



Independent
Review Office

IRO PERIODIC PERFORMANCE REVIEW

1 JULY 2021 to June 2022

Complaints, Enquiries, CTP Complaints and CTP Enquiries: Matters Received

2021/2022													
Case Type	July	August	September	October	November	December	January	February	March	April	May	June	Total
Complaint	639	661	588	512	536	476	423	530	632	536	731	672	6936
Enquiry	645	627	617	632	751	552	558	654	686	541	673	566	7502
CTP Complaint	101	76	55	52	62	58	58	87	90	81	110	93	923
CTP Enquiry	40	21	19	21	44	44	23	53	54	42	52	59	472
Total	1425	1385	1279	1217	1393	1130	1062	1324	1462	1200	1566	1390	15833

Complaints, Enquiries, CTP Complaints and CTP Enquiries: Referral Source

2021/2022													
Referral Source	July	August	September	October	November	December	January	February	March	April	May	June	Total
Lawyer	891	871	824	741	822	665	632	766	856	696	918	808	9490
Web search	290	266	261	259	296	234	200	236	251	189	223	222	2927
WorkCover	61	60	65	89	71	72	62	78	71	77	67	74	847
Government Department	43	54	36	29	56	24	35	57	84	74	97	114	703
Word of Mouth	36	56	41	29	59	42	38	43	43	61	112	56	616
Other source	61	23	25	35	50	53	57	76	73	39	53	48	593
Insurer	18	27	7	17	16	21	20	18	25	28	47	31	275
Doctor	8	14	10	10	9	5	4	13	30	18	22	11	154
Union	9	7	5	3	4	9	9	17	10	10	9	15	107
Employer	2	2		1	2	2	1	2	6	2	6	3	29
Not Provided	1	1				1	2	14	4	1	2		26
Rehabilitation Provider	2	2	1	1	1			2	2	3	5	3	22
Workers Compensation Commission	2	1	2	3	4			1	3		1		17
Advertising	1		2		3	2	1		1		2	4	16
IRO Campaign							1		2	2			5
ILARS Case		1									2		3
IRO Campaign								1	1			1	3
Total	1425	1385	1279	1217	1393	1130	1062	1324	1462	1200	1566	1390	15833

Note: The Referral Source refers to the injured worker's first contact with IRO. For all injured workers who have an ILARS grant, the referral source is 'Lawyer' even if they have been referred to the Solutions Group by an insurer, union or by the ILARS team.

Complaints and CTP Complaints: How long do they take to close?

2021/2022													
Duration	July	August	September	October	November	December	January	February	March	April	May	June	Total
Complaint	649	653	612	529	522	513	398	541	623	517	725	692	6974
A - Same day	80	97	89	121	77	74	72	91	120	103	158	150	1232
B - Next day	52	44	49	43	41	55	32	50	49	43	44	69	571
C - 2 to 7 days	385	385	364	269	307	274	186	293	320	263	386	324	3756
D - 8 to 15 days	109	110	83	84	80	96	70	90	113	96	110	122	1163
E - 16 to 30 days	19	15	23	12	17	10	38	17	19	11	26	20	227
F - more than 30 days	4	2	4			4			2	1	1	7	25
CTP Complaint	108	64	69	48	60	64	50	84	95	80	102	99	923
A - Same day	30	13	21	11	17	14	20	38	38	30	43	32	307
B - Next day	15	9	5	3	4	4	6	6	7	5	7	5	76
C - 2 to 7 days	56	28	28	28	28	29	14	31	38	23	26	34	363
D - 8 to 15 days	6	14	15	6	8	16	9	8	9	16	22	19	148
E - 16 to 30 days	1				3	1	1	1		6	2	9	24
F-more than 30 days									3		2		5
Total	757	717	681	577	582	577	448	625	718	597	827	791	7897

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

Complaints: Issues by Insurer

Insurer	Weekly Benefits	Denial of Liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Escalation or Investigation - Secondary Issue Only	Total
Scheme agent	477	522	1016	1312	181	275	565	612	90	158	31	5239
Allianz 701	14	10	61	78	5	6	26	18	1	7	2	228
Allianz Australia Workers Compensation (NSW) Ltd	31	15	87	83	3	7	51	24	2	10	2	315
CGU Workers Compensation (NSW) Ltd				1			1					2
EML 701	257	254	467	633	98	187	333	288	62	62	16	2657
EML 702	39	70	116	138	30	33	46	86	13	19	4	594
Employers Mutual NSW Limited	4	12	19	23	4	4	3	11		4	1	85
Gallagher Bassett Services Pty Ltd				1								1
GIO 701	28	10	21	33	4	4	9	10	1	6		126
GIO General Limited	91	137	226	290	31	32	79	155	9	41	6	1097
Insurance and Care NSW (Icare)	1	2	1	2	1			1		1		9
QBE 701	9	7	13	19	5	2	15	10	2	1		83
QBE Workers Compensation				1				1		2		4
Uninsured Liabilities	3	5	5	10			2	8		5		38
Self-insured	60	55	131	189	19	15	74	63	11	24	7	648
3M Australia Pty Ltd				1								1
Aldi Stores	2	1	1	1		1		2	1			9
Ausgrid Management Pty Ltd				2	1	1		1		1		6
Australian Unity Limited	1		2	4	1		1					9
BHP Group Limited	1		1	6								8
Blacktown City Council	1	1		1	1		1					5
Bluescope Steel Ltd			7	5			1	1				14
Boral Limited		1		1		1						3
Brickworks Ltd						1						1
Campbelltown City Council				1								1
Canterbury Bankstown Council			1	1								2
Central Coast Council		1	2	2				2				7
City of Sydney Council			1	1			1			1		4

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Escalation or Investigation - Secondary Issue Only	Total
Coca-Cola Amatil				1								1
Coles Group Ltd	8	6	17	16		1	24	9	2	1		84
Colin Joss & Co Pty Limited	1			2						1		4
ComfortDelGro Corporation Australia Pty Ltd			1									1
Commonwealth Steel (Molycop)			2	2								4
DAC Finance Pty Ltd (trading as Opal Aged Care)	1			2			1					4
Endeavour Energy		1	2	2			1					6
Fletcher International Exports Pty Ltd.			1	1				1		1		4
Healius Limited		2	2					1				5
Infrabuild (Manufacturing) Pty Limited			1	3			2					6
Inghams Enterprises Pty Ltd	2		1	4							1	8
ISS Facility Services				3								3
ISS Property Services Pty Ltd		1		4				1				6
JELD-WEN Australia Pty Ltd			1									1
Lake Macquarie City Council			1	3						1		5
Life Without Barriers	2	1	1	2		1	1	1		2		11
Liverpool City Council		1	1	4				1				7
McDonald's Australia Holdings Limited		1						2		1		4
Myer Holdings Ltd							2					2
Newcastle City Council				1				1				2
Northern Beaches Council				1			1		2	1		5
Northern Co-Operative Meat Company Limited				1								1
NSW Trains	2		4	6			2					14
Pacific National (NSW) Pty Ltd				1								1
Persol Australia Pty Ltd			1	5		1		2				9
Qantas Airways Limited	1	2	7	2	5		3	2		2		24
Rail Corporation NSW	2		2	1			5	1				11
RGF Staffing Melbourne One Pty			1									1
Sonic Healthcare Limited		1	1									2
Southern Meats Pty Ltd.								1				1
Sutherland Shire Council						1						1
Sydney Trains	10	1	9	14	3		5	8	2	1		53

