



Independent  
Review Office

## **IRO PERIODIC PERFORMANCE REVIEW**

**1 JULY 2023 to June 2024**

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

2023/2024													
Case Type	July	August	September	October	November	December	January	February	March	April	May	June	Total
Complaint	658	653	670	801	766	552	588	729	704	738	802	641	8302
CTP Complaint	59	66	74	49	67	43	49	56	75	88	108	72	806
CTP Enquiry	76	79	52	38	50	34	33	30	33	44	41	34	544
Enquiry	674	505	521	551	589	442	538	632	628	575	687	605	6947
<b>Grand Total</b>	<b>1,467</b>	<b>1,303</b>	<b>1,317</b>	<b>1,439</b>	<b>1,472</b>	<b>1,071</b>	<b>1,208</b>	<b>1,447</b>	<b>1,440</b>	<b>1,445</b>	<b>1,638</b>	<b>1,352</b>	<b>16,599</b>

# Complaints and Enquiries: Referral Source

2023/2024													
Referral Source	July	August	September	October	November	December	January	February	March	April	May	June	Total
Advertisement	2	4		1	3		1	3		1	1		16
Advertising	1		1				3	1				1	7
Doctor	15	5	7	6	4	1	5	13	12	15	20	18	121
Employer	1		1	4	5	7	1	1	2	2	3	2	29
Government Department	44	36	45	55	54	43	38	46	40	42	69	47	559
Insurer	33	15	17	11	19	8	19	28	19	30	26	26	251
IRO Campaign	3	3		3					4	4	6	7	30
Lawyer	877	811	825	948	912	661	740	893	857	860	967	753	10104
Other source	51	38	51	68	58	69	56	68	72	76	41	72	720
Rehabilitation Provider	1		1	2	2	2	3	1		1	3	1	17
Union	10	8	5	3	4	5	9	6	6	10	5	6	77
Web search	230	186	192	189	215	129	143	166	194	180	207	190	2221
WIRO Campaign			1										1
Word of Mouth	41	32	30	39	53	53	99	116	101	75	129	106	874
WorkCover	21	19	14	23	23	16	9	18	23	14	11	17	208
Personal Injury Commission	2	1	1		3			1	2	3	1		14
<b>Total</b>	<b>1332</b>	<b>1158</b>	<b>1191</b>	<b>1352</b>	<b>1355</b>	<b>994</b>	<b>1126</b>	<b>1361</b>	<b>1332</b>	<b>1313</b>	<b>1489</b>	<b>1246</b>	<b>15249</b>

# CTP Complaints and CTP Enquiries: Referral Source

2023/2024													
Referral Source	July	August	September	October	November	December	January	February	March	April	May	June	Total
Advertising						1				1			2
Doctor				1		1	1						3
Government Department	8	11	4	6	3	5	3	7	2	6	10	5	70
Insurer	1	1	1		1		1		1	1	1		8
IRO Campaign											1		1
Lawyer	19	21	21	18	23	19	12	16	18	23	22	20	232
Other source	17	29	17	7	41	18	9	7	28	38	29	26	266
Union	1								1				2
Web search	68	46	35	28	23	15	33	34	34	31	64	44	455
Word of Mouth	20	35	48	25	24	17	23	21	22	29	21	10	295
WorkCover	1	2		2	2	1		1	2	3	1	1	16
<b>Total</b>	<b>135</b>	<b>145</b>	<b>126</b>	<b>87</b>	<b>117</b>	<b>77</b>	<b>82</b>	<b>86</b>	<b>108</b>	<b>132</b>	<b>149</b>	<b>106</b>	<b>1350</b>

