



Workers Compensation **independent** review office



PERIODIC PERFORMANCE REVIEW
1 JULY 2016 TO 30 June 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	April	May	June	
Complaint	159	195	197	195	219	174	189	247	303	204	325	345	2752
Enquiry	246	290	242	259	293	244	246	219	306	203	348	261	3157
Grand Total	405	485	439	454	512	418	435	466	609	407	673	606	5909

Complaints and Enquiries: Referral Source

Report	2016						2017						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Lawyer	111	145	151	146	162	138	129	172	215	147	215	220	1951
Web search	31	21	18	18	21	15	26	28	31	20	42	60	331
Insurer	3	3	10	4	5	7	13	12	11	13	15	19	115
Word of Mouth	4	4	2	7	7	3	3	3	12	8	19	14	86
icare/SIRA	2	6	5	7	4	2	4	7	9	5	8	10	69
Union	1	4	5	3	7	1	5	8	7	2	10	5	58
Other source	3	4	3	4	4	1	3	7	2	2	3	6	42
Doctor	3	3	1	3	4	0	1	2	5	4	6	6	38
Rehabilitation Provider	1	1	2	1	2	3	4	2	4	3	5	3	31
WIRO Campaign	0	0	0	1	2	2	0	2	2	0	2	1	12
Government Department	0	0	0	1	1	1	0	2	4	0	0	0	9
Workers Compensation Commission	0	4	0	0	0	1	1	0	1	0	0	1	8
Employer	0	0	0	0	0	0	0	2	0	0	0	0	2
Total	159	195	197	195	219	174	189	247	303	204	325	345	2752

Complaints: How long do they take to close

	2016						2017						Grand Total
Duration	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	161	185	189	200	229	194	154	223	310	215	316	334	2710
A - Same day	5	5	4	7	6	7	4	6	10	9	10	12	85
B - Next day	3	11	12	7	16	21	7	16	14	17	20	23	167
C - 2 to 7 days	83	99	101	87	127	96	83	105	139	92	180	165	1357
D - 8 to 15 days	50	54	47	59	62	52	33	61	92	50	66	87	713
E - 16 to 30 days	18	16	22	37	17	17	25	34	52	42	35	46	361
F - more than 30 days	2		3	3	1	1	2	1	3	5	5	1	27
Grand Total	161	185	189	200	229	194	154	223	310	215	316	334	2710

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

Complaints and Enquiries: Issues by Insurer

Insurer name	Communication	Delay	Denial of Liability (S.74 Notice)	Medical treatment	Weekly Benefits	Work Capacity (general)	Issues Relating to Liability	S39 Matter	Denial of Liability - s74 Notice	Communication (Can't contact)	Rehabilitation/ RTW	Medico Legal Examination/WPI	Delay in determination of Liability	Payment, reimbursement of Medicals/Travel expenses	Weeklies	Grand Total
Scheme agent	135	130	246	245	601	158	161	262	276	138	246	142	207	287	331	3565
Allianz Australia Workers Compensation	28	28	64	56	185	25	47	90	71	33	89	38	47	79	91	971
CGU Workers Compensation (NSW)	25	27	42	45	81	30	29	27	42	36	34	24	50	52	69	613
Employers Mutual NSW Limited	25	25	31	48	111	34	17	51	38	26	32	27	31	46	46	588
Gallagher Bassett Services Pty Ltd	1	1	1	2	1			1								7
GIO General Limited	27	21	57	37	99	18	31	15	72	22	47	14	38	42	59	599
QBE Workers Compensation	29	28	51	57	124	51	37	78	53	21	44	39	41	68	66	787
Self-insured	14	16	24	39	54	5	27	4	33	22	27	23	32	41	29	390
Ausgrid	1		2		4		1		4	1	1	2	1	1		18
Bluescope Steel Ltd				1	1		1			2		1		3		9
Broadspectrum (Australia) Pty Ltd	1	2	2	2	3		1		3		1		1	4	1	21
City of Sydney Council						2		1				3				6
Coles Group Ltd	5	3	5	13	15	3	5	1	8	6	6	4	7	11	9	101
Echo Entertainment Group Ltd	1	1			1							1	1		2	7
Northern Co-Operative Meat Company				2	1						2		2	2	1	10
Programmed		1		1	2		1		2	2	4	1		1	1	16
Qantas Airways Limited				1	1				3	1		4	4	1	2	17
Rail Corporation NSW		1		1	2				1				1		1	7
Sydney Trains					1		1			1	1		3	1		8
Toll Pty Ltd	2	1	1		3				4	2			1	3	1	18