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Escalation or Investigation - Secondary Issue Only	Total
The Star Entertainment Group Ltd			2	3			2	1				8
Toll Holdings Ltd	3	2	8	8	1	1	7	4	1	1	1	37
Transport for NSW Workers Compensation Services	2	3	7	10				3				25
Transport Service of NSW (State Transit Group)	2	1	4	5	1		1					14
UGL Rail Services Pty Limited			1									1
Unilever Australia (Holdings) Pty Limited	1		2				1					4
University of New South Wales		1	1	1			2	2		2		9
University of Wollongong			3									3
Ventia Australia Pty Ltd - formerly Broadspectrum	4	2	9	17	1		2	4		1	2	42
Veolia Environmental Services (Australia) Pty Ltd			1	1								2
Wesfarmers Limited	3	7	1	7	2	1			1	1	1	24
Westpac Banking Corporation Ltd		1		4			2	2		2		11
Wollongong City Council			1									1
Woolworths Group Ltd	11	17	20	26	3	5	6	10	2	4	2	106
Specialised insurer	42	34	130	110	15	19	38	62	12	9	4	475
Catholic Church Insurance Limited	18	8	70	49	7	3	16	33	6	4	3	217
Coal Mines Insurance Pty Limited	3	9	3	7	1		1	3	1	2		30
Guild Insurance Ltd	9		9	13		1	5	2	1		1	41
Hospitality Employers Mutual	7	8	16	12	3	13	1	8	1	1		70
Racing NSW Insurance Fund	2	2	12	8	2		6	9	1			42
StateCover Mutual Ltd	3	7	20	21	2	2	9	7	2	2		75
TMF	93	134	257	308	49	37	95	178	27	60	3	1241
Allianz TMF	27	29	52	62	11	7	21	40	13	20	2	284
Employers Mutual NSW Ltd - TMF	25	48	60	84	14	11	33	53	1	12		341
QBE TMF	41	57	145	162	24	19	41	85	13	28	1	616
Other Insurer including Not Provided	3	9	4	16				25	1	22		80
Total	675	754	1538	1935	264	346	772	940	141	273	45	7683

Note: A matter may have more than one issue.
Insurer names are provided by the injured worker.
An injured worker may have made more than one complaint.

Enquiry: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/INC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Scheme agent	330	503	85	164	112	147	319	69	748	94	282	682	161	25	24	3745
Allianz 701	9	11	2	4	9		3	1	17	4	1	21	11			93
Allianz Australia Workers Compensation (NSW) Ltd	15	20	11	16	6	9	6	3	44	4	11	43	5		2	195
CGU Workers Compensation (NSW) Ltd		1	1						2		1	3				8
EML 701	178	293	38	51	65	81	227	23	337	63	173	347	109	18	4	2007
EML 702	41	44	8	19	4	22	35	14	95	8	22	87	16	2	6	423
Employers Mutual NSW Limited	9	15	3	3	2	8		4	27	1	4	13			1	90
Gallagher Bassett Services Pty Ltd		1	1					1					1			4
GIO 701	10	16	2	1	5	2	4	1	22	2	5	13	3	1		87
GIO General Limited	64	88	19	66	17	20	39	20	185	5	47	135	11	4	10	730
Insurance and Care NSW (Icare)									1	2	13	1				17
QBE 701		7		1	3	3	2	1	11	4		8	5			45
QBE Workers Compensation		1			1		1		1		1	2			1	8
Uninsured Liabilities	4	6		3		2	2	1	6	1	4	9				38
Self-insured	34	81	10	21	14	21	16	14	104	14	67	94	23	8	6	527
Aldi Stores	1				1					1		1				4
ANZ Banking Group Limited		1									1					2
Ausgrid Management Pty Ltd		4		1		1	2		4		1	7	2			22
Australian Unity Limited		7		1					4	1	1					14
Blacktown City Council			3					1	2			3				9
Bluescope Steel Ltd									3			2				5
BOC Limited									1			1				2
Boral Limited		1										1				2
Campbelltown City Council				1								1	1			3
Canterbury Bankstown Council		1		1					3		1					6
Central Coast Council	3	1		2					2		1					9
City of Sydney Council								1	2		1					4
Coles Group Ltd	5	11	1	2	4	1	1	2	9		11	13			2	62

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Colin Joss & Co Pty Limited		3		1							1	1				6
ComfortDelGro Corporation Australia Pty Ltd		1						1								2
Commonwealth Steel (Molycop)							1									1
CSR Limited		1					1		1							3
DAC Finance Pty Ltd (trading as Opal Aged Care)		1		1		1			1						2	6
Fairfield City Council		1							1	1	1					4
Fletcher International Exports Pty Ltd.											1					1
Healius Limited		3							3		2	2				10
Infrabuild (Manufacturing) Pty Limited	1	2	1				1		1	1					1	8
Inghams Enterprises Pty Ltd				1		1					2	1				5
ISS Facility Services	1	2					1		2							6
ISS Property Services Pty Ltd	2	2			2							1				7
JELD-WEN Australia Pty Ltd							1		1							2
Lake Macquarie City Council				2						1		3				6
Life Without Barriers		1		1	1			1	1	1		4				10
Liverpool City Council									1		1	1				3
MARS Australia Pty Ltd		1														1
McDonald's Australia Holdings Limited	1				1	1			3	1	1		1			9
Myer Holdings Ltd	1								2	1			3			7
Newcastle City Council									2							2
Northern Beaches Council		1				1		1				2	2			7
Northern Co-Operative Meat Company Limited	2															2
NSW Trains	1						1						1			3
Persol Australia Pty Ltd				2		4		1	5	1	1	4		1		19
Qantas Airways Limited	2	3				1	4	1	1		2	4	1	1		20
Rail Corporation NSW		1							3		1	2				7
Randstad	1										2					3
RGF Staffing Melbourne One Pty	1			1		1							3			6
Shoalhaven City Council									1		2	2				5
Sonic Healthcare Limited												1				1
Sydney Trains	2	13		2	1		1		9	1	10	3	4			46
The Star Entertainment Group Ltd	1	1				1					1					4

