2	1	6	2	4	4	2	26	
Employer	0	0	0	0	0	1	1	2	1	5	
Government Department	0	1	1	2	4	3	2	4	6	23	
Total	405	485	439	454	512	418	435	466	607	4221	

Complaints: How long do they take to close

	2016						2017			Grand Total
Time to Close	July	August	September	October	November	December	January	February	March	
A - Same day	5	5	4	7	6	7	4	6	10	54
B - Next day	3	11	12	7	16	21	7	16	14	107
C - 2 to 7 days	83	99	101	87	127	96	83	105	139	920
D - 8 to 15 days	50	54	47	59	62	52	33	61	92	510
E - 16 to 30 days	18	16	22	37	17	17	25	34	52	238
F - more than 30 days	2		3	3	1	1	2	1	3	16
Grand Total	161	185	189	200	229	194	154	223	310	1845

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

Complaints and Enquiries: Issues by Insurer

On 1 Jan 2017, the Solutions Group updated the list of issues for complaints and enquiries. The data below is for matters received from 1 Jan to 31 Mar 17.

Insurer	Rehabilitation	S39 Matter	Denial of Liability - s74 Notice	Incorrect payment amount/PIAWE	Weeklies - insurer/insurer	Communication (Can't contact insurer/insurer)	Rehabilitation/RTW	enquiry/worker complaint re ILARS	Medico Legal Examination/WPI	Delay in determination of Liability	reimbursement of Medicals/Travel	Payment, Capacity/Stay Work	Weeklies	Delay in Payment under COD or Settlement	Grand Total
Scheme agent	11	115	137	78	66	118	26	81	95	147	68	113	33	1088	
Allianz Workers Compensation	5	39	41	30	21	45	5	18	19	44	17	33	7	324	
CGU Workers Compensation	1	13	26	18	14	15	5	11	18	29	4	20	6	180	
Employers Mutual NSW Limited	1	22	13	11	12	17	5	20	17	22	16	14	3	173	
GIO General Limited	1	7	33	9	11	17	4	10	19	21	12	21	10	175	
QBE Workers Compensation	3	34	24	10	8	24	7	22	22	31	19	25	7	236	
Self-insured	1	5	22	2	17	16	3	10	17	28	2	13	10	146	
ANZ Banking Group Limited													1	1	
Arrium Limited									1					1	
Ausgrid			4		1			1	1					7	
BOC Workers' Compensation Ltd.		2												2	
Broadspectrum (Australia)			2						1	4		1	1	9	
Central Coast Council		2												2	
City of Sydney Council								2						2	
Coles Group Ltd		1	4	1	6	3	1	1	2	4		4	4	31	
CSR Limited					1	1								2	
Echo Entertainment Group Ltd								1				1	1	3	
Endeavour Energy			1											1	
Forestry Corporation of NSW										1				1	
Holcim (Aust) Holdings										2				2	
Inghams Enterprises Pty Ltd													1	1	
ISS Facility Services										1		2		3	
JELD-WEN Australia Pty Ltd											1			1	

Insurer	Rehabilitation	S39 Matter	Denial of Liability - s74 Notice	Incorrect payment amount/PIAWE	Weeklies - insurer/insurer	Communication (Can't contact insurer/insurer)	Rehabilitation/RTW	enquiry/worker complaint re ILARS	Medico Legal Examination/WPI	determination of Liability	Delay in	reimbursement of Medicals/Travel	Payment, Capacity/Stay	Work	Delay in Payment under COD or Settlement Weeklies	Grand Total
Liverpool City Council									1							1
MARS Australia Pty Ltd						1										1
McDonald's Australia Holdings			1													1
Northern Co-Operative Meat Co													1			1
Pacific National (NSW) Pty Ltd											1					1
Programmed			1		2	2	1									6
Qantas Airways Limited			1		1				1	1	1	1	1			6
Rail Corporation NSW			1					1								2
Rocla Pty Limited					1						1					2
Shoalhaven City Council															1	1
Sydney Trains					1	1	1				3	1				7
Toll Pty Ltd	1		3										2			6
Transport for NSW Workers Compensation Services							1				1	2				4
Transport Service of NSW (State Transit Group)									1							1
UGL Rail Services Pty Limited						1										1
Westpac Banking Corporation Ltd			1		1				1			1			1	5
Woolworths Limited			3		1	7			1	5	8			4	1	30
Wyong Shire Council							1									1
Specialised insurer		3	10		5	2	1	1		6	10	2	4	2		46
Catholic Church Insurance Limited			4		3	1	1			1	2			1		13
Club Employers Mutual (part of Hospitality Employers Mutual)			2							1				1		4
Coal Mines Insurance Pty Limited			1													1
Hospitality Employers Mutual Limited															1	1
Hotel Employers Mutual (part of					1					1	4	1	1			8

