



Workers Compensation **independent** review office



**PERIODIC PERFORMANCE REVIEW**  
**1 JULY 2015 TO 30 June 2016**

**KA Garling**

**WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER**

# Complaints and Enquiries: Matters Received

	2015						2016						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	207	220	219	232	217	199	135	212	256	205	239	192	2533
Enquiry	206	207	210	175	175	148	138	165	171	217	197	227	2236
<b>Grand Total</b>	<b>413</b>	<b>427</b>	<b>429</b>	<b>407</b>	<b>392</b>	<b>347</b>	<b>273</b>	<b>377</b>	<b>427</b>	<b>422</b>	<b>436</b>	<b>419</b>	<b>4769</b>

# Complaints and Enquiries: Referral Source

Report	2015						2016						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
<b>Lawyer</b>	230	250	240	234	246	178	169	227	254	248	252	232	<b>2760</b>
<b>Web search</b>	41	52	46	48	41	55	38	52	66	61	68	80	<b>648</b>
<b>icare/SIRA</b>	45	47	65	32	29	21	17	28	29	27	28	32	<b>400</b>
<b>Insurer</b>	35	25	25	25	21	20	21	32	22	27	33	28	<b>314</b>
<b>Other source</b>	14	13	12	16	13	10	9	4	13	11	7	12	<b>134</b>
<b>Word of Mouth</b>	19	7	9	18	12	11	8	7	14	7	11	7	<b>130</b>
<b>Union</b>	9	10	10	8	8	18	4	9	7	12	11	10	<b>116</b>
<b>Doctor</b>	5	3	5	4	12	17	0	7	5	7	14	5	<b>84</b>
<b>Referral source not provided - Enquiries</b>	3	3	6	4	4	5	1	4	1	3	2	1	<b>37</b>
<b>Workers Compensation Commission</b>	3	8	3	6	1	4	0	2	3	3	4	3	<b>40</b>
<b>Rehabilitation Provider</b>	0	7	2	5	3	3	2	0	6	8	3	3	<b>42</b>
<b>WIRO Campaign</b>	5	2	5	2	1	2	1	3	5	1	0	5	<b>32</b>
<b>Employer</b>	3	0	1	3	0	3	1	2	2	3	0	1	<b>19</b>
<b>Government Department</b>	1	0	0	2	1	0	2	0	0	4	3	0	<b>13</b>
<b>Total</b>	<b>413</b>	<b>427</b>	<b>429</b>	<b>407</b>	<b>392</b>	<b>347</b>	<b>273</b>	<b>377</b>	<b>427</b>	<b>422</b>	<b>436</b>	<b>419</b>	<b>4769</b>

# Complaints: How long do they take to close

Resolution Period	2015						2016						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
A - Same day	6	9	11	9	5	8	7	9	10	9	9	2	94
B - Next day	13	10	16	17	10	21	5	6	18	13	7	13	149
C - 2 to 7 days	103	108	114	115	128	118	68	108	125	101	129	108	1325
D - 8 to 15 days	59	69	69	57	52	55	24	48	54	58	58	65	668
E - 16 to 30 days	26	15	22	22	22	20	15	24	33	34	36	18	287
F - more than 30 days	2	1	1	1	1	3		1		1	2	1	14
<b>Grand Total</b>	<b>209</b>	<b>212</b>	<b>233</b>	<b>221</b>	<b>218</b>	<b>225</b>	<b>119</b>	<b>196</b>	<b>240</b>	<b>216</b>	<b>241</b>	<b>207</b>	<b>2537</b>