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Toll Holdings Ltd	2	1	1			3			5	1	2	7	1			23
Tomago Aluminium											1					1
Transport for NSW Workers Compensation Services					1	1			3		1	1				7
Transport Service of NSW (State Transit Group)	1	2	1						3			2	1			10
UGL Rail Services Pty Limited					1							1				2
Unilever Australia (Holdings) Pty Limited									1							1
University of New South Wales					1	1					1					3
University of Wollongong			1								1			1		3
Ventia Australia Pty Ltd - formerly Broadspectrum	1	2		1	1	1			3	1		2		1		13
Veolia Environmental Services (Australia) Pty Ltd									1						1	2
Wesfarmers Limited	1	4						1	1			2	1			10
Westpac Banking Corporation Ltd	1	4				1			4		1	3		1		15
Wollongong City Council							1					1				2
Woolworths Group Ltd	3	5	2	1		1	1	4	15	2	15	15	2	3		69
Specialised insurer	18	30	3	14	8	9	7	4	49	10	18	59	14	2		245
Catholic Church Insurance Limited	8	9	1	8	4	6	2	2	16	3	6	21	8			94
Coal Mines Insurance Pty Limited	3	3	1		2	1		1	7	1	3	7	1			30
Guild Insurance Ltd	1	4		1					1	3	3	5				18
Hospitality Employers Mutual	4	7	1	2	2	1	4	1	9	1	2	7	2	2		45
Racing NSW Insurance Fund							1		8	1	2	6	2			20
StateCover Mutual Ltd	2	7		3		1			8	1	2	13	1			38
TMF	68	123	18	33	30	42	53	17	217	36	58	179	59	13	2	948
Allianz TMF	15	36	1	12	5	14	19	4	73	10	20	43	27	4		283
Employers Mutual NSW Ltd - TMF	25	58	2	3	7	13	13	6	69	10	23	58	16	4	2	309
QBE TMF	28	29	15	18	18	15	21	7	75	16	15	78	16	5		356
Other Insurer including Not Provided	35	63	6	29	16	15	11	12	207	32	1647	156	18	10	49	2306
Total	485	800	122	261	180	234	406	116	1325	186	2072	1170	275	58	81	7771

Note: A matter may have more than one issue.
Insurer names are provided by the injured worker.
An injured worker may have made more than one enquiry.

CTP Complaints: Issues by Insurer

Insurer	Treatment and care	Income support/weekly payments	Property Damage	Claim Liability	Case Manager	Claim Payments	Dispute Handling	Minor Injury	Common Law	Domestic Assistance	Total
Other Insurer including Not Provided		2	104	1	3	1					111
CTP Insurer	209	169	94	52	135	75	44	43	37	30	888
AAMI	15	8	21	2	8	5	3	3	7	3	75
Allianz	32	16	8	8	11	8	9	6	4	4	106
GIO	21	31	9	12	22	13	5	6	5	6	130
Lifetime Care				1	1						2
NRMA	86	70	44	24	55	31	15	18	13	15	371
QBE	53	42	10	5	37	18	12	9	8	2	196
Youi	2	2	2		1			1			8
Total	209	171	198	53	138	76	44	43	37	30	999

CTP Enquiries: Issues by Insurer

Insurer	How to make a Claim	Query About CTP Benefits	General Case Management	Denial of Liability	Minor Injury	Weekly Benefit	Who is the Insurer?	Non-Insurer Complaint	Fault	Request for documents	Total
CTP Insurer	25	79	63	56	27	18	6	6	6	4	290
AAMI	1	7	10	2	2			2	1		25
Allianz	8	17	3	12	7	5	3		2	1	58
GIO	6	10	16	10	5	2		2	1		52
NRMA	8	31	23	17	9	7	2	1	1	2	101
QBE	2	14	11	15	4	4		1	1	1	53
Youi							1				1
Other Insurer including Not Provided	130	26	17	5	1	2	12	8	1	2	204
Total	155	105	80	61	28	20	18	14	7	6	494

Note: A matter may have more than one issue.
 Insurer names are provided by the injured worker.
 An injured worker may have made more than one CTP Complaint or Enquiry.

Complaints: Complaint outcomes

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Delay in determining liability	8	1179	174	96	282	1739
Recurrence / Whole claim		111	12	8	24	155
Claim accepted inside timeframes		11			4	15
Claim accepted outside timeframes		17	3	3	6	29
Claim denied inside timeframes		18	1	1	1	21
Claim denied outside timeframes		19	4		5	28
Insurer not on risk		7	1	1	2	11
No decision and inside timeframes		18		1	3	22
No decision and outside timeframes		14	3	2	1	20
Recurrence not determined					1	1
Request not received		7			1	8
Weekly Benefits / Medical Treatment	6	812	112	59	193	1182
Claim accepted inside timeframes		87	12	3	19	121
Claim accepted outside timeframes	1	243	30	20	70	364
Claim denied inside timeframes		81	10	5	12	108
Claim denied outside timeframes		166	17	15	30	228
Insurer not on risk	3	14	5	1		23
No decision and inside timeframes	2	75	12	7	27	123
No decision and outside timeframes		63	14	3	22	102
Request not received		83	12	5	13	113
Section 66	1	65	17	8	19	110
Claim accepted inside timeframes		3			3	6
Claim accepted outside timeframes		22	5	1	6	34
Claim denied inside timeframes		4			1	5
Claim denied outside timeframes		5	2	1	2	10
Insurer not on risk	1	4	1		1	7
No decision and inside timeframes		9	4	4	3	20
No decision and outside timeframes		16	5	1	2	24
Request not received		1			1	2
Claim not duly made		1		1		2
Initial Notification	1	72	27	6	12	118
Initial notification incomplete		1	1	1		3
Initial notification not received		5	5		1	11
No response provided and outside timeframes	1	4	6	2	1	14

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Provisional liability inside timeframes		6	8	2	2	18
Provisional liability outside timeframes		4		1		5
Reasonable excuse applied in time		45	7		6	58
Reasonable excuse defective		7			2	9
Domestic Assistance		70	3	12	17	102
ADL approved		22		5	5	32
Claim not made in accordance with 60AA		5		1	2	8
Entitlement exhausted		6			1	7
Accepted after IRO Complaint		26	1	5	7	39
Declined after IRO Complaint		11	2	1	2	16
Section 287A		49	3	3	17	72
Claim accepted inside timeframes		2		1		3
Claim accepted outside timeframes		5			1	6
Claim denied inside timeframes		6	1		3	10
Claim denied outside timeframes		6	1		6	13
Insurer not on risk		1				1
No decision and inside timeframes		6	1	1	2	10
No decision and outside timeframes		13		1	3	17
Request not received		10			2	12
Delay in payment	2	909	129	117	224	1381
COD / Settlement		162	51	29	39	281
Centrelink and/or Medicare delay		57	11	9	13	90
Insurer admin error		19	12	7	9	47
Insurer within timeframes and not paid		3	2		1	6
Interpretation of terms dispute		7	6		2	15
Lawyer hasn't provided all documents required		17	1	2	2	22
Interest Obtained		4		1		5
Correct amount paid after IRO Complaint		54	19	10	9	92
Leave re-credited					1	1
Decision being appealed		1			2	3
Medical/Travel	1	265	29	29	86	410
Claim already paid		28	4		10	42
Claim disputed		21	1	2	4	28
Claim not received		11			2	13
Insufficient information / Invoices not provided		30	8	4	9	51
Insurer not on risk		3		1		4
Insurer within timeframes		14			4	18

