



Independent
Review Office

IRO PERIODIC PERFORMANCE REVIEW

1 JULY 2023 to December 2023

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

2023/2024							
Case Type	July	August	September	October	November	December	Total
Complaint	658	648	668	800	766	551	4091
CTP Complaint	59	67	74	49	67	43	359
CTP Enquiry	75	78	52	38	50	34	327
Enquiry	675	507	523	551	589	443	3288
Grand Total	1,467	1,300	1,317	1,438	1,472	1,071	8,065

Complaints and Enquiries: Referral Source

2023/2024							
Referral Source	July	August	September	October	November	December	Total
Advertisement	2	4		1	3		10
Advertising	1		1				2
Doctor	18	6	7	6	4	1	42
Employer	1			2	2	2	7
Government Department	43	42	51	58	59	45	298
Insurer	33	15	18	13	23	8	110
IRO Campaign	3	3		3			9
Lawyer	850	782	795	910	870	621	4828
Other source	52	38	53	71	63	75	352
Rehabilitation Provider	2		1	2	3	2	10
Union	10	9	6	4	6	6	41
Web search	250	203	211	213	237	154	1268
WIRO Campaign			1				1
Word of Mouth	43	32	31	44	57	60	267
WorkCover	23	20	15	24	25	20	127
Personal Injury Commission	2	1	1		3		7
Total	1333	1155	1191	1351	1355	994	7379

CTP Complaints and CTP Enquiries: Referral Source

2023/2024							
Referral Source	July	August	September	October	November	December	Total
Advertisement						1	1
Doctor				1		1	2
Government Department	8	11	4	6	3	5	37
Insurer	1	1	1		1		4
Lawyer	18	20	20	17	20	19	114
Other source	18	30	18	8	44	18	136
Union	1						1
Web search	67	46	35	28	23	15	214
Word of Mouth	20	35	48	25	24	17	169
WorkCover	1	2		2	2	1	8
Total	134	145	126	87	117	77	686

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

2023/2024							
Duration	July	August	September	October	November	December	Total
Complaint	665	648	678	741	763	638	4133
A-Same day	73	73	77	101	96	88	508
B-Next day	56	49	45	35	47	38	270
C-2 to7 days	363	329	358	385	366	311	2112
D-8 to 15 days	127	137	154	166	183	143	910
E-16 to 30 days	39	54	40	50	59	53	295
F-more than 30 days	7	6	4	4	12	5	38
CTP Complaint	46	69	72	55	54	47	343
A-Same day	10	8	7	7	7	2	41
B-Next day	1	1	1	2	1		6
C-2 to7 days	18	23	34	23	16	17	131
D-8 to 15 days	15	25	23	15	23	19	120
E-16 to 30 days	2	10	4	8	6	9	39
F-more than 30 days		2	3		1		6
CTP Enquiry	75	78	53	37	47	38	328
A-Same day	74	72	44	21	39	27	277
B-Next day	1	2	7	7	3	6	26
C-2 to7 days		4	2	7	4	4	21
D-8 to 15 days				2	1	1	4
Enquiry	1199	922	921	935	978	799	5754
A-Same day	1045	786	784	755	799	696	4865
B-Next day	26	52	46	60	55	41	280
C-2 to7 days	119	72	73	105	99	53	521
D-8 to 15 days	9	10	12	12	25	6	74
E-16 to 30 days		2	6	3		3	14
Total	1985	1717	1724	1768	1842	1522	10558

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	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Other Insurer including Not Provided	7	2	4	3		12		4	1	2		35
Delta Electricity								1				1
Forestry Corporation of NSW	1							1				2
Not Provided (Hearing Loss)	2											2
Not Provided (Unknown)	4	1	3	3		12		1	1	2		27
Pacific Brands		1										1
Sydney Water Corporation			1									1
Transgrid								1				1
Scheme agent	811	627	269	245	73	25	2	244	267	148	32	2743
Allianz 701	77	56	15	12	4	1	1	26	22	5	2	221
Allianz Australia Workers Compensation (NSW) Ltd	27	33	8	9				14	2	1		94
EML 701	396	287	161	129	49	17	1	95	153	117	25	1430
EML 702	36	32	22	17	3	1		17	13	8	1	150
Employers Mutual NSW Limited	4	5	1	2				2	1	1		16
GIO 701	49	48	16	10	6	2		12	17	1	1	162
GIO General Limited	155	106	34	47	6	3		50	27	6	1	435
QBE 701	43	41	6	13	4	1		22	17	3	1	151
QBE Workers Compensation	2							4				6

Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Uninsured Liabilities	11	7	4	3	1			1	6		1	34
Gallagher Bassett 701	5	6	1	2					8	3		25
DXC Technology	1	1								1		3
Icare Claims Operation Team	5	5	1	1				1	1	2		16
Self-insured	129	72	22	30	6	5	1	41	20	7	2	335
Aldi Stores	1	3		2	1			1		2		10
Ausgrid Management Pty Ltd					2							2
Blacktown City Council	2	1	2					1				6
Bluescope Steel Ltd	4					2						6
Boral Limited	1	2										3
Campbelltown City Council	1											1
Central Coast Council	3											3
Coles Group Ltd	18	6	3	1	1			2	2	1		34
ComfortDelGro Corporation Australia Pty Ltd	7	2	4	2					1			16
Commonwealth Steel (Molycop)	2	1						1				4
CSR Limited				1								1
DAC Finance Pty Ltd (trading as Opal Aged Care)	4	1		3				1				9
Estia Investments Pty Ltd								1				1
Fairfield City Council				1								1
Fletcher International Exports Pty Ltd.		1										1
Healius Limited		1				1						2
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)	2							2				4
ISS Property Services Pty Ltd	3											3

Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Life Without Barriers	1	1		1							1	4
Liverpool City Council				1								1
Newcastle City Council	1				1			1				3
Northern Co-Operative Meat Company Limited			1						1			2
NSW Trains		2										2
Pacific National (NSW) Pty Ltd	2											2
Persol Australia Pty Ltd	2											2
Qantas Airways Limited	4	4	1	1			1			1		12
Rail Corporation NSW		2	1									3
Randstad	1		1									2
RGF Staffing Melbourne One Pty Ltd	1	2	1	1				1	1			7
Sonic Healthcare Limited	8		1	1				1				11
Sutherland Shire Council		1										1
Sydney Trains	4	6	1		1	1		3	2			18
The Star Entertainment Group Ltd	1	2						1	1			5
Toll Holdings Ltd	8	1	1	1				1			1	13
Tomago Aluminium		1		1								2
Transport for NSW Workers Compensation Services	2	1						1				4
Transport Service of NSW (State Transit Group)	1			1				2				4
Unilever Australia (Holdings) Pty Limited		1		1								2
University of New South Wales	1		1									2
University of Wollongong				3								3

Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	NRTC	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	8	10		1				5	1			25
Veolia Environmental Services (Australia) Pty Ltd	3											3
Wesfarmers Limited	2	1	1			1		6	5			16
Westpac Banking Corporation Ltd		1		2					1			4
Woolworths Group Ltd	28	13	3	5				7	4	3		63
Southern Meats Pty Ltd.		1										1
Inghams Enterprises Pty Ltd	1							1				2
MARS Australia Pty Ltd	1	2						1				4
Thomas Foods International Consolidated Pty Ltd								1				1
Adecco Holdings Pty Ltd		2							1			3
Hays Specialist Recruitment (Australia) Pty Limited	1											1
Specialised insurer	62	51	20	19	9	2		22	18	14	3	220
Catholic Church Insurance Limited	14	19	6	6	3	1		8	5	5	2	69
Coal Mines Insurance Pty Limited	13	5	4	1				2	2			27
Guild Insurance Ltd	2	7	1		3			1		1		15
Hospitality Industry Insurance	21	11	3	5		1		7	4	6	1	59
Racing NSW Insurance Fund	2	1	2	2					1	1		9
StateCover Mutual Ltd	10	8	4	2	3			4	5			36
Trinity Insurance				3					1	1		5
TMF	183	202	81	80	25	9	1	66	59	32	20	758
Allianz TMF	36	59	15	16	8	3	1	16	16	8	3	181
Employers Mutual NSW Ltd - TMF	55	60	31	21	10	4		29	15	15	6	246
QBE TMF	92	83	35	43	7	2		21	28	9	11	331
Total	1192	954	396	377	113	53	4	377	365	203	57	4091

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	Non-Insurer Complaint	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	Pilot	Total	
CTP Insurer				1		1								1							3
AAMI						1															1
Allianz				1																	1
QBE														1							1
Other Insurer including Not Provided	1	6	7	27	30	87	626	11	3	1		5	44	2	21	35	2	5			913
Commonwealth Bank Workers Compensation																1					1
Forestry Corporation of NSW														1							1
Not Provided (Hearing Loss)							8						1			2					11
Not Provided (Unknown)	1	6	7	27	30	86	617	11	3	1		5	43	1	21	32	2	5			898
Sydney Water Corporation							1														1
Mercantile Mutual Insurance						1															1
Scheme agent	6	102	51	303	46	308	77	97	40	3	4	5	232	31	145	20	92	37	1		1600
Allianz 701		12	4	14	1	17	2		2				8	2	5		1	3			71
Allianz Australia Workers Compensation (NSW) Ltd		3	5	2		14	5	8	2			1	10		2	5		1			58
CGU Workers Compensation (NSW) Ltd						1									1	1					3
EML 701	2	52	22	195	34	171	47	50	22	2	3	2	131	15	95	1	83	26	1		954

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/IMC	Non-Insurer Complaint	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	Pilot	Total
EML 702	3	4	4	21	1	34	8	10	6				31	3	14	1	3	1		144
Employers Mutual NSW Limited				3		1		3					3		1	3				14
Gallagher Bassett Services Pty Ltd		2	1																	3
GIO 701		7	5	23	3	8	1	2					1	2	5	1	1	2		61
GIO General Limited	1	16	10	29	2	48	11	23	6	1			40	9	16	8	2	2		224
Insurance and Care NSW (Icare)												1	1							2
QBE 701		5		14	3	8	2		2			1	5		2		2	2		46
QBE Workers Compensation		1				2	1													4
Gallagher Bassett 701					1	2					1				1					5
Icare Claims Operation Team						1		1					2		2					6
Self-insured	1	15	9	40	7	42	21	14	4	1	1	1	25	3	24	1	5	13	2	229
Aldi Stores			3	2		2			1				1		2		1			12
Ausgrid Management Pty Ltd													1				1			2
Australian Unity Limited				2														1		3
Blacktown City Council				1			1	1												3
Bluescope Steel Ltd	1						1											1		3
BOC Limited						1														1
Boral Limited		1		1											2					4
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/IMC	Non-Insurer Complaint	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	Pilot	Total
Campbelltown City Council				1			1													2
Central Coast Council				1																1
City of Sydney Council						2														2
Coles Group Ltd		4	1	3	3	3	2	2					2		1		2	1		21
Colin Joss & Co Pty Limited				3																3
ComfortDelGro Corporation Australia Pty Ltd				2	2					1									1	6
DAC Finance Pty Ltd (trading as Opal Aged Care)				1													1			2
Holcim (Aust) Holdings Pty Limited															1					1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)							1				1		1			1				4
ISS Property Services Pty Ltd				2			1													3
Lake Macquarie City Council						2														2
Life Without Barriers				1									1	1	2		1			6
Newcastle City Council				1		2		1												4
Northern Beaches Council						1														1
Northern Co-Operative Meat Company Limited			1																	1
NSW Trains			1	1	2		1										1			6
Persol Australia Pty Ltd		1		1	1	2	2						2		3		2			14
Qantas Airways Limited			1	2		3						1	1							8
Rail Corporation NSW						5	1	1												7

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/IMC	Non-Insurer Complaint	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	Pilot	Total	
Randstad				2			1							1							4
RGF Staffing Melbourne One Pty Ltd		1	1					1													3
Sonic Healthcare Limited				3	1								1								5
Sydney Trains		1		2	1		1						1		3			2			11
The Star Entertainment Group Ltd				2																	2
Toll Holdings Ltd						1		2	1				2					1			7
Transport for NSW Workers Compensation Services								1					1								2
University of New South Wales						1															1
University of Wollongong						1							2								3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd		1			1			1					1								4
Wesfarmers Limited				1	1	2	3						2		3		1	1			14
Westpac Banking Corporation Ltd						2	2	2	1				2	1	2						12
Wollongong City Council													1								1
Woolworths Group Ltd		3	1	5	3	6	1	1	1				2		5			1			29
Myer Holdings Ltd																		1			1
Inghams Enterprises Pty Ltd						1															1
MARS Australia Pty Ltd													1								1
Adecco Holdings Pty Ltd		2					1														3
Hays Specialist Recruitment (Australia) Pty Limited							1	1													2