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

2023/2024													
Duration	July	August	September	October	November	December	January	February	March	April	May	June	Total
Complaint	665	653	682	741	762	640	543	732	673	803	762	669	8325
A-Same day	73	74	81	101	96	90	75	78	78	72	81	61	960
B-Next day	56	49	45	35	47	38	38	58	46	60	60	37	569
C-2 to7 days	363	333	358	385	365	311	244	395	349	418	464	394	4379
D-8 to 15 days	127	137	154	166	183	143	108	156	152	193	133	130	1782
E-16 to 30 days	39	54	40	50	59	53	70	42	43	51	18	43	562
F-more than 30 days	7	6	4	4	12	5	8	3	5	9	6	4	73
CTP Complaint	46	68	72	55	54	47	51	55	71	84	105	84	792
A-Same day	10	7	7	7	7	2	3	1	12	12	11	12	91
B-Next day	1	1	1	2	1		2	3	5	2	11	4	33
C-2 to7 days	18	23	34	23	16	17	14	24	21	28	36	27	281
D-8 to 15 days	15	25	23	15	23	19	11	19	25	26	32	27	260
E-16 to 30 days	2	10	4	8	6	9	18	7	8	14	12	13	111
F-more than 30 days		2	3		1		3	1		2	3	1	16
CTP Enquiry	77	79	53	37	47	38	32	31	33	44	40	30	541
A-Same day	76	73	44	21	39	27	25	22	25	42	32	20	446
B-Next day	1	2	7	7	3	6	4	6	3	1	3	7	50
C-2 to7 days		4	2	7	4	4	2	1	5	1	5	2	37
D-8 to 15 days				2	1	1	1	2				1	8
Enquiry	1197	917	917	935	978	797	1004	1226	1235	1110	1382	1228	12926
A-Same day	1043	785	780	755	799	694	879	1035	1006	864	1156	980	10776
B-Next day	26	52	46	60	55	41	51	68	80	89	74	92	734
C-2 to7 days	119	68	73	105	99	53	64	112	129	141	135	130	1228
D-8 to 15 days	9	10	12	12	25	6	6	11	20	10	17	22	160
E-16 to 30 days		2	6	3		3	4			6		4	28
<b>Total</b>	<b>1985</b>	<b>1717</b>	<b>1724</b>	<b>1768</b>	<b>1841</b>	<b>1522</b>	<b>1630</b>	<b>2044</b>	<b>2012</b>	<b>2041</b>	<b>2289</b>	<b>2011</b>	<b>22584</b>

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	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
<b>Scheme agent</b>	<b>1691</b>	<b>1253</b>	<b>557</b>	<b>490</b>	<b>137</b>	<b>79</b>	<b>541</b>	<b>515</b>	<b>268</b>	<b>72</b>	<b>5603</b>
Allianz 701	175	119	32	34	11	7	69	41	6	4	498
Allianz Australia Workers Compensation (NSW) Ltd	46	50	15	19	2		25	8	3	1	169
CGU Workers Compensation (NSW) Ltd	1										1
EML 701	793	568	303	237	86	46	216	292	205	50	2796
EML 702	77	50	32	27	5	8	25	20	9	1	254
Employers Mutual NSW Limited	8	7	3	2			3	1	1		25
GIO 701	100	90	39	21	13	4	25	42	14	2	350
GIO General Limited	302	206	78	100	8	10	93	45	12	4	858
QBE 701	103	90	30	28	10	1	51	32	7	5	357
QBE Workers Compensation	2					1	9				12
Uninsured Liabilities	26	18	8	5	1	2	5	9		1	75
Gallagher Bassett 701	21	23	7	8			7	15	5	1	87
DXC Technology	25	21	4	3	1		7	7	4	2	74
Icare Claims Operation Team	12	11	6	6			6	3	2	1	47
<b>Self-insured</b>	<b>249</b>	<b>147</b>	<b>66</b>	<b>52</b>	<b>14</b>	<b>12</b>	<b>80</b>	<b>55</b>	<b>18</b>	<b>5</b>	<b>698</b>
Aldi Stores	5	4	2	2	1		2		3		19
Ausgrid Management Pty Ltd	2			1	2		1				6
Australian Unity Limited	2	1	1			3	1	1			9
BHP Group Limited	1										1
Blacktown City Council	3	2	2				1				8

Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Bluescope Steel Ltd	8					2	1				11
BOC Limited			1					1			2
Boral Limited	4	4	4	3	1			1			13
Campbelltown City Council	1								1		2
Central Coast Council	3										3
City of Sydney Council							1				1
Coca-Cola Amatil	1										1
Coles Group Ltd	25	14	10	2	2	1	2	4	1		59
ComfortDelGro Corporation Australia Pty Ltd	12	6	6	5		1	3	4			37
Commonwealth Steel (Molycop)	2	1					1				4
CSR Limited	1		1	1	1						3
DAC Finance Pty Ltd (trading as Opal Aged Care)	7	4	1	3			2	1			18
Estia Investments Pty Ltd						1	1	1			3
Fairfield City Council				1				1			2
Fletcher International Exports Pty Ltd.		1	1			1					3
Healius Limited		1				1					2
Holcim (Aust) Holdings Pty Limited	1										1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)	6	2		1			2				11
ISS Property Services Pty Ltd	4							1			5
JELD-WEN Australia Pty Ltd	1						1	1			3
Lake Macquarie City Council	1										1
Life Without Barriers	3	1	1	1	1	1	2			1	10

Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Liverpool City Council		1		1							2
McDonald's Australia Holdings Limited			1								1
Newcastle City Council	3					1	1				5
Northern Co-Operative Meat Company Limited			1					2			3
NSW Trains	4	4			1		1				10
Pacific National (NSW) Pty Ltd	2										2
Persol Australia Pty Ltd	3	1	1								5
Qantas Airways Limited	10	7	2		2	1	1	1	4		28
Rail Corporation NSW	2	2	2					1			7
Randstad	1	1	1			1					4
RGF Staffing Melbourne One Pty Ltd	1	2	5		1	1	3	2	1		16
Shoalhaven City Council			1								1
Sonic Healthcare Limited					1			1			2
Sutherland Shire Council	9		1		1		1				12
Sydney Trains	1	1			1			2			5
The Star Entertainment Group Ltd	12	15	2		1	1	3	2	1		38
Toll Holdings Ltd	2	3					1	1			7
Tomago Aluminium	12	1	2		2		2			1	20
Transport for NSW Workers Compensation Services	1	1			1		1				4
Transport Service of NSW (State Transit Group)	6	2			1		3	1			13
Unilever Australia (Holdings) Pty Limited	2		1		1		3				7
University of New South Wales		2	1		1		2				6
University of Wollongong	3	1	1					1			6



Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total	
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	2			3				1			6	
Veolia Environmental Services (Australia) Pty Ltd	10	15	3	1			6	2			37	
Wesfarmers Limited	4										4	
Westpac Banking Corporation Ltd	7	2	2	2		1	9	7			30	
Wollongong City Council	2	1		2		1		2			8	
Woolworths Group Ltd	1	1		1		1	1				5	
Southern Meats Pty Ltd.	50	30	9	11		2	14	7	5	3	132	
Inghams Enterprises Pty Ltd		1									1	
Hawkesbury City Council	1		1				1				3	
3M Australia Pty Ltd	1						1				2	
MARS Australia Pty Ltd	1										1	
Thomas Foods International Consolidated Pty Ltd	1	2					2				5	
Adecco Holdings Pty Ltd		8	1				1	4	1		15	
Hays Specialist Recruitment (Australia) Pty Limited	1						1				2	
Endeavour Group Limited		1						2			3	
Kelsian Group Ltd	1							1	1		3	
<b>Specialised insurer</b>	<b>128</b>	<b>107</b>	<b>37</b>	<b>38</b>		<b>14</b>	<b>12</b>	<b>32</b>	<b>44</b>	<b>28</b>	<b>5</b>	<b>445</b>
Catholic Church Insurance Limited	35	34	10	13		3	4	10	11	11	2	133
Coal Mines Insurance Pty Limited	18	9	4	4				4	3			42
Guild Insurance Ltd	5	16	1			3	1	2	2	4		34
Hospitality Industry Insurance	40	21	9	8		3	6	11	15	9	1	123
Racing NSW Insurance Fund	7	6	3	3					2	3		24
StateCover Mutual Ltd	22	21	10	6		5	1	4	9		1	79