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Correct amount paid after IRO Complaint	1	158	16	22	57	254
Weekly benefits	1	482	49	59	99	690
Employer error making payments		77	9	7	13	106
Employer error where insurer takes over payments		39	3	2	2	46
Insurer admin error	1	199	18	33	50	301
Irregular payments		26	6	3	9	44
No apparent error with payments		74	7	10	15	106
No COC		50	4	3	7	64
No EFT/TFN details		12	2	1	2	17
PID Certificate - no entitlement		5			1	6
Denial of liability	7	438	47	30	105	627
Defective form withdrawn		3			1	4
Insurer maintain denial on review		38	2	2	14	56
Insurer overturns decision after PI		31	4	4	5	44
Matter referred for review or legal	7	340	38	24	77	486
Section 59A Applied		13	3		5	21
Section 59A Overturned		6			3	9
Defective form changed and reissued		7				7
General Case Management	19	433	54	37	117	660
Insurer notified of complaint		232	28	21	81	362
Referred to insurer	12	132	17	8	29	198
Referred to SIRA, Icare or other	7	69	9	8	7	100
IME/IMC		136	13	11	35	195
Appointment cancelled-information from treating doctors received		5			1	6
Appointment cancelled-referral procedure not followed		20	1	2	4	27
Appointment maintained		63	6	4	15	88
Appointment rescheduled		37	5	3	14	59
Location changed		3		1		4
Travel organised		3		1	1	5
Choice of 3 IMEs provided after IRO Complaint		5	1			6
Weekly Benefits	1	375	49	31	76	532
Overpayment		23	4	2	4	33
Insurer or employer presses with recovery		11			3	14
Insurer stops recovery		12	4	2	1	19
Payments changed	1	164	19	17	37	238
Change of entitlement period		8	3	3	5	19
Employer error where insurer takes over payments		7	1			8

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Employer not passing on correct payment		49	3	4	5	61
Indexation applied after PI		9	1	1	2	13
No apparent error with payments	1	68	7	3	18	97
Payments increased after PI (stat rate or 95%)		14	1	5	2	22
WCD or Section 40 assessment		6	2	1	3	12
Legislative reduction in PIAWE		3	1		2	6
Payments have not started		58	4	3	9	74
Employer error where insurer takes over payments		3				3
Employer not passing on weekly payments		11	1	2	3	17
Insurer maintains reasonable excuse		18	2		3	23
Reasonable excuse applied within time		10		1	1	12
Reasonable excuse withdrawn after IRO Complaint		16	1		2	19
Payments stopped		130	22	9	26	187
Correct rate applied		6				6
Employer error where insurer takes over payments		2	1			3
Employer not passing on weekly payments		5	2	3	3	13
Insurer admin error		33	8	3	5	49
No apparent error with payments		21	2	1	7	31
Section 119 non-attendance IME applied		5			2	7
Section 119 non-attendance IME overturned		5			1	6
Section 39 limit applied		15	2		4	21
Section 48A / 57 suspension overturned		3	3			6
Section 52 retirement age applied		5				5
WCD or Section 40 assessment		3		1		4
Weekly benefits declined		10	2		1	13
Section 48A / 57 suspension applied		16	2	1	3	22
Section 52 retirement age overturned		1				1
Work Capacity Decision		239	12	18	35	304
PIAWE		116	6	6	19	147
Insurer maintains decision		28		1	5	34
Not obvious error referred for review		46	5	5	8	64
PIAWE increased and back payment provided		30	1		6	37
PIAWE reduced where notice period not applied		1				1
PIAWE reduced where notice provided		11				11
Work Capacity Decisions (non-PIAWE)		123	6	12	16	157
IW referred to ALSP		92	5	12	14	123
New WCD issued		9			1	10

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Stay not applied		1				1
WCD under review		8				8
WCD withdrawn		11			1	12
Incorrect notice provided		2	1			3
Non-insurer complaints	20	114	18	6	44	202
Employer Complaint	15	33	8	3	11	70
Referred to Fair Work or IRC	2	9	2	2	6	21
Referred to Other	10	9	2		3	24
Referred to SIRA/Safework	3	15	4	1	2	25
ILARS Lawyer Complaint	2	48	7	1	16	74
Refer worker to OLSC, Law Firm or Other	2	41	7	1	12	63
Updated the IRO Principal Lawyer		7			4	11
Privacy/Surveillance		2			2	4
Referred to Other		2			1	3
Referred to IPC					1	1
Service Provider	3	31	3	2	15	54
Referred to Other	3	19	2	2	9	35
Referred to SIRA		12	1		6	19
Request for Documents		519	67	37	85	708
Liability Accepted		283	43	21	49	396
Docs not provided		25	5	3	2	35
Docs provided after PI		228	33	15	40	316
Docs provided to third party		11	1	2	3	17
Request not received		19	4	1	4	28
Liability Disputed		236	24	16	36	312
Docs not provided		24	7		4	35
Docs provided to third party only		5				5
Privilege Claimed		1		1		2
Docs provided after IRO Complaint		206	17	15	32	270
Workplace Injury Management		52	8	7	18	85
IMP		3	1	1	2	7
IMP amended after IRO Complaint		1		1		2
NTD changed			1			1
IW not compliant		2			2	4
Rehabilitation		20	2	4	5	31
Case conference cancelled		1			1	2
Rehab not required		2	1	1		4

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Rehab provided s41A		4				4
Rehab provider changed		9	1	2	3	15
Case conference organised		3		1	1	5
Referred to IMC		1				1
Return to Work		29	5	2	11	47
Duties not provided by employer		8	1	1	3	13
Duties not suitable		2	1		2	5
Rehabilitation Allocated		2		1	2	5
RTW plan amended		4	1		1	6
Section 53 / JCPP Approved		2	1			3
Section 53 / JCPP Declined		3	1		1	5
Vocational Program Approved		1				1
Workplace assessment required		7			1	8
Duties provided by employer after IRO Complaint					1	1
No Action	17	374	35	34	81	541
Total	74	4768	606	424	1102	6974

CTP Complaints: Complaint outcomes

Insurer	CTP Insurer	Other Insurer including Not Provided	Total
No Action	155	51	206
Resolved Action	215		215
Resolved Benefit	159		159
Resolved Information	109		109
Resolved Referred Elsewhere	160	73	233
Total	798	124	922

ILARS: Grant Applications Received

2021/2022													
Application Status	July	August	September	October	November	December	January	February	March	April	May	June	Total
Accepted	1805	1572	1669	1519	1752	1339	1170	1635	1813	1372	1791	1783	19220
Closed admin	90	85	89	64	63	51	38	60	62	47	65	59	773
Declined	2	7	6	8	10	17	5	7	14	11	15	13	115
Pending	1	2		3		7		2	4	4	10	12	45
Total	1898	1666	1764	1594	1825	1414	1213	1704	1893	1434	1881	1867	20153
Accepted or pending	1806	1574	1669	1522	1752	1346	1170	1637	1817	1376	1801	1795	19265

Grant Status	%
Accepted	95.4%
Declined	0.6%
Pending	0.2%
Closed admin	3.8%
Total	100%

Note: The data reflects ILARS applications for funding received up to 30 June 2022 and grants of funding which have an accepted or pending status as of 30/09/2022
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report or pending applications which have been approved.
'Closed Admin – Applications' are duplicate applications, incorrectly entered applications or applications closed administratively for any reason as not proceeding.