Insurer	Rehabilitation	S39 Matter	Denial of Liability - s74 Notice	Incorrect payment amount/PIAWE Weeklies -	Communication (Can't contact insurer/insurer Weeklies -	Rehabilitation/RT W	enquiry/worker complaint re ILARS	Medico Legal Examination/WPI	determination of Liability	Delay in Medicals/Travel	Payment, reimbursement of	Capacity/Stay Work	Weeklies	Delay in Payment under COD or Settlement Weeklies	Grand Total	
Hospitality Employers Mutual)																
Racing NSW Insurance Fund										1						1
StateCover Mutual Ltd		3	3		1	1		1	2	4	1			2		18
TMF	1	4	24	13	26	24	7	12	38	33	7	14	14			217
Allianz TMF		1	12	1	4	9		4	7	5	2	3	3			51
Employers Mutual NSW - TMF		2	4	4	7	2	2	2	3	11	3	2	2			44
QBE TMF	1	1	8	8	15	13	5	6	28	17	2	9	9			122
Other Insurers including Not Provided	1	3	10	5	9	8	5	11	4	3	5	7				71
Grand Total	14	130	203	98	123	168	42	115	160	221	84	151	59			1568

Note: A matter may have more than one issue. Issues with totals less than 10 have not been displayed.

ILARS: Grant Applications Received

	2016						2017			Grand Total
Grant Status	July	August	September	October	November	December	January	February	March	
Accepted	919	932	903	856	957	669	529	770	779	7314
Declined	39	43	52	63	72	62	61	37	23	452
Pending	31	20	22	19	22	30	36	60	233	473
Grand Total	989	995	977	938	1051	761	626	867	1035	8239

Note:

- The data reflects iLARS matters received up to 31 March 2017 and grants which have an accepted or pending status as at 5.35 pm on 4 April 2017.
- 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 Type	2016						2017			Grand Total
	July	August	September	October	November	December	January	February	March	
Back	166	157	170	175	193	119	122	206	234	1542
Ear	268	257	250	230	279	262	111	178	196	2031
Psychological system	87	98	86	119	123	79	77	87	130	886
Shoulder	80	66	65	61	72	40	38	58	67	547
Knee	61	46	61	51	70	42	36	54	58	479
Multiple -Trunk and limbs	71	94	72	33	25	24	28	34	37	418
Neck	14	9	15	10	22	10	14	12	22	128
Hand, fingers and thumb	25	25	24	18	24	15	17	27	39	214
Other head	29	22	17	12	22	4	6	16	10	138
Wrist	19	16	15	15	13	11	10	14	21	134
Other body location	7	11	17	19	12	5	17	8	24	120
Multiple -Neck and shoulder	37	36	27	23	18	28	20	27	29	245
Ankle	7	18	10	11	21	9	11	21	26	134
Upper limb - multiple locations	15	20	15	8	3	4	11	9	9	94
Death	9	10	18	10	19	6	4	3	16	95
Other leg	8	16	12	19	9	5	10	16	16	111
Elbow	4	6	5	7	6	5	6	8	14	61
Foot and toes	8	9	6	12	6	9	5	11	10	76
Hip	4	7	1	4	6	5	3	5	7	42
Abdomen and pelvic region	8	7	6	10	6	1	3	5	5	51
Eye	2	3	5	5	4	3	3	3	3	31
Other arm	4	10	12	8	11	8	4	12	10	79
Trunk - multiple locations	6	7	13	7	4	3	4	7	19	70
Internal Body System	11	2	3	8	11	2	5	9	10	61
Total	950	952	925	875	979	699	565	830	1012	7787