Insurer name	Communication	Delay	Denial of Liability (S.74 Notice)	Medical treatment	Weekly Benefits	Work Capacity (general)	Issues Relating to Liability	S39 Matter	Denial of Liability - s74 Notice	Communication (Can't contact)	Rehabilitation/ RTW	Medico Legal Examination/WPI	Delay in determination of Liability	Payment, reimbursement of Medicals/Travel expenses	Weeklies	Grand Total
Transport for NSW Workers Compensation Services	1		3	4	3		3			1	1	3	2	2		23
Transport Service of NSW (State Transit Group)	2		1		1		2					1				7
Westpac Banking Corporation Ltd		1	5		1		2	1	2	1	2	2		1	2	20
Woolworths Limited	1	6	5	14	15		10	1	6	5	9	1	9	11	9	102
Specialised insurer	7	8	26	9	41	10	14	4	15	14	7	6	15	15	14	205
Catholic Church Insurance Limited	1	2	7		8	1	6		7	5	3	2	2	3	3	50
Club Employers Mutual (part of Hospitality Employers Mutual)	1	3	3	2	5	4	1		2				1		2	24
Guild Insurance Ltd			3		3	1		1				1	2	1		12
Hospitality Employers Mutual Limited	1				1	3			1							6
Hotel Employers Mutual (part of Hospitality Employers Mutual)	2	2	10	3	11	1	3			1	2		1	5	4	45
Racing NSW Insurance Fund	2	1	1	2	4					1		1	2		3	17
StateCover Mutual Ltd			2	2	9		4	3	5	7	2	2	7	6	2	51
TMF	36	43	48	85	128	31	34	31	69	46	62	27	78	76	52	846
Allianz TMF	10	5	13	40	53	8	10	13	27	10	20	14	20	23	17	283
Employers Mutual NSW Ltd - TMF	7	8	11	9	25	12	5	8	9	14	13	3	4	18	10	156
QBE TMF	19	30	24	36	50	11	19	10	33	22	29	10	54	35	25	407
Other Insurer including Not Provided	40	4	28	28	71	10	22	13	20	32	14	16	11	1	20	330
Grand Total	232	201	372	406	895	214	258	314	413	252	356	214	343	420	446	5336

Note: A matter may have more than one issue. The results show insurers with more than 5 complaints and enquiries and results for the top 15 issues.

Complaints: New Complaint outcomes

Outcomes	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Resolved after Preliminary Enquiry	1106	173	64	302	1645
Communication	53	11	9	20	93
Insurer already attempted to contact worker	8	1		4	13
Insurer not providing information/documents	2	2			4
Insurer to provide information/documents	23	3	8	12	46
Insurer to respond to Worker	20	5	1	4	30
Delay in determining liability	159	31	16	67	273
Claim Reasonably excused worker to lodge Claim Form	7	3	1	8	19
Insurer accepts claim	44	10	5	15	74
Insurer outside timeframes	24	4	2	12	42
Insurer within timeframes	32	7		17	56
S74 Notice issued	52	7	8	15	82
Delay in Payment under COD or Settlement	49	18	6	26	99
Insurer outside timeframes agree payment to be made by certain date	27	15	3	18	63
Insurer waiting on Settlement documents	12	2		4	18
Insurer within timeframes	10	1	3	4	18
Denial of Liability - s74 notice	100	17	3	26	146
Claim accepted after inquiry (decision overturned)	6			1	7
Insurer agree to pay closed period/requested treatment	2			1	3
Insurer maintain denial	53	7	3	16	79
Insurer outside timeframes (review still not completed)	2	1		2	5
Insurer overturn denial	13	1			14
Insurer to pay correct notice period	2				2
Insurer within timeframes	3	2			5
Request for review not received	5	1		1	7
S74 already issued before inquiry	10	5		4	19