ILARS - Injury Location for Grants

2021/2022													
Injury Location	July	August	September	October	November	December	January	February	March	April	May	June	Total
Abdomen and pelvic region	15	13	9	10	9	3	10	6	13	9	13	16	126
Ankle	32	22	26	34	37	34	29	30	42	25	32	31	374
Back	279	212	281	265	295	224	220	308	309	272	299	301	3265
Death	23	19	17	10	15	12	16	13	25	17	23	21	211
Ear	337	293	224	197	294	196	165	245	152	175	257	287	2822
Elbow	15	18	14	10	13	14	13	21	26	9	12	8	173
Foot and toes	26	23	18	24	24	26	17	29	21	20	30	22	280
Hand, fingers and thumb	63	45	54	48	72	62	51	48	81	43	59	62	688
Hip	16	19	24	15	16	13	11	14	14	4	11	15	172
Internal Body System	18	17	23	16	28	21	21	25	29	16	25	21	260
Knee	104	101	122	93	101	80	75	94	122	84	107	102	1185
Multiple -Neck and shoulder	25	21	32	35	15	12	19	33	54	44	50	66	406
Multiple -Trunk and limbs	87	44	91	84	38	33	21	49	69	67	119	128	830
Neck	30	41	46	34	49	40	27	46	41	14	27	21	416
Other arm	23	20	22	23	26	18	11	14	20	10	11	17	215
Other body location	53	48	44	22	22	24	17	39	38	37	50	13	407
Other Head	44	46	45	47	44	30	29	51	71	46	58	53	564
Other leg	36	32	40	22	38	18	26	35	42	41	46	47	423
Psychological system	358	344	348	336	371	299	238	314	388	257	349	340	3942
Shoulder	135	120	125	129	168	136	94	147	157	114	123	107	1555
Trunk - multiple locations	6	2	4	1	3	1	6	7	15	7	14	12	78
Upper limb - multiple locations	45	43	34	31	25	22	24	35	39	37	52	64	451
Wrist	32	30	24	34	47	28	28	33	48	28	34	40	406
Not Recorded	4	1	2	2	2		2	1	1			1	16
Total	1806	1574	1669	1522	1752	1346	1170	1637	1817	1376	1801	1795	19265

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

ILARS – Nature of Injury

2021/2022													
Nature of Injury	July	August	September	October	November	December	January	February	March	April	May	June	Total
A. Intracranial injuries	9	11	13	10	5	4	4	13	12	5	8	10	104
B. Fractures	47	37	44	39	34	23	33	40	46	32	64	49	488
C. Wounds, lacerations, amputations and internal organ damage	83	76	67	77	77	62	61	92	107	67	87	72	928
D. Burn	7	6	4	5	10	2	7	6	9	1	9	9	75
E. Injury to nerves and spinal cord	305	214	319	213	147	142	194	305	344	219	262	279	2943
F1. Trauma to joints and ligaments	359	318	295	251	444	341	217	334	463	390	508	498	4418
F2. Trauma to muscles and tendons	243	226	299	345	232	199	200	208	205	169	179	187	2692
H1. Joint diseases (arthropathies) and other articular cartilage diseases		2						1	1	1	1	2	8
H2. Spinal vertebrae and intervertebral disc diseases	6	5	6	1	71	25	2	3	4	2	4	1	130
H3. Diseases involving the synovium and related tissue						2							2
H4. Diseases of muscle, tendon and related tissue	1	1	1					2	4		3	1	13
H5. Other soft tissue diseases	4			1	5		2	5	3	4	1	4	29
I. Mental disorders	345	335	347	334	370	298	235	314	388	257	349	339	3911
J. Digestive system diseases	7	5	7	6	6	6	11	3	6	3	10	4	74
K. Skin and subcutaneous tissue diseases	3	2	2	5	2		1	1	2	4	2	2	26
L. Nervous system and sense organ diseases	347	298	227	204	304	209	167	253	162	181	269	296	2917
M. Respiratory system diseases	5	9	9	5	9	7	9	9	10	4	6	10	92
N. Circulatory system diseases		1		1	2	2	2	2	4	2	5		21
O. Infectious and parasitic diseases		1	5	3	3	2		8	6	4	2		34
P. Neoplasms (cancer)		1	1		2	1	1	2	1	2		1	12
Q. Other diseases	2		1	1	4		2	1	1	4	3	4	23
R. Other claims	2	2	2	6	5	5	4	17	9	4	1		57
S. Death	23	19	17	10	15	12	16	13	25	17	23	21	211
G. Other injuries Poisoning, Electrocutation, heat stress etc		4	1	3	4	4	1	3	4	4	5	4	37
Not Provided	8	1	2	2	1		1	2	1			2	20
Total	1806	1574	1669	1522	1752	1346	1170	1637	1817	1376	1801	1795	19265

Note: The data reflects applications for funding received up to 30 June 2022 and grants of funding which have an accepted or pending status as of 30/09/2022. Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Body System for Grants

2021/2022													
Body System	July	August	September	October	November	December	January	February	March	April	May	June	Total
Cardiovascular system	2	2	1	1	1	1	2	2	6	3	3	1	25
Chronic Pain	11	8	8	2	7	3	8	2	3	1			53
Digestive systems	7	4	6	6	7	5	11	4	11	5	14	8	88
Ear, nose, throat and related structures	9	14	10	8	7	9	9	13	54	22	14	12	181
Haematopoietic system	1	2		2	2	2	3		2		2	5	21
Hearing	337	294	225	197	297	196	162	241	109	167	256	283	2764
Lower extremity	232	204	239	185	216	172	162	208	262	205	265	234	2584
Nervous system	5	4	9	5	9	8	2	13	9	8	9	12	93
Psychiatric and psychological disorders	347	334	339	313	359	289	216	302	306	230	351	342	3728
Respiratory system	7	7	12	8	17	9	11	16	20	12	12	12	143
The endocrine system			1	1					1			1	4
The skin	16	11	6	15	22	10	5	14	9	9	14	11	142
The spine	400	290	398	351	296	240	252	375	373	311	374	388	4048
The visual system	8	8	8	8	10	5	4	14	17	8	11	6	107
Upper extremity	381	353	360	372	463	359	267	367	499	341	441	449	4652
Urinary and reproductive systems	1	1	2	2	3	3			3		1	1	17
Not Recorded	42	38	45	46	36	35	56	66	133	54	34	30	615
Total	1806	1574	1669	1522	1752	1346	1170	1637	1817	1376	1801	1795	19265

