



Independent
Review Office

IRO PERIODIC PERFORMANCE REVIEW

1 JULY 2022 to June 2023

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

2022/2023													
Case Type	July	August	September	October	November	December	January	February	March	April	May	June	Total
Complaint	673	711	645	586	647	496	463	559	750	525	809	739	7603
CTP Complaint	60	77	75	64	77	56	56	93	109	72	84	67	890
CTP Enquiry	64	86	82	69	82	76	92	87	102	81	77	84	982
Enquiry	566	689	626	594	688	485	568	757	874	568	662	610	7687
Grand Total	1363	1563	1428	1313	1494	1113	1179	1496	1835	1246	1632	1500	17162

Complaints and Enquiries: Referral Source

2022/2023													
Referral Source	July	August	September	October	November	December	January	February	March	April	May	June	Total
Advertisement		1	1		1			1					4
Advertising	4	1		1		2	1		1	1		1	12
Doctor	19	16	19	19	27	18	16	20	26	16	11	13	220
Employer	6	3	2	3		3	1	6	2	5	8	3	42
Government Department	71	93	79	58	50	37	56	70	75	43	71	87	790
ILARS Case											1		1
Insurer	37	38	29	23	29	26	21	31	30	30	25	20	339
IRO Campaign								1				2	3
Lawyer	832	933	841	790	901	672	649	823	1045	667	926	795	9874
Not Recorded		1	1										2
Other source	15	19	23	32	53	31	54	70	79	54	55	66	551
Rehabilitation Provider	7	7	1	2	3			1	1	1	3	2	28
Union	8	5	9	10	6	4	3	5	12	7	6	12	87
Web search	148	158	158	167	186	133	153	204	254	207	303	279	2350
Word of Mouth	62	68	62	44	35	27	41	49	57	39	41	48	573
WorkCover	30	54	45	31	44	28	35	33	42	20	21	17	400
Personal Injury Commission		3	1				1	2		3		4	14
Total	1239	1400	1271	1180	1335	981	1031	1316	1624	1093	1471	1349	15290

CTP Complaints and CTP Enquiries: Referral Source

2022/2023													
Referral Source	July	August	September	October	November	December	January	February	March	April	May	June	Total
Advertisement			1										1
Doctor		1	2				2	3	2				10
Government Department	11	15	14	7	15	10	6	13	7	5	10	11	124
ILARS Case								1					1
Insurer	3	5	6	1	3	2	5	4	2		1	2	34
Lawyer	20	32	25	32	27	23	10	28	33	15	23	26	294
Other source	10	32	24	33	25	31	47	37	53	47	15	7	361
Rehabilitation Provider												1	1
Union					2	2							4
Web search	72	74	72	53	81	55	70	80	105	79	104	100	945
Word of Mouth	4	2	11	6	2	5	3	14	5	4	6	4	66
WorkCover	4	1	2	1	4	4	5		3	2	1		27
Personal Injury Commission		1							1	1	1		4
Total	124	163	157	133	159	132	148	180	211	153	161	151	1872

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

2022/2023													
Duration	July	August	September	October	November	December	January	February	March	April	May	June	Total
Complaint	624	684	590	607	583	546	398	529	722	489	776	709	7257
A-Same day	125	114	105	87	96	92	70	99	130	85	126	128	1257
B-Next day	52	39	62	44	42	50	26	28	65	36	66	44	554
C-2 to7 days	345	376	298	318	300	287	206	279	377	240	415	352	3793
D-8 to 15 days	81	123	98	127	120	92	53	92	117	84	120	140	1247
E-16 to 30 days	18	31	24	28	23	23	41	29	28	35	43	42	365
F-more than 30 days	3	1	3	3	2	2	2	2	5	9	6	3	41
CTP Complaint	59	68	83	64	78	61	53	86	110	76	89	77	904
A-Same day	5	8	14	10	15	11	11	23	16	12	15	16	156
B-Next day	1		11	2	7	1	1	7	6	1	10	6	53
C-2 to7 days	31	39	38	28	33	34	18	37	47	37	46	37	425
D-8 to 15 days	14	16	13	19	18	13	12	14	32	17	16	17	201
E-16 to 30 days	6	5	7	4	5	2	9	5	9	9	2	1	64
F-more than 30 days	2			1			2						5
CTP Enquiry	63	88	82	69	81	75	93	86	100	81	79	84	981
A-Same day	58	81	77	63	78	66	87	78	88	73	63	78	890
B-Next day	2	5	3	4	3	5	1	5	7	5	9	3	52
C-2 to7 days	3	2	2	2		4	4	3	4	3	6	3	36
D-8 to 15 days							1		1		1		3
Enquiry	569	683	620	599	681	487	565	742	872	570	650	609	7647
A-Same day	506	624	565	521	609	428	536	690	802	517	585	549	6932
B-Next day	14	11	12	18	25	22	8	17	20	12	24	16	199
C-2 to7 days	41	42	37	56	42	33	17	30	42	32	36	31	439
D-8 to 15 days	8	5	4	3	5	4	4	4	8	7	5	12	69
E-16 to 30 days		1		1				1		1		1	5
F-more than 30 days				2						1			3
A-Same day	125	114	105	87	96	92	70	99	130	85	126	128	1257
Total	1315	1523	1375	1339	1423	1169	1109	1443	1804	1216	1594	1479	16789

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

Complaints: Issues by Insurer

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/IMC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Other Insurer including Not Provided	15	6	6		15	2	28	8	4	1		85
BPC Foods Pty Limited (Goodman Fielder)	2											2
Commonwealth Bank Workers Compensation	3				2							5
Eraring Energy								1				1
Forestry Corporation of NSW						2	1					3
Not Provided (Hearing Loss)	1						1					2
Not Provided (Unknown)	7	6	6		13		26	5	4	1		68
Pacific Brands	1											1
Pasminco Ltd								2				2
Sydney Water Corporation	1											1
Scheme agent	1395	924	481		664	136	122	498	473	298	54	5045
Allianz 701	104	54	19		25	4	5	39	31	5	3	289
Allianz Australia Workers Compensation (NSW) Ltd	69	77	12		24	2	4	35	19	1	1	244
EML 701	728	493	242		341	88	68	285	276	248	38	2807
EML 702	112	66	51		83	15	11	30	38	9	2	417
Employers Mutual NSW Limited	15	3	2		12	2	2	1	5	3		45
GIO 701	46	30	20		13	11	1	12	22	9	3	167
GIO General Limited	261	161	115		138	9	25	68	60	15	6	858
Insurance and Care NSW (Icare)					1							1
QBE 701	47	31	11		21	3	4	22	15	8	1	163
QBE Workers Compensation								2				2