S74 issued after inquiry	4			1	5
ILARS Enquiry/Worker Complaint re Lawyer	1				1
Medico Legal Examination Issue/WPI	44	7	3	9	63
Claim accepted/resolved after inquiry	7			2	9
Claim already determined - claim settled before inquiry	1	1			2
Claim already determined - s74 issued before inquiry	1				1
Counter offer issued after inquiry	3		1		4
Counter offer issued before inquiry	1				1
Incorrect notice period of IME given - Insurer to rearrange IME	7				7
Insurer agree to give worker choice of 3 IME's	3				3
Insurer agree to pay travel to IME	1				1
Insurer still unable to determine claim and outside timeframes	2			1	3
Insurer within timeframes	4	1			5
Insurer within timeframes or organised IME	1			3	4
Not MMI	1				1
Notice correct - Worker to attend IME	4	1		3	8
S74 notice issued after inquiries	5	1	1		7
Second IME with different doctor of same speciality	3	3	1		7
Payment or reimbursement of Medicals/Travel expenses	196	33	9	53	291
Claim accepted after inquiry	44	3		10	57
Insurer not on risk	2	3			5
Insurer outside timeframes	13	7		4	24
Insurer within timeframes	26	1	2	7	36
No Pre-Approval of Medicals	10	1	1	2	14
Request not received	21	6		5	32
Request/payment approved	55	8	2	19	84
S74 already issued before inquiry	3	2	1	1	7
S74 issued after inquiry	12	2	1	3	18
S74 Notice issued	5		1		6
Section 59A application	5		1	2	8
Rehabilitation/RTW	107	16	5	29	157
Employer provides suitable duties	16	2		3	21

Employer states suitable duties not available	11	2		1	14
Insurer adjusts stance on job seeking diary	2			1	3
Insurer maintains need for job seeking diary	1				1
Insurer to provide RTW Plan/Amend Plan	26	6	3	12	47
Rehabilitation services approved	35	4		11	50
Rehabilitation services not approved	16	2	2	1	21
Section 39	36	6	1	4	47
Worker referred to WIRO approved Lawyer	35	6	1	4	46
Insurer accept worker >20%	1				1
Suspension of benefits/Non-compliant worker	12			1	13
Insurer maintain suspension - Worker to comply before benefits recommence	5				5
Insurer recommenced benefits	3				3
Insurer withdraws suspension notice	4			1	5
Weeklies	217	27	8	42	294
Insurer has already processed payment	59	6	4	16	85
Insurer mistake - payment to now be made	106	10	3	19	138
Insurer unable to process payment - awaiting documents	40	11	1	5	57
No longer eligible for payments	12			2	14
Weeklies - incorrect payment amount/PIAWE	106	6	4	22	138
Correct amount has been processed	46	3		7	56
Insurer alter PIAWE calculation	17	1	1	4	23
Insurer maintain PIAWE calculation	11	1	2	9	23
Insurer mistake - Correct amount to be processed	15	1		1	17
Insurer waiting on further information from worker	17		1	1	19
Work Capacity/Stay	26	1		3	30
Insurer agree to pay the stay period	2				2
Insurer maintain WCD	14	1		1	16
Insurer withdraw WCD	4				4
Stay period not applicable	5			2	7
Insurer already paid the stay period	1				1
Resolved following further enquiry	7	2	2	4	15
Communication	1			1	2

Insurer to provide information/documents	1				1
Insurer to respond to Worker				1	1
Delay in determining liability	1	1			2
Insurer accepts claim	1	1			2
Delay in Payment under COD or Settlement			1		1
Insurer within timeframes			1		1
Denial of Liability - s74 notice	1	1	1		3
Insurer maintain denial			1		1
Insurer overturn denial		1			1
S74 already issued before inquiry	1				1
Payment or reimbursement of Medicals/Travel expenses	2				2
Insurer not on risk	1				1
S74 issued after inquiry	1				1
Weeklies	1			3	4
Insurer has already processed payment	1				1
Insurer unable to process payment - awaiting documents				2	2
No longer eligible for payments				1	1
Work Capacity/Stay	1				1
Insurer agree to pay the stay period	1				1
Grand Total	1113	175	66	306	1660

NB: Data for new complaint outcomes is from 1 Jan 17 to 30 June 17

Complaints: No Response to claim by Insurer

Secondary and Tertiary Outcomes	Primary Outcome						Grand Total
	No response to claim	No Response to Review Request	No response	Special Inquiry	Not recorded	NRTRR Settled	
Claim accepted or counter offer accepted - no funding required	144						144
Counter offer issued	92						92
Claim accepted or counter offer accepted - no funding required		15					15
Claim already determined, response already issued	156	44					200
Claim accepted or counter offer accepted - no funding required	27	0					27
Claim disputed	97	44					141
Counter offer issued	32						32
Maximum Medical Improvement	0						0
Claim disputed	1	1					2
Decision Issued after our inquiry	229	77					306
Claim accepted or counter offer accepted - no funding required	0	0					0
Claim disputed	220	77					297
Counter offer issued	9						9
Insurer within timeframes to make a decision	158	2					160
Maximum Medical Improvement	0						0
No claim received	52	7					59
No Response - Insurer not in a position to issue a response, delay	85	1					86
Preliminary Inquiry withdrawn	0						0
No Secondary and Tertiary Outcomes	4		3	4	43	15	69
Delay	1						1
Not MMI	3						3
Not on Risk	7						7
Grand Total	932	147	3	4	43	15	1144

NB: No Response to Claim (NRTC) matters are claims where the insurer has failed to determine a claim prior to lodgement with the WCC.