Insurer	Delay in determining liability	Delay in payment	Denial of liability	General Case Management	IME/IMC	Non-Insurer Complaint	Request for Documents	Weekly Benefits	Work Capacity Decision	Workplace Injury Management	Total
Trinity Insurance	1			4			1	2	1	1	10
<b>TMF</b>	<b>378</b>	<b>364</b>	<b>159</b>	<b>150</b>	<b>46</b>	<b>20</b>	<b>134</b>	<b>114</b>	<b>55</b>	<b>38</b>	<b>1458</b>
Allianz TMF	92	114	36	30	9	6	31	33	15	7	373
Employers Mutual NSW Ltd - TMF	111	109	59	41	16	8	54	30	23	11	462
QBE TMF	175	141	64	79	21	6	49	51	17	20	623
<b>Other Insurer including Not Provided</b>	<b>26</b>	<b>6</b>	<b>10</b>	<b>21</b>		<b>20</b>	<b>9</b>	<b>3</b>	<b>3</b>		<b>98</b>
Delta Electricity							1				1
Eraring Energy	1						1				2
Forestry Corporation of NSW	2						1				3
Not Provided (Hearing Loss)	4										4
Not Provided(Unknown)	17	5	9	21		19	3	3	3		80
Pacific Brands		1									1
Pasminco Ltd							1				1
Sydney Water Corporation	2		1			1	1				5
Transgrid							1				1
<b>Total</b>	<b>2472</b>	<b>1877</b>	<b>829</b>	<b>751</b>	<b>211</b>	<b>143</b>	<b>796</b>	<b>731</b>	<b>372</b>	<b>120</b>	<b>8302</b>

# 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	Pilot	Total
<b>Scheme agent</b>	23	220	102	719	96	581	177	195	114	8	17	487	68	325	35	176	67	8	3418
Allianz 701		19	7	37	8	38	5	4	9		1	24	3	13		1	3		172
Allianz Australia Workers Compensation (NSW) Ltd		3	9	10		23	8	9	4		2	15	2	4	8		1		98
CGU Workers Compensation (NSW) Ltd						2								1	1				4
EML 701	11	123	47	452	60	323	92	105	67	7	8	257	28	201	4	152	40	3	1980
EML 702	3	8	11	32	1	46	12	24	13			57	6	19	1	6	1		240
Employers Mutual NSW Limited				5		4	3	3				5		1	3				24
Gallagher Bassett Services Pty Ltd		2	1	1										1					5
GIO 701	2	13	9	47	7	19	6	4	4			13	3	21	1	2	10		161
GIO General Limited	4	27	17	75	5	80	33	40	13		3	84	24	34	12	7	3	4	465
Insurance and Care NSW (Icare)		1					1				1	1			2	1			7
QBE 701	3	14	1	35	7	26	6	2	3		1	18	2	16	1	5	5		145
QBE Workers Compensation		1		1		2	2								1	1			8
Uninsured Liabilities		1		7	1	3	2	1				2		1	1				19
Gallagher Bassett 701		5		7	4	8	4		1	1	1	2		6			3		42

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	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
DXC Technology		2		2	3	4	2					2		3		1	1		20
Icare Claims Operation Team		1		8		3	1	3				7		4				1	28
<b>Self-insured</b>	<b>3</b>	<b>27</b>	<b>17</b>	<b>94</b>	<b>12</b>	<b>87</b>	<b>38</b>	<b>25</b>	<b>16</b>	<b>1</b>	<b>7</b>	<b>53</b>	<b>10</b>	<b>68</b>	<b>4</b>	<b>16</b>	<b>22</b>	<b>2</b>	<b>502</b>
Aldi Stores		1	3	3		3			1		1	1	1	2		2			18
Ausgrid Management Pty Ltd				1				3				1				1			6
Australian Unity Limited				5		1						1					2		9
Blacktown City Council				1			1	1	1										4
Bluescope Steel Ltd	1					2	1							1			1		6
BOC Limited						1													1
Boral Limited		2		1										2					5
Brambles Industries Limited		1		1															2
Campbelltown City Council				2			1										2		5
Central Coast Council				2		2													4
City of Sydney Council			1		1	2			1			1							6
Coles Group Ltd		5	1	6		6	3	4	2			3		2			3	1	36
Colin Joss & Co Pty Limited				5															5
ComfortDelGro Corporation Australia Pty Ltd				3		3						2		2				1	11
CSR Limited	1						1							1					3
DAC Finance Pty Ltd (trading as Opal Aged Care)		1	1	4										1			1		8