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/IMC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Uninsured Liabilities	13	9	9		6	2	2	4	7			52
Self-insured	177	144	77	1	59	16	17	75	70	20	9	665
Aldi Stores	4	2			2		1	1	3		2	15
Ausgrid Management Pty Ltd			1				1			1		3
Australian Unity Limited	1	2	3									6
BHP Group Limited	4							2				6
BIC Services Pty Limited									1			1
Blacktown City Council	2	1	1		1		1				1	7
Bluescope Steel Ltd	3	2	1									6
BOC Limited			1									1
Boral Limited	3	3	1									7
Brambles Industries Limited	1											1
Brickworks Ltd	2	1										3
Campbelltown City Council						1						1
Canterbury Bankstown Council	1				3							4
Central Coast Council	1											1
City of Sydney Council		2					1	1		1		5
Coca-Cola Amatil	3	1				1			1			6
Coles Group Ltd	24	9	12		9	1		13	3	2		73
Colin Joss & Co Pty Limited	1								1			2
ComfortDelGro Corporation Australia Pty Ltd	5	1	1						1		1	9
Commonwealth Steel (Molycop)	3	3	1								1	8
DAC Finance Pty Ltd (trading as Opal Aged Care)	3											3

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/INC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Estia Investments Pty Ltd			1						1			2
Fairfield City Council		1							1			2
Fletcher International Exports Pty Ltd.	1	2							1			4
Healius Limited		3				1			2			6
Holcim (Aust) Holdings Pty Limited	3											3
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)	5	2	1		2	1		1				12
ISS Property Services Pty Ltd	5		2		1				1	1		10
JELD-WEN Australia Pty Ltd		1										1
Lake Macquarie City Council							1					1
Life Without Barriers	1	6			2	1	1	1				12
Liverpool City Council		1	1		2							4
McDonald's Australia Holdings Limited		2										2
Myer Holdings Ltd			1					1				2
Northern Beaches Council					1	1			1	1		4
NSW Trains	1	2	1		1	1		2		1		9
Pacific National (NSW) Pty Ltd		2										2
Persol Australia Pty Ltd	2	4			1		1	1	5	1		15
Qantas Airways Limited	3	4			1	2		1	4			15
Rail Corporation NSW	2	1							1			4
Randstad		1			1				1	1	1	5
RGF Staffing Melbourne One Pty Ltd	2	3	5		1	1	1	4	5			22
Shoalhaven City Council	1	1									1	3

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/MC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Sonic Healthcare Limited	2				2		1	2	2			9
Sutherland Shire Council											1	1
Sydney Trains	7	10	2		6	1	1	3	3	1		34
The Star Entertainment Group Ltd	1	4	1		1			2				9
Toll Holdings Ltd	14	9	6		2	1	2	8	8	4		54
Tomago Aluminium	2				1							3
Transport for NSW Workers Compensation Services	9	7	2		1		1		4			24
Transport Service of NSW (State Transit Group)								1	1			2
UGL Rail Services Pty Limited	1		1									2
Unilever Australia (Holdings) Pty Limited									2			2
University of Wollongong					1		2	1				4
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	12	12	6	1	2			8	6			47
Veolia Environmental Services (Australia) Pty Ltd	1							1	1			3
Wesfarmers Limited	9	7	3		4			2	3			28
Westpac Banking Corporation Ltd		4	4		1			2	1			12
Wollongong City Council			1					1				2
Woolworths Group Ltd	32	28	17		10	3	2	16	6	6	1	121
Specialised insurer	125	111	35		58	10	9	35	50	12	7	452
Catholic Church Insurance Limited	45	50	5		23	4	5	15	23	6	4	180
Coal Mines Insurance Pty Limited	20	3	5		7	2		1	6			44
Guild Insurance Ltd	2	4	1		1	1		2	3	1		15
Hospitality Industry Insurance	23	23	7		11	1	1	4	12	4	2	88
Racing NSW Insurance Fund	6	9	3		2	1		2	4			27
State Cover Mutual Ltd	29	22	14		14	1	3	11	2	1	1	98

Insurer	Delay in determining liability	Delay in payment	Denial of liability	Escalation or Investigation - Secondary Issue Only	General Case Management	IME/MC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
TMF	361	299	125		174	28	40	114	124	60	31	1356
Allianz TMF	69	68	22		38	2	16	26	41	17	13	312
Employers Mutual NSW Ltd - TMF	93	74	47		52	11	5	21	23	24	5	355
QBE TMF	199	157	56		84	15	19	67	60	19	13	689
Total	2073	1484	724	1	970	192	216	730	721	391	101	7603

Enquiry: Issues by Insurer

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the insurer?	Work Capacity Decision	Workplace Injury Management	Total
Other Insurer including Not Provided	22	25	16	82	60	271	1443	22	22	1	11	131	11	44	114	11	7	2293
BPC Foods Pty Limited (Goodman Fielder)		1																1
Commonwealth Bank Workers Compensation Corporate Management Services (Australia) Pty Ltd as agents for N.E.M General Insurance Association						2										1		3
Eraring Energy							1								1			2
Forestry Corporation of NSW												1						1
Not Provided (Hearing Loss)						5	11		1			2			3			22
Not Provided (Unknown)	22	24	15	82	60	264	1430	22	21	1	11	128	11	44	109	10	7	2261
Rocla Pty Limited			1															1
Sydney Water Corporation															1			1
Scheme agent	24	180	137	601	94	813	199	169	160	4	24	545	60	310	43	182	85	3630
Allianz 701	3	3	5	22	4	19	4	7	6			12	3	15		1	3	107
Allianz Australia Workers Compensation (NSW) Ltd		6	11	20	4	33	7	7	9			19	4	14	5	1	2	142
CGU Workers Compensation (NSW) Ltd						1	1					1						3
EML 701	14	118	70	375	75	454	120	79	87	1	16	282	26	194	8	159	55	2133

Insurer	Complaint about Service Provider	Delay in determining Liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the Insurer?	Work Capacity Decision	Workplace Injury Management	Total
EML 702	4	10	12	46	3	80	13	22	26	1	2	75	7	24	1	6	8	340
Employers Mutual NSW Limited	1		2	4	1	12	6	6	1		1	7	1	4	4			50
Gallagher Bassett Services Pty Ltd				2														2
GIO 701	1	6	3	31	1	18	5	5	5		2	5		11	1	3	7	104
GIO General Limited	1	29	30	78	4	170	33	38	20	1	2	131	18	38	21	10	8	632
Insurance and Care NSW (Icare)												2						2
QBE 701		7	3	12	2	15	3	4	3		1	6		6		2	2	66
QBE Workers Compensation				1		1						1			2			5
Uninsured Liabilities		1	1	10		10	7	1	3	1		4	1	4	1			44
Self-insured	4	20	14	99	20	96	51	11	16		5	82	7	37	14	19	18	513
Aldi Stores				4	1	4			2		1	1		4		1	1	19
Ausgrid Management Pty Ltd					1	1						1		1				4
Australian Unity Limited				3		4	4					1						12
Blacktown City Council			1	9					1			2			2		1	16
Bluescope Steel Ltd								1				1						2
BOC Limited									1			1		2			1	5
Boral Limited		1										1			2			4
BPR Test Insurer			1															1
Brambles Industries Limited				1														1