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

# Complaints and Enquiries: Issues by Insurer

Insurer	Communication	Delay	Denial of Liability	IME	Incorrect Calculations	Medical costs	Medical treatment	Rehabilitation	Weekly Benefits	Work Capacity (general)	W/PI	Insurer management of	Issues Relating to Liability	Non-Compliant Worker	2015 Lump Sum Reg	Grand Total
<b>Scheme agent</b>	<b>200</b>	<b>228</b>	<b>455</b>	<b>35</b>	<b>16</b>	<b>246</b>	<b>606</b>	<b>200</b>	<b>1053</b>	<b>258</b>	<b>145</b>	<b>125</b>	<b>178</b>	<b>1</b>	<b>2</b>	<b>3748</b>
<b>Allianz Australia Workers Compensation (NSW) Ltd</b>	51	62	131	9	3	74	183	56	297	35	35	27	41		2	<b>1006</b>
<b>CGU Workers Compensation (NSW)</b>	24	34	62	7	3	34	91	28	170	36	20	15	34			<b>558</b>
<b>Employers Mutual NSW Limited</b>	46	44	70	2	5	45	131	34	176	75	18	23	28			<b>697</b>
<b>Gallagher Bassett Services Pty Ltd</b>		2	1	1		1			1	1			1			<b>8</b>
<b>GIO General Limited</b>	24	27	90	8	3	32	67	31	175	27	24	23	31			<b>562</b>
<b>Not provided (hearing loss)</b>	1												1			<b>2</b>
<b>QBE Workers Compensation</b>	54	59	100	8	2	60	134	51	234	83	47	36	42	1		<b>911</b>
<b>Xchanging</b>			1							1	1	1				<b>4</b>
<b>Self-insured</b>	<b>36</b>	<b>38</b>	<b>48</b>	<b>8</b>	<b>3</b>	<b>23</b>	<b>70</b>	<b>19</b>	<b>129</b>	<b>12</b>	<b>15</b>	<b>14</b>	<b>24</b>			<b>439</b>
<b>ANZ Banking Group Limited</b>			1				1		1							<b>3</b>
<b>Arrium Limited</b>		2	1	1		2	2						2			<b>10</b>
<b>Ausgrid</b>	1		4				2		2	1						<b>10</b>
<b>Bankstown City Council</b>										1						<b>1</b>
<b>Blacktown City Council</b>								1	3							<b>4</b>
<b>Bluescope Steel Ltd</b>			2				1		1							<b>4</b>
<b>BOC Workers' Compensation Ltd.</b>									2							<b>2</b>
<b>Brambles Industries Limited</b>							1									<b>1</b>
<b>Broadspectrum (Australia) Pty Ltd</b>	1	1	3	1		1	5		6			2	1			<b>21</b>
<b>Campbelltown City Council</b>							2									<b>2</b>
<b>City of Sydney Council</b>								2	4							<b>6</b>
<b>Coles Group Ltd</b>	6	6	9	2		2	12	2	20		3	4	3			<b>69</b>
<b>CSR Limited</b>							1									<b>1</b>

Insurer	Communication	Delay	Denial of Liability	IME	Incorrect Calculations	Medical costs	Medical treatment	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Insurer management of	Issues Relating to Liability	Non-Compliant Worker	2015 Lump Sum Reg	Grand Total
Echo Entertainment Group Ltd			2			1	3		2							8
Endeavour Energy		1	1				1			2						5
Fairfield City Council	1	1									1					3
Forestry Corporation of NSW			1						1							2
Gosford City Council	1	1				1	1		3	2	1		1			11
Holcim (Aust) Holdings Pty Limited						1										1
Hurstville City Council					1				1							2
Inghams Enterprises Pty Ltd			1						2							3
ISS Property Services Pty Ltd		4	4	1			2	1	3			1	1			17
JELD-WEN Australia Pty Ltd													1			1
Lake Macquarie City Council	1								1				1			3
McDonald's Australia Holdings Limited							1		1		2					4
Myer Holdings Ltd								1	2							3
Northern Co-Operative Meat Company Limited	1		1					1								3
NSW Trains		2					1		1							4
Pacific National (NSW) Pty Ltd	1			1												2
Primary Health Care Limited						1			1	2						4
Qantas Airways Limited	2		1	1		2	1		3				1			11
Rail Corporation NSW	3	1	2				3	1	4		1	1	1			17
Skilled Group Limited	1								1			2				4
Sutherland Shire Council									2	2						4
Sydney Trains		1	1				2		2				2			8
Toll Pty Ltd	1	2	3			2	6	3	3				2			22
Transport for NSW Workers Compensation Services	2					2	3	1	6		2		2			18
Transport Service of NSW (State Transit Group)	1		6				2		6							15
UGL Rail Services Pty Limited		3	2		2		1		6							14