Note: The data reflects applications for funding received up to 30 June 2022 and grants of funding which have an accepted or pending status as of 30/09/2022
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Issues per Insurer

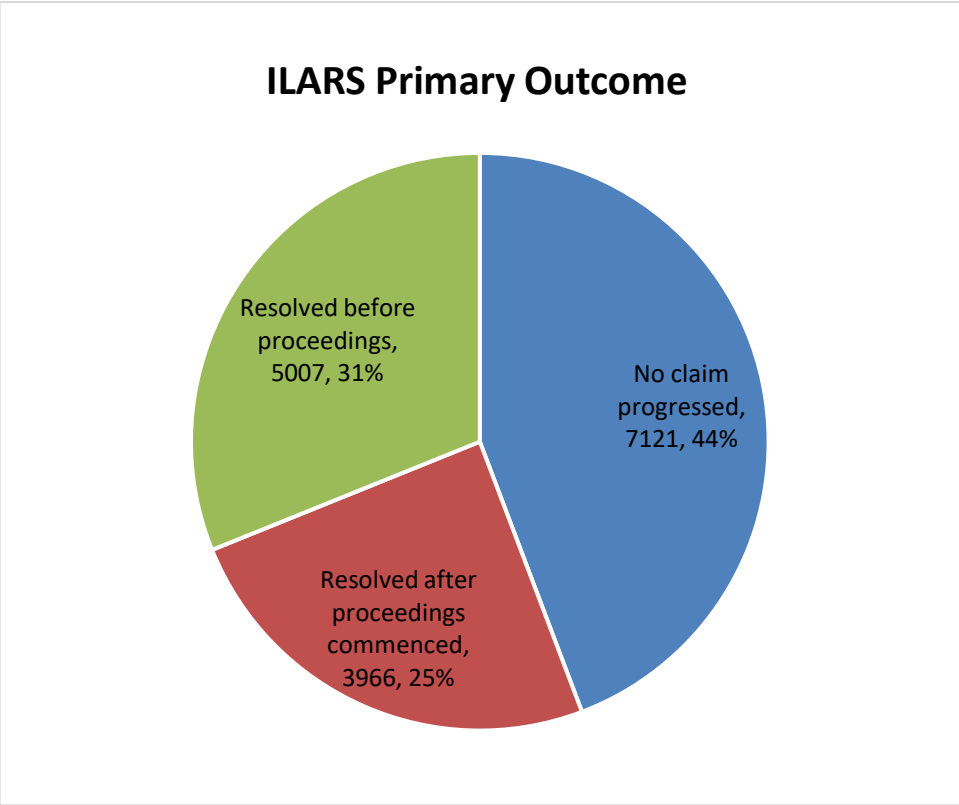
Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Work Capacity Decision	Advice Only	Stage 1	Death Claim	PIAWE Only	WCD	Total
Scheme agent	3665	241	85	782	868	664	740	386	2153	1443	135		191	11353
Allianz 701	24	10	2	21	18	26	19	1	40	31			2	194
Allianz Australia Workers Compensation (NSW) Ltd	232	2	4	39	36	14	37	2	107	79	5		5	562
CGU Workers Compensation (NSW) Ltd	6	1			1	2	3		7					20
EML 701	2232	120	40	515	457	463	487	322	1575	1015	93		138	7457
EML 702	370	4	3	40	88	5	26	28	78	95	8		10	755
Employers Mutual Limited	1	1												2
Employers Mutual NSW Limited	133	5		24	21	3	18	6	40	31	9		2	292
Gallagher Bassett Services Pty Ltd	8			9	1		4		13	2				37
GIO 701	42	1	1	18	23	12	19		40	16			3	175
GIO General Limited	554	4	3	67	206	35	79	20	185	138	18		19	1328
iCare NSW		2					1							3
Insurance and Care NSW (Icare)	20	84	25	23	7	80	22	6	18	6	1		9	301
QBE 701	18	5	3	12	3	14	7		23	14			1	100
QBE Workers Compensation	19	2	3	9	5	10	11	1	24	13	1		2	100
Uninsured Liabilities	6		1	5	1		6		2	2				23
Xchanging					1		1		1	1				4
Self-insured	351	49	14	180	110	134	172	31	199	147	5		8	1400
3M Australia Pty Ltd	1													1
Aldi Stores	5			1					9	4				19
ANZ Banking Group Limited				1			2		1	1				5
Ausgrid Management Pty Ltd	5		1	3		5	2	2	4	1				23
Australian Unity Limited	2			13	5		6		4	6				36
BHP Group Limited			3			2								5
Blacktown City Council	10	2		5	2		3		5	1				28
Bluescope Steel Ltd	8	5	2	3	1	24			6	7				56
BOC Limited					1					2				3
Boral Limited	6	1		2	1	3	3	1	6	2				25
Brambles Industries Limited	2						1		1					4
Brickworks Ltd	1													1
Campbelltown City Council	7			3	1	1	1	1	3	1				18
Canterbury Bankstown Council	1			2		2	2		4	1				12
Central Coast Council	6	1		3		5	3		1	2				21

Insurer	Permanent Impairment	Hearing Loss W/P/I	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Work Capacity Decision	Advice Only	Stage 1	Death Claim	PIAWE Only	WCD	Total
City of Sydney Council	7	1		1		2	2		4	3				20
Coca-Cola Amatil		1					1							2
Coles Group Ltd	41	1		27	12		22	4	24	17	2		1	151
Colin Joss & Co Pty Limited	5			9	3		2	1	2	2				24
ComfortDelGro Corporation Australia Pty Ltd				1			1						1	3
Commonwealth Steel (Molycop)				1		2								3
CSR Limited	1			1		2			1					5
DAC Finance Pty Ltd (trading as Opal Aged Care)	2			2			2		2	1				9
Endeavour Energy	2	1			1				2					6
Estia Investments Pty Ltd	1			1										2
Fairfield City Council				1			1			2				4
Hawkesbury City Council	2													2
Healius Limited	3				5		3	1	2		2			16
Holcim (Aust) Holdings Pty Limited				1		3			1					5
Infrabuild (Manufacturing) Pty Limited	3	2			1	5	1		1	1				14
Inghams Enterprises Pty Ltd		1		5	1				1					8
ISS Facility Services	2			2	1	1	3							9
ISS Property Services Pty Ltd	3	1		6	6	2	5		4	2				29
JELD-WEN Australia Pty Ltd	2				2		1			2				7
Lake Macquarie City Council	3			1	2		3			1				10
Life Without Barriers				1										1
Liverpool City Council	1			1	2	1	2		2	1				10
MARS Australia Pty Ltd				1			1		1					3
McDonald's Australia Holdings Limited	1			1			1		1					4
Myer Holdings Ltd	3							1	1					5
Newcastle City Council	3		2	1		2	1							9
Northern Beaches Council	3				1		1		2	2				9
Northern Co-Operative Meat Company Limited				1		1			1					3
NSW Trains				1			1	1		2				5
Pacific National (NSW) Pty Ltd	1	1				2								4
Persol Australia Pty Ltd	3				2	4	2	1	5	2				19
Qantas Airways Limited	29	19	2	4	4	20	4	1	7	9			1	100
Rail Corporation NSW	1				1									2
Randstad	1			4	1		2		1					9
Shoalhaven City Council	1	2		1	1	4	2		1				1	13
Sutherland Shire Council	2					2			2	2				8