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Dental of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/MC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the Insurer?	Work Capacity Decision	Workplace Injury Management	Total
Campbelltown City Council		1										1						2
Canterbury Bankstown Council				1		1			1					2		1		6
Central Coast Council				1	1	4	2					1						9
City of Sydney Council					1	2		1				2		1				7
Coca-Cola Amatil				1		2												3
Coles Group Ltd		5	2	17	2	15	7					7	1	3				59
Colin Joss & Co Pty Limited				2	1	1		1				3	1					9
ComfortDelGro Corporation Australia Pty Ltd				4							1	1		1			1	8
Commonwealth Steel (Molycop)												1		1				2
CSR Limited							1											1
DAC Finance Pty Ltd (trading as Opal Aged Care)														1				1
Estia Investments Pty Ltd				1			1		2			1						5
Fletcher International Exports Pty Ltd.						1												1
Food Investments Pty Ltd (George Weston Foods)							1											1
Healius Limited			1		4	3			1			1			1		1	12
Holcim (Aust) Holdings Pty Limited						1												1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)		1						2							1			4
ISS Property Services Pty Ltd		2		2		3	4		1							1		13
Lake Macquarie City Council								1										1

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/MC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the Insurer?	Work Capacity Decision	Workplace Injury Management	Total
Life Without Barriers	1	1		4		6						1		1		2	1	17
Liverpool City Council												1						1
McDonald's Australia Holdings Limited		1																1
Myer Holdings Ltd					1							1	1					3
Newcastle City Council				1		1	1											3
Northern Beaches Council						1						3		1		1		6
Northern Co-Operative Meat Company Limited				1														1
NSW Trains				1	1							1		1				4
Pacific National (NSW) Pty Ltd												1						1
Persol Australia Pty Ltd				3		3			1					2	1		1	11
Qantas Airways Limited	1			2		1	1					2		1				8
Rail Corporation NSW				1		1	2	1				2	2					9
Randstad			1	2			1					1		1				6
RGF Staffing Melbourne One Pty Ltd			1	2		2			1			1		1	1	1		10
Shoalhaven City Council		1				1											1	3
Sonic Healthcare Limited				1		1						2		1				5
Sydney Trains				6	2	8	4		2			4		1			5	32
The Star Entertainment Group Ltd		1		4			1					3					2	11
Toll Holdings Ltd	1		2	3	2	6					1	3		1		2	2	23

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/IMC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the Insurer?	Work Capacity Decision	Workplace Injury Management	Total
Tomago Aluminium				1											1			2
Transport for NSW Workers Compensation Services				1		2	5				1	2		2	1	2	1	17
Transport Service of NSW (State Transit Group)				1								4	1	1		1		8
UGL Rail Services Pty Limited		1										1			1			3
University of New South Wales						1		1				1						3
University of Wollongong								2	1									3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd			1	2	1	1	1					2			1	1		10
Veolia Environmental Services (Australia) Pty Ltd						1					1	1						3
Wesfarmers Limited		1		3	1	3			1			2		2	1	1		15
Westpac Banking Corporation Ltd		2		2		6	2	1				1						14
Wollongong City Council	1					1												2
Woolworths Group Ltd		2	4	12	1	8	13		1			16	1	5		5		68
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance, OneSteel, Liberty or Arrium)															1			1
Specialised insurer	3	13	7	36	7	84	29	15	21	1	4	54	4	30	2	7	9	326
Catholic Church Insurance Limited	1	4	5	16	1	38	12	9	6			22	2	9		2	4	131
Coal Mines Insurance Pty Limited		1		5	2	3	1		4		1	4	1	4	1		1	28
Guild Insurance Ltd		1		1		4						1		4				11
Hospitality Industry Insurance	1	3	2	5	2	13	7	1	4		2	18		8		1		67

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Employer Complaint	General Case Management	How to make a Claim	ILARS Lawyer Complaint	IME/MC	Privacy Surveillance	Query about leave entitlements	Query about WC benefits	Request for Documents	Weekly Benefits	Who is the insurer?	Work Capacity Decision	Workplace Injury Management	Total
Racing NSW Insurance Fund		1		2		4	4				1	2		2				16
StateCover Mutual Ltd	1	3		7	2	22	5	5	7	1		7	1	3	1	4	4	73
TMF	4	36	19	136	43	210	35	34	37	1	13	171	13	81	16	35	41	925
Allianz TMF	1	11	6	50	23	47	15	10	12		4	54	4	22	6	9	12	286
Employers Mutual NSW Ltd - TMF	1	8	5	33	5	59	6	5	15		4	46	5	19	5	12	12	240
QBE TMF	2	17	8	53	15	104	14	19	10	1	5	71	4	40	5	14	17	399
Total	57	274	193	954	224	1474	1757	251	256	7	57	983	95	502	189	254	160	7687

CTP Complaints: Issues by Insurer

Insurer	Case Manager	Certificate of Capacity/Fitness	Claim Liability	Claim Lodgement	Claim Payments	Common Law	Death Benefits	Dispute Handling	Domestic Assistance	Earning Capacity decisions (78 week)	Examination	Fault Status	Fees	Fraud	Income support/weekly payments	Injury Management Plan	Insurer internal reviews	Investigations	LTCs	Minor Injury	Recovery Plan	Report	Return to work assistance benefits	Settlement	Third Party/Service Provider management	Treatment and care	Total
CTP Insurer	174	4	60	20	71	49	1	12	30	1	18	12	13	4	187	1	18	2		33	1	6	2	12	4	142	877
AAMI	12		9	4	3	6		1	3				1	1	24	1	4			2		1		4		6	82
Allianz	12	1	9	2	11	8	1	1	2		4	3	1		18		2	1		7		2		4		18	107
GIO	25	2	9	4	14	14		3	10	1	4	2	5	2	32		2			6		1	1	1	1	23	162
Gordian Runoff Limited (ex-Zurich Matters)								1																			1
Icare (CTP Care)									1																		1
NRMA	89	1	18	6	23	17		4	7		6	5	4	1	76		8	1		13		2		2	2	56	341
QBE	30		12	4	20	4		2	7		4	2	2		30		2			2	1		1	1	1	38	163
Youi	6		3												7					3						1	20
Other Insurer including Not Provided	1		1			2			1				2		3				1					2			13
Total	175	4	61	20	71	51	1	12	31	1	18	12	15	4	190	1	18	2	1	33	1	6	2	14	4	142	890

CTP Enquiries: Issues by Insurer

Insurer	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Fault	General Case Management	How to make a Claim	Injury management	Minor Injury	Non-Insurer Complaint	Privacy Surveillance	Query About CTP Benefits	Request for Documents	Settlement	Weekly Benefits	Who is the insurer?	Total
CTP Insurer	2	8	4	74	3	244	20	3	30	15	3	63	3	1	26	1	500
AAMI	1	1		9		49	2		2	4	3	6		1	3		81
Allianz		1		14	1	22	5	1	5	2		13			2		66
GIO		1		10	1	40	2		9	3		15			1		82
Gordian Runoff Limited (ex-Zurich Matters)						1											1
NRMA	1	2	3	26	1	103	8	1	9	5		16	2		16		193
QBE		3	1	13		21	2	1	5	1		12	1		3	1	64
Youi				2		8	1					1			1		13
Other Insurer including Not Provided	1	3		4	1	227	204			14		22			4	2	482
Total	3	11	4	78	4	471	224	3	30	29	3	85	3	1	30	3	982

