



Workers Compensation **independent** review office



PERIODIC PERFORMANCE REVIEW - 2016

1 January 2016 TO 31 DECEMBER 2016

KA Garling

WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER

Complaints and Enquiries: Matters Received

Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Total
Complaint	135	212	256	205	239	192	159	195	197	195	219	174	2378
Enquiry	138	165	171	217	197	226	246	290	242	259	293	244	2688
Grand Total	273	377	427	422	436	418	405	485	439	454	512	418	5066

Complaints and Enquiries: Referral Source

Referral Source	January	February	March	April	May	June	July	August	September	October	November	December	Total
Lawyer	174	242	276	263	262	253	235	276	267	279	306	238	3071
Web search	36	49	60	56	65	70	79	92	63	66	79	80	795
Insurer	19	27	19	25	33	24	24	27	32	26	32	31	319
WorkCover	16	23	24	24	25	29	20	24	18	34	18	9	264
Other source	9	4	13	11	7	12	12	19	14	13	17	7	138
Word of Mouth	8	6	11	7	10	5	15	12	11	17	15	13	130
Union	4	9	6	11	10	8	7	7	15	4	17	9	107
Doctor		6	3	5	13	4	7	9	6	7	8	10	78
Rehabilitation Provider	2		5	7	3	3	3	5	3	3	5	8	47
Workers Compensation Commission		2	3	3	4	3	2	5	5	2	4	4	37
Referral source not provided - Enquiries	1	4	1	3	1	1	1	3	2		1	3	21
Government Department	2			3	3			1	1	2	4	3	19
WIRO Campaign	1	3	2			3		3		1	2	1	16
Advertising			2			2		1	2		3	1	11
Employer	1	2	2	3		1						1	10
Advertisement				1				1			1		3
Grand Total	273	377	427	422	436	418	405	485	439	454	512	418	5066

Complaints: How long do they take to close

Calendar Days to close	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
A - Same day	7	9	10	9	9	2	5	5	4	7	6	7	80
B - Next day	5	6	18	13	7	13	3	11	12	7	16	21	132
C - 2 to 7 days	68	108	125	101	129	108	83	99	101	87	127	96	1232
D - 8 to 15 days	24	48	54	58	58	65	50	54	47	59	62	52	631
E - 16 to 30 days	15	24	33	34	36	18	18	16	22	37	17	17	287
F - more than 30 days		1		1	2	1	2		3	3	1	1	15
Grand Total	119	196	240	216	241	207	161	185	189	200	229	194	2377

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)	WPI	Insurer management of claim	Issues Relating to Liability	Non-Compliant Worker	Grand Total
Scheme agent	212	204	439	49	12	204	534	197	1166	289	202	107	261		3876
Allianz Australia Workers Compensation (NSW)	49	49	113	12	1	60	160	59	345	51	64	21	71		1055
CGU Workers Compensation (NSW) Ltd	32	38	71	5	2	35	87	33	178	51	31	20	51		634
Employers Mutual NSW Limited	47	36	60	6	3	32	103	30	205	61	35	21	26		665
Gallagher Bassett Services Pty Ltd	1	1	1			1	2		2	1	1		1		11
GIO General Limited	32	32	100	12	4	27	71	25	202	34	19	16	54		628
QBE Workers Compensation	51	48	94	14	2	49	111	50	234	91	52	29	58		883
Self-insured	29	30	58	10	5	27	83	32	116	9	17	15	50		481
ANZ Banking Group Limited			2				1		1						4
Arrium Limited		1				2							2		5
Ausgrid	1		5				1	1	6				1		15
Blacktown City Council									3						3
Bluescope Steel Ltd						1	1		2				1		5
BOC Workers' Compensation Ltd.							1		2						3
Brambles Industries Limited							1								1
Broadspectrum (Australia) Pty Ltd	1	3	5	1	1	1	5		5		1	3	2		28
City of Sydney Council								2	2	2		1			7
Coles Group Ltd	9	4	9	2	1	3	21	3	25	3	3	5	7		95
Colin Joss & Co Pty Limited				1								1			2
Echo Entertainment Group Ltd		1	2				2		3						8
Electrolux Home Products Pty Ltd											1				1
Endeavour Energy							1			1					2
Fairfield City Council		1									1				2