Insurer	Permanent Impairment	Hearing Loss W/P	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Work Capacity Decision	Advice Only	Stage 1	Death Claim	PIAWE Only	WCD	Total
Sydney Trains	6		2	2	3		2	1	2	2				20
The Star Entertainment Group Ltd				1			1			1				3
Toll Holdings Ltd	22	1		13	4	3	8	3	10	4	1			69
Tomago Aluminium	1			1	1	1			2	1				7
Transport for NSW Workers Compensation Services	22	5	1	6	3	17	11	2	5	14				86
Transport Service of NSW (State Transit Group)	14	2	1	6	5	4	4		8	4				48
UGL Rail Services Pty Limited	1									1				2
Unilever Australia (Holdings) Pty Limited	3					2	1			1				7
University of New South Wales	1				1			1	1	1				5
University of Wollongong					1				1					2
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	8	1				2	1		5	1				18
Veolia Environmental Services (Australia) Pty Ltd	3					2			2	2				9
Wesfarmers Limited	14			8	7	1	10	1	10	4			1	56
Westpac Banking Corporation Ltd	6			5			10	1	2	5				29
Wollongong City Council	6	1				2	3	1	3	6				22
Woolworths Group Ltd	64			27	28	5	34	7	36	23			3	227
Specialised insurer	206	11		59	47	27	55	13	134	65	4		4	625
Catholic Church Insurance Limited	71			20	12	4	16	2	40	16	1		1	183
Coal Mines Insurance Pty Limited									1					1
Guild Insurance Ltd	26			3	2		4	1	13	7			1	57
Hospitality Employers Mutual	40	1		6	8	5	6	5	22	15	1		1	110
Racing NSW Insurance Fund	19			4	4		4		14	7	1			53
StateCover Mutual Ltd	50	10		26	21	18	25	5	44	20	1		1	221
TMF	547	12	20	165	87	50	155	47	376	215	10		16	1700
Allianz TMF	184	5	7	55	14	25	51	9	129	68	3		2	552
Employers Mutual NSW Ltd - TMF	100	2	2	46	28	5	49	27	80	52	1		3	395
QBE TMF	263	5	11	64	45	20	55	11	167	95	6		11	753
Other Insurer including Not Provided	351	427	103	67	21	867	56	15	1237	619	39		8	3810
Total	5120	740	222	1253	1133	1742	1178	492	4099	2489	193		227	18888

Note: A grant matter may have more than one issue.
The name of the insurer is provided by the injured worker's lawyer and may change as the claim progresses.
Where the insurer is not recorded, no insurer could be identified for the employer at the time of reporting.
The top 12 issues are shown.

ILARS – Primary Outcomes



Note: Outcome data is for grant matters closed from 1 July 2021 to 30 June 2022.

ILARS – Outcomes

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
ILARS Funding Withdrawn	445	\$68,645	\$1,461			
Administrative reason	12					
No Response to ILARS Follow Up	32	\$23,453	\$1,380			
Duplicate grant	111	\$6,176	\$2,059			
Not eligible for funding	42	\$7,477	\$1,068			
Consolidated with other grant	108	\$4,026	\$1,007			
Lawyer request	136	\$16,892	\$1,207			
Matter resolved in other jurisdiction	4	\$10,621	\$5,311			
Instructions withdrawn	1011	\$2,325,500	\$2,461			
Instructions withdrawn	279	\$626,501	\$2,578			
Worker retained new Lawyer	732	\$1,698,999	\$2,420			
Not proceeding after preliminary grant	3103	\$8,031,877	\$2,610	2579	\$2,684,552	\$1,047
Lawyer Advice to Worker				2579	\$2,684,552	\$1,047
Lost contact with Worker	425	\$622,920	\$1,494			
Medical evidence not supportive	369	\$1,179,083	\$3,195			
Not MMI	68	\$201,994	\$2,971			
Below Threshold (Threshold issue)	25	\$77,678	\$3,107			
Commutation negotiations failed	2	\$2,860	\$1,430			
Not viable	109	\$283,218	\$2,622			
s66 Below WPI threshold	847	\$3,392,656	\$4,005			
Worker instructions	1258	\$2,271,468	\$1,830			
Resolved in WCC				4	\$40,773	\$10,193
Expedited Assessment						
Recommendation made				1	\$2,435	\$2,435
Medical Assessment						
COD s66 WPI				1	\$13,535	\$13,535
Resolved at Conciliation - settled by consent						
Medicals				1	\$12,490	\$12,490
WPI				1	\$12,314	\$12,314
Resolved in common law claim				51	\$230,234	\$5,354
Resolved in Commission	300	\$2,624,452	\$8,777	3225	\$34,808,499	\$10,793
Commutation						

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Registered				24	\$105,759	\$4,407
Expedited Assessment						
Consent Direction				139	\$948,033	\$6,820
Not Recorded				2	\$13,214	\$6,607
Direction made				53	\$361,078	\$6,813
Direction not made	9	\$61,642	\$6,849			
Recommendation made				3	\$15,593	\$5,198
Medical Assessment						
COD s66 TOD				39	\$324,255	\$8,314
COD s66 WPI				718	\$6,119,692	\$8,523
s66 Not reached threshold	227	\$1,861,820	\$8,202			
MAC Below Threshold Hearing Aids only				17	\$113,405	\$6,671
Not MMI MAC (s66 claim)				12	\$105,978	\$8,831
Above threshold				24	\$183,650	\$7,652
Not MMI MAC (threshold issue)				6	\$30,510	\$5,085
Not MMI MAC refused (threshold issue)	2	\$4,821	\$2,411			
Not reached threshold (threshold issue)	15	\$88,571	\$5,905			
Discontinued pre MAC no COD	2	\$14,510	\$7,255			
Not Recorded				3	\$23,000	\$7,667
Resolved TC - settled by consent						
Weeklies				53	\$523,070	\$9,869
Weeklies & Medicals				174	\$1,807,551	\$10,388
Medicals				211	\$2,085,624	\$9,884
WPI				181	\$1,821,556	\$10,064
WPI & Medicals				36	\$371,007	\$10,306
WPI & Weeklies				16	\$171,570	\$10,723
WPI, Weeklies & Medicals				34	\$397,640	\$11,695
Wrap Up				16	\$181,070	\$11,317
Closed Period				22	\$213,284	\$9,695
Death Benefits				30	\$264,021	\$8,801
Not Recorded				1	\$9,372	\$9,372
Conference						
Weeklies				86	\$1,067,971	\$12,418
Weeklies & Medicals				289	\$3,704,766	\$12,819