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	10	1300	172	109	345	1936
Domestic Assistance	2	97	10	4	22	135
Accepted after IRO Complaint	1	35	3	3	4	46
ADL approved	1	41	4	1	10	57
Claim not made in accordance with 60AA		5			4	9
Declined after IRO Complaint		9	2		3	14
Entitlement exhausted		7	1		1	9
Initial Notification	1	80	3	4	16	104
Initial notification incomplete	1	5	1		2	9
Initial notification not received		7			5	12
No response provided and outside timeframes		8				8
Provisional liability inside timeframes		3	1	1	3	8
Provisional liability outside timeframes		14				14
Reasonable excuse applied in time		40	1	3	5	49
Reasonable excuse defective		3			1	4
Recurrence / Whole claim	2	114	29	8	21	174
Claim accepted inside timeframes		7	1		2	10
Claim accepted outside timeframes		20	7	3	3	33
Claim denied inside timeframes		16	1	1	3	21
Claim denied outside timeframes		26	7	1	1	35
Insurer not on risk	1	9	3		3	16
No decision and inside timeframes		19	2	3	5	29
No decision and outside timeframes		11	2		2	15
Recurrence not determined		4			1	5
Request not received	1	2	6		1	10
Section 287A		50	14	8	16	88
Claim accepted inside timeframes		5				5

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Claim accepted outside timeframes		6	2	1	3	12
Claim denied inside timeframes		3	1		1	5
Claim denied outside timeframes		11	7	2	7	27
No decision and inside timeframes		5	1	1	1	8
No decision and outside timeframes		17	3	2	3	25
Request not received		3		2	1	6
Section 66	1	81	15	6	23	126
Claim accepted inside timeframes		3			1	4
Claim accepted outside timeframes		21	4	1	5	31
Claim denied inside timeframes		6		2	2	10
Claim denied outside timeframes		9	1	1	5	16
Claim not duly made		1			1	2
Insurer not on risk		3			1	4
No decision and inside timeframes		21	3		2	26
No decision and outside timeframes		15	4	2	5	26
Request not received	1	2	3		1	7
Weekly Benefits / Medical Treatment	4	878	101	79	247	1309
Claim accepted inside timeframes		112	15	14	28	169
Claim accepted outside timeframes		265	25	15	100	405
Claim denied inside timeframes		97	8	13	16	134
Claim denied outside timeframes	1	162	18	19	41	241
Insurer not on risk	1	16	2		2	21
No decision and inside timeframes	1	95	7	8	27	138
No decision and outside timeframes		63	14	5	16	98
Request not received	1	68	12	5	17	103
Delay in payment	1	849	131	98	268	1347
COD / Settlement		165	50	28	57	300
Centrelink and/or Medicare delay		65	9	9	22	105
Correct amount paid after IRO Complaint		54	14	7	21	96
Decision being appealed			3			3

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Insurer admin error		24	13	8	7	52
Insurer within timeframes and not paid		7	1			8
Interpretation of terms dispute		5	2	1	4	12
Lawyer hasn't provided all documents required		10	7	3	2	22
Leave re-credited			1		1	2
Medical/Travel	1	247	38	25	120	431
Claim already paid		25	5	2	6	38
Claim disputed		14	1	2	6	23
Claim not received		9	1	2	1	13
Correct amount paid after IRO Complaint		146	24	15	85	270
Insufficient information / Invoices not provided		34	3	2	12	51
Insurer not on risk	1	5				6
Insurer within timeframes		14	4	2	10	30
Weekly benefits		437	43	45	91	616
Employer error making payments		75	11	8	5	99
Employer error where insurer takes over payments		45	1	2	2	50
Insurer admin error		154	12	22	53	241
Irregular payments		30		6	7	43
No apparent error with payments		82	13	3	10	108
No COC		38	4	2	9	53
No EFT/TFN details		9	1	2	4	16
PID Certificate - no entitlement		4	1		1	6
Denial of liability	5	443	71	31	109	659
Defective form changed and reissued		1	2		1	4
Defective form withdrawn		3				3
Insurer maintain denial on review		38	11	5	6	60
Insurer overturns decision after PI		28	3		6	37
Matter referred for review or legal	5	358	54	25	93	535
Section 59A Applied		13	1	1	3	18
Section 59A Overturned		2				2

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
General Case Management	14	576	47	58	153	848
Insurer notified of complaint	1	328	24	27	89	469
Referred to insurer	9	172	20	23	46	270
Referred to SIRA, Icare or other	4	76	3	8	18	109
IME/IMC	1	120	19	10	19	169
Appointment cancelled information from treating doctors received		8			1	9
Appointment cancelled-referral procedure not followed		17		3		20
Appointment maintained		56	13	5	10	84
Appointment rescheduled		23	4	2	5	34
Choice of 3 IMEs provided after IRO Complaint		9			1	10
Location changed		6			2	8
Travel organised	1	1	2			4
No Action	20	224	27	20	53	344
Non-insurer complaints	22	105	14	10	36	187
Employer Complaint	18	39	8	1	19	85
Referred to Fair Work or IRC	3	13	2		5	23
Referred to Other	10	8	3		10	31
Referred to SIRA/Safework	5	18	3	1	4	31
ILARS Lawyer Complaint	2	30	2	2	10	46
Refer worker to OLSC, Law Firm or Other	2	17	2		7	28
Updated the IRO Principal Lawyer		13		2	3	18
Privacy/Surveillance		5		3		8
Referred to IPC		3		1		4
Referred to Other		2		2		4
Service Provider	2	31	4	4	7	48
Referred to Other	1	21	3	3	6	34
Referred to SIRA	1	10	1	1	1	14
Request for Documents	5	469	74	32	110	690
Liability Accepted	4	359	56	19	73	511

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Docs not provided		21	7	1	9	38
Docs provided after PI		287	35	17	45	384
Docs provided to third party		23	4		5	32
Request not received	4	28	10	1	14	57
Liability Disputed	1	110	18	13	37	179
Docs not provided	1	19	5	2	10	37
Docs provided after IRO Complaint		91	9	11	25	136
Docs provided to third party only			2		1	3
Privilege Claimed			2		1	3
Weekly Benefits	2	421	62	40	115	640
Overpayment		25	2	3	4	34
Insurer or employer presses with recovery		11	1	2	2	16
Insurer stops recovery		14	1	1	2	18
Payments changed	1	177	27	21	55	281
Change of entitlement period		17			6	23
Employer error where insurer takes over payments		7		1		8
Employer not passing on correct payment		45	7	3	13	68
Indexation applied after PI		13	6	1		20
Legislative reduction in PIAWE		5	1		2	8
No apparent error with payments	1	67	12	10	25	115
Payments increased after PI (stat rate or 95%)		18	1	5	4	28
WCD or Section 40 assessment		5		1	5	11
Payments have not started		50	13	5	11	79
Employer error where insurer takes over payments		2	1		2	5
Employer not passing on weekly payments		9	1	1	3	14
Insurer maintains reasonable excuse		9	4	4	1	18
Reasonable excuse applied within time		13	2		1	16
Reasonable excuse withdrawn after IRO Complaint		17	5		4	26
Payments stopped	1	169	20	11	45	246
Correct rate applied		6	1	1	4	12