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/IMC	Non-Insurer Complaint	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	Pilot	Total
Specialised insurer		11	1	18	2	30	2	4	11	1		2	20		14		4	3		123
Catholic Church Insurance Limited		3		3	1	9			2	1			5		6		1			31
Coal Mines Insurance Pty Limited		2	1	3	1	5	1						6		3			2		24
Guild Insurance Ltd				1		1						2			1		2			7
Hospitality Industry Insurance		4		4		5	1	1	5				4		4		1			29
Racing NSW Insurance Fund				1		3							1							5
StateCover Mutual Ltd		2		6		7		3	4				4					1		27
TMF	3	11	9	58	22	90	20	19	27		1	4	73	5	36	1	20	21		420
Allianz TMF	2	2	4	8	8	33	6	8	7				22	4	10		5	6		125
Employers Mutual NSW Ltd - TMF	1	3		19	3	32	6	5	7				29		5		3	3		116
QBE TMF		6	5	31	11	25	8	6	13		1	4	22	1	21	1	12	12		179
Total	11	145	77	447	107	558	746	145	85	6	6	17	394	42	240	57	123	79	3	3288

CTP Complaints: Issues by Insurer

Insurer	Case Manager	Claim Liability	Claim Lodgement	Claim Payments	Common Law	Delay in determining liability	Delay in payment	Dental of liability	Dispute Handling	Domestic Assistance	Earning Capacity decisions (78 week)	Examination	Fault Status	Fraud	General Case Management	Income support/weekly payments	Insurer internal reviews	Investigations	Minor Injury	Property Damage	Recovery Plan	Return to work assistance benefits	Return to work management	Settlement	Third Party/Service Provider management	Treatment and care	Threshold Injury	Total
CTP Insurer	36	14	5	26	15	1	1	2	4	9	1	6	3	1	2	85	2	1	5	1	1	1	1	11	2	106	17	359
AAMI	2	2		5	1				1							13	2							1	1	15	2	45
Allianz	4	2		1	1					1	1		1	1		13		1	1			1				15	2	45
GIO	5	2	2	3	1			2				3	1		1	16			1					2		19	2	60
Icare (CTP Care)				1																					1	5		7
NRMA	20	3		13	11		1		3	2		3	1		1	29			2	1	1		1	5		29	6	132
QBE	5	5	3	3	1					6						13			1					3		23	5	68
Total	36	14	5	26	15	1	1	2	4	9	1	6	3	1	2	85	2	1	5	1	1	1	1	11	2	106	17	359

CTP Enquiries: Issues by Insurer

Insurer	Case Manager	Claim Payments	Common Law	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Fault	General Case Management	How to make a Claim	Income support/weekly payments	Minor Injury	Non-Insurer Complaint	Property Damage	Query About CTP Benefits	Request for Documents	Treatment and care	Weekly Benefits	Who is the insurer?	Injury management	Threshold Injury	Total
CTP Insurer	1	1	1	1	2	4	21	1	37	6	1	4	8	37	7	1	2	8	2	7	9	161
AAMI							1		3	2			3	6				1				16
Allianz						1	3		6	1				7	1	1		1	1	1	3	26
GIO							6		7	1			1	4	2			1		2	3	27
Icare (CTP Care)																				1		1
NRMA	1	1	1	1	1	2	9		14	1	1	1	4	17	1		2	5	1		2	65
QBE					1		1	1	7	1		3		3	3					2	1	23
Youi						1	1															2
Lifetime Care																				1		1
Other Insurer including Not Provided				1			5		51	34		2	5	48	7			2	7	2		164
Scheme agent							1															1
EML 701							1															1
Self-insured														1								1
Woolworths Group Ltd														1								1
Total	1	1	1	2	2	4	27	1	88	40	1	6	13	86	14	1	2	10	9	9	9	327

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	7	775	127	63	177	1149
Domestic Assistance		33	5	4	2	44
Accepted after IRO Complaint		13	1	1	2	17
ADL approved		15	2	1		18
Claim not made in accordance with 60AA		1	2			3
Declined after IRO Complaint		3		1		4
Entitlement exhausted		1		1		2
Initial Notification	1	36	6	2	12	57
Initial notification incomplete		2	1		1	4
Initial notification not received		1	1		1	3
No response provided and outside timeframes			1		2	3
Provisional liability inside timeframes		6	2		3	11
Provisional liability outside timeframes		2	1		3	6
Reasonable excuse applied in time	1	20		2	2	25
Reasonable excuse defective		5				5
Recurrence / Whole claim	4	73	12	3	17	109
Claim accepted inside timeframes		4			1	5
Claim accepted outside timeframes		14	3		3	20
Claim denied inside timeframes		13	2		1	16
Claim denied outside timeframes		15	3	1	4	23
Insurer not on risk	3	8	1		2	14
No decision and inside timeframes		12	1	1	2	16
No decision and outside timeframes	1	3	1	1	3	9
Recurrence not determined		2				2
Request not received		2	1		1	4
Section 287A		24	12	3	8	47
Claim accepted inside timeframes			1		1	2

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Claim accepted outside timeframes		1	1	1	1	4
Claim denied inside timeframes		1	1	1	3	6
Claim denied outside timeframes		2	6		1	9
No decision and inside timeframes		5	2	1		8
No decision and outside timeframes		9	1		1	11
Request not received		6			1	7
Section 66		56	13	1	18	88
Claim accepted inside timeframes		3			1	4
Claim accepted outside timeframes		11	4		6	21
Claim denied inside timeframes		4	2		1	7
Claim denied outside timeframes		5	3	1	2	11
Claim not duly made		1	1			2
Insurer not on risk		1			1	2
No decision and inside timeframes		15			3	18
No decision and outside timeframes		13	2		3	18
Request not received		3	1		1	5
Weekly Benefits / Medical Treatment	2	553	79	50	120	804
Claim accepted inside timeframes		71	10	4	14	99
Claim accepted outside timeframes		188	30	19	46	283
Claim denied inside timeframes		46	8	5	14	73
Claim denied outside timeframes		96	17	9	13	135
Insurer not on risk	1	13			7	21
No decision and inside timeframes		48	5	5	9	67
No decision and outside timeframes	1	50	7	3	7	68
Request not received		41	2	5	10	58
Delay in payment	2	597	76	54	192	921
COD / Settlement	1	132	23	14	54	224
Centrelink and/or Medicare delay		63	10	2	21	96
Correct amount paid after IRO Complaint		36	9	7	14	66
Decision being appealed		2	1			3