Insurer	Communication	Delay	Denial of Liability	IME	Incorrect Calculations	Medical costs	Medical treatment	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Insurer management of claim	Issues Relating to Liability	Non-Compliant Worker	Grand Total
Forestry Corporation of NSW			1												1
Gosford City Council													1		1
Holcim (Aust) Holdings Pty Limited							1	1							2
Hurstville City Council					1				1						2
Inghams Enterprises Pty Ltd			1						2				1		4
ISS Property Services Pty Ltd		2	4				3	1	1				1		12
JELD-WEN Australia Pty Ltd													1		1
McDonald's Australia Holdings Limited							3				2				5
Myer Holdings Ltd								1							1
Northern Co-Operative Meat Company Limited			1				2	1	1						5
NSW Trains							1		1						2
Pacific National (NSW) Pty Ltd	1			1											2
Primary Health Care Limited									1	1					2
Programmed		1				3	1		3			1	1		10
Qantas Airways Limited			2	2		3	1	1	3						12
Rail Corporation NSW	2	1				2	2	1	2		1		1		12
Shoalhaven City Council									1						1
Sydney Trains							2	2	3				2		9
Toll Pty Ltd	3	2	1	2		2	4	3	6			1	2		26
Transport for NSW Workers Compensation Services	3		3			2	7	4	7		1		5		32
Transport Service of NSW (State Transit Group)	2		5	1			1		3			1	2		15
UGL Rail Services Pty Limited		2	3		2		1		1						9
University of New South Wales			1										3		4
Veolia Environmental Services (Australia) Pty Ltd								1							1
Warringah Council	1							2					1		4
Westpac Banking Corporation Ltd		1	6			2		1	3		1		2		16

Insurer	Communication	Delay	Denial of Liability	IME	Incorrect Calculations	Medical costs	Medical treatment	Rehabilitation	Weekly Benefits	Work Capacity (general)	WPI	Insurer management of claim	Issues Relating to Liability	Non-Compliant Worker	Grand Total
Wollongong City Council		1								1	1				3
Woolworths Limited	6	10	7			6	20	7	28	1	5	2	14		106
Specialised insurer	11	14	34	2	1	13	22	13	72	14	5	4	26		231
Catholic Church Insurance Limited	4	4	9	1		2	4	4	19	6	2		11		66
Club Employers Mutual (part of Hospitality Employers Mutual)	1	5	3		1	1	4	2	8	4		1	2		32
Coal Mines Insurance Pty Limited		1					1	1	3				2		8
Guild Insurance Ltd			4						5	1		1			11
Hospitality Employers Mutual Limited									1						1
Hotel Employers Mutual (part of Hospitality Employers Mutual)	2	2	12	1		2	3	2	14	1	1		5		45
Racing NSW Insurance Fund	2	1	1			5	6		10		1				26
StateCover Mutual Ltd	2	1	5			3	4	4	12	2	1	2	6		42
TMF	55	56	67	12	2	34	118	49	214	41	32	26	50	2	758
Allianz TMF	13	6	11	3	1	6	46	20	80	7	8	6	11	1	219
Employers Mutual NSW Ltd - TMF	15	12	17	1	1	8	21	13	42	20	9	8	7	1	175
QBE TMF	27	38	39	8		20	51	16	92	14	15	12	32		364
Other Insurer including Not Provided	82	7	67	13		19	45	30	143	22	43	6	41	1	519
Grand Total	389	311	665	86	20	297	802	321	1711	375	299	158	428	3	5865

Note: A matter may have more than one issue.

ILARS: Grant Applications Received

Grant Acceptance Reason	January	February	March	April	May	June	July	August	September	October	November	December	Total
Accepted	664	895	1007	963	949	861	915	927	896	849	937	646	10509
Declined	30	42	37	37	68	43	40	41	51	66	73	54	582
Pending	16	17	22	16	24	20	34	26	28	23	39	60	325
Grand Total	710	954	1066	1016	1041	924	989	994	975	938	1049	760	11416

Note:

- The data reflects iLARS matters received up to 31 December 2016 and grants which have an accepted or pending status as at 5:06 pm on 1 February 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	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
Back	171	269	241	159	179	135	166	157	170	173	193	121	2134
Ear	127	164	274	318	239	250	267	257	250	230	279	263	2918
Psychological system	82	97	94	82	103	86	87	97	86	119	124	81	1138
Shoulder	54	83	107	63	64	49	80	66	65	60	70	40	801
Knee	60	80	64	62	61	61	61	47	61	51	70	42	720
Multiple -Trunk and limbs	5	9	6	52	80	97	71	94	72	33	25	24	568
Neck	31	35	21	18	9	4	14	8	15	10	22	10	197
Hand, fingers and thumb	16	18	24	28	27	22	25	25	24	18	24	15	266
Other head	14	13	16	25	22	19	29	22	17	12	20	4	213
Wrist	18	25	19	16	22	14	19	16	15	15	13	12	204
Other body location	5	2	4	3	5	8	5	9	16	18	9	4	88
Multiple -Neck and shoulder	12	20	35	36	37	37	37	37	26	23	18	29	347
Ankle	9	10	18	21	25	10	7	18	9	11	21	9	168
Upper limb - multiple locations	10	4	2	5	13	22	16	20	15	8	3	4	122
Death	12	6	10	14	10	6	9	10	18	10	19	6	130
Other leg	12	18	14	22	23	12	10	19	13	20	12	6	181
Elbow	11	8	7	6	8	2	4	6	5	7	6	5	75
Foot and toes	6	9	13	4	4	9	8	9	6	12	6	9	95
Hip	7	7	9	10	7	4	3	7	1	4	6	5	70
Abdomen and pelvic region	3	3	4	6	6	9	8	7	6	10	6	1	69
Eye	2	6	8	5	11	6	2	3	5	5	4	3	60
Other arm	7	17	17	6	9	11	4	10	12	8	11	8	120
Trunk - multiple locations	1	0	0	8	0	1	6	7	14	7	4	3	51
Internal Body System	5	9	22	10	9	7	11	2	3	8	11	2	99
Total	680	912	1029	979	973	881	949	953	924	872	976	706	10834

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ILARS – Nature of Injury

Nature of Injury	January	February	March	April	May	June	July	August	September	October	November	December	Total
A. Intracranial injuries	10	10	8	3	3	4	3	3	4	3	6	1	58
B. Fractures	21	35	30	21	16	31	26	38	24	35	39	17	333
C. Wounds, lacerations, amputations and internal organ damage	5	6	11	19	23	25	25	25	35	31	39	14	258
D. Burn	3	3	1	2	1	4	2	5	2		1	1	25
E. Injury to nerves and spinal cord	122	196	198	175	174	131	161	163	184	170	199	115	1988
F1. Trauma to joints and ligaments	145	213	307	290	323	265	296	244	197	129	136	96	2641
F2. Trauma to muscles and tendons	74	66	22	12	18	22	13	55	71	82	102	68	605
G. Other injuries ?Poisoning, Electrocution, heat stress etc			1			1		1	4	2	2	1	12
H1. Joint diseases (arthropathies) and other articular cartilage diseases	4	16	7	3	2	1	3	1	2	3		1	43
H2. Spinal vertebrae and intervertebral disc diseases	53	73	25	16	28	26	31	28	24	23	7	30	364
H3. Diseases involving the synovium and related tissue		1					1					2	4
H4. Diseases of muscle, tendon and related tissue	2	1	2	1	1	4	5	1	2	2		2	23
H5. Other soft tissue diseases	2	3	5	4	4	4	1	5	4	1		1	34
I. Mental disorders	81	97	94	83	103	86	87	94	86	118	123	81	1133
J. Digestive system diseases	2	4	11	6	5	5	5		3	6	5	1	53
K. Skin and subcutaneous tissue diseases	3	4	4	1	4	7	4	7		1		1	36
L. Nervous system and sense organ diseases	134	171	285	322	245	254	268	261	252	242	285	267	2986
M. Respiratory system diseases	1	3	5	2	4		2	1	3	4	4	1	30
N. Circulatory system diseases		2		1		1	2			1			7
O. Infectious and parasitic diseases	1	1		1	2	2		1			3		11
P. Neoplasms (cancer)	3	1	1	3	5	2	5	7	8	7	5		47
Q. Other diseases	1				1			1	1				4
R. Other claims			1										1
S. Death	12	6	10	14	10	6	9	10	18	10	19	6	130
Not Recorded	1		1		1			2		2	1		8
Grand Total	680	912	1029	979	973	881	949	953	924	872	976	706	10834

Note: The data reflects iLARS matters received up to 31 December 2016 and grants which have an accepted or pending status as at 5:06 pm on 1 February 2017.