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-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	2016						2017			Grand Total
	July	August	September	October	November	December	January	February	March	
A. Intracranial injuries	3	3	4	3	7	1	4	4	7	36
B. Fractures	26	38	24	35	39	18	25	39	47	291
C. Wounds, lacerations, amputations and internal organ damage	25	25	35	31	39	13	19	33	27	247
D. Burn	2	5	2		1	1		2	2	15
E. Injury to nerves and spinal cord	161	164	183	173	199	114	124	227	251	1596
F1. Trauma to joints and ligaments	297	242	199	130	137	95	88	110	174	1472
F2. Trauma to muscles and tendons	12	54	71	83	104	69	75	116	105	689
G. Other injuries -Poisoning, Electrocutation, heat stress		1	4	2	2	1	2	2	1	15
H1. Joint diseases & other articular cartilage diseases	3	1	2	3		1	2		1	13
H2. Spinal vertebrae and intervertebral disc diseases	31	28	24	23	8	30	15	6	21	186
H3. Diseases involving the synovium & related tissue	1					2				3
H4. Diseases of muscle, tendon and related tissue	5	1	2	2		2	1			13
H5. Other soft tissue diseases	1	5	4	1		1	2			14
I. Mental disorders	87	95	86	118	122	80	76	87	132	883
J. Digestive system diseases	5		3	6	5	1	2	5	1	28
K. Skin and subcutaneous tissue diseases	4	7		1		1		1	2	16
L. Nervous system and sense organ diseases	269	261	252	244	287	266	116	188	205	2088
M. Respiratory system diseases	2	1	3	4	4	1	4	2	4	25
N. Circulatory system diseases	2			1			1	1	1	6
O. Infectious and parasitic diseases		1			3			1		5
P. Neoplasms (cancer)	5	7	8	7	5		8	1	7	48
Q. Other diseases		1	1							2
R. Other claims								2	1	3
S. Death	9	10	18	10	20	6	4	3	16	96
Grand Total	950	950	925	877	982	703	568	830	1005	7790

• Note: The data reflects iLARS matters received up to 31 March 2017 and grants which have an accepted or pending status as at 5.35 pm on 4 April 2017.

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

ILARS – Issues per Insurer

Insurer	Death Claim	Denial of Liability (S.74 Notional)	Medical treatment	Weekly Payments	W/PI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Scheme agent	83	521	2199	1374	2822	44	20	363	7426
Allianz Australia Workers Compensation (NSW) Ltd	18	144	591	354	780	11	13	104	2015
CGU Workers Compensation (NSW) Ltd	9	71	303	184	388	6	1	35	997
Employers Mutual NSW Limited	16	89	339	230	502	11		73	1260
Gallagher Bassett Services Pty Ltd		3	5	5	13			4	30
GIO General Limited	14	103	452	313	433	5	3	33	1356
Xchanging		1	1	1	8			3	14
QBE Workers Compensation	26	110	508	287	698	11	3	111	1754
Self-insured	5	70	392	202	329	4		24	1026
ANZ Banking Group Limited		1	5	6	4				16
Arrium Limited		3	18	7	6			1	35
Ausgrid		3	17	7	13				40
Bankstown City Council			4	1	2				7
Blacktown City Council		2	3	3	6			1	15
Bluescope Steel Ltd		2	40	4	27			5	78
BOC Workers' Compensation Ltd.			3						3
Brambles Industries Limited		1	3	1	1				6
Brickworks Ltd	3	2	3	3	1				12
Broadspectrum (Australia) Pty Ltd		3	6	6	6			1	22
Campbelltown City Council			1	1	1				3
Canterbury City Council Workers Compensation			1		1				2
Central Coast Council			1	1	3				5
City of Sydney Council			5	3	5			1	14