Insurer	Communication	Delay	Denial of Liability	IME	Incorrect Calculations	Medical costs	Medical treatment	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Insurer management of	Issues Relating to Liability	Non-Compliant Worker	2015 Lump Sum Reg	Grand Total
Unilever Australia (Holdings) Pty Ltd	1															1
Veolia Environmental Services (Australia) Pty Ltd	1							1								2
Westpac Banking Corporation Ltd			1				1		4							6
Wollongong City Council		1											1			2
Woolworths Limited	11	12	2	1		7	15	5	35	2	5	4	5			104
Wyong Shire Council						1										1
<b>Specialised insurer</b>	<b>11</b>	<b>17</b>	<b>23</b>	<b>2</b>	<b>1</b>	<b>14</b>	<b>25</b>	<b>9</b>	<b>57</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>16</b>			<b>193</b>
Catholic Church Insurance Limited	5	6	6	2		4	8	2	20	5	2	1	7			68
Club Employers Mutual (part of Hospitality Employers Mutual)	0	3	2		1	2	4	1	4	1		2	2			22
Coal Mines Insurance Pty Limited	1	3	1				1	1	4				1			12
Guild Insurance Ltd			1						2							3
Hospitality Employers Mutual Limited			1													1
Hotel Employers Mutual (part of Hospitality Employers Mutual)	2		6			1	2		11			2	3			27
Racing NSW Insurance Fund	1	1	1			4	6	2	9	1						25
StateCover Mutual Ltd	2	4	5			3	4	3	7	3	1		3			35
<b>TMF</b>	<b>57</b>	<b>58</b>	<b>79</b>	<b>10</b>		<b>43</b>	<b>111</b>	<b>51</b>	<b>204</b>	<b>41</b>	<b>27</b>	<b>25</b>	<b>39</b>			<b>745</b>
Allianz TMF	16	16	17	2		11	34	22	60	12	9	6	6			211
Employers Mutual NSW Ltd - TMF	21	14	21	3		14	30	17	56	17	9	10	7			219
QBE TMF	20	28	41	5		18	47	12	88	12	9	9	26			315
<b>Other Insurer including Not Provided</b>	<b>69</b>	<b>8</b>	<b>64</b>	<b>3</b>		<b>18</b>	<b>30</b>	<b>35</b>	<b>106</b>	<b>17</b>	<b>46</b>	<b>5</b>	<b>21</b>			<b>422</b>
<b>Grand Total</b>	<b>373</b>	<b>349</b>	<b>669</b>	<b>58</b>	<b>20</b>	<b>344</b>	<b>842</b>	<b>314</b>	<b>1549</b>	<b>338</b>	<b>236</b>	<b>174</b>	<b>278</b>	<b>1</b>	<b>2</b>	<b>5547</b>

Note: A matter may have more than one issue.

# ILARS: Grant Applications Received

Grant Application Status	2015						2016						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Accepted	824	739	727	727	762	876	653	889	992	949	919	821	9878
Declined	48	61	64	43	38	34	28	38	37	40	61	39	531
Pending	31	30	21	24	17	20	22	25	34	26	62	64	376
<b>Grand Total</b>	<b>903</b>	<b>830</b>	<b>812</b>	<b>794</b>	<b>817</b>	<b>930</b>	<b>703</b>	<b>952</b>	<b>1063</b>	<b>1015</b>	<b>1042</b>	<b>924</b>	<b>10785</b>

Note:

- The data reflects iLARS matters received up to 30 June 2016 and grants which have an accepted or pending status as at 4.43 pm on 5 August 2016.
- 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	2015						2016						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Back	191	182	169	173	178	143	126	165	272	318	240	249	<b>2406</b>
Ear	214	166	193	163	156	232	170	270	240	159	181	135	<b>2279</b>
Psychological system	100	82	92	102	78	75	83	97	96	81	103	84	<b>1073</b>
Shoulder	67	66	62	74	49	68	55	82	107	62	65	50	<b>807</b>
Knee	54	49	55	56	46	83	59	79	62	61	64	64	<b>732</b>
Multiple -Trunk and limbs	18	18	7	9	37	35	16	16	14	57	75	100	<b>402</b>
Neck	31	31	27	33	24	22	30	35	22	17	9	4	<b>285</b>
Hand, fingers and thumb	17	23	20	17	24	26	16	18	24	29	27	22	<b>263</b>
Other head	21	21	7	11	24	22	10	16	19	22	28	25	<b>226</b>
Wrist	15	10	22	21	17	14	17	25	19	16	22	14	<b>212</b>
Other body location	8	17	13	13	26	15	9	15	28	15	21	25	<b>205</b>
Multiple -Neck & shoulder	24	15	22	18	8	18	9	10	18	21	25	10	<b>198</b>
Ankle	8	10	0	1	27	10	9	17	36	24	22	26	<b>190</b>
Upper limb - multiple	6	5	0	3	30	46	10	4	2	5	13	23	<b>147</b>
Death	20	9	6	18	8	8	12	6	10	15	10	5	<b>127</b>
Other leg	4	8	7	1	2	30	3	7	5	15	9	1	<b>92</b>
Lower leg	10	6	9	9	8	9	11	8	7	6	8	2	<b>93</b>
Elbow	8	5	6	5	7	5	8	9	9	11	13	5	<b>91</b>
Foot and toes	8	7	7	5	6	12	6	9	13	4	4	9	<b>90</b>
Hip	12	11	6	7	5	8	3	3	4	5	6	10	<b>80</b>
Abdomen & pelvic region	7	6	8	3	7	5	7	7	8	10	7	4	<b>79</b>
Eye	4	12	8	6	3	3	3	5	8	5	11	6	<b>74</b>
Other arm	0	2	0	1	7	4	1	4	0	13	15	11	<b>58</b>
Trunk - multiple locations	8	8	2	2	2	3	2	7	3	4	3	1	<b>45</b>
<b>Total</b>	<b>855</b>	<b>769</b>	<b>748</b>	<b>751</b>	<b>779</b>	<b>896</b>	<b>675</b>	<b>914</b>	<b>1026</b>	<b>975</b>	<b>981</b>	<b>885</b>	<b>10254</b>

Note: The data reflects iLARS matters received up to 30 June 2016 and grants which have an accepted or pending status as at 4.43 pm on 5 August 2016.