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	Pilot	Total
Estia Investments Pty Ltd				2					1					1					4
Fairfield City Council						1													1
Fletcher International Exports Pty Ltd.				1															1
Food Investments Pty Ltd (George Weston Foods)						2													2
Healius Limited											1								1
Holcim (Aust) Holdings Pty Limited														1					1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance OneSteel Liberty or Arrium)							1			1		2			1				5
ISS Property Services Pty Ltd				2			1					1							4
JELD-WEN Australia Pty Ltd			1			1							1						3
Lake Macquarie City Council						3													3
Life Without Barriers		1		2		1		1				1	1	3		3			13
Liverpool City Council				1															1
Newcastle City Council				2		4		2				1							9
Northern Beaches Council						2			1										3
Northern Co-Operative Meat Company Limited			1										1						2
NSW Trains			1	1	2		1					1	1			2			9
Persol Australia Pty Ltd		1		1	1	4	2					2		4			2		17
Qantas Airways Limited		1	1	4	1	6	3		1		1	5		5	1	2			31
Rail Corporation NSW						5	2	1											8

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	Pilot	Total
Randstad				3		1	1						1						6
RGF Staffing Melbourne One Pty Ltd		1	1	4				1	1					1					9
Sonic Healthcare Limited				4		1					1	1		3					10
Sutherland Shire Council				1		2								2					5
Sydney Trains		2	3	7		4	1		1		3	4	1	6		2	2		36
The Star Entertainment Group Ltd				2															2
Toll Holdings Ltd				1		2		2	1			3	1	2		2	2		16
Tomago Aluminium		1												3					4
Transport for NSW Workers Compensation Services			1					1				2							4
Transport Service of NSW (State Transit Group)								1											1
University of New South Wales					1	2								1					4
University of Wollongong		1				1	1					2		2					7
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd		1			1	2	1	1				1		1			1		9
Wesfarmers Limited		2		6	1	5	4	1				5		8	1	2	2		37
Westpac Banking Corporation Ltd	1	1		1		2	3	4	1			2	1	2			1		19
Wollongong City Council				1		2						1							4
Woolworths Group Ltd		3	2	8	4	10	7	1	3			7		11	1		1		58
Endeavour Energy				1								1							2
Southern Meats Pty Ltd.				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/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	Pilot	Total
Myer Holdings Ltd																	1		1
Inghams Enterprises Pty Ltd						1											1		2
MARS Australia Pty Ltd												1		1					2
Cadbury Schweppes Australia Limited													1						1
Adecco Holdings Pty Ltd		2		2			1												5
Hays Specialist Recruitment (Australia) Pty Limited							1	1											2
Endeavour Group Limited							1												1
Kelsian Group Ltd				2		3			1			1							7
<b>Specialised insurer</b>	<b>1</b>	<b>23</b>	<b>5</b>	<b>47</b>	<b>7</b>	<b>44</b>	<b>8</b>	<b>14</b>	<b>17</b>		<b>2</b>	<b>40</b>	<b>1</b>	<b>35</b>		<b>9</b>	<b>5</b>	<b>1</b>	<b>259</b>
Catholic Church Insurance Limited		5	1	5	2	13		7	5			9	1	13		1			62
Coal Mines Insurance Pty Limited		5	1	7	1	5	3					10		5			2		39
Guild Insurance Ltd		1	1	3	1	3	2				2			4		2	1		20
Hospitality Industry Insurance	1	6		13	2	10	2	2	6			11		12		4			69
Racing NSW Insurance Fund			1	5		4						3							13
StateCover Mutual Ltd		5	1	13	1	9	1	5	5			7		1		2	1	1	52
Trinity Insurance		1		1					1								1		4
<b>TMF</b>	<b>8</b>	<b>37</b>	<b>24</b>	<b>158</b>	<b>747</b>	<b>155</b>	<b>29</b>	<b>46</b>	<b>48</b>	<b>1</b>	<b>10</b>	<b>149</b>	<b>14</b>	<b>81</b>	<b>2</b>	<b>38</b>	<b>37</b>		<b>884</b>
Allianz TMF	2	13	4	37	19	56	8	13	13		2	42	5	27		9	15		265
Employers Mutual NSW Ltd - TMF	4	9	3	51	6	52	10	12	14		2	51	1	11	1	13	6		246