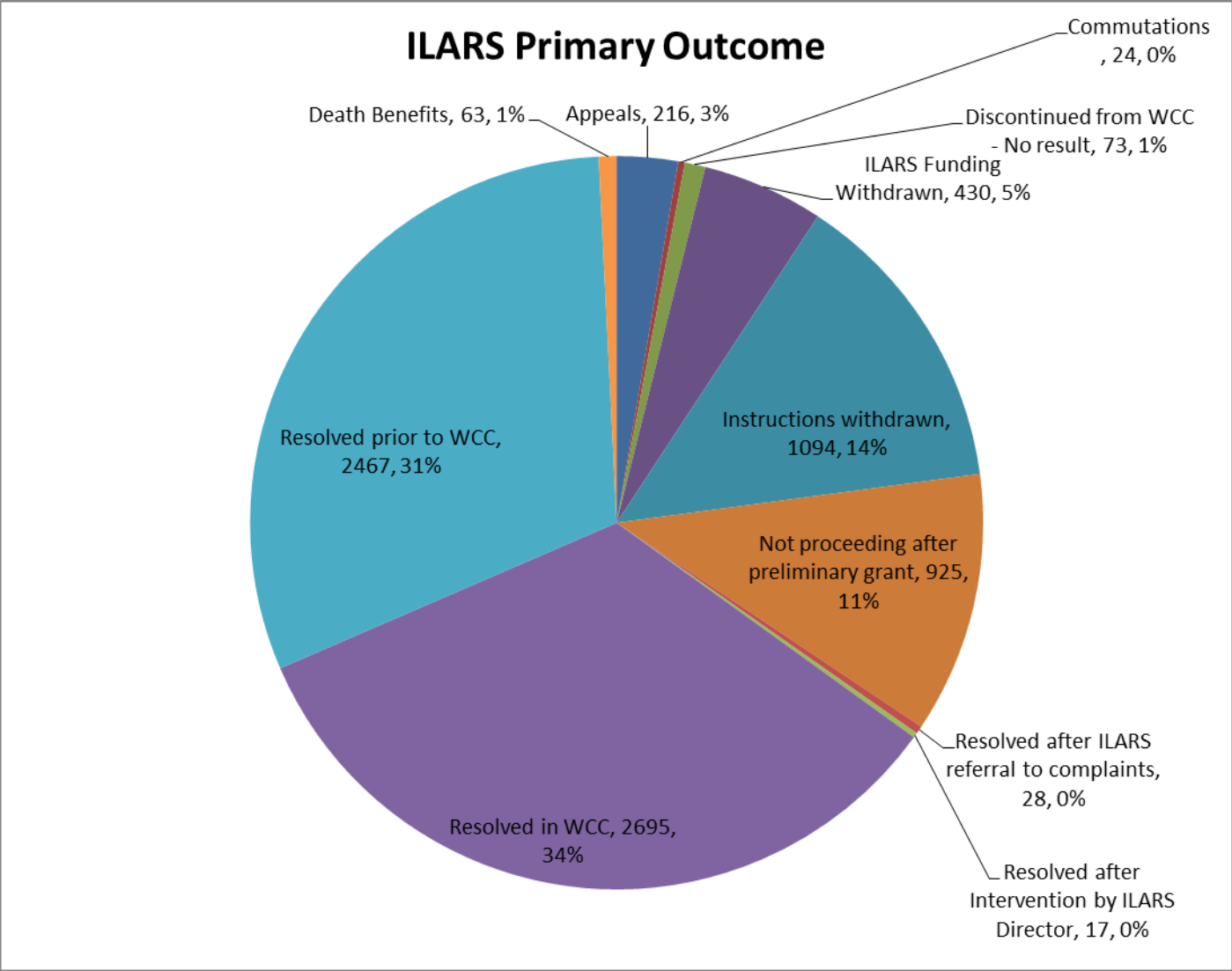
Insurer	Death Claim	Denial of Liability (S.74 National)	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Coles Group Ltd		17	61	50	48	1		2	179
Colin Joss & Co Pty Limited		1	3	3	2				9
CSR Limited		1	4		3				8
Echo Entertainment Group Ltd				1					1
Electrolux Home Products Pty Ltd			4						4
Endeavour Energy		1	6		4				11
Fairfield City Council		2	2	2	3				9
Fletcher International Exports Pty Ltd.					1				1
Forestry Corporation of NSW					2				2
Gosford City Council			1		2				3
Holcim (Aust) Holdings Pty Limited		1	5	1	2				9
Inghams Enterprises Pty Ltd			4	2					6
ISS Facility Services		2	2	2	3				9
ISS Property Services Pty Ltd			1	1					2
JELD-WEN Australia Pty Ltd		1	2	2	1				6
Lake Macquarie City Council		1	13	2	6				22
Liverpool City Council		1	3	2	2				8
MARS Australia Pty Ltd			1	1					2
McDonald's Australia Holdings Limited			6	3					9
Myer Holdings Ltd			2	1	3				6
Newcastle City Council		1	4	2	5			1	13
Northern Beaches Council			2	1					3
Northern Co-Operative Meat Company Limited					2				2
NSW Trains		1	2	2	2				7
Pacific National (NSW) Pty Ltd			9		2			1	12
Pasminco Ltd			2		1				3
Primary Health Care Limited			4	5	4				13
Programmed			4	3	4				11