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

ILARS – Issues per Insurer

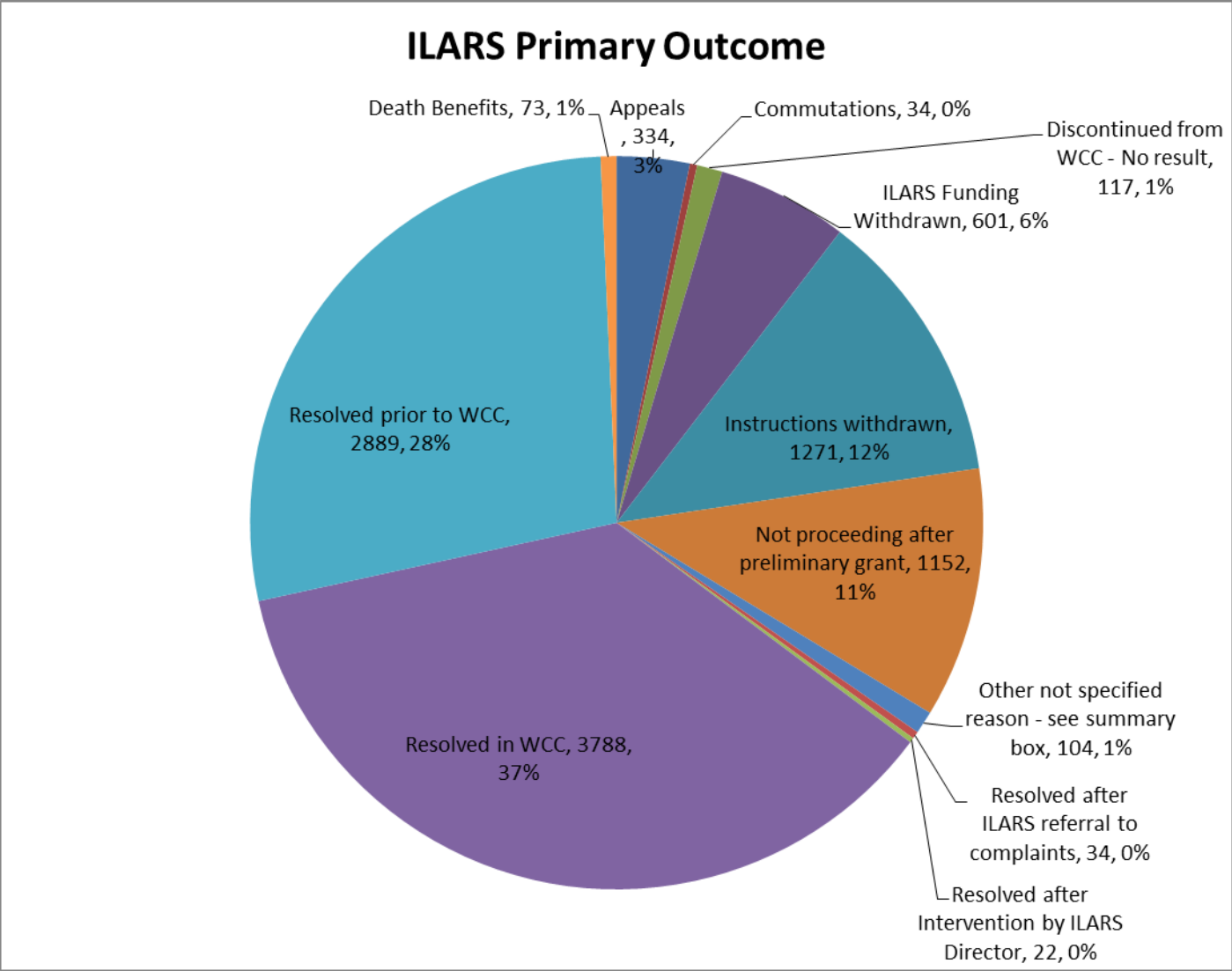
Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Scheme agent									
Allianz Australia Workers Compensation (NSW) Ltd	16	117	432	246	520	5	9	70	1415
CGU Workers Compensation (NSW) Ltd	6	62	231	135	265	4		22	725
Employers Mutual NSW Limited	12	83	237	153	340	4		56	885
Gallagher Bassett Services Pty Ltd		3	5	4	11			3	26
GIO General Limited	7	91	321	210	295	5		23	952
Xchanging		1	2	1	6			2	12
QBE Workers Compensation	23	95	349	202	473	7	3	78	1230
Self-insured									
Ausgrid		3	8	4	6				21
Bankstown City Council			4	1	2				7
Bluescope Steel Ltd		2	26	2	15			4	49
BOC Workers' Compensation Ltd.			1						1
Brickworks Ltd		2	3	3	1				9
Coles Group Ltd		16	49	40	31	1		1	138
Endeavour Energy		1	3		1				5
ISS Property Services Pty Ltd			1	1					2
Lake Macquarie City Council			5		3				8
McDonald's Australia Holdings Limited			5	3					8
Myer Holdings Ltd			2	1	2				5
Newcastle City Council			2		5				7
Primary Health Care Limited			2	3	2				7
Qantas Airways Limited		3	15	8	24				50
Rail Corporation NSW			2	2	5			1	10