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Any Difference between the total on this page and the total of matters received represents matters where the injury location has not yet been recorded.

# ILARS – Nature of Injury

Nature of the Injury	2015						2016						Grand Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
<b>A. Intracranial injuries</b>	10	10	3	5	8	10	10	10	8	2	3	4	<b>83</b>
<b>B. Fractures</b>	30	26	34	25	26	30	21	36	30	20	16	30	<b>324</b>
<b>C. Wounds, lacerations, amputations</b>	20	20	32	18	20	12	3	6	11	20	24	25	<b>211</b>
<b>D. Burn</b>	2	4	4	2	1	3	3	3	1	2	1	4	<b>30</b>
<b>E. Injury to nerves and spinal cord</b>	251	208	215	190	201	208	119	197	199	175	176	132	<b>2271</b>
<b>F1. Trauma to joints and ligaments</b>	165	154	160	164	162	276	145	214	305	287	328	271	<b>2631</b>
<b>F2. Trauma to muscles and tendons</b>	36	34	23	31	52	69	73	65	22	12	18	23	<b>458</b>
<b>G. Other injuries Poisoning, Electrocutation, etc</b>	2	5	4	1	4	1			1			1	<b>19</b>
<b>H1. Joint &amp; other articular cartilage diseases</b>	4				2	2	4	16	6	3	2	1	<b>40</b>
<b>H2. Spinal vertebrae &amp; intervertebral disc diseases</b>	3	4		5	2	35	53	73	24	16	27	26	<b>268</b>
<b>H3. Diseases involving the synovium</b>	0	1			7			1					<b>9</b>
<b>H4. Diseases of muscle, tendon and related tissue</b>	3	2			1	2	2	1	2	1	1	5	<b>20</b>
<b>H5. Other soft tissue diseases</b>	3	2		1	2	5	2	3	5	4	4	4	<b>35</b>
<b>I. Mental disorders</b>	100	81	91	102	77	75	83	97	96	82	103	84	<b>1071</b>
<b>J. Digestive system diseases</b>	1		1	1	1	1	2	4	11	6	5	5	<b>38</b>
<b>K. Skin and subcutaneous tissue diseases</b>	1	2	1		3		3	3	4	1	4	7	<b>29</b>
<b>L. Nervous system and sense organ diseases</b>	192	187	173	180	181	149	133	172	283	322	246	253	<b>2471</b>
<b>M. Respiratory system diseases</b>	0		1	3	1	2	1	3	5	2	4		<b>23</b>
<b>N. Circulatory system diseases</b>	0					2		2		1		1	<b>6</b>
<b>O. Infectious and parasitic diseases</b>	5	1			3	1	1	1		1	2	2	<b>17</b>
<b>P. Neoplasms (cancer)</b>	3	5		2		1	3	1	1	3	5	2	<b>26</b>
<b>Q. Other diseases</b>	1	2				1	1				1		<b>6</b>
<b>R. Other claims</b>	1	1			1				1				<b>4</b>
<b>S. Death</b>	21	9	6	18	8	9	12	6	10	15	10	5	<b>129</b>
<b>Grand Total</b>	<b>855</b>	<b>758</b>	<b>748</b>	<b>748</b>	<b>763</b>	<b>894</b>	<b>674</b>	<b>914</b>	<b>1025</b>	<b>975</b>	<b>980</b>	<b>885</b>	<b>10219</b>

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# ILARS – Issues per Insurer