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Employer not passing on weekly payments		16		1	3	20
Insurer admin error		50	8	2	18	78
No apparent error with payments	1	23	6	3	7	40
Non-attendance at IME				1		1
Section 119 non-attendance IME applied		8				8
Section 119 non-attendance IME overturned		2		1		3
Section 39 limit applied		22	1	1	3	27
Section 39 overturned		5			1	6
Section 48A / 57 suspension applied		11	2		2	15
Section 48A / 57 suspension overturned		8	1	1		10
Section 52 retirement age applied		2			4	6
Section 52 retirement age overturned		2				2
WCD or Section 40 assessment		6			1	7
Weekly benefits declined		8	1		2	11
Work Capacity Decision	1	269	19	12	50	351
PIAWE	1	117	5	6	32	161
Insurer maintains decision		25	1		2	28
Not obvious error referred for review	1	54	2	3	14	74
PIAWE increased and back payment provided		33	2	3	14	52
PIAWE reduced where notice provided		5			2	7
Work Capacity Decisions (non-PIAWE)		152	14	6	18	190
Incorrect notice provided		3	1			4
IW referred to ALSP		119	10	5	14	148
New WCD issued		12			1	13
WCD under review		4	1		1	6
WCD withdrawn		14	2	1	2	19
Workplace Injury Management		46	7	6	27	86
IMP		2	1	1	2	6
IMP amended after IRO Complaint		1	1	1	2	5
No current IMP		1				1

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Rehabilitation		20	2	1	11	34
Case conference cancelled				1		1
Case conference organised			1		2	3
Referred to IMC					1	1
Rehab not required		5			2	7
Rehab provided s41A		3			1	4
Rehab provider changed		12	1		5	18
Return to Work		24	4	4	14	46
Duties not provided by employer		3	2		7	12
Duties not suitable		1	1	1	1	4
Duties provided by employer after IRO Complaint		1		1	1	3
Rehabilitation Allocated		5			1	6
RTW plan amended		5	1	1	3	10
Section 53 / JCPP Approved		2				2
Section 53 / JCPP Declined		4		1		5
Vocational Program Approved					1	1
Workplace assessment required		3				3
Total	81	4822	643	426	1285	7257

CTP Complaints: Complaint outcomes

Insurer	CTP Insurer	Other Insurer including Not Provided	Total
No Action	95	6	101
Resolved Action	297		297
Resolved Benefit	195		195
Resolved Information	160		160
Resolved Referred Elsewhere	144	7	151
Total	891	13	904

ILARS: Grant Applications Received

2022/2023													
Application Status	July	August	September	October	November	December	February	March	April	May	January	June	Total
Accepted	1620	1794	1820	1676	1874	1419	1908	2383	1654	2225	1326	1715	21414
Closed admin	61	67	39	37	42	41	41	37	22	34	38	15	474
Declined	11	15	25	21	28	32	27	27	16	23	16	6	247
Pending	7	13	35	25	32	16	28	35	36	48	24	208	507
Total	1699	1889	1919	1759	1976	1508	2004	2482	1728	2330	1404	1944	22642

Grant Status	%
Accepted	94.6%
Closed admin	2.1%
Declined	1.1%
Pending	2.2%
Total	100.0%

Note: The data reflects ILARS applications for funding received up to 30 June 2023 as of 30/06/2023
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

2022/2023													
Injury Location	July	August	September	October	November	December	January	February	March	April	May	June	Total
Abdomen and pelvic region	9	13	19	13	10	4	11	14	26	12	21	18	170
Ankle	20	50	34	24	28	19	27	50	41	21	44	26	384
Back	290	291	274	262	319	224	229	294	363	272	345	277	3440
Death	22	29	17	23	31	12	15	39	27	17	26	33	291
Ear	241	227	310	302	263	190	131	305	368	278	304	290	3209
Elbow	8	14	17	22	17	10	17	20	27	8	13	14	187
Foot and toes	19	14	20	22	30	15	20	17	30	18	27	19	251
Hand, fingers and thumb	50	59	64	55	58	47	53	84	93	79	79	69	790
Hip	9	8	10	18	19	12	15	14	17	8	11	10	151
Internal Body System	33	24	12	19	26	26	16	17	32	21	32	14	272
Knee	78	106	103	89	121	89	89	110	137	96	115	93	1226
Multiple -Neck and shoulder	45	49	45	43	42	41	50	48	47	46	60	64	580
Multiple -Trunk and limbs	113	124	151	90	96	95	65	83	165	94	156	145	1377
Neck	19	25	27	40	54	37	36	32	36	16	36	29	387
Other arm	19	12	23	19	30	11	15	12	19	20	21	12	213
Other body location	23	21	15	11	13	15	6	11	14	4	18	17	168
Other Head	46	63	48	42	49	40	43	58	75	50	72	67	653
Other leg	40	59	59	37	55	31	34	73	87	52	92	68	687
Psychological system	320	366	360	329	400	313	317	377	482	327	494	427	4512
Shoulder	114	134	138	147	140	118	88	156	140	120	149	113	1557
Trunk - multiple locations	20	15	11	11	14	13	8	17	25	15	19	17	185
Upper limb - multiple locations	53	67	70	50	53	42	38	70	126	91	81	68	809
Wrist	36	37	28	33	38	31	27	35	41	25	59	34	424
Total	1627	1807	1855	1701	1906	1435	1350	1936	2418	1690	2274	1924	21923

Note: The data reflects applications for funding received up to 30 June 2023 and grants of funding which have an accepted or pending status as of 30/06/2023
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ILARS – Nature of Injury

2022/2023													
Nature of Injury	July	August	September	October	November	December	January	February	March	April	May	June	Total
A. Intracranial injuries	6	11	10	4	4	7	8	9	13	13	22	14	121
B. Fractures	40	48	55	24	54	43	35	55	73	38	78	57	600
C. Wounds, lacerations, amputations and internal organ damage	69	84	67	45	66	53	47	62	100	71	80	91	835
D. Burn	7	8	6	3	5	8	3	9	8	7	8	8	80
E. Injury to nerves and spinal cord	191	219	134	83	119	95	89	119	163	130	176	150	1668
F1. Trauma to joints and ligaments	496	571	630	597	656	467	515	683	832	615	781	569	7412
F2. Trauma to muscles and tendons	184	200	222	240	272	208	160	243	298	170	257	252	2706
G. Other injuries –Poisoning, Electrocutation, heat stress etc	5	7	2	5	7	7	3	6	9	5	6	9	71
H1. Joint diseases (arthropathies) and other articular cartilage diseases					2								2
H2. Spinal vertebrae and intervertebral disc diseases	2	1	12	12	1	1	1	1	3	2	1	2	39
H3. Diseases involving the synovium and related tissue	1		1										2
H4. Diseases of muscle, tendon and related tissue			1				2	1	2		1	1	8
H5. Other soft tissue diseases	1	1	1	1	2	2	4					1	13
I. Mental disorders	321	363	358	330	397	313	314	373	481	325	492	421	4488
J. Digestive system diseases	5	9		2	4			2		2	2	3	29
K. Skin and subcutaneous tissue diseases	2	3	8	2	2	1	1	5	5		4		33
L. Nervous system and sense organ diseases	243	231	312	310	267	191	136	311	374	282	310	295	3262
M. Respiratory system diseases	15	10	8	13	10	17	8	9	20	11	20	8	149
N. Circulatory system diseases	8	2	4	6	1	2	2	4	4	1	3	5	42
O. Infectious and parasitic diseases	3	3	1		2		1	1					11
P. Neoplasms (cancer)		4	1			3			2		1		11
Q. Other diseases	1	1	1		4	1	5	2	2	1	3	2	23
R. Other claims	4	1	4	1		4	1	2	2		3	3	25
S. Death	23	30	17	23	31	12	15	39	27	17	26	33	293
Total	1627	1807	1855	1701	1906	1435	1350	1936	2418	1690	2274	1924	21923