ILARS: Grant Applications Received

	2016						2017						Grand Total
Grant Status	July	August	September	October	November	December	January	February	March	April	May	June	
Accepted	920	936	909	865	962	681	543	795	938	701	1079	1022	10351
Declined	38	39	50	61	73	58	60	43	54	32	38	21	567
Pending	30	20	20	15	17	28	26	30	46	39	99	104	474
Closed admin	1	1	1					1	1		1		6
Grand Total	989	996	980	941	1052	767	629	869	1039	772	1217	1147	11398
Approved or pending	950	956	929	880	979	709	569	825	984	740	1178	1126	10825

Note:

- The data reflects iLARS matters received up to 31 December 2016 and grants which have an accepted or pending status as at 9.01am on 5 January 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 Location	2016						2017						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Ear	268	257	250	231	280	261	112	177	195	152	219	207	2609
Back	166	158	172	175	192	122	123	204	222	176	272	217	2199
Psychological system	86	98	86	122	123	81	76	87	129	75	126	120	1209
Shoulder	81	66	65	61	72	41	38	57	65	65	77	54	742
Knee	61	46	61	52	70	42	36	54	54	48	59	85	668
Multiple -Trunk and limbs	71	95	72	33	26	24	28	34	36	10	38	55	522
Other body location	7	11	17	18	12	7	18	8	22	32	107	85	344
Multiple -Neck and shoulder	37	36	27	23	18	29	21	28	29	3	34	56	341
Hand, fingers and thumb	25	25	24	18	25	16	17	27	39	22	28	24	290
Neck	14	9	15	10	22	10	14	11	22	21	30	27	205
Ankle	7	18	11	10	21	9	11	20	24	9	34	23	197
Other head	29	23	17	12	21	4	6	16	8	17	23	18	194
Wrist	19	17	15	15	13	11	12	14	20	14	16	14	180
Other leg	8	16	12	19	9	5	10	16	15	17	18	21	166
Upper limb - multiple locations	15	20	15	8	3	4	12	9	8	16	17	24	151
Death	9	10	18	10	19	6	4	3	16	3	14	18	130
Other arm	4	10	11	8	11	8	4	12	10	14	16	14	122
Foot and toes	8	9	6	12	6	9	4	11	11	4	10	15	105
Trunk - multiple locations	6	7	15	9	4	3	4	7	20	14	7	0	96
Internal Body System	11	2	3	8	11	2	5	9	10	18	8	9	96
Elbow	4	6	5	7	6	5	5	8	13	4	6	12	81
Hip	4	7	1	4	6	6	3	5	8	3	10	13	70
Abdomen and pelvic region	8	7	6	10	6	1	3	5	5	0	4	8	63
Eye	2	3	5	5	3	3	3	3	3	3	5	7	45
Total	950	956	929	880	979	709	569	825	984	740	1178	1126	10825

Note: The data reflects iLARS matters received up to 31 December 2016 and grants which have an accepted or pending status as at 9.01am on 5 January 2017.