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Insurer admin error	1	17	2	2	11	33
Insurer within timeframes and not paid		4		1	4	9
Interpretation of terms dispute		2			4	6
Lawyer hasn't provided all documents required		8	1	1		10
Leave re-credited				1		1
Medical/Travel	1	137	21	10	70	239
Claim already paid		12	1	1	8	22
Claim disputed		10	1		3	14
Claim not received		6	3	1	3	13
Correct amount paid after IRO Complaint		79	13	7	42	141
Insufficient information / Invoices not provided	1	19	1	1	8	30
Insurer not on risk		6	1		3	10
Insurer within timeframes		5	1		3	9
Weekly benefits		328	32	30	68	458
Employer error making payments		43	7	4	10	64
Employer error where insurer takes over payments		27			1	28
Insurer admin error		140	9	15	37	201
Irregular payments		19	2	1	4	26
No apparent error with payments		66	6	6	7	85
No COC		19	7	2	4	32
No EFT/TFN details		11		2	5	18
PID Certificate - no entitlement		3	1			4
Denial of liability	3	263	23	18	78	385
Defective form changed and reissued		4	1		2	7
Defective form withdrawn		4				4
Insurer maintain denial on review		15	4	2	3	24
Insurer overturns decision after PI		25	1		6	32
Matter referred for review or legal	3	206	16	14	65	304
Section 59A Applied		4	1	2	2	9
Section 59A Overturned		5				5

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
General Case Management	4	234	29	17	75	359
Insurer notified of complaint		141	16	8	43	208
Referred to insurer	3	70	11	4	26	114
Referred to SIRA, Icare or other	1	23	2	5	6	37
IME/IMC		71	5	9	25	110
Appointment cancelled information from treating doctors received					3	3
Appointment cancelled-referral procedure not followed		10	1	2	1	14
Appointment maintained		32	3	4	11	50
Appointment rescheduled		20	1	2	6	29
Choice of 3 IMEs provided after IRO Complaint		1			2	3
Location changed		3			1	4
Travel organised		5		1	1	7
No Action	6	124	14	6	44	194
Non-insurer complaints	10	24	5	2	8	49
Employer Complaint	7	8	2		6	23
Referred to Fair Work or IRC		1	1		3	5
Referred to Other	2	3	1		1	7
Referred to SIRA/Safework	5	4			2	11
ILARS Lawyer Complaint		3		2	1	6
Refer worker to OLSC, Law Firm or Other		3		2	1	6
Privacy/Surveillance		1				1
Referred to Other		1				1
Service Provider	3	12	3		1	19
Referred to Other	2	5	1		1	9
Referred to SIRA	1	7	2			10
NRTC		1	1			2
S60/ Weekly Benefits			1			1
Request not received			1			1
S66		1				1

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Insurer inside timeframes		1				1
Request for Documents	3	233	39	20	61	356
Liability Accepted	2	174	31	14	51	272
Docs not provided		8	1	1	3	13
Docs provided after PI		115	17	9	34	175
Docs provided to third party	1	25	5	4	7	42
Request not received	1	26	8		7	42
Liability Disputed	1	59	8	6	10	84
Docs not provided		9		1	1	11
Docs provided after IRO Complaint		45	8	5	8	66
Docs provided to third party only	1	1			1	3
Privilege Claimed		4				4
Weekly Benefits		252	16	19	56	343
Overpayment		8		1	7	16
Insurer or employer presses with recovery		4			5	9
Insurer stops recovery		4		1	2	7
Payments changed		109	13	6	31	159
Change of entitlement period		9	1		2	12
Employer error where insurer takes over payments		6			1	7
Employer not passing on correct payment		24	3	1	4	32
Indexation applied after PI		3	2	1	1	7
Legislative reduction in PIAWE		3		1	1	5
No apparent error with payments		51	7	2	14	74
Payments increased after PI (stat rate or 95%)		10		1	6	17
WCD or Section 40 assessment		3			2	5
Payments have not started		52	2	4	6	64
Employer error where insurer takes over payments		4				4
Employer not passing on weekly payments		5	1			6
Insurer maintains reasonable excuse		7		2	1	10
Reasonable excuse applied within time		7	1	1	1	10

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Reasonable excuse withdrawn after IRO Complaint		29		1	4	34
Payments stopped		83	1	8	12	104
Correct rate applied		3				3
Employer not passing on weekly payments		6			1	7
Insurer admin error		18		3	1	22
No apparent error with payments		13		3	3	19
Non-attendance at IME		1				1
Section 119 non-attendance IME applied		4				4
Section 119 non-attendance IME overturned		1		2		3
Section 39 limit applied		9				9
Section 39 overturned		4			1	5
Section 48A / 57 suspension applied		3				3
Section 48A / 57 suspension overturned		2			1	3
Section 52 retirement age applied		4	1		2	7
Section 52 retirement age overturned					1	1
WCD or Section 40 assessment		4			1	5
Weekly benefits declined		11				11
Leave paid					1	1
Work Capacity Decision	1	148	7	13	35	204
PIAWE	1	56	2	6	15	80
Insurer maintains decision		7				7
Not obvious error referred for review	1	29	1	1	10	42
PIAWE increased and back payment provided		18	1	5	4	28
PIAWE reduced where notice provided		2			1	3
Work Capacity Decisions (non-PIAWE)		92	5	7	20	124
Incorrect notice provided		1			1	2
IW referred to ALSP		57	3	4	14	78
New WCD issued		9			3	12
WCD under review		3		1		4
WCD withdrawn		21	2	2	2	27

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Stay not applied		1				1
Workplace Injury Management		33	1	3	24	61
IMP		3			2	5
IMP amended after IRO Complaint		1			2	3
IW not compliant		2				2
Rehabilitation		10		1	11	22
Case conference cancelled					1	1
Case conference organised		2			3	5
Rehab not required		2			1	3
Rehab provided s41A		1			2	3
Rehab provider changed		5		1	4	10
Return to Work		20	1	2	11	34
Duties not provided by employer		8			1	9
Duties not suitable		2			1	3
Duties provided by employer after IRO Complaint			1		5	6
Rehabilitation Allocated		2		2		4
RTW plan amended		3			1	4
Section 53 / JCPP Approved		1				1
Section 53 / JCPP Declined					1	1
Workplace assessment required		4			2	6
Total	36	2755	343	224	775	4133

CTP Complaints: Complaint outcomes

Insurer	CTP Insurer	Total
No Action	23	23
Resolved Action	93	93
Resolved Benefit	62	62
Resolved Information	116	116
Resolved Referred Elsewhere	49	49
Total	343	343