Insurer	Death Claim	Denial of Liability (S.74 Mutual)	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Qantas Airways Limited	1	3	21	12	37	1			75
Rail Corporation NSW			2	2	7			1	12
Shoalhaven City Council			2	2	1				5
Sutherland Shire Council			1	1	2				4
Sydney Trains	1		1	1	3				6
Toll Pty Ltd		5	13	10	14			1	43
Transport for NSW Workers Compensation Services		6	49	20	34			4	113
Transport Service of NSW (State Transit Group)			9	1	7				17
UGL Rail Services Pty Limited			7	2	5				14
Unilever Australia (Holdings) Pty Limited			1	1	2				4
University of New South Wales		2	2	2	1				7
University of Wollongong			1		1			1	3
Veolia Environmental Services (Australia) Pty Ltd			1	1	1				3
Westpac Banking Corporation Ltd		3	8	9	10				30
Wollongong City Council		1	5	1	9			1	17
Woolworths Limited		3	10	8	14	2		3	40
Wyong Shire Council			2		3				5
Specialised insurer	2	29	132	97	140	1	1	3	405
Catholic Church Insurance Limited	2	10	37	33	32			1	115
Club Employers Mutual (part of Hospitality Employers Mutual)		3	9	6	13				31
Coal Mines Insurance Pty Limited			2		1				3
Guild Insurance Ltd			3	3	5				11
Hotel Employers Mutual (part of Hospitality Employers Mutual)		5	19	20	20				64
Racing NSW Insurance Fund		1	3	4	13			1	22
StateCover Mutual Ltd		10	59	31	52	1	1	1	155
Hospitality Employers Mutual Limited					3				3

Insurer	Death Claim	Denial of Liability (S.74 Notional)	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
TMF	1	101	273	181	246	5	1	18	826
Allianz TMF		53	102	73	90	3		3	324
Employers Mutual NSW Ltd - TMF	1	13	40	31	50	2		7	144
QBE TMF		35	131	77	106		1	8	358
Other Insurer including Not Provided	5	7	1098	66	676	13	1	8	1874
Grand Total	96	728	4094	1920	4213	67	23	416	11557

Note: A matter may have more than one issue.