-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						Total
	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
A. Intracranial injuries	3	3	4	3	6	1	4	4	7	4	8	3	50
B. Fractures	26	38	24	35	39	18	24	39	44	20	38	28	373
C. Wounds, lacerations, internal organ damage	25	25	36	31	39	13	19	33	25	21	39	22	328
D. Burn	2	5	2		1	1		2	2	3	7	6	31
E. Injury to nerves and spinal cord	161	167	186	173	197	114	124	225	238	169	285	227	2266
F1. Trauma to joints and ligaments	297	242	200	130	137	96	86	106	165	157	179	194	1989
F2. Trauma to muscles and tendons	13	54	70	84	104	72	77	116	105	67	131	177	1070
G. Other injuries Poisoning, Electrocutation, etc		2	4	2	2	1	2	2	1	3			19
H1. Joint diseases	3	1	2	3		1	2		1	2		1	16
H2. Spinal disc diseases	31	28	24	23	8	31	16	6	19	16	24	18	244
H3. Diseases involving the synovium	1					2							3
H4. Diseases of muscle & tendons	5	1	2	2		2	1				1	3	17
H5. Other soft tissue diseases	1	5	4	1		1	2		1	2	1	1	19
I. Mental disorders	86	95	86	121	122	81	75	87	131	75	126	120	1205
J. Digestive system diseases	5		3	6	5	1	2	5	1	6	2	3	39
K. Skin and subcutaneous tissue diseases	4	7		1		2		1	1	2	2	3	23
L. Nervous system and sense organ diseases	269	261	252	243	287	265	117	187	203	153	223	213	2673
M. Respiratory system diseases	2	1	3	4	4	1	4	2	4	12	3	3	43
N. Circulatory system diseases	2			1			1	1	1		2	1	9
O. Infectious and parasitic diseases		1			3			1					5
P. Neoplasms (cancer)	5	7	8	7	5		8	1	7	1	4	2	55
Q. Other diseases		1	1								1		3
R. Other claims								2	1		2	1	6
S. Death	9	10	18	10	19	6	4	3	16	3	14	18	130
Not Recorded		2			1		1	2	11	24	86	82	209
Grand Total	950	956	929	880	979	709	569	825	984	740	1178	1126	10825

Note: The data reflects iLARS matters received up to 31 December 2016 and grants which have an accepted or pending status as at 9.01am on 5 January 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	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	S39 Matter	Grand Total
Scheme agent	111	546	2764	1649	3639	48	24	490	545	9816
Allianz Australia Workers Compensation (NSW) Ltd	22	144	731	415	980	15	13	145	206	2671
QBE Workers Compensation	37	99	598	320	893	12	5	149	151	2264
GIO General Limited	16	122	599	413	604	5	4	38	32	1833
Employers Mutual NSW Limited	23	91	400	249	595	8	1	91	98	1556
CGU Workers Compensation (NSW) Ltd	13	86	424	242	541	8	1	59	56	1430
Gallagher Bassett Services Pty Ltd		3	9	7	15			4	1	39
Xchanging		1	3	3	11			4	1	23
Self-insured	7	85	573	276	498	5		35	22	1501
Coles Group Ltd		18	79	64	64	2		3	4	234
Woolworths Limited		8	40	23	68	2		6	7	154
Transport for NSW Workers Compensation Services		7	59	24	42	1		6	1	140
Qantas Airways Limited	1	5	42	17	52			1	4	122
Bluescope Steel Ltd		3	63	5	39			5	1	116
Toll Pty Ltd		5	20	14	21			1		61
Ausgrid		3	25	10	19					57
Westpac Banking Corporation Ltd		4	12	14	14				1	45
Arrium Limited		3	22	7	9			1		42
Transport Service of NSW (State Transit Group)		1	17	8	11					37
Lake Macquarie City Council		1	16	2	11					30
Broadspectrum (Australia) Pty Ltd		3	10	6	8			2		29
Wollongong City Council		1	6	1	12			2		22