ILARS: Grant Applications Received

2023/2024							
Application Status	July	August	September	October	November	December	Total
Accepted	1919	2052	2052	2089	2108	1589	11809
Closed admin	42	41	51	37	32	21	224
Declined	32	16	16	25	15	8	112
Pending	33	30	21	48	44	56	232
Total	2026	2139	2140	2199	2199	1674	12377

Grant Status	%
Accepted	95.4%
Closed admin	1.8%
Declined	0.9%
Pending	1.9%
Total	100.0%

Note: The data reflects ILARS applications for funding received up to 31 December 2023 as of 31/12/2023
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

2023/2024							
Injury Location	July	August	September	October	November	December	Total
Abdomen and pelvic region	14	16	15	22	24	11	102
Ankle	29	40	26	33	29	28	185
Back	265	293	274	265	267	195	1559
Death	23	43	22	17	19	11	135
Ear	308	298	346	384	380	297	2013
Elbow	16	12	20	13	11	12	84
Foot and toes	24	19	25	31	27	22	148
Hand, fingers and thumb	69	90	85	90	68	53	455
Hip	12	10	9	17	15	8	71
Internal Body System	27	19	15	15	26	9	111
Knee	109	86	116	95	117	85	608
Multiple -Neck and shoulder	84	69	80	65	69	57	424
Multiple -Trunk and limbs	154	135	112	150	178	119	848
Neck	31	28	31	36	20	26	172
Not Recorded	2	7	4	2	3	2	20
Other arm	15	12	17	19	20	9	92
Other body location	17	82	74	18	37	30	258
Other Head	41	69	69	73	72	39	363
Other leg	74	65	41	65	58	43	346
Psychological system	389	432	441	463	478	387	2590
Shoulder	120	134	121	131	121	106	733
Trunk - multiple locations	19	21	17	23	12	16	108
Upper limb - multiple locations	82	69	63	75	72	56	417
Wrist	28	33	50	35	29	24	199
Total	1,952	2,082	2,073	2,137	2,152	1,645	12,041

Note: The data reflects applications for funding received up to 31 December 2023 and grants of funding which have an accepted or pending status as of 31/12/2023
Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

ILARS – Nature of Injury

2023/2024							
Nature of Injury	July	August	September	October	November	December	Total
A. Intracranial injuries	9	12	10	7	16	5	59
B. Fractures	64	58	65	65	65	57	374
C. Wounds, lacerations, amputations and internal organ damage	72	106	99	87	83	50	497
D. Burn	8	9	5	6	5	3	36
E. Injury to nerves and spinal cord	135	144	136	101	124	45	685
F1. Trauma to joints and ligaments	659	760	597	645	628	595	3884
F2. Trauma to muscles and tendons	249	175	309	329	301	167	1530
G. Other injuries –Poisoning, Electrocutation, heat stress etc	5	5	8	8	8	3	37
H1. Joint diseases (arthropathies) and other articular cartilage diseases	1		4		2		7
H2. Spinal vertebrae and intervertebral disc diseases	7	1	5	2	2	1	18
H3. Diseases involving the synovium and related tissue		1					1
H4. Diseases of muscle, tendon and related tissue		2	3		2		7
H5. Other soft tissue diseases	1	2	1	1		2	7
I. Mental disorders	383	431	437	461	477	384	2573
J. Digestive system diseases	3	2				1	6
K. Skin and subcutaneous tissue diseases	3		2	4		1	10
L. Nervous system and sense organ diseases	309	303	352	385	386	300	2035
M. Respiratory system diseases	10	6	4	7	11	3	41
N. Circulatory system diseases	2	5	1		4	2	14
O. Infectious and parasitic diseases	1	1			1		3
P. Neoplasms (cancer)	1	2	2		2	1	8
Q. Other diseases	2	3	3	7	4	7	26
R. Other claims	4	4	3	3	10	5	29
S. Death	22	43	23	17	18	11	134
Not recorded	2	7	4	2	3	2	20
Total	1,952	2,082	2,073	2,137	2,152	1,645	12,041

Note: The data reflects applications for funding received up to 31 December 2023 and grants of funding which have an accepted or pending status as of 31/12/2023
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	2023/2024						Total
	July	August	September	October	November	December	
Cardiovascular system	2	4	3	2	5	2	18
Chronic Pain	1	4	1		7		13
Digestive systems	3	1	1			1	6
Ear, nose, throat, and related structures	5	8	6	4	4	2	29
Haematopoietic system					2		2
Hearing	309	301	345	384	382	297	2018
Lower extremity	319	309	293	314	305	219	1759
Not recorded	25	58	34	24	95	112	348
Nervous system	4	3	5		8	4	24
Psychiatric and psychological disorders	397	436	442	462	478	354	2569
Respiratory system	11	6	7	8	13	6	51
The skin	8	3	7	7	3	3	31
The spine	356	327	362	358	352	258	2013
The visual system	2	12	11	21	8	12	66
Upper extremity	509	604	553	551	486	375	3078
Urinary and reproductive systems	1	6	3	2	4		16
Total	1,952	2,082	2,073	2,137	2,152	1,645	12,041

Note: The data reflects applications for funding received up to 31 December 2023 and grants of funding which have an accepted or pending status as of 31/12/2023. 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	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss W/PI	Medical treatment	Permanent Impairment	Stage 1	WCD PI/AWE Only	Weekly Payments	Work Capacity Decision	Total
Other Insurer including Not Provided	415	20	42	1359	201	582	29	128	1019	1	27	3	3826
ACE Insurance Limited											1		1
AIG Insurance	1												1
Commonwealth Bank Workers Compensation	1			1									2
GIO - NSW Treasury Management Fund								1	2				3
GrainCorp									1				1
Not Provided (Hearing Loss)	3	1		1330	194	571		16	232				2347
Not Provided (Unknown)	408	19	42	26	7	11	28	111	783	1	26	3	1465
Pasminco Ltd				1									1
Rocla Pty Limited									1				1
Sydney Water Corporation				1			1						2
Transgrid	2												2
Scheme agent	983	95	770	246	23	85	811	1637	2113	103	557	263	7686
Allianz 701	38	1	50	7	1		39	51	89	3	30	1	310
Allianz Australia Workers Compensation (NSW) Ltd	13		15	3	2	1	13	50	39		6		142
CGU Workers Compensation (NSW) Ltd	2							2	2				6
DXC Technology	1								1				2
EML 701	767	61	528	155	6	43	544	1143	1545	85	397	225	5499
EML 702	18	6	22	5	1	3	36	115	50	4	11	17	288
Employers Mutual NSW Limited	11	8	8	9	2	6	13	18	18		4	1	98
Gallagher Bassett 701	12	2	7	1			5	6	20		6		59
Gallagher Bassett Services Pty Ltd	6		2				4	8	9	1	3	2	35
GIO 701	34	1	58	7		1	51	46	97	2	39	6	342
GIO General Limited	38	5	46	9	2	3	76	146	131	3	31	4	494
Icare Claims Operation Team				2	1	1							4
Insurance and Care NSW (Icare)			4	36	8	21	4	2			4	1	80
QBE 701	36	11	24	9		5	22	36	98	4	23	6	274
QBE Workers Compensation	4		3	3		1	2	11	10				34