Note: The data reflects applications for funding received up to 30 June 2023 and grants of funding which have an accepted or pending status as of 30/06/2023
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Body System for Grants

Body System	2022/2023												
	July	August	September	October	November	December	January	February	March	April	May	June	Total
Cardiovascular system	11	9	7	5	6	4	2	12	8	5	8	1	78
Chronic Pain	2				3	2			1				8
Digestive systems	8	11	4	3	8		6	5	9	7	8	5	74
Ear, nose, throat, and related structures	16	8	4	3	7	4	1	3	3		5	4	58
Haematopoietic system	1	1				2		2	1	1	1	3	12
Hearing	234	227	306	299	265	190	132	305	364	278	306	289	3195
Lower extremity	192	280	260	247	297	191	212	317	385	225	375	270	3251
Nervous system	5	11	12	13	11	11	1	13	15	7	9		108
Psychiatric and psychological disorders	323	368	364	330	401	314	317	379	484	329	496	426	4531
Respiratory system	28	23	12	23	27	25	25	21	35	21	28	13	281
The endocrine system	2								1			1	4
The skin	14	10	8	8	3	16	2	9	11	4	10	3	98
The spine	350	368	346	288	344	287	248	325	425	302	383	358	4024
The visual system	3	14	15	9	12	9	10	11	17	9	9	13	131
Upper extremity	428	469	508	462	512	374	391	527	654	497	626	503	5951
Urinary and reproductive systems	2	1	8	6	2	1	2	1	2	2	3	4	34
Not Recorded	8	7	1	5	8	5	1	6	3	3	7	31	85
Total	1627	1807	1855	1701	1906	1435	1350	1936	2418	1690	2274	1924	21923

Note: The data reflects applications for funding received up to 30 June 2023 and grants of funding which have an accepted or pending status as of 30/06/2023
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Issues per Insurer

Insurer	Advice Only	Death Claim	Dental of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss W/PI	Make Claim	Medical treatment	Permanent Impairment	Stage 1	Weekly Payments	Work Capacity Decision	Total
Other Insurer including Not Provided	1064	40	73	1850	266	745	60	67	245	968	58	13	5473
Scheme agent	2767	210	1362	774	68	282	77	1644	3633	2952	1047	513	15783
Allianz 701	92		53	13	1		2	54	71	116	33	2	443
Allianz Australia Workers Compensation (NSW) Ltd	76	2	51	9	2	5		54	129	87	36	3	481
CGU Workers Compensation (NSW) Ltd	6	1	1					1	1	6			18
EML 701	2157	168	902	484	28	139	69	1008	2493	2175	723	428	10995
EML 702	50		59	11		9	2	100	253	95	32	35	685
Employers Mutual NSW Limited	35	10	36	8		4	3	44	95	54	19	8	332
Gallagher Bassett Services Pty Ltd	22		12	2		1		14	7	11	13		84
GIO 701	115	3	92	19	1	7		121	152	152	82	12	784
GIO General Limited	121	23	92	18	3	4	1	191	341	137	66	14	1106
Insurance and Care NSW (Icare)	12	3	36	178	30	106		26	27	31	22	7	488
QBE 701	57		21	22	1	4		21	47	72	17	4	271
QBE Workers Compensation	16		5	9	2	3		7	10	8	3		65
Uninsured Liabilities	8		2	1				3	6	7	1		29
Xchanging									1	1			2
Self-insured	271	5	244	145	19	49	12	232	354	287	215	43	1898
Adecco Holdings Pty Ltd										1			1
Aldi Stores	11		2					4	10	9	5	1	42
ANZ Banking Group Limited			1					1					2
Ausgrid Management Pty Ltd	1		1	3	1			1	4	5		2	18
Australian Unity Limited	8		8					5	7	4	5		38

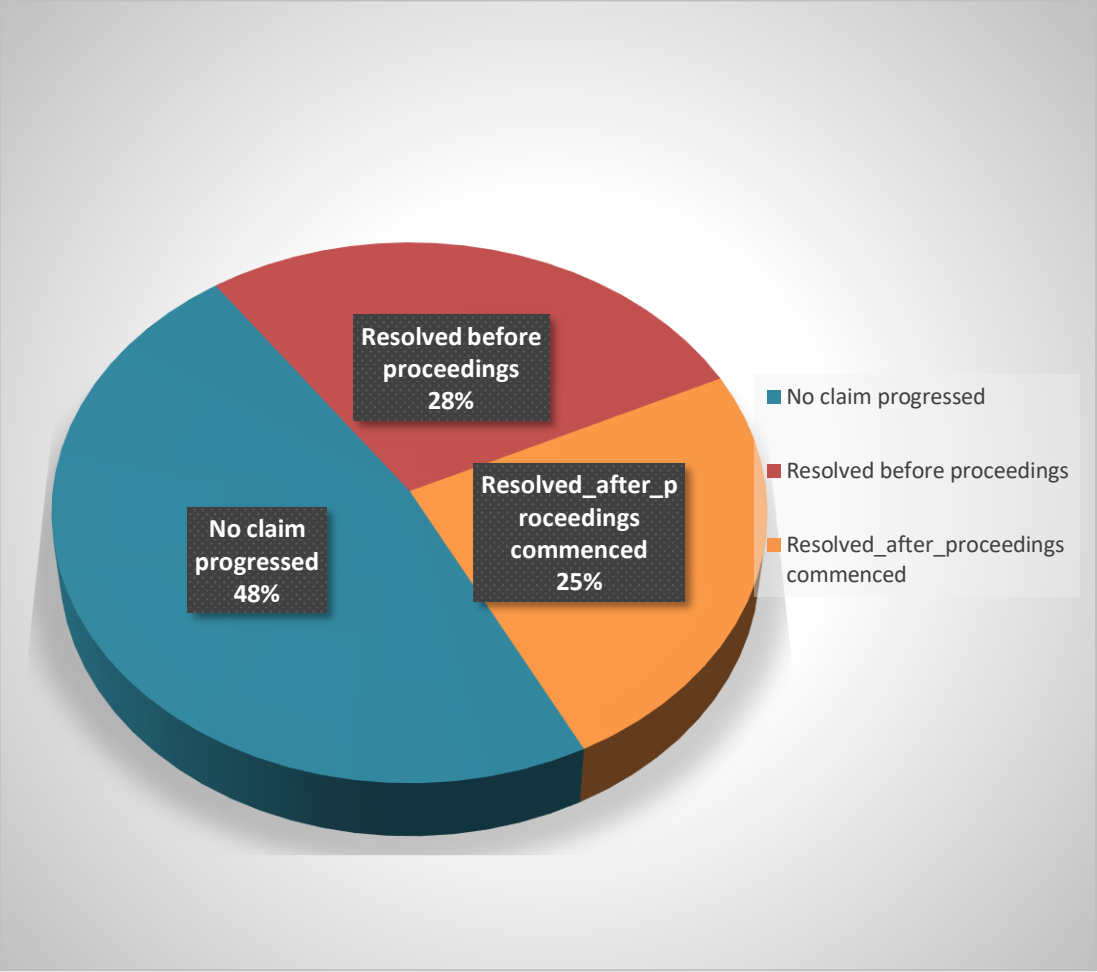
Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss W/PI	Make Claim	Medical treatment	Permanent Impairment	Stage 1	Weekly Payments	Work Capacity Decision	Total
BHP Group Limited				3	2				1				7
Blacktown City Council	6		7	2	2			9	6	7	8	3	50
Bluescope Steel Ltd	19			35	6	13			3	8			84
Boral Limited	3		3	3		1		3	9	2	1		27
Brambles Industries Limited	1			2					1			1	5
Brickworks Ltd	1												1
Campbelltown City Council			1					2	3	1	2		9
Canterbury Bankstown Council	1		1	2		1		3	3	1	4	1	17
Central Coast Council	4			5		3		3	6	4	1		26
City of Sydney Council	6		1	3		2		1	9	4	2	4	32
Coca-Cola Amatil				1			1	3	1	1	2		9
Coles Group Ltd	28	3		43		1	2	35	36	22	32	2	206
Colin Joss & Co Pty Limited	4			10				10	5	1	10		40
ComfortDelGro Corporation Australia Pty Ltd				2				2		1	2		7
Commonwealth Steel (Molycop)	1			1	1					2			5
CSR Limited	4			3	2	1		1			2		13
DAC Finance Pty Ltd (trading as Opal Aged Care)	1			4				4		6	3		18
Endeavour Energy	3			1	1		1	3	1		1		12
Estia Investments Pty Ltd	4			1				1	1	2	3		12
Fairfield City Council	1			1				1	1	2	1		7
Fletcher International Exports Pty Ltd.				1				1	2		1		5
Hawkesbury City Council				1				1		1	1		4
Hays Specialist Recruitment (Australia) Pty Limited											1		1
Healius Limited	4			2				3	7		4	4	25
Holcim (Aust) Holdings Pty Limited	1				1					3	3		8