Insurer	Death Claim	Denial of Liability	treatment Medical	Payments Weekly	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Shoalhaven City Council			1	1	1				3
Sutherland Shire Council					1				1
Toll Pty Ltd		5	11	8	10			1	35
Warringah Council			2	1					3
Wollongong City Council			4		7				11
Woolworths Limited		2	5	5	11	1		3	27
Wyong Shire Council			2		2				4
Fairfield City Council		2	2	2	2				8
Gosford City Council			1		2				3
Sydney Trains	1		1	1	1				4
Unilever Australia (Holdings) Pty Limited			1		1				2
NSW Trains		1	1	1	2				5
Inghams Enterprises Pty Ltd			1	1					2
University of New South Wales		2	1	1					4
Blacktown City Council		1	3	3	4			1	12
Campbelltown City Council			1	1	1				3
Pacific National (NSW) Pty Ltd			6		1			1	8
Pasminco Ltd			1						1
City of Sydney Council			4	3	4			1	12
Colin Joss & Co Pty Limited			1	1	1				3
Arrium Limited		3	18	7	6			1	35
Westpac Banking Corporation Ltd		3	7	8	9				27
Electrolux Home Products Pty Ltd			2						2
CSR Limited		1	4		3				8
UGL Rail Services Pty Limited			3		2				5
Holcim (Aust) Holdings Pty Limited		1	3	1					5
Forestry Corporation of NSW					1				1
University of Wollongong			1						1

Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Grand Total
Brambles Industries Limited			1		2				3
ANZ Banking Group Limited		1	2	3	2				8
Transport Service of NSW (State Transit Group)			10	1	6				17
Broadspectrum (Australia) Pty Ltd		3	6	7	6			1	23
Transport for NSW Workers Compensation Services		4	30	8	22			4	68
Liverpool City Council		1	3	2	2				8
Central Coast Council						1			1
Fletcher International Exports Pty Ltd.					1				1
ISS Facility Services		2	2	2	3				9
JELD-WEN Australia Pty Ltd		1	1	1					3
Programmed			2	2	2				6
Specialised insurer									
Catholic Church Insurance Limited	1	10	27	23	22				83
Club Employers Mutual (part of Hospitality Employers Mutual)		2	6	4	8				20
Coal Mines Insurance Pty Limited			1						1
Guild Insurance Ltd			2	2	4				8
Hotel Employers Mutual (part of Hospitality Employers Mutual)		4	11	13	12				40
Racing NSW Insurance Fund		1	2	4	8			1	16
StateCover Mutual Ltd		8	36	18	38	1	1		102
Hospitality Employers Mutual Limited					2				2
TMF									
Allianz TMF		45	73	57	64	3		2	244
Employers Mutual NSW Ltd - TMF	1	12	22	17	34	2		3	91
QBE TMF		29	89	53	72		1	5	249
Other Insurer including Not Provided	6	5	861	43	556	10		5	1486
Grand Total	73	628	2979	1324	2946	43	14	289	8296

Note: A matter may have more than one issue.