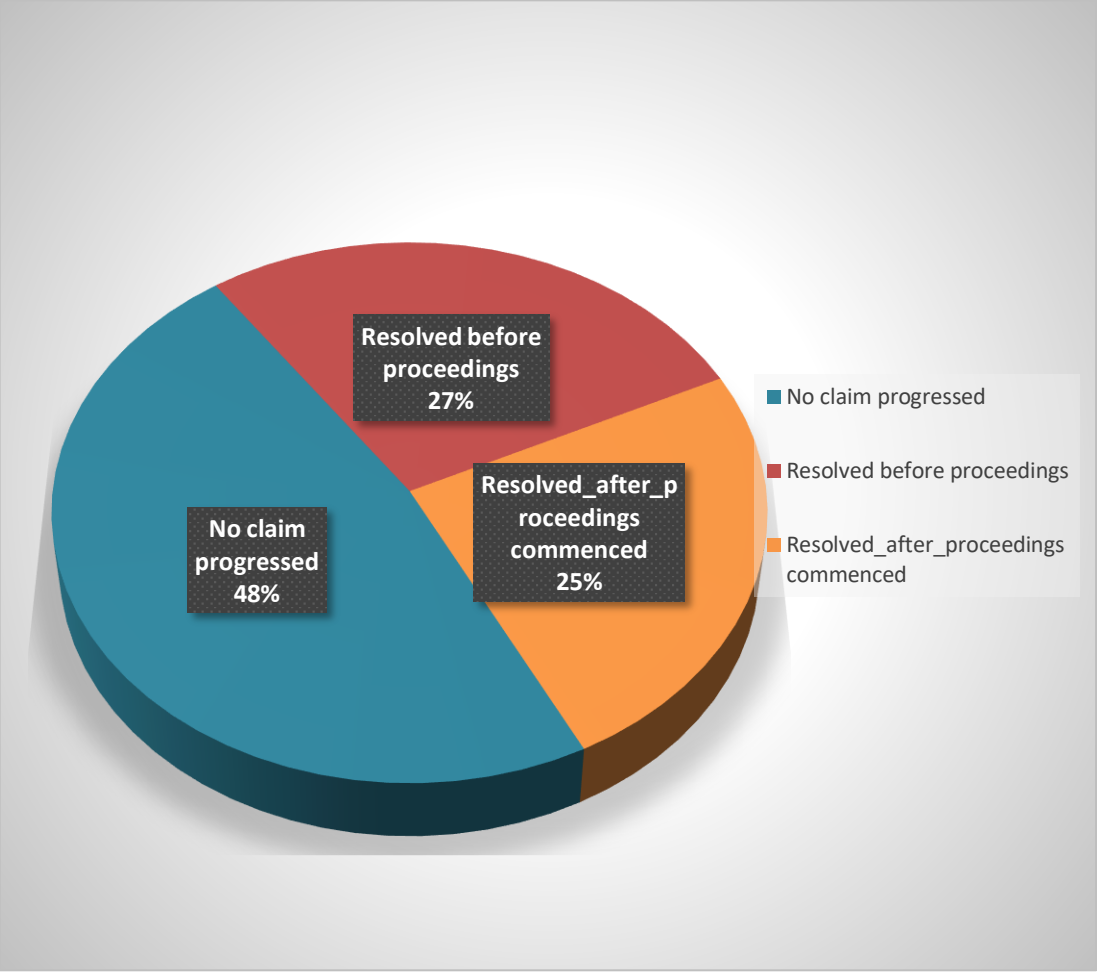
Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss W/PI	Medical treatment	Permanent Impairment	Stage 1	WCD PIAWE Only	Weekly Payments	Work Capacity Decision	Total
Uninsured Liabilities	3		3				2	3	4	1	3		19
Self-insured	107	4	139	61	7	23	115	151	231	5	100	22	965
Adecco Holdings Pty Ltd	1								2				3
Aldi Stores	2		9				5	8	10		5	2	41
Ausgrid Management Pty Ltd				3		1			3				7
Australian Unity Limited	7		4				5	1	6		4		27
BHP Group Limited				1					1				2
Blacktown City Council	1		4	1		1	3	4	1		1	1	17
Bluescope Steel Ltd	3		1	17	3	6		2	9				41
Boral Limited	2		2	2		1	2	4	4			1	18
Brambles Industries Limited				2					3				5
Brickworks Ltd	1								1				2
Campbelltown City Council								1	3				4
Canterbury Bankstown Council			2				3		1		1		7
Central Coast Council	1						1	3	2		1		8
City of Sydney Council		1		1		1		1	2				6
Coca-Cola Amatil									1				1
Coles Group Ltd	7		15	1			18	15	20		14	3	93
Colin Joss & Co Pty Limited			3				2	1	2		3		11
ComfortDelGro Corporation Australia Pty Ltd	1		1				1	1	13		2		19
Commonwealth Steel (Molycop)			1										1
CSR Limited			2						3				5
DAC Finance Pty Ltd (trading as Opal Aged Care)	1								1				2
Endeavour Energy	3		1				1	1	1		1		8
Estia Investments Pty Ltd									1		1		2
Fairfield City Council	1								1				2
Fletcher International Exports Pty Ltd.			2				2	1			1		6
Food Investments Pty Ltd (George Weston Foods)		1											1
Hawkesbury City Council							1						1
Hays Specialist Recruitment (Australia) Pty Limited			1						1	1	1		4