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	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
QBE TMF	2	15	17	70	22	47	11	21	21	1	6	56	8	43	1	16	16		373
<b>Other Insurer including Not Provided</b>	<b>6</b>	<b>27</b>	<b>13</b>	<b>71</b>	<b>68</b>	<b>183</b>	<b>1198</b>	<b>28</b>	<b>12</b>		<b>9</b>	<b>104</b>	<b>4</b>	<b>56</b>	<b>92</b>	<b>4</b>	<b>8</b>		<b>1884</b>
Commonwealth Bank Workers Compensation							1		1						1				3
Forestry Corporation of NSW													1						1
Not Provided (Hearing Loss)		1				1	11	1				1			3				18
Not Provided (Unknown)	6	26	13	71	68	181	1185	27	11		9	103	3	56	88	4	8		1859
Sydney Water Corporation							1												1
Mercantile Mutual Insurance						1													1
GIO - NSW Treasury Management Fund						1													1
<b>Total</b>	<b>41</b>	<b>334</b>	<b>161</b>	<b>1089</b>	<b>230</b>	<b>1051</b>	<b>1450</b>	<b>308</b>	<b>207</b>	<b>10</b>	<b>45</b>	<b>883</b>	<b>97</b>	<b>565</b>	<b>133</b>	<b>243</b>	<b>139</b>	<b>11</b>	<b>6947</b>



# CTP Complaints: Issues by Insurer

Insurer	Case Manager	Claim Liability	Claim Lodgement	Claim Payments	Common Law	Death Benefits	Dispute Handling	Domestic Assistance	Earning Capacity decisions (78 week)	Examination	Fault Status	Fraud	Income support/weekly payments	Insurer internal reviews	Investigations	LTCs	Minor Injury	Privacy Surveillance	Recovery Plan	Report	Return to work assistance benefits	Return to work management	Settlement	Third Party/Service Provider management	Treatment and care	Threshold Injury	Total	
<b>CTP Insurer</b>	<b>97</b>	<b>32</b>	<b>11</b>	<b>66</b>	<b>32</b>	<b>1</b>	<b>7</b>	<b>21</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>196</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>21</b>	<b>4</b>	<b>229</b>	<b>44</b>	<b>806</b>	
AAMI	17	4	1	8	1		2		1				25	3					1				1		28	8	101	
Allianz	11	5		4	3			4	1	1	1	1	28	1	1		1	1	1	1	1		3		31	8	108	
GIO	9	4	4	14	1					4	2		29				1		2				3		41	7	121	
Icare (CTP Care)	1	1		3				2											1					1	13		22	
NRMA	40	10		21	19	1	4	6	1	4	1		68	1			2		1	1			1	6	2	73	12	274
QBE	18	8	3	15	4			8			1		43		1		1						1	7		40	9	159
Youi	1			1	1			1					3												3		10	
Lifetime Care																3												3
Transport Accident Commission - TAC					1																							1
Not Provided			3		2		1																1					7
<b>Total</b>	<b>97</b>	<b>32</b>	<b>11</b>	<b>66</b>	<b>32</b>	<b>1</b>	<b>7</b>	<b>21</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>196</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>21</b>	<b>4</b>	<b>229</b>	<b>44</b>	<b>806</b>	