ILARS – Primary Outcomes



Note: Outcome data is for cases closed from 1 July 2016 to 31 March 2017.

ILARS – Outcomes

Outcome	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
ILARS Funding Withdrawn	428	\$105,083	\$2,060			
Cram Fluid Applies	17	\$32,285	\$2,483			
Not Recorded	12	\$2,074	\$1,037			
Not eligible for funding -	19	\$5,816	\$1,454			
No Response to ILARS Follow Up	373	\$63,962	\$2,132			
Old Costs provisions apply	7	\$946	\$473			
Not proceeding after preliminary grant	924	\$2,453,741	\$2,989			
Medical evidence not supportive	371	\$801,045	\$2,811			
Not Recorded	33	\$52,872	\$2,403			
Worker does not reach WPI threshold	520	\$1,599,823	\$3,112			
Resolved prior to WCC	10	\$38,487	\$4,276	2453	\$8,023,692	\$3,274
Not Recorded	1	\$1,044	\$1,044	3	\$12,508	\$4,169
Resolved - Insurer Accepts Claim	3	\$2,665	\$1,332	967	\$1,703,344	\$1,761
Resolved after application for review by insurer				268	\$886,847	\$3,309
Resolved by complying agreement after claim made	6	\$34,778	\$5,796	1215	\$5,420,992	\$4,469
Resolved in WCC	284	\$1,770,300	\$6,300	2406	\$20,725,796	\$8,643
Resolved at Arbitration by Arbitrator - Employer	26	\$261,029	\$10,040	5	\$44,027	\$8,805
Resolved at Arbitration by Arbitrator - Worker				277	\$3,073,618	\$11,096
Medicals				96	\$1,041,905	\$10,853
Not Recorded				3	\$27,063	\$9,021
Weeklies				17	\$174,574	\$10,269
Weeklies & Medicals				81	\$939,032	\$11,593
WPI				43	\$468,281	\$10,890
WPI & Medicals				15	\$160,435	\$10,696
WPI & Weeklies				3	\$31,261	\$10,420
WPI, Weeklies & Medicals				19	\$231,067	\$12,161

Outcome	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 Conciliation - settled by consent	2	\$19,014	\$9,507	684	\$7,067,662	\$10,348
Closed Period				13	\$131,142	\$10,088
Medicals				77	\$774,283	\$10,056
Not Recorded	1	\$9,314	\$9,314	2	\$18,748	\$9,374
Weeklies				38	\$382,921	\$10,077
Weeklies & Medicals				345	\$3,579,658	\$10,376
WPI	1	\$9,700	\$9,700	71	\$716,195	\$10,087
WPI & Medicals				20	\$206,284	\$10,314
WPI & Weeklies				9	\$106,439	\$11,827
WPI, Weeklies & Medicals				58	\$629,783	\$10,858
Wrap Up				51	\$522,209	\$10,444
Resolved at settlement during Arbitration	2	\$11,284	\$11,284	108	\$1,156,436	\$11,014
Medicals				18	\$202,199	\$11,233
Not Recorded	1			1	\$9,748	\$9,748
Weeklies				7	\$70,262	\$11,710
Weeklies & Medicals				48	\$528,052	\$11,235
WPI				20	\$201,266	\$10,063
WPI & Medicals				5	\$44,392	\$11,098
WPI & Weeklies				2	\$21,872	\$10,936
WPI, Weeklies & Medicals	1	\$11,284	\$11,284	7	\$78,645	\$11,235
Resolved following MAC	249	\$1,439,434	\$5,828	750	\$4,937,276	\$6,601
COD for WPI	4	\$12,706	\$4,235	712	\$4,668,634	\$6,576
Not reached threshold	238	\$1,383,120	\$5,836	4	\$26,383	\$6,596
Not Recorded				1	\$5,908	\$5,908
Surgery not reasonably necessary	7	\$43,608	\$6,230	1	\$5,646	\$5,646
Surgery reasonably necessary				32	\$230,705	\$7,210
Resolved TC - settled by consent	5	\$39,539	\$7,908	565	\$4,396,174	\$7,808
Closed Period	1	\$7,836	\$7,836	13	\$98,124	\$7,548
Medicals	1	\$7,988	\$7,988	141	\$1,105,674	\$7,842