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Make Claim	Medical treatment	Permanent Impairment	Stage 1	Weekly Payments	Work Capacity Decision	Total
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance, OneSteel, Liberty or Arrium)	2			2	4	2	1	2	2	1			16
Inghams Enterprises Pty Ltd	1			6				4	1	1	5		18
ISS Property Services Pty Ltd	1			10			1	8	9	2	9	1	41
JELD-WEN Australia Pty Ltd									1	1			2
Lake Macquarie City Council	4			1	2			5	4				16
Life Without Barriers	4			2				2	1	2	2		13
Liverpool City Council				1				2	5	2	3		13
MARS Australia Pty Ltd	1			1				1		1	1		5
McDonald's Australia Holdings Limited								1	6				7
Myer Holdings Ltd	2			1				2	5		1		11
Newcastle City Council	3				2		1		4	6			16
Northern Beaches Council	2								2	3			7
Northern Co-Operative Meat Company Limited	4									1			5
NSW Trains	3			1						2	1		8
Persol Australia Pty Ltd	3			3	3			3	3	1	1		17
Qantas Airways Limited	11			1	33	3	10	6	23	17	4	3	111
Rail Corporation NSW					1				1	1			3
Randstad	1							1			2		4
RGF Staffing Melbourne One Pty Ltd										1			1
Shoalhaven City Council	5			2	2			1	3	3	1		17
Sonic Healthcare Limited	1									1			2
Sutherland Shire Council	1			1			1		6	3	1		13
Sydney Trains	5				1		1	3	4	1	2		18
The Star Entertainment Group Ltd	1			1				1	2	3	2		10

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Make Claim	Medical treatment	Permanent Impairment	Stage 1	Weekly Payments	Work Capacity Decision	Total
Thomas Foods International Consolidated Pty Ltd	1												1
Toll Holdings Ltd	19			10	3		2	10	17	10	12	6	93
Tomago Aluminium	1			2	2			1	2		1		9
Transport for NSW Workers Compensation Services	16			15	15	1	5	2	15	23	25	14	133
Transport Service of NSW (State Transit Group)	1	2		3	4	2	2	2	2	5	7	2	30
UGL Rail Services Pty Limited					1		1						2
Unilever Australia (Holdings) Pty Limited	1			2				2			1	1	7
University of New South Wales	1								1	1			3
University of Wollongong									1	2			3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	2			7	2		1	5	6	3	5	2	33
Veolia Environmental Services (Australia) Pty Ltd	3								2	3			8
Wesfarmers Limited	11			14	1			11	18	21	5		81
Westpac Banking Corporation Ltd	5			6				3	6	2	8		31
Wollongong City Council	1			2	3				2	5	3		16
Woolworths Group Ltd	42			54	3		3	4	44	73	67	35	343
Specialised insurer	138	1		86	39	1	17	1	94	199	181	91	900
Catholic Church Insurance Limited	35			30	1			22	56	41	23	11	225
Coal Mines Insurance Pty Limited					1			2	4	5	2		14
Guild Insurance Ltd	10			6			1	6	20	15	4	4	68
Hospitality Industry Insurance	40			19	2		2	22	44	55	24	10	226
Racing NSW Insurance Fund	2			1				2	13	6	1	2	29
StateCover Mutual Ltd	51	1		30	35	1	15	40	62	59	37	4	338
TMF	443	22		233	73	7	19	15	250	629	458	188	2451
Allianz TMF	150	1		84	27	1	11	5	56	226	144	55	786
Employers Mutual NSW Ltd - TMF	88	4		67	5		1	79	126	92	64	18	553
QBE TMF	205	17		82	41	6	8	9	115	277	222	69	1112
Total	4683	278		1998	2881	361	1112	165	2287	5060	4846	1599	25913

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 2022 to 30 June 2023.

ILARS – Outcomes

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Appeals	248	3,152,556	12,815
Court of Appeal	2	27,268	27,268
By the employer in favour of Employer	1	27,268	27,268
By the worker in favour of Worker	1		
High Court	1	14,175	14,175
By the employer in favour of Worker	1	14,175	14,175
Medical Appeal Panel	199	2,239,500	11,254
By the employer in favour of Employer	28	327,328	11,690
By the employer in favour of Worker	40	520,921	13,023
By the worker in favour of Employer	60	539,641	8,994
By the worker in favour of Worker	71	851,609	11,994
Non-presidential member to President	37	660,600	18,350
By the employer in favour of Employer	1	21,306	21,306
By the employer in favour of Worker	14	253,479	18,106
By the worker in favour of Employer	9	117,341	14,668
By the worker in favour of Worker	13	268,474	20,652
Supreme Court	9	211,014	23,446
By the employer in favour of Worker	2	64,107	32,054
By the worker in favour of Employer	2	16,281	8,141
By the worker in favour of Worker	5	130,625	26,125
Discontinued from Commission - No result	203	1,371,940	6,860
Grant application declined	1	880	880
ILARS Funding Withdrawn	661	139,250	1,763
Administrative reason	19	1361	681
Consolidated with other grant	177	5606	1121
Duplicate grant	136	456	228