ILARS – Primary Outcomes



Note: Outcome data is for cases closed from 1 January 2016 to 31 December 2016.

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
Appeals	126	\$1,072,850	\$8,583	208	\$2,023,282	\$9,774
Resolved after appeal from decision of Arbitrator to President	10	\$111,511	\$11,151	18	\$260,880	\$14,493
By the employer in favour of Employer	1	\$12,982	\$12,982			
By the employer in favour of Worker				10	\$150,249	\$15,025
By the worker in favour of Employer	9	\$98,529	\$10,948			
By the worker in favour of Worker				8	\$110,631	\$13,829
Resolved after appeal to Supreme Court	2	\$38,319	\$19,160			
By the employer in favour of Employer	1	\$9,863	\$9,863			
By the worker in favour of Employer	1	\$28,456	\$28,456			
Resolved after Medical Appeal Panel	114	\$923,020	\$8,168	188	\$1,749,838	\$9,308
By the employer in favour of Employer	32	\$294,827	\$9,213			
By the employer in favour of Worker				101	\$974,404	\$9,648
By the worker in favour of Employer	80	\$611,830	\$7,648			
By the worker in favour of Worker	2	\$16,362	\$16,362	87	\$775,433	\$8,913
Resolved after appeal to Court of Appeal				2	\$12,563	\$12,563
By the worker in favour of Worker				2	\$12,563	\$12,563
Commutations				34	\$97,068	\$2,855
Discontinued from WCC - No result	117	\$803,828	\$6,930			
ILARS Funding Withdrawn	601	\$538,455	\$2,895			
Cram Fluid Applies	111	\$370,851	\$3,434			
Not Recorded	15	\$17,365	\$2,481			
Not eligible for funding - (e.g worker determined to be exempt worker)	20	\$20,854	\$2,317			
No Response to ILARS Follow Up	442	\$124,609	\$2,112			
Old Costs provisions apply	13	\$4,777	\$1,592			

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
Instructions withdrawn	1271	\$2,632,653	\$2,541			
Not proceeding after preliminary grant	1152	\$3,071,191	\$2,947			
Medical evidence not supportive	426	\$894,209	\$2,710			
Not Recorded	49	\$94,304	\$2,358			
Worker does not reach WPI threshold	677	\$2,082,678	\$3,099			
Other not specified reason - see summary box	86	\$84,453	\$2,912	18	\$89,079	\$5,240
Resolved after ILARS referral to complaints	2			32	\$40,244	\$1,341
Resolved in WCC	393	\$2,512,695	\$6,426	3395	\$29,135,907	\$8,607
Resolved at Arbitration by Arbitrator - Employer	57	\$547,748	\$9,610	1	\$9,741	\$9,741
Resolved at Arbitration by Arbitrator - Worker				447	\$4,835,692	\$10,818
Medicals				153	\$1,621,277	\$10,597
Not Recorded				4	\$37,904	\$9,476
Weeklies				34	\$366,956	\$10,793
Weeklies & Medicals				133	\$1,473,079	\$11,076
WPI				65	\$685,927	\$10,553
WPI & Medicals				22	\$233,286	\$10,604
WPI & Weeklies				7	\$74,528	\$10,647
WPI, Weeklies & Medicals				29	\$342,735	\$11,818
Resolved at Conciliation - settled by consent	1	\$1,794	\$1,794	1013	\$10,230,943	\$10,120
Closed Period				30	\$318,231	\$10,608
Medicals				116	\$1,095,837	\$9,447
Not Recorded				2	\$18,748	\$9,374
Weeklies				56	\$530,160	\$9,467
Weeklies & Medicals				511	\$5,252,049	\$10,298
WPI				94	\$920,510	\$9,793
WPI & Medicals				31	\$311,935	\$10,062
WPI & Weeklies				9	\$102,510	\$11,390
WPI, Weeklies & Medicals				78	\$833,083	\$10,681