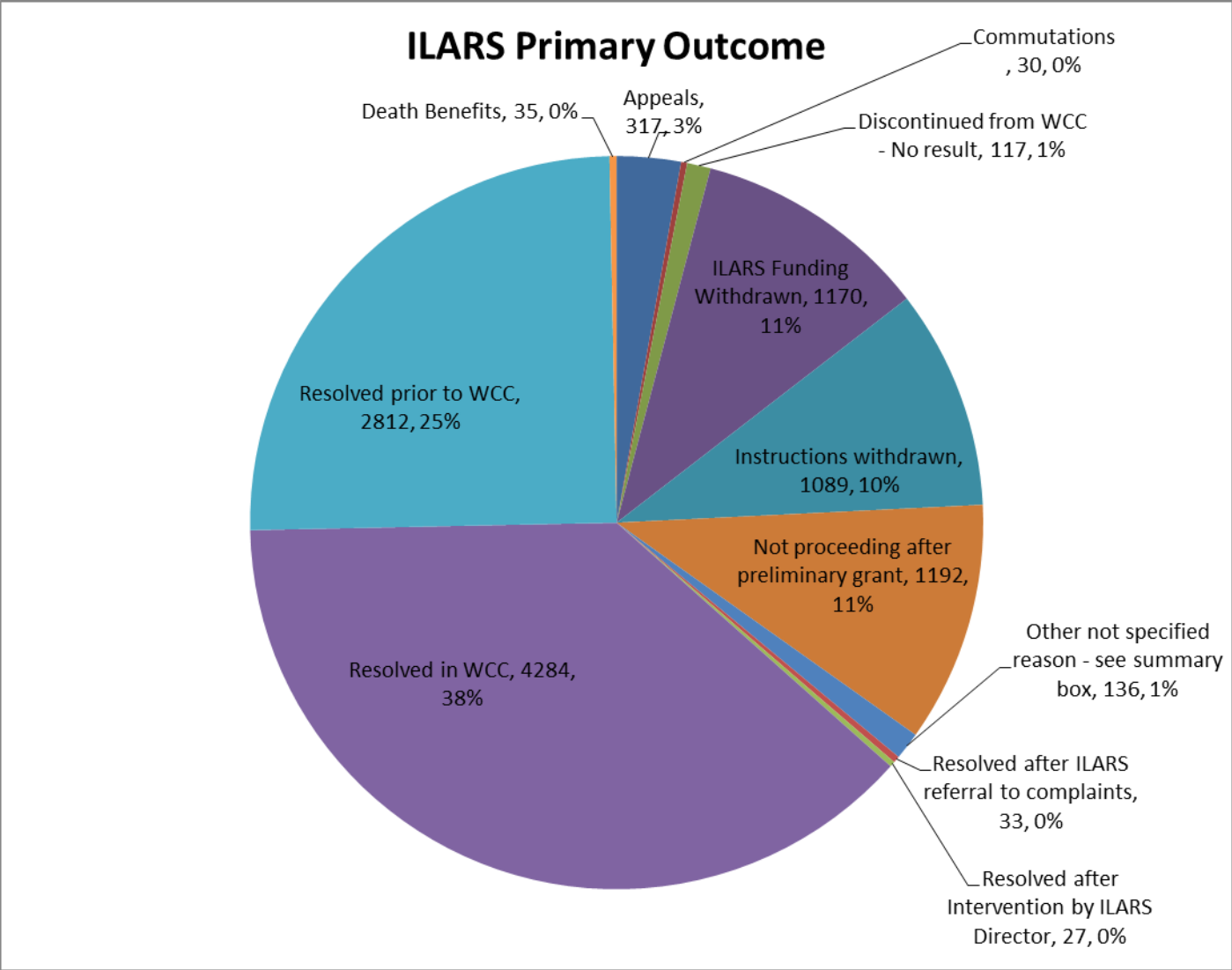
Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
<b>Scheme agent</b>	<b>116</b>	<b>1805</b>	<b>3974</b>	<b>1820</b>	<b>4780</b>	<b>37</b>	<b>36</b>	<b>814</b>	<b>13382</b>
Allianz Australia Workers Compensation (NSW) Ltd	36	471	769	441	1106	10	12	250	3095
CGU Workers Compensation (NSW) Ltd	12	281	424	296	589	4	2	97	1705
Employers Mutual NSW Limited	16	275	408	299	705	3	7	130	1843
Gallagher Bassett Services Pty Ltd		21	25	18	47		2	15	128
GIO General Limited	22	335	513	341	596	2	6	94	1909
Not provided (hearing loss)		2	1166	1	732	8		2	1911
Xchanging		10	11	5	29			9	64
QBE Workers Compensation	30	410	658	419	976	10	7	217	2727
<b>Self-insured</b>	<b>2</b>	<b>211</b>	<b>453</b>	<b>236</b>	<b>420</b>	<b>6</b>	<b>2</b>	<b>58</b>	<b>1388</b>
ANZ Banking Group Limited					2			1	3
Arrium Limited		4	21	5	20			1	51
Ausgrid		1	12	4	10	1		1	29
Bankstown City Council		1	3	2	1				7
Blacktown City Council		4	5	4	9				22
Bluescope Steel Ltd		3	54	4	34			13	108
BOC Workers' Compensation Ltd.					3			1	4
Brambles Industries Limited			2	1	4				7
Brickworks Ltd		3	2	1	3				9
Broadspectrum (Australia) Pty Ltd		7	20	11	22			4	64
Campbelltown City Council		1	2		3				6
City of Sydney Council		3	5	3	4			1	16
Coles Group Ltd		70	78	74	56	2	1	5	286
Colin Joss & Co Pty Limited		1	3	3					7
CSR Limited		4	7	3	1				15

Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Delta Electricity			1		1				2
Echo Entertainment Group Ltd		2	3	1	3				9
Electrolux Home Products Pty Ltd			6	1	1				8
Endeavour Energy		1	4	2	6				13
Fairfield City Council	1	4	7	6	3			1	22
Fletcher International Exports Pty Ltd.					1				1
Gosford City Council		3	4	3	5				15
Holcim (Aust) Holdings Pty Limited		2	4	3	4				13
Inghams Enterprises Pty Ltd		6	7	5	10				28
ISS Property Services Pty Ltd		8	9	10	6				33
Lake Macquarie City Council		1	1	1	1				4
Liverpool City Council		2	2	2				1	7
McDonald's Australia Holdings Limited		2	2	2	2				8
Myer Holdings Ltd		3	4	3	3				13
Newcastle City Council			1		6				7
Northern Co-Operative Meat Company Limited		3	6	5					14
NSW Trains		3	5	5	5	1			19
Pacific National (NSW) Pty Ltd			4		4				8
Pasminco Ltd			2		1				3
Primary Health Care Limited		4	3	4	4				15
Qantas Airways Limited		11	43	11	30			3	98
Rail Corporation NSW		6	20	11	27			8	72
Rocla Pty Limited					1				1
Shoalhaven City Council		1	1	1	1				4
Skilled Group Limited			8		6				14
Sutherland Shire Council		1	5	1	4			1	12
Sydney Trains		4	8	6	8				26
Toll Pty Ltd		9	14	6	17			2	48
Transport for NSW Workers Compensation Services		5	22	7	18			1	53

Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Transport Service of NSW (State Transit Group)		3	7	3	12				25
UGL Rail Services Pty Limited		3	6	2	7				18
Unilever Australia (Holdings) Pty Limited		1	3	1	1				6
University of New South Wales		2	1	1	1				5
University of Wollongong			1		2			1	4
Veolia Environmental Services (Australia) Pty Ltd		2	3	2	2				9
Warringah Council			1		1				2
Westpac Banking Corporation Ltd		6	6	6	13	1	1	3	36
Wollongong City Council		4	5	3	3			1	16
Woolworths Limited	1	6	9	6	26	1		9	58
Wyong Shire Council		1	1	1	2				5
<b>Specialised insurer</b>	<b>1</b>	<b>128</b>	<b>171</b>	<b>128</b>	<b>184</b>	<b>3</b>		<b>17</b>	<b>632</b>
Catholic Church Insurance Limited	1	45	45	41	45	1		7	185
Club Employers Mutual (part of Hospitality Employers Mutual)		19	28	22	19				88
Coal Mines Insurance Pty Limited		2	3	1	1			1	8
Guild Insurance Ltd		3	4	5	6				18
Hotel Employers Mutual (part of Hospitality Employers Mutual)		13	17	14	21				65
Racing NSW Insurance Fund		8	8	5	24			1	46
StateCover Mutual Ltd		37	65	39	66	2		8	217
Hospitality Employers Mutual Limited		1	1	1	2				5
<b>TMF</b>	<b>7</b>	<b>212</b>	<b>289</b>	<b>211</b>	<b>353</b>	<b>1</b>	<b>2</b>	<b>46</b>	<b>1121</b>
Allianz TMF	2	62	88	59	97	1	1	5	315
Employers Mutual NSW Ltd - TMF		62	70	59	111		1	19	322
QBE TMF	5	88	131	93	145			22	484
<b>Other Insurer including Not Provided</b>	<b>7</b>	<b>16</b>	<b>88</b>	<b>62</b>	<b>128</b>	<b>2</b>	<b>1</b>	<b>20</b>	<b>324</b>
<b>Grand Total</b>	<b>133</b>	<b>2372</b>	<b>4975</b>	<b>2457</b>	<b>5865</b>	<b>49</b>	<b>41</b>	<b>955</b>	<b>16847</b>

Note: A matter may have more than one issue.

# ILARS – Primary Outcomes



Note: Outcome data is for cases closed from 1 July 2015 to 30 June 2016.