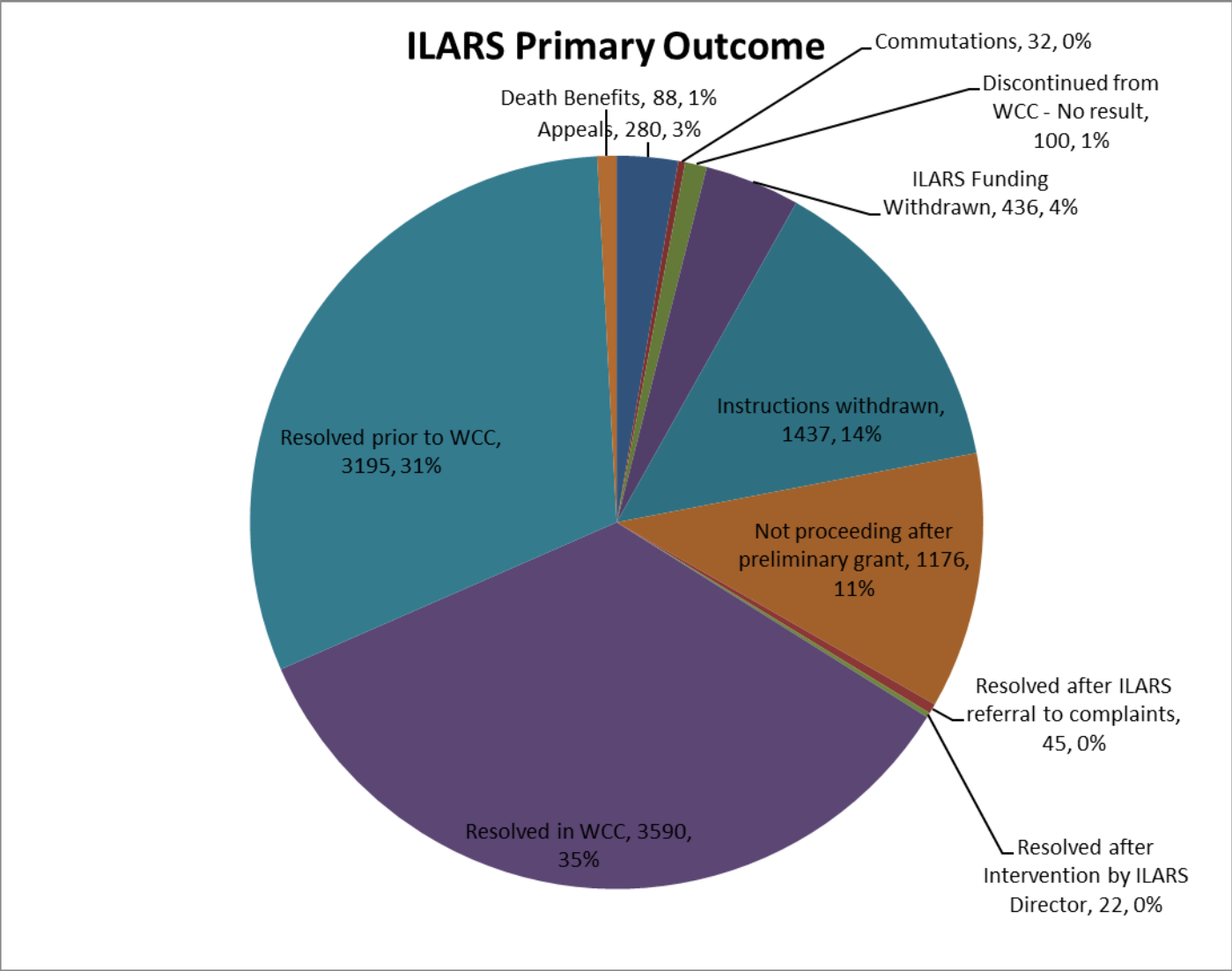
Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	S39 Matter	Grand Total
Programmed			9	7	6					22
Blacktown City Council		2	3	3	9			2	1	20
UGL Rail Services Pty Limited			9	3	6					18
Rail Corporation NSW			4	3	9			1	1	18
ANZ Banking Group Limited		1	5	6	4					16
Pacific National (NSW) Pty Ltd			10	1	3			1		15
City of Sydney Council			5	2	6			1		14
Endeavour Energy	1	1	8		4					14
Holcim (Aust) Holdings Pty Limited		1	7	1	5					14
Primary Health Care Limited			4	5	4			1		14
Newcastle City Council		1	4	2	6			1		14
Brickworks Ltd	3	2	3	3	1					12
Fairfield City Council		3	3	3	3					12
Sydney Trains	1		3	2	5					11
Shoalhaven City Council			5	3	3					11
CSR Limited		1	5		5					11
Colin Joss & Co Pty Limited		1	4	4	2					11
JELD-WEN Australia Pty Ltd		1	4	3	2					10
Myer Holdings Ltd			3	2	5					10
Inghams Enterprises Pty Ltd			6	3						9
ISS Facility Services		2	2	2	3					9
Canterbury Bankstown Council			5	1	3					9
McDonald's Australia Holdings Limited			6	3						9
Northern Beaches Council			4	2	2					8
Liverpool City Council		1	3	2	2					8
BOC Workers' Compensation Ltd.			5		2					7

Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	S39 Matter	Grand Total
Unilever Australia (Holdings) Pty Limited			3	2	2					7
NSW Trains		1	2	2	2					7
Wyong Shire Council			2		5					7
University of New South Wales		2	2	2	1					7
Brambles Industries Limited		1	3	1	1					6
Sutherland Shire Council			1	1	4					6
Electrolux Home Products Pty Ltd			6							6
Veolia Environmental Services (Australia) Pty Ltd			2	1	3					6
Gosford City Council	1		2		2				1	6
ISS Property Services Pty Ltd		1	2	2						5
Campbelltown City Council		1	2	1	1					5
Central Coast Council			1		2				1	4
Echo Entertainment Group Ltd			1	2						3
Northern Co-Operative Meat Company Limited			1		2					3
University of Wollongong			1		1			1		3
MARS Australia Pty Ltd			1	1						2
Fletcher International Exports Pty Ltd.					2					2
Rocla Pty Limited			1							1
Specialised insurer	2	37	180	129	178	1	1	5	2	536
StateCover Mutual Ltd		14	80	41	62	1	1	2	2	204
Catholic Church Insurance Limited	2	10	45	41	39			2		139
Hotel Employers Mutual		7	22	21	25					75
Club Employers Mutual		4	13	9	15					41
Racing NSW Insurance Fund		2	7	7	20			1		37
Hospitality Employers Mutual Limited			7	7	9					23
Guild Insurance Ltd			4	3	7					14

Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	S39 Matter	Grand Total
Coal Mines Insurance Pty Limited			2		1					3
TMF	5	173	529	383	608	9	4	56	79	1846
QBE TMF	1	68	246	168	248	2	1	14	21	769
Allianz TMF	1	78	195	129	234	3	2	25	43	710
Employers Mutual NSW Ltd - TMF	3	27	88	86	126	4	1	17	15	367
Other Insurer including Not Provided	6	10	1276	96	778	24	1	12	2	2205
Grand Total	131	851	5322	2533	5701	87	30	598	650	15904

Note: A matter may have more than one issue.

ILARS – Primary Outcomes



Note: Outcome data is for cases closed from 1 July 2016 to 30 June 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	1431	\$2,880,405	\$2,643			
ILARS Funding Withdrawn	437	\$141,707	\$2,443			
Cram Fluid Applies	17	\$53,758	\$3,840			
Not Recorded	15	\$2,074	\$1,037			
Not eligible for funding - (e.g worker determined to be exempt worker)	27	\$12,662	\$2,110			
No Response to ILARS Follow Up	372	\$72,267	\$2,125			
Old Costs provisions apply	6	\$946	\$473			
Not proceeding after preliminary grant	1177	\$3,208,936	\$2,960			
Medical evidence not supportive	428	\$1,007,981	\$2,800			
Not Recorded	59	\$100,249	\$2,445			
Worker does not reach WPI threshold	678	\$2,084,437	\$3,106			
S39 - Below Threshold	10	\$10,598	\$1,060			
S39 - Not MMI	2	\$5,670	\$2,835			
Other not specified reason - see summary box	119	\$78,253	\$2,524	22	\$52,798	\$2,640
Resolved after ILARS referral to complaints	5	\$550	\$550	40	\$51,991	\$1,333
Commutations				32	\$87,387	\$2,731
Discontinued from WCC - No result	99	\$694,069	\$7,082			
Resolved prior to WCC				3191	\$10,551,948	\$3,312
Not Recorded				5	\$19,503	\$3,901
Resolved - Insurer Accepts Claim				1250	\$2,290,146	\$1,835
Resolved after application for review/insurer accepts Claim				344	\$1,183,568	\$3,441
Resolved by complying agreement after claim made				1551	\$7,016,447	\$4,533
S39 - Advice given				31	\$27,948	\$902
S39 - Over threshold by agreement				10	\$14,336	\$1,434

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 in WCC	386	\$2,420,917	\$6,304	3199	\$27,693,118	\$8,684
Resolved at Arbitration by Arbitrator - Employer	46	\$446,501	\$9,707			
Resolved at Arbitration by Arbitrator - Worker				365	\$4,085,080	\$11,192
Medicals				126	\$1,381,815	\$10,967
Not Recorded				3	\$27,063	\$9,021
Weeklies				21	\$221,901	\$10,567
Weeklies & Medicals				111	\$1,291,744	\$11,637
WPI				58	\$636,646	\$10,977
WPI & Medicals				20	\$214,358	\$10,718
WPI & Weeklies				3	\$31,261	\$10,420
WPI, Weeklies & Medicals				23	\$280,292	\$12,187
Resolved at Conciliation - settled by consent				911	\$9,445,990	\$10,392
Closed Period				15	\$161,170	\$10,745
Medicals				114	\$1,149,413	\$10,083
Not Recorded				3	\$28,062	\$9,354
Weeklies				49	\$502,209	\$10,249
Weeklies & Medicals				451	\$4,695,810	\$10,435
WPI				97	\$969,440	\$9,994
WPI & Medicals				29	\$300,952	\$10,378
WPI & Weeklies				11	\$127,884	\$11,626
WPI, Weeklies & Medicals				73	\$804,789	\$11,025
Wrap up				69	\$706,262	\$10,386
Resolved at settlement during Arbitration				148	\$1,628,019	\$11,228
Medicals				28	\$325,298	\$11,618
Not Recorded				2	\$17,245	\$8,623
Weeklies				7	\$70,262	\$11,710
Weeklies & Medicals				68	\$763,938	\$11,402
WPI				25	\$261,166	\$10,447