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss W/PI	Medical treatment	Permanent Impairment	Stage 1	WCD PLAWE Only	Weekly Payments	Work Capacity Decision	Total
Healius Limited			1				1	2			1	1	6
Holcim (Aust) Holdings Pty Limited								1					1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance, OneSteel, Liberty or Arrium)		1					1	4	2		1	1	10
Inghams Enterprises Pty Ltd	2		1	1			1	1			1		7
ISS Property Services Pty Ltd	1		4				1	3	1		3	1	14
JELD-WEN Australia Pty Ltd											1		1
Kelsian Group Ltd									1				1
Lake Macquarie City Council	3		1				1	3			2		10
Life Without Barriers			1					1	5			1	8
Liverpool City Council	1		1					2	3				7
MARS Australia Pty Ltd									1				1
McDonald's Australia Holdings Limited										1			1
Myer Holdings Ltd								1					1
Newcastle City Council			3	1		1	1	1	2		2		11
Northern Beaches Council							1	2	4				7
Northern Co-Operative Meat Company Limited			1				1						2
NSW Trains			1				1				1		3
Persol Australia Pty Ltd	2		3	3		2	3	5	2		3		23
Qantas Airways Limited	4		2	10		3	2	1	5	12	1		40
Rail Corporation NSW								1					1
Randstad	2		1				1	1	3		1		9
RGF Staffing Melbourne One Pty Ltd			1				1				1		3
Shoalhaven City Council				3		2		2	1		1		9
Sonic Healthcare Limited			4				2		1		1		8
Southern Meats Pty Ltd.									1				1
Sutherland Shire Council	1								1				2
Sydney Trains	3		3	2		2	2	2	1		2		17
The Star Entertainment Group Ltd									3				3
Thomas Foods International Consolidated Pty Ltd								1					1
Toll Holdings Ltd	5		5				4	9	4		3	1	31

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss W/PI	Medical treatment	Permanent Impairment	Stage 1	WCD PLAWE Only	Weekly Payments	Work Capacity Decision	Total
Tomago Aluminium	2							2					4
Transport for NSW Workers Compensation Services	12		5	9		4	7	10	18		2	1	68
Transport Service of NSW (State Transit Group)		1	2				2	2	1		1	3	12
Unilever Australia (Holdings) Pty Limited	1							1	1		1		4
University of New South Wales	1		2					1			1		5
University of Wollongong							1	1	1				3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	1		6	1			5		1		4		18
Veolia Environmental Services (Australia) Pty Ltd				2	1			1	2				6
Wesfarmers Limited	6		14				10	9	8		11	1	59
Westpac Banking Corporation Ltd	3		4				4	4	4	1	2		22
Wollongong City Council	2		1				2	1	4		1		11
Woolworths Group Ltd	24		24	1			17	29	51	2	17	5	170
Specialised insurer	64	1	57	12		5	48	88	124	6	39	16	460
Catholic Church Insurance Limited	18		10	1		1	11	28	28	2	5	8	112
Coal Mines Insurance Pty Limited			1	2			1	1			1		6
Guild Insurance Ltd	9		3				4	9	14		1	2	42
Hospitality Industry Insurance	15		17				15	22	31	3	18	2	123
Racing NSW Insurance Fund	3		2				2	3	10				20
StateCover Mutual Ltd	19	1	24	9		4	15	25	38	1	14	4	154
Trinity Insurance									3				3
TMF	192	8	127	32	3	6	127	302	404	15	82	28	1326
Allianz TMF	64		27	19	1	4	28	94	143	3	27		410
Employers Mutual NSW Ltd - TMF	46	1	44				52	61	74	2	23	21	324
QBE TMF	82	7	56	13	2	2	47	147	187	10	32	7	592
Total	1,761	128	1,135	1,710	234	701	1,130	2,306	3,891	130	805	332	14,263

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 2023 to 31 December 2023.

ILARS – Outcomes

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Appeals	138	\$1,748,189	\$12,668
Court of Appeal	1	\$8,250	\$8,250
By the employer in favour of Employer	1	\$8,250	\$8,250
Medical Appeal Panel	120	\$1,425,331	\$11,878
By the employer in favour of Employer	24	\$266,483	\$11,103
By the employer in favour of Worker	27	\$362,314	\$13,419
By the worker in favour of Employer	34	\$346,976	\$10,205
By the worker in favour of Worker	35	\$449,559	\$12,845
Non-presidential member to President	13	\$230,704	\$17,746
By the employer in favour of Employer	8	\$134,981	\$16,873
By the worker in favour of Employer	3	\$49,037	\$16,346
By the worker in favour of Worker	2	\$46,685	\$23,343
Supreme Court	4	\$83,904	\$20,976
By the worker in favour of Employer	2	\$20,972	\$10,486
By the worker in favour of Worker	2	\$62,932	\$31,466
Discontinued from Commission - No result	109	\$787,605	\$7,226
Grant application declined	2	\$-	\$-
ILARS Funding Withdrawn	250	\$52,649	\$211
Administrative reason	4	\$-	\$-
Consolidated with other grant	67	\$5,364	\$80
Duplicate grant	35	\$-	\$-
Lawyer request	82	\$14,907	\$182
Matter resolved in other jurisdiction	2	\$7,415	\$3,707
No Response to ILARS Follow Up	50	\$23,758	\$475

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Not eligible for funding	10	\$1,205	\$121
Instructions withdrawn	588	\$1,463,007	\$2,488
Instructions withdrawn	161	\$402,377	\$2,499
Worker retained new Lawyer	427	\$1,060,630	\$2,484
Not proceeding after preliminary grant	3681	\$7,219,122	\$1,961
Below Threshold (Threshold issue)	18	\$60,799	\$3,378
Commutation negotiations failed	5	\$6,874	\$1,375
Lawyer Advice to Worker	2053	\$2,180,547	\$1,062
Lost contact with Worker	199	\$388,001	\$1,950
Medical evidence not supportive	218	\$694,272	\$3,185
Not MMI	39	\$155,638	\$3,991
Not viable	76	\$216,601	\$2,850
s66 Below WPI threshold	547	\$2,307,981	\$4,219
Worker instructions	526	\$1,208,408	\$2,297
Resolved in Commission	2197	\$23,257,441	\$10,586
Commutation	20	\$111,970	\$5,598
Registered	20	\$111,970	\$5,598
Conference	582	\$7,691,662	\$13,216
Closed Period	8	\$103,623	\$12,953
Death Benefits	30	\$358,074	\$11,936
Medicals	109	\$1,386,528	\$12,720
Not Recorded	2	\$22,143	\$11,071
Weeklies	64	\$784,945	\$12,265