# ILARS – Outcomes

Row Labels	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
<b>Instructions withdrawn</b>	<b>1263</b>	<b>\$2,159,325</b>	<b>\$2,327</b>			
<b>ILARS Funding Withdrawn</b>	<b>1784</b>	<b>\$2,677,013</b>	<b>\$3,363</b>			
Cram Fluid Applies	699	\$2,377,151	\$3,559			
Not Recorded	46	\$33,974	\$2,265			
Not eligible for funding	48	\$21,947	\$2,439			
No Response to ILARS Follow Up	922	\$238,130	\$2,358			
Old Costs provisions apply	69	\$5,811	\$1,937			
<b>Not proceeding after preliminary grant</b>	<b>1234</b>	<b>\$3,275,723</b>	<b>\$2,788</b>			
Medical evidence not supportive	352	\$856,658	\$2,580			
Not Recorded	86	\$150,144	\$2,383			
Worker does not reach WPI threshold	796	\$2,268,922	\$2,909			
<b>Other not specified reason - see summary box</b>	<b>77</b>	<b>\$85,182</b>	<b>\$2,937</b>	<b>53</b>	<b>\$182,786</b>	<b>\$4,687</b>
<b>Resolved after ILARS referral to complaints</b>	<b>1</b>			<b>30</b>	<b>\$34,320</b>	<b>\$1,320</b>
<b>Commutations</b>				<b>30</b>	<b>\$74,814</b>	<b>\$2,494</b>
<b>Discontinued from WCC - No result</b>	<b>118</b>	<b>\$823,949</b>	<b>\$7,165</b>			
<b>Resolved prior to WCC</b>				<b>2808</b>	<b>\$9,880,355</b>	<b>\$3,535</b>
Not Recorded				4	\$4,872	\$1,218
Resolved - Insurer Accepts Claim				994	\$1,986,400	\$2,013
Resolved after application for review/insurer accepts Claim				175	\$652,867	\$3,731
Resolved by complying agreement after claim made				1635	\$7,236,215	\$4,442
<b>Resolved in WCC</b>	<b>458</b>	<b>\$2,984,047</b>	<b>\$6,530</b>	<b>3816</b>	<b>\$31,669,162</b>	<b>\$8,316</b>
<b>Resolved at Arbitration by Arbitrator - Employer</b>	<b>72</b>	<b>\$674,524</b>	<b>\$9,368</b>	<b>1</b>	<b>\$9,741</b>	<b>\$9,741</b>
<b>Resolved at Arbitration by Arbitrator - Worker</b>				<b>463</b>	<b>\$4,827,551</b>	<b>\$10,449</b>
Medicals				134	\$1,345,826	\$10,043
Not Recorded				12	\$116,007	\$9,667

Row Labels	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
Weeklies				40	\$425,049	\$10,626
Weeklies & Medicals				131	\$1,402,795	\$10,791
WPI				85	\$873,015	\$10,271
WPI & Medicals				16	\$168,158	\$10,510
WPI & Weeklies				11	\$109,534	\$9,958
WPI, Weeklies & Medicals				34	\$387,165	\$11,387
<b>Resolved at Conciliation - settled by consent</b>				<b>1077</b>	<b>\$10,491,352</b>	<b>\$9,778</b>
Closed Period				47	\$473,867	\$10,082
Medicals				120	\$1,069,969	\$8,916
Not Recorded				11	\$109,874	\$9,989
Weeklies				67	\$638,411	\$9,529
Weeklies & Medicals				475	\$4,759,533	\$10,105
WPI				102	\$924,032	\$9,059
WPI & Medicals				33	\$331,250	\$10,038
WPI & Weeklies				10	\$100,945	\$10,095
WPI, Weeklies & Medicals				76	\$794,749	\$10,457
Wrap up				136	\$1,288,724	\$9,476
<b>Resolved at settlement during Arbitration</b>				<b>144</b>	<b>\$1,415,231</b>	<b>\$9,828</b>
Medicals				30	\$294,287	\$9,810
Not Recorded				4	\$27,632	\$6,908
Weeklies				9	\$73,951	\$8,217
Weeklies & Medicals				53	\$558,631	\$10,540
WPI				23	\$209,381	\$9,104
WPI & Medicals				6	\$67,527	\$11,254
WPI & Weeklies				4	\$43,719	\$10,930
WPI, Weeklies & Medicals				15	\$140,102	\$9,340
<b>Resolved following MAC</b>	<b>385</b>	<b>\$2,303,402</b>	<b>\$5,998</b>	<b>1174</b>	<b>\$7,903,945</b>	<b>\$6,738</b>
COD for WPI				1079	\$7,208,593	\$6,687
Not reached threshold	365	\$2,185,671	\$6,005	3	\$16,648	\$5,549