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Medicals				157	\$1,993,764	\$12,699
WPI				154	\$2,029,458	\$13,178
WPI & Medicals				46	\$621,116	\$13,503
WPI & Weeklies				20	\$270,276	\$13,514
WPI, Weeklies & Medicals				57	\$765,925	\$13,437
Wrap Up				31	\$387,099	\$12,487
Closed Period				49	\$571,644	\$11,666
Death Benefits				25	\$314,238	\$12,570
Not Recorded				1	\$17,987	\$17,987
Settlement during Hearing						
Weeklies				7	\$84,894	\$12,128
Weeklies & Medicals				36	\$480,817	\$13,356
Medicals				28	\$349,432	\$12,480
WPI				17	\$227,210	\$13,365
WPI & Medicals				3	\$42,246	\$14,082
WPI & Weeklies				2	\$28,272	\$14,136
WPI, Weeklies & Medicals				8	\$111,233	\$13,904
Death Benefits				2	\$21,200	\$10,600
Following Hearing – COD SOR worker						
Weeklies				33	\$458,441	\$13,892
Weeklies & Medicals				88	\$1,348,356	\$15,322
Medicals				118	\$1,626,795	\$13,786
WPI				55	\$729,699	\$13,267
WPI & Medicals				8	\$113,085	\$14,136
WPI & Weeklies				10	\$163,104	\$16,310
WPI, Weeklies & Medicals				13	\$234,161	\$18,012
Death Benefits				67	\$840,072	\$12,538
Not Recorded				1	\$15,304	\$15,304
Following Hearing – COD SOR Employer	45	\$593,088	\$13,479			
Discontinued from Commission - No result	150	\$1,034,867	\$6,992			
Appeals	118	\$1,311,582	\$11,405	119	\$1,674,603	\$14,072
Medical Appeal Panel						
By the worker in favour of Worker				60	\$792,379	\$13,206
By the worker in favour of Employer	85	\$782,573	\$9,429			

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
By the employer in favour of Worker				39	\$527,674	\$13,530
By the employer in favour of Employer	17	\$181,882	\$10,699			
Non-presidential member to President						
By the worker in favour of Worker				5	\$88,299	\$17,660
By the worker in favour of Employer	11	\$146,109	\$14,611			
By the employer in favour of Worker				10	\$177,621	\$17,762
By the employer in favour of Employer	2	\$36,652	\$18,326			
Supreme Court						
By the worker in favour of Worker				5	\$88,629	\$17,726
By the worker in favour of Employer	2	\$27,698	\$13,849			
Court of Appeal						
By the employer in favour of Employer	1	\$136,667	\$136,667			
Resolved prior to Commission	16	\$40,750	\$2,547	4991	\$20,251,699	\$4,058
Insurer Accepts Claim				1894	\$3,926,497	\$2,073
Agreement with Insurer				90	\$332,370	\$3,693
Insurer withdraws Notice				161	\$630,028	\$3,913
Resolved by complying agreement after claim made				2403	\$13,602,457	\$5,661
Over threshold by agreement				49	\$251,120	\$5,125
Advice given not to proceed	14	\$31,929	\$2,281			
Not Recorded	2	\$8,821	\$4,411			
Resolved after IRO enquiry or Internal Review.				394	\$1,509,227	\$3,831
Total	5143	\$15,437,672	\$3,322	10969	\$59,690,360	\$5,453

Note: Outcome data is for cases closed from 1 July 2021 to 30 June 2022.
The amounts paid include Professional Fees (incl GST) and Disbursements.
All other primary outcomes refer to matters closed between 1 July 2021 and 30 June 2022.

ILARS: No Response to claim by Insurer – directed by ILARS

Outcome	Former NSW Insurer	Scheme agent	Self-insured	Specialised insurer	TMF	Total
NRTC	2	450	126	60	98	736
S287A		90	37	10	16	153
Claim accepted after enquiry		10	2	2	3	17
Claim accepted before enquiry		1	1			2
Claim denied after enquiry		13	15	6	6	40
Claim denied before enquiry		16	6			22
Insurer inside timeframes		2	1		1	4
Insurer not on risk			1		2	3
Insurer outside timeframes		43	6	1	1	51
Request not received		5	5	1	3	14
S60/ Weekly Benefits	2	110	29	8	26	175
Claim accepted after enquiry		30	3	5	5	43
Claim accepted before enquiry		17	2		2	21
Claim denied after enquiry		13	7	1	3	24
Claim denied before enquiry		13	1	1		15
Insurer inside timeframes		2	1			3
Insurer not on risk	1	2			3	6
Insurer outside timeframes	1	29	14	1	10	55
Request not received		4	1		3	8
S66		250	60	42	56	408
Claim accepted after enquiry		17	4	4	1	26
Claim accepted before enquiry		3			2	5
Claim denied after enquiry		38	10	14	9	71
Claim denied before enquiry		34	3	2	4	43
Counter offer issued after enquiry		30	8	6	7	51
Counter offer issued before enquiry		15	2	1	1	19
Insurer inside timeframes		45	6	3	10	64
Insurer not on risk		4	2		1	7
Insurer outside timeframes		55	20	10	15	100
Request not received		9	5	2	6	22
Total	2	450	126	60	98	736

Note: No Response to Claim (NRTC) matters are claims where the insurer has not responded within the required time frame.

ILARS Payments

Payment Type	Total amount	Number of payments	Average Amount	% of disbursements
Professional fees	\$47,646,079	15739	3027.26	
Appeal	\$332,837	167	1993.04	
Complexity Uplift	\$551,326	341	1616.79	
Meal Allowance	\$2,656	52	51.08	0%
NTD Report	\$412,828	1536	268.77	1%
Clinical Notes	\$2,956,712	31714	93.23	10%
Solicitor Loading	\$1,797	3	599.03	0%
Medico-legal	\$18,421,647	14450	1274.85	62%
Barrister Country Loading	\$12,733	16	795.81	0%
Other	\$155,219	362	428.78	1%
Treating Specialist Report	\$1,042,129	2167	480.91	3%
Non-attendance fee	\$63,773	149	428	0%
MRP Service Fee	\$2,332,733	25805	90.4	8%
Barrister Fees	\$4,044,956	2533	1596.9	14%
Interpreter	\$175,215	1058	165.61	1%
Travel	\$265,382	1349	196.73	1%
Total	\$78,418,024	97441		
Total Professional Fees	\$ 48,530,243	62%		
Total Disbursements Fees	\$ 29,887,781	38%		

Note: Professional fees include GST
 These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2021 to 30 June 2022 and may differ from those in the Annual Report which are sourced from the financial payments system.