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
Wrap up	1	\$1,794	\$1,794	86	\$847,881	\$9,975
Resolved at settlement during Arbitration	1	\$8,341	\$8,341	141	\$1,440,454	\$10,363
Medicals				24	\$244,203	\$10,175
Not Recorded				3	\$16,245	\$5,415
Weeklies				10	\$104,774	\$10,477
Weeklies & Medicals	1	\$8,341	\$8,341	58	\$619,922	\$10,876
WPI				25	\$235,448	\$9,418
WPI & Medicals				9	\$89,489	\$11,186
WPI & Weeklies				3	\$32,648	\$10,883
WPI, Weeklies & Medicals				9	\$97,724	\$10,858
Resolved following MAC	333	\$1,947,917	\$5,885	990	\$6,608,823	\$6,696
COD for WPI	2	\$11,907	\$5,954	939	\$6,235,256	\$6,662
Not reached threshold	318	\$1,865,144	\$5,902	4	\$27,180	\$6,795
Not Recorded	1	\$4,918	\$4,918	4	\$39,301	\$9,825
Surgery not reasonably necessary	12	\$65,947	\$5,496			
Surgery reasonably necessary				43	\$307,086	\$7,142
Resolved following PD on question of Law				1	\$12,631	\$12,631
(blank)				1	\$12,631	\$12,631
Resolved TC - settled by consent	1	\$6,896	\$6,896	770	\$5,896,049	\$7,687
Closed Period				18	\$141,338	\$7,852
Medicals				214	\$1,637,062	\$7,650
Not Recorded				2	\$7,361	\$3,680
Weeklies				48	\$336,356	\$7,007
Weeklies & Medicals				250	\$1,923,836	\$7,695
WPI	1	\$6,896	\$6,896	111	\$823,580	\$7,487
WPI & Medicals				40	\$318,771	\$8,174
WPI & Weeklies				7	\$56,485	\$8,069
WPI, Weeklies & Medicals				32	\$285,715	\$8,929

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
Wrap up				48	\$365,546	\$7,778
Resolved WIM Dispute				32	\$101,574	\$3,174
In favour of worker				32	\$101,574	\$3,174
Resolved prior to WCC	7	\$7,953	\$1,591	2882	\$9,669,986	\$3,359
Not Recorded				2	\$7,582	\$3,791
Resolved - Insurer Accepts Claim	4	\$3,665	\$1,222	1081	\$1,990,635	\$1,843
Resolved after application for review/insurer accepts Claim				279	\$945,327	\$3,388
Resolved by complying agreement after claim made	3	\$4,288	\$2,144	1520	\$6,726,443	\$4,431
Resolved after Intervention by ILARS Director				22	\$56,129	\$2,551
Death Benefits	1	\$14,646	\$14,646	72	\$559,249	\$7,767
Grand Total	3756	\$10,738,723	\$3,664	6663	\$41,670,942	\$6,270

Note: Outcome data is for cases closed from 1 July 2016 to 1 December 2016

ILARS Payments

Payment Type	Total amount	Number of payments	% of disbursements	Average amount
Professional fees	\$17,888,717	4,925		\$3,632
Medico-legal	\$5,137,377	4,531	68%	\$1,134
Barrister Fees	\$1,230,567	911	16%	\$1,351
Clinical Notes	\$419,581	3,469	6%	\$121
Travel	\$102,984	523	1%	\$197
Barrister Country Loading	\$94,087	145	1%	\$649
NTD Report	\$174,088	471	2%	\$370
Treating Specialist Report	\$254,252	521	3%	\$488
Interpreter	\$35,490	189	0%	\$188
Other	\$22,041	71	0%	\$310
Meal Allowance	\$1,381	39	0%	\$35
Solicitor Loading	\$33,637	52	0%	\$647
Non-attendance fee	\$9,394	25	0%	\$376
Grand Total	\$25,360,564	15,795		
Total disbursements	\$7,471,847		29%	

Work Capacity Procedural Reviews: Matters Completed

Outcome of Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Grand Total
Dismissed	9	7	8	10	6	5	6	17	5	8	14	10	105
Other Outcome	1	1	1		3		1	2	1				10
WCDR Upheld		4	4	8	7	4	3	7	1	1	2	1	42
Grand Total	10	12	13	18	16	9	10	26	7	9	16	11	157

Note:

- Other Outcome can be
 - Cases which are withdrawn by the Injured Worker or the insurer has withdrawn the WCD.
 - Cases which have been received prematurely as no Merit Review has been completed and they are referred to the injured worker or insurer.
- WCDR Upheld refers to matters where the application for review was in favour of the injured worker.
- Dismissed refers to matters where the application for review was in favour of the insurer.
- 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.