# CTP Enquiries: Issues by Insurer

Insurer	Case Manager	Claim Liability	Claim Payments	Common Law	Complaint about Service Provider	Delay in determining liability	Delay in payment	Denial of liability	Examination	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	Earning Capacity	Total
<b>CTP Insurer</b>	1	1	2	1	1	4	5	38	1	1	108	24	1	4	12	91	23	2	2	16	5	10	16	1	370
AAMI								2			7	2			3	7	1			1					23
Allianz							1	8			9	1				8	3	1		2	1	1	5		40
GIO			1			1		8			15	1			1	10	7			3		3	4		54
Icare (CTP Care)								1														1			2
Not Provided(Unknown)						1					41	18			3	42	3				3		1	1	113
NRMA	1	1	1	1	1	1	3	13	1		24	1	1	1	5	21	4	1	2	8	1	1	4		97
QBE						1		5		1	11	1		3		3	4			2		3	2		36
Youi							1	1			1						1								4
Lifetime Care																						1			1
<b>Other Insurer including Not Provided</b>					1			5			56	36		2	4	51	5			3	7	2			172
Not Provided(Unknown)					1			5			56	36		2	4	50	5			3	7	2			171
Zurich																1									1
<b>Scheme agent</b>								1																	1
EML 701								1																	1
<b>Self-insured</b>																1									1
Woolworths Group Ltd																1									1
<b>Total</b>	1	1	2	1	2	4	5	44	1	1	164	60	1	6	16	143	28	2	2	19	12	12	16	1	544

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
<b>Delay in determining liability</b>	14	1572	233	124	347	2290
<b>Domestic Assistance</b>		84	8	7	15	114
Accepted after IRO Complaint		31	2	1	6	40
ADL approved		28	3	3	2	36
Claim not made in accordance with 60AA		5	2		2	9
Declined after IRO Complaint		17		1	3	21
Entitlement exhausted		3	1	2	2	8
<b>Initial Notification</b>	2	70	11	5	17	105
Initial notification incomplete		2	1		2	5
Initial notification not received	1	2	1		2	6
No response provided and outside timeframes		3	3		3	9
Provisional liability inside timeframes		11	2		4	17
Provisional liability outside timeframes		7	2	1	4	14
Reasonable excuse applied in time	1	35	2	3	2	43
Reasonable excuse defective		10		1		11
<b>Recurrence / Whole claim</b>	5	124	21	5	32	187
Claim accepted inside timeframes		11			3	14
Claim accepted outside timeframes		25	4		5	34
Claim denied inside timeframes		19	4	1	3	27
Claim denied outside timeframes		28	7	1	6	42
Insurer not on risk	3	11	1		3	18

Insurer	Other Insurer Including Not Provided	Scheme agent	Self-insured	Specialised Insurer	TMF	Total
No decision and inside timeframes		18	3	2	4	27
No decision and outside timeframes	2	5	1	1	4	13
Recurrence not determined		3				3
Request not received		4	1		4	9
<b>S60/ Weekly Benefits</b>		<b>1</b>				<b>1</b>
Claim denied before enquiry		1				1
<b>Section 287A</b>		<b>69</b>	<b>17</b>	<b>7</b>	<b>16</b>	<b>109</b>
Claim accepted inside timeframes		2	2		1	5
Claim accepted outside timeframes		6	2	1	3	12
Claim denied inside timeframes		5	1	1	4	11
Claim denied outside timeframes		16	7	3	4	30
No decision and inside timeframes		8	2	1	1	12
No decision and outside timeframes		21	3	1	2	27
Request not received		11			1	12
<b>Section 66</b>		<b>104</b>	<b>21</b>	<b>12</b>	<b>40</b>	<b>177</b>
Claim accepted inside timeframes		8			3	11
Claim accepted outside timeframes		23	7	4	14	48
Claim denied inside timeframes		8	2	2	2	14
Claim denied outside timeframes		16	6	2	4	28
Claim not duly made		1	1			2
Insurer not on risk		2			2	4
No decision and inside timeframes		22			5	27
No decision and outside timeframes		17	4	4	8	33
Request not received		7	1		2	10