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Lawyer request	220	69801	2115
Matter resolved in other jurisdiction	6	8195	1639
No Response to ILARS Follow Up	74	49495	1707
Not eligible for funding	29	4336	1445
Instructions withdrawn	1241	2,961,879	2,493
Instructions withdrawn	324	838,740	2,741
Worker retained new Lawyer	917	2,123,140	2,407
Not proceeding after preliminary grant	7256	14,262,604	1,974
Below Threshold (Threshold issue)	51	125,995	2,470
Commutation negotiations failed	10	22,797	2,280
Lawyer Advice to Worker	3620	3,839,858	1,063
Lost contact with Worker	390	737,319	1,940
Medical evidence not supportive	391	1,393,164	3,563
Not MMI	88	303,129	3,445
Not viable	137	386,835	2,931
s66 Below WPI threshold	1173	4,720,836	4,025
Worker instructions	1396	2,732,671	1,967
Resolved in Commission	4252	44,204,554	10,399
Commutation	36	155,071	4,431
Registered	36	155,071	4,431
Conference	1096	14,167,329	12,926
Closed Period	33	399,996	12,121
Death Benefits	21	229,403	10,924
Medicals	253	3,224,506	12,745

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Not Recorded	1	8,773	8,773
Weeklies	104	1,250,638	12,025
Weeklies & Medicals	318	4,085,446	12,847
WPI	190	2,549,768	13,420
WPI & Medicals	35	482,294	13,780
WPI & Weeklies	28	392,049	14,002
WPI, Weeklies & Medicals	80	1,098,149	13,727
Wrap Up	33	446,306	13,524
Expedited Assessment	211	1,544,565	7,320
Consent Direction	132	957,536	7,254
Direction made	67	508,316	7,587
Direction not made	6	41,574	6,929
Not Recorded	1	4,950	4,950
Recommendation made	4	23,900	5,975
Recommendation not made	1	8,289	8,289
Following Hearing – COD SOR Employer	43	604,016	14,047
Following Hearing – COD SOR worker	367	5,017,806	13,673
Death Benefits	74	968,497	13,088
Medicals	102	1,389,560	13,623
Weeklies	38	530,463	13,960
Weeklies & Medicals	66	927,583	14,054
WPI	58	790,371	13,627
WPI & Medicals	7	99,195	14,171
WPI & Weeklies	7	69,513	9,930
WPI, Weeklies & Medicals	15	242,623	16,175

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Medical Assessment	1571	13,139,036	8,363
Above threshold	27	211,483	7,833
COD s66 TOD	50	419,916	8,398
COD s66 WPI	1058	9,042,358	8,547
Discontinued post MAC no COD	4	30,445	7,611
MAC Below Threshold Hearing Aids only	29	196,298	6,769
Not MMI MAC (s66 claim)	12	111,493	9,291
Not MMI MAC (threshold issue)	2	30,363	15,182
Not MMI MAC refused (threshold issue)	2	11,224	5,612
Not reached threshold (threshold issue)	12	102,436	8,536
Not Recorded	2	18,448	9,224
s66 Not reached threshold	373	2,964,572	7,948
Resolved TC - settled by consent	821	8,143,170	9,919
Closed Period	16	159,166	9,948
Death Benefits	42	353,360	8,413
Medicals	247	2,421,802	9,805
Not Recorded	2	14,219	7,110
Weeklies	80	757,966	9,475
Weeklies & Medicals	131	1,346,750	10,281
WPI	209	2,152,931	10,301
WPI & Medicals	32	293,061	9,158
WPI & Weeklies	21	197,523	9,406
WPI, Weeklies & Medicals	29	328,363	11,323
Wrap Up	12	118,029	9,836
Settlement during Hearing	107	1,433,561	13,398
Death Benefits	7	83,833	11,976

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Medicals	17	226,886	13,346
Not Recorded	2	17,421	8,711
Weeklies	12	147,068	12,256
Weeklies & Medicals	23	299,945	13,041
WPI	27	398,455	14,758
WPI & Medicals	5	70,133	14,027
WPI & Weeklies	4	60,405	15,101
WPI, Weeklies & Medicals	10	129,415	12,942
Resolved in common law claim	32	135,601	4,520
Resolved prior to Commission	5317	23,176,679	4,360
Advice given not to proceed	9	15,845	1,761
Agreement with Insurer	107	427,236	3,993
Insurer Accepts Claim	1722	3,559,931	2,067
Insurer withdraws Notice	156	634,266	4,092
Not Recorded	1	7,690	7,690
Over threshold by agreement	16	69,976	4,373
Resolved after IRO enquiry or Internal Review.	449	1,790,095	3,987
Resolved by complying agreement after claim made	2857	16,671,640	5,835
Total	19210	89,405,943	4,823

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

Outcome	Former NSW Insurer	Scheme agent	Self-insured	Specialised insurer	TMF	Total
NRTC	3	359	87	46	94	589
S287A		76	30	15	31	152
Claim accepted after enquiry		11	3	2	2	18
Claim accepted before enquiry				1	1	2
Claim denied after enquiry		18	19	6	10	53
Claim denied before enquiry		17	6	2	1	26
Insurer inside timeframes		1				1
Insurer outside timeframes		26	2	4	16	48
Request not received		3			1	4
S60/ Weekly Benefits	1	97	17	9	16	140
Claim accepted after enquiry		26	6	5	4	41
Claim accepted before enquiry		9		1		10
Claim denied after enquiry		26	6	1	6	39
Claim denied before enquiry		10		1		11
Insurer inside timeframes		3			1	4
Insurer not on risk	1	4	3		2	10
Insurer outside timeframes		19	1	1	2	23
Request not received			1		1	2
S66	2	186	40	22	47	297
Claim accepted after enquiry		29	2	1	8	40
Claim accepted before enquiry		3				3
Claim denied after enquiry		29	14	4	8	55
Claim denied before enquiry		18	2	1	1	22
Counteroffer issued after enquiry		23	3	6	7	39
Counteroffer issued before enquiry		14		2		16
Insurer inside timeframes		24	2	1	5	32
Insurer not on risk		3			1	4
Insurer outside timeframes		38	14	3	14	69
Request not received	2	5	3	4	3	17
Total	3	359	87	46	94	589

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 disbursement
Appeal	\$401,578	210	\$1,912	
Complexity Uplift	\$454,906	359	\$1,267	
Professional fees	\$51,874,358	19118	\$2,713	
Barrister Country Loading	\$18,618	24	\$776	0%
Barrister Fees	\$4,279,570	2777	\$1,541	12%
Clinical Notes	\$3,487,178	33623	\$104	10%
Interpreter	\$259,521	1703	\$152	1%
Meal Allowance	\$4,816	89	\$54	0%
Medico-legal	\$23,005,510	17061	\$1,348	64%
MRP Service Fee	\$2,601,341	30859	\$84	7%
Non-attendance fee	\$99,182	223	\$445	0%
NTD Report	\$450,591	1108	\$407	1%
Other	\$172,734	541	\$319	0%
Refund				0%
Solicitor Loading	\$2,095	3	\$698	0%
Travel	\$383,798	1679	\$229	1%
Treating Specialist Report	\$1,175,725	2184	\$538	3%
Total	\$88,671,521	111,561	\$795	
Total Professional Fees	\$52,730,842		59%	
Total Disbursements Fees	\$35,940,679		41%	

Note: Professional fees include GST

These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2022 to 30 June 2023 and may differ from those in the Annual Report which are sourced from the financial payments system.