

Injured at work or in a motor vehicle accident and have an unresolved issue with your insurer?

We're free and here to help.

W: iro.nsw.gov.au **Tel:** 139 476

Chinese traditional

您是否在工作或交通事故中受傷？是否因此與保險公司有尚未解決的問題？

我們能夠提供免費幫助。

Chinese simplified

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Korean

직장에서 또는 자동차 사고로 다치셨는데 보험사와 해결이 안 된 문제가 있습니까?

무료로 도와드립니다.

Arabic

هل تعرضت لإصابة عمل أو حادث سير ولديك مشكلة لم يتم حلها مع شركة التأمين الخاصة بك؟

نحن هنا جاهزون للمساعدة

Persian

آیا در حین کار یا در تصادف وسیله نقلیه مجروح شده اید و مشکل حل نشده ای با بیمه گر خود دارید؟

ما برای کمک رایگان به شما اینجا هستیم.

Serbian

Da li ste zabolili povredu na radu ili u saobraćajnoj nesreći i imate nerешene probleme sa vašim osiguravajućim društvom?

Наше услуге су бесплатне и ми смо ту да вам помогнемо.

Spanish

¿Se lesionó en el trabajo o en un accidente de auto, y tiene algún problema no resuelto con su aseguradora?

Somos un servicio gratuito y estamos aquí para ayudarle.

The Independent Review Office (IRO) provides free, fair, independent assistance to injured persons with NSW workers compensation claims and NSW motor accident claims. IRO can also provide answers to general enquiries about workers compensation. As an injured worker you may be eligible for free legal advice. IRO remains independent throughout the assistance process.

What type of problems can IRO help solve?

- Your weekly payments have stopped or are incorrect
- The insurer has refused to pay for medical treatment
- The insurer has denied liability for your claim
- The insurer has failed to respond to your claim
- The insurer has not responded to your claim within an agreed timeframe

If English is not your first language, we can arrange a free interpreter for you, or you can call the *Translating and Interpreting Service (TIS)* on 13 1450.

If you have a hearing, sight or speech impairment, you can use the *National Relay Service* by visiting www.relayservice.com.au or calling them on 133 677.



Independent
Review Office

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