Outcome	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
Not Recorded				2	\$11,845	\$5,922
Weeklies				40	\$285,960	\$7,149
Weeklies & Medicals	2	\$16,819	\$8,410	203	\$1,603,989	\$7,901
WPI	1	\$6,896	\$6,896	81	\$609,552	\$7,619
WPI & Medicals				30	\$236,905	\$7,897
WPI & Weeklies				6	\$51,290	\$8,548
WPI, Weeklies & Medicals				21	\$194,488	\$9,261
Wrap Up				28	\$198,348	\$7,346
Resolved WIM Dispute				17	\$50,603	\$2,977
In favour of worker				17	\$50,603	\$2,977
Appeals	71	\$593,028	\$8,595	145	\$1,482,707	\$10,297
Resolved after appeal from decision of Arbitrator to President	6	\$61,966	\$10,328	8	\$125,459	\$15,682
By the employer in favour of Employer	1	\$12,982	\$12,982			
By the employer in favour of Worker				4	\$60,224	\$15,056
By the worker in favour of Employer	5	\$48,984	\$9,797			
By the worker in favour of Worker				4	\$65,235	\$16,309
Resolved after appeal to Supreme Court	1	\$28,456	\$28,456	1	\$6,891	\$6,891
By the worker in favour of Employer	1	\$28,456	\$28,456			
By the worker in favour of Worker				1	\$6,891	\$6,891
Resolved after Medical Appeal Panel	64	\$502,606	\$8,107	133	\$1,297,592	\$9,756
By the employer in favour of Employer	15	\$136,507	\$9,100	2	\$18,332	\$9,166
By the employer in favour of Worker	1	\$7,242	\$7,242	70	\$685,189	\$9,788
By the worker in favour of Employer	47	\$358,857	\$7,801	2	\$11,936	\$5,968
By the worker in favour of Worker	1			59	\$582,134	\$9,867
Resolved after appeal to Court of Appeal				3	\$52,765	\$26,383
By the employer in favour of Worker				1	\$40,202	\$40,202
By the worker in favour of Worker				2	\$12,563	\$12,563
Grand Total	1717	\$4,960,637	\$4,030	5004	\$30,232,194	\$6,055

Note: Outcome data is for cases closed from 1 July 2016 to 31 March 2017

ILARS Payments

Payment Type	Total amount	Number of payments	% of disbursements	Average amount
Professional fees	\$26,845,885	7,452		\$3,603
Medico-legal	\$7,943,388	7,010	69%	\$1,133
Barrister Fees	\$1,876,327	1,363	16%	\$1,377
Clinical Notes	\$634,158	5,394	6%	\$118
Travel	\$162,268	835	1%	\$194
Barrister Country Loading	\$129,738	202	1%	\$642
NTD Report	\$264,494	710	2%	\$373
Treating Specialist Report	\$386,263	778	3%	\$496
Interpreter	\$57,850	308	1%	\$188
Other	\$28,384	115	0%	\$247
Meal Allowance	\$2,159	54	0%	\$40
Solicitor Loading	\$47,170	72	0%	\$655
Non-attendance fee	\$12,296	34	0%	\$362
Grand Total	\$38,330,912	24,221		
Total disbursements	\$11,485,027		30%	

Work Capacity Procedural Reviews: Matters Completed

Outcome	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Grand Total
Could not proceed			1				1			2
Dismissed	6	17	5	8	14	10	8	8	9	85
No decision		1								1
Review rejected	1	1								2
Upheld	3	7	1	1	2	1	3		2	20
Grand Total	10	26	7	9	16	11	12	8	11	110

Note:

- Case Withdrawn relates to matters received then withdrawn by the Injured Workers or the insurer 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' 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.