Row Labels	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	3	\$15,952	\$5,317	20	\$152,808	\$7,640
Surgery not reasonably necessary	17	\$101,779	\$5,987			
Surgery reasonably necessary				72	\$525,896	\$7,304
<b>Resolved following PD on question of Law</b>				<b>2</b>	<b>\$24,418</b>	<b>\$12,209</b>
<b>Resolved TC - settled by consent</b>				<b>925</b>	<b>\$6,898,611</b>	<b>\$7,474</b>
Closed Period				35	\$276,222	\$8,124
Medicals				263	\$1,911,490	\$7,268
Not Recorded				17	\$102,512	\$6,030
Weeklies				60	\$396,800	\$6,725
Weeklies & Medicals				272	\$2,104,049	\$7,735
WPI				143	\$1,009,573	\$7,060
WPI & Medicals				32	\$267,903	\$8,372
WPI & Weeklies				5	\$41,065	\$8,213
WPI, Weeklies & Medicals				36	\$303,038	\$8,418
Wrap up				62	\$485,958	\$7,838
<b>Resolved WIM Dispute</b>	<b>1</b>	<b>\$6,121</b>	<b>\$6,121</b>	<b>30</b>	<b>\$98,312</b>	<b>\$3,277</b>
Not Recorded				1	\$5,193	\$5,193
In favour of worker				29	\$93,120	\$3,211
In favour of employer	1	\$6,121	\$6,121			
<b>Appeals</b>	<b>131</b>	<b>\$1,084,767</b>	<b>\$8,281</b>	<b>185</b>	<b>\$1,795,911</b>	<b>\$9,708</b>
<b>Resolved after appeal from decision of Arbitrator to President</b>	<b>11</b>	<b>\$127,298</b>	<b>\$11,573</b>	<b>21</b>	<b>\$289,178</b>	<b>\$13,770</b>
By the employer in favour of Employer	1	\$7,211	\$7,211			
By the employer in favour of Worker				10	\$142,413	\$14,241
By the worker in favour of Employer	10	\$120,088	\$12,009			
By the worker in favour of Worker				11	\$146,765	\$13,342
<b>Resolved after appeal to Supreme Court</b>	<b>2</b>	<b>\$21,773</b>	<b>\$10,887</b>	<b>1</b>	<b>\$57,475</b>	<b>\$57,475</b>
By the employer in favour of Employer	2	\$21,773	\$10,887			
By the worker in favour of Worker				1	\$57,475	\$57,475
<b>Resolved after Medical Appeal Panel</b>	<b>118</b>	<b>\$935,696</b>	<b>\$7,930</b>	<b>162</b>	<b>\$1,408,570</b>	<b>\$8,695</b>

Row Labels	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 employer in favour of Employer	27	\$230,688	\$8,544			
By the employer in favour of Worker				79	\$704,459	\$8,917
By the worker in favour of Employer	91	\$705,007	\$7,747			
By the worker in favour of Worker				83	\$704,111	\$8,483
<b>Resolved after appeal to Court of Appeal</b>				<b>1</b>	<b>\$40,687</b>	<b>\$40,687</b>
By the employer in favour of Employer				1	\$40,687	\$40,687
<b>Resolved after Intervention by ILARS Director</b>				<b>27</b>	<b>\$77,860</b>	<b>\$2,995</b>
<b>Death Benefits</b>				<b>35</b>	<b>\$245,160</b>	<b>\$7,005</b>
<b>Grand Total</b>	<b>5066</b>	<b>\$13,090,006</b>	<b>\$3,605</b>	<b>6984</b>	<b>\$43,960,367</b>	<b>\$6,331</b>

Note: Outcome data is for cases closed from 1 July 2015 to 30 June 2016.

The total amount paid in this report (sum of both columns) represents the total amounts paid on the matters over the life of the matter and not just during the reporting period.

# ILARS Payments (excluding GST)

Cost item	Total amount paid	% of disbursements
Professional fees	\$36,565,782	
Medico-legal	\$10,543,141	73%
Barrister Fees	\$2,343,943	16%
Clinical Notes	\$462,214	3%
NTD Report	\$431,446	3%
Treating Specialist Report	\$238,268	2%
Barrister Country Loading	\$219,757	2%
Travel	\$205,731	1%
Interpreter	\$61,808	0%
Other	\$29,429	0%
Meal Allowance	\$3,420	0%
<b>Grand Total</b>	<b>\$51,104,939</b>	
Total disbursements	\$14,539,157	27%

Note: Payment data from 1 July 2015 to 30 June 2016.

This represents all amounts approved for payment by WIRO.

# Work Capacity Procedural Reviews: Matters Completed

Case Outcome	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Grand Total
Case Withdrawn	0	0	0	0	0	0	0	1	0	0	2	0	3
WCDR Upheld	8	2	5	6	11	4	0	4	4	8	7	4	63
Dismissed	12	8	11	5	5	11	10	5	8	10	6	5	96
<b>Grand Total</b>	<b>20</b>	<b>10</b>	<b>16</b>	<b>11</b>	<b>16</b>	<b>15</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>18</b>	<b>15</b>	<b>9</b>	<b>162</b>

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.