Outcomes	Number of Cases	Total Amount Paid	Average Cost
Weeklies & Medicals	148	\$1,966,166	\$13,285
WPI	117	\$1,579,974	\$13,504
WPI & Medicals	23	\$323,011	\$14,044
WPI & Weeklies	25	\$346,700	\$13,868
WPI, Weeklies & Medicals	38	\$533,666	\$14,044
Wrap Up	18	\$286,831	\$15,935
Expedited Assessment	114	\$824,346	\$7,231
Consent Direction	65	\$476,277	\$7,327
Direction made	40	\$295,073	\$7,377
Direction not made	1	\$6,003	\$6,003
Not Recorded	1	\$5,619	\$5,619
Recommendation made	7	\$41,374	\$5,911
Following Hearing – COD SOR Employer	20	\$300,626	\$15,031
Following Hearing – COD SOR worker	213	\$2,815,654	\$13,219
Death Benefits	55	\$663,737	\$12,068
Medicals	45	\$591,226	\$13,138
Weeklies	25	\$336,373	\$13,455
Not recorded	1	\$12,597	\$12,597
Weeklies & Medicals	37	\$523,988	\$14,162
WPI	37	\$489,521	\$13,230
WPI & Medicals	2	\$22,589	\$11,294
WPI & Weeklies	5	\$83,163	\$16,633
WPI, Weeklies & Medicals	6	\$92,459	\$15,410
Medical Assessment	728	\$6,119,223	\$8,406
Above threshold	10	\$69,018	\$6,902
COD s66 TOD	13	\$124,496	\$9,577

Outcomes	Number of Cases	Total Amount Paid	Average Cost
COD s66 WPI	491	\$4,239,550	\$8,635
Discontinued post MAC no COD	4	\$31,794	\$7,948
MAC Below Threshold Hearing Aids only	8	\$55,765	\$6,971
Not MMI MAC (s66 claim)	5	\$47,834	\$9,567
Not MMI MAC (threshold issue)	5	\$35,516	\$7,103
Not reached threshold (threshold issue)	19	\$159,829	\$8,412
Not Recorded	1	\$1,100	\$1,100
s66 Not reached threshold	172	\$1,354,321	\$7,874
Resolved TC - settled by consent	475	\$4,793,209	\$10,091
Closed Period	1	\$9,128	\$9,128
Death Benefits	48	\$402,305	\$8,381
Medicals	149	\$1,532,237	\$10,283
Not Recorded	1	\$7,150	\$7,150
Weeklies	43	\$403,018	\$9,373
Weeklies & Medicals	73	\$780,503	\$10,692
WPI	119	\$1,226,007	\$10,303
WPI & Medicals	13	\$132,405	\$10,185
WPI & Weeklies	7	\$70,965	\$10,138
WPI, Weeklies & Medicals	13	\$139,682	\$10,745
Wrap Up	8	\$89,809	\$11,226
Settlement during Hearing	45	\$600,750	\$13,350
Death Benefits	2	\$20,896	\$10,448
Medicals	10	\$125,576	\$12,558
Weeklies	5	\$58,823	\$11,765
Weeklies & Medicals	14	\$183,530	\$13,109

Outcomes	Number of Cases	Total Amount Paid	Average Cost
WPI	6	\$99,611	\$16,602
WPI & Medicals	2	\$26,381	\$13,190
WPI & Weeklies	2	\$27,002	\$13,501
WPI, Weeklies & Medicals	4	\$58,932	\$14,733
Resolved in common law claim	25	\$150,396	\$6,016
Resolved prior to Commission	2720	\$11,928,635	\$4,386
Advice given not to proceed	4	\$8,191	\$2,048
Agreement with Insurer	50	\$197,792	\$3,956
Insurer Accepts Claim	860	\$1,824,239	\$2,121
Insurer withdraws Notice	122	\$529,246	\$4,338
Not Recorded	1	\$1,738	\$1,738
Over threshold by agreement	7	\$35,955	\$5,136
Resolved after IRO enquiry or Internal Review.	248	\$1,047,110	\$4,222
Resolved by complying agreement after claim made	1428	\$8,284,364	\$5,801
Total	9710	\$46,607,042	\$4,800

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

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Total
NRTC	194	44	21	66	325
S287A	36	19	6	34	95
Claim accepted after enquiry	2	2	1		5
Claim denied after enquiry	8	13	1	6	28
Claim denied before enquiry	6	2	2	4	14
Insurer outside timeframes	18	2	2	23	45
Request not received	2			1	3
S60/ Weekly Benefits	53	4	4	5	66
Claim accepted after enquiry	14	2			16
Claim accepted before enquiry	2				2
Claim denied after enquiry	12	1	2	2	17
Claim denied before enquiry	7		1	2	10
Insurer inside timeframes	1				1
Insurer outside timeframes	17	1	1	1	20
S66	105	21	11	27	164
Claim accepted after enquiry	6	2	1	3	12
Claim accepted before enquiry	4		1		5
Claim denied after enquiry	17	3	3	6	29
Claim denied before enquiry	17		1	4	22
Counteroffer issued after enquiry	15	2	3	3	23
Counteroffer issued before enquiry	7	1		1	9
Insurer inside timeframes	16	4	1	2	23
Insurer outside timeframes	16	9	1	6	32
Request not received	7			2	9
Total	194	44	21	66	325

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	\$257,000	147	\$1,748	
Complexity Uplift	\$320,664	257	\$1,248	
Professional fees	\$26,625,944	9613	\$2,770	
Barrister Country Loading	\$5,843	11	\$531	0%
Barrister Fees	\$2,330,467	1551	\$1,503	12%
Clinical Notes	\$2,210,981	24733	\$89	11%
Interpreter	\$142,489	839	\$170	1%
Meal Allowance	\$3,234	68	\$48	0%
Medico-legal	\$11,918,251	8680	\$1,373	60%
MRP Service Fee	\$1,875,375	21668	\$87	9%
Non-attendance fee	\$37,183	74	\$502	0%
NTD Report	\$287,116	937	\$306	1%
Other	\$95,215	341	\$279	0%
Solicitor Loading	\$9,428	14	\$673	0%
Travel	\$213,458	905	\$236	1%
Treating Specialist Report	\$660,149	1492	\$442	3%
Total	\$46,992,797	71,330	\$659	
Total Professional Fees	\$27,203,608		58%	
Total Disbursements Fees	\$19,789,189		42%	

Note: Professional fees include GST
 These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2023 to 31 December 2023 and may differ from those in the Annual Report which are sourced from the financial payments system.