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 & Medicals				7	\$66,636	\$11,106
WPI & Weeklies				2	\$21,872	\$10,936
WPI, Weeklies & Medicals				9	\$101,602	\$11,289
Resolved following MAC	339	\$1,972,204	\$5,852	971	\$6,401,022	\$6,613
COD for WPI				934	\$6,134,941	\$6,590
Not reached threshold	328	\$1,904,631	\$5,842			
Not Recorded	1	\$5,280	\$5,280	2	\$11,100	\$5,550
Surgery not reasonably necessary	10	\$62,292	\$6,229			
Surgery reasonably necessary				35	\$254,981	\$7,285
Resolved TC - settled by consent				778	\$6,039,729	\$7,783
Closed Period				14	\$105,960	\$7,569
Medicals				193	\$1,474,609	\$7,640
Not Recorded				5	\$27,493	\$5,499
Weeklies				55	\$399,864	\$7,270
Weeklies & Medicals				276	\$2,195,454	\$7,955
WPI				117	\$875,579	\$7,548
WPI & Medicals				43	\$351,195	\$8,167
WPI & Weeklies				7	\$59,323	\$8,475
WPI, Weeklies & Medicals				31	\$278,860	\$8,995
Wrap up				37	\$271,393	\$7,539
Resolved WIM Dispute	1	\$2,212	\$2,212	26	\$93,277	\$3,588
In favour of worker				26	\$93,277	\$3,588
In favour of employer	1	\$2,212	\$2,212			
Appeals	99	\$848,602	\$8,748	181	\$1,862,278	\$10,404
Resolved after appeal from decision of Arbitrator to President	12	\$144,749	\$12,062	16	\$229,109	\$14,319
By the employer in favour of Employer	2	\$30,544	\$15,272			
By the employer in favour of Worker				6	\$92,035	\$15,339
By the worker in favour of Employer	10	\$114,204	\$11,420			

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
By the worker in favour of Worker				10	\$137,073	\$13,707
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	86	\$675,397	\$8,040	161	\$1,573,514	\$9,834
By the employer in favour of Employer	25	\$228,839	\$9,154			
By the employer in favour of Worker				84	\$816,906	\$9,725
By the worker in favour of Employer	61	\$446,559	\$7,569			
By the worker in favour of Worker				77	\$756,607	\$9,955
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
Resolved after Intervention by ILARS Director	1			21	\$70,084	\$3,337
Death Benefits	1	\$14,646	\$14,646	87	\$687,883	\$7,907
Grand Total	3755	\$10,288,084	\$3,617	6773	\$41,057,487	\$6,080

Note: Outcome data is for cases closed from 1 July 2016 to 30 June 2017.

ILARS Payments

Payment Type	Total amount	Number of payments	% of disbursements	Average amount
Professional fees	\$35,805,996	9,868		\$3,628
Medico-legal	\$11,707,349	10,202	70%	\$1,148
Barrister Fees	\$2,595,559	1,883	15%	\$1,378
Clinical Notes	\$948,733	8,225	6%	\$115
Travel	\$242,795	1,224	1%	\$198
Barrister Country Loading	\$168,584	264	1%	\$639
NTD Report	\$401,150	1,099	2%	\$365
Treating Specialist Report	\$569,675	1,134	3%	\$502
Interpreter	\$82,888	451	0%	\$184
Other	\$37,944	185	0%	\$205
Meal Allowance	\$3,205	75	0%	\$43
Solicitor Loading	\$64,817	100	0%	\$648
Non-attendance fee	\$17,351	47	0%	\$369
Grand Total	\$52,563,877	34,610		
Total disbursements	\$16,840,049		32%	
<i>Note: Professional fees includes GST</i>				

Work Capacity Procedural Reviews: Matters Completed

	2016						2017						Grand Total
Outcome	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Could not proceed			1				1						2
Dismissed	6	17	5	8	14	10	8	8	9	7	4	1	97
No decision		1											1
Review rejected	1	1											2
Upheld	3	7	1	1	2	1	3		2	1	1	1	23
Grand Total	10	26	7	9	16	11	12	8	11	8	5	2	125

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.