Insurer	Other Insurer Including Not Provided	Scheme agent	Self-insured	Specialised Insurer	TMF	Total
<b>Weekly Benefits / Medical Treatment</b>	7	1120	155	88	227	1597
Claim accepted inside timeframes	1	138	15	7	27	188
Claim accepted outside timeframes		352	53	35	75	515
Claim denied inside timeframes		102	14	10	21	147
Claim denied outside timeframes		203	31	14	27	275
Insurer not on risk	1	34	3		10	48
No decision and inside timeframes	3	99	15	8	22	147
No decision and outside timeframes	2	95	12	6	20	135
Request not received		97	12	8	25	142
<b>Delay in payment</b>	4	1200	144	103	346	1797
<b>COD / Settlement</b>	1	243	41	28	95	408
Centrelink and/or Medicare delay		105	16	6	26	153
Correct amount paid after IRO Complaint		72	17	10	34	133
Decision being appealed		2	1		1	4
Insurer admin error	1	36	4	6	17	64
Insurer within timeframes and not paid		10		2	8	20
Interpretation of terms dispute		5	1		5	11
Lawyer hasn't provided all documents required		12	2	1	4	19
Leave re-credited				3		3
Interest Obtained		1				1
<b>Medical/Travel</b>	2	277	40	16	117	452
Claim already paid		32	3	1	15	51
Claim disputed		24	1		6	31
Claim not received	1	11	3	1	7	23

Insurer	Other Insurer Including Not Provided	Scheme agent	Self-insured	Specialised Insurer	TMF	Total
Correct amount paid after IRO Complaint		148	26	12	68	254
Insufficient information / Invoices not provided	1	32	2	1	12	48
Insurer not on risk		17	2		4	23
Insurer within timeframes		13	3	1	5	22
<b>Weekly benefits</b>	<b>1</b>	<b>680</b>	<b>63</b>	<b>59</b>	<b>134</b>	<b>937</b>
Employer error making payments		95	10	9	13	127
Employer error where insurer takes over payments		57	1	1	2	61
Insurer admin error		281	21	29	79	410
Irregular payments		34	4	2	5	45
No apparent error with payments		123	10	11	21	165
No COC	1	50	12	3	6	72
No EFT/TFN details		26	1	3	8	38
PID Certificate - no entitlement		14	4	1		19
<b>Denial of liability</b>	<b>6</b>	<b>521</b>	<b>62</b>	<b>35</b>	<b>148</b>	<b>772</b>
<b>Defective form changed and reissued</b>		<b>6</b>	<b>2</b>		<b>2</b>	<b>10</b>
<b>Defective form withdrawn</b>		<b>5</b>			<b>1</b>	<b>6</b>
<b>Insurer maintain denial on review</b>		<b>25</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>42</b>
<b>Insurer overturns decision after PI</b>		<b>44</b>	<b>1</b>		<b>9</b>	<b>54</b>
<b>Matter referred for review or legal</b>	<b>6</b>	<b>419</b>	<b>49</b>	<b>30</b>	<b>125</b>	<b>629</b>
<b>Section 59A Applied</b>		<b>17</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>26</b>
<b>Section 59A Overturned</b>		<b>5</b>				<b>5</b>

Insurer	Other Insurer Including Not Provided	Scheme agent	Self-insured	Specialised Insurer	TMF	Total
<b>General Case Management</b>	16	431	49	32	139	667
Insurer notified of complaint		267	33	18	73	391
Referred to insurer	6	125	14	8	48	201
Referred to SIRA, Icare or other	10	39	2	6	18	75
<b>IME/IMC</b>		120	12	12	42	186
Appointment cancelled information from treating doctors received		3			4	7
Appointment cancelled-referral procedure not followed		18	1	2	1	22
Appointment maintained		51	8	5	23	87
Appointment rescheduled		34	3	3	8	48
Choice of 3 IMEs provided after IRO Complaint		3			4	7
Location changed		5			1	6
Travel organised		6		2	1	9
<b>No Action</b>	37	407	52	33	113	642
<b>Non-insurer complaints</b>	15	73	11	9	20	128
<b>Employer Complaint</b>	10	28	4	2	11	55
Referred to Fair Work or IRC		9	3	1	4	17
Referred to Other	3	8	1		3	15
Referred to SIRA/Safework	7	11		1	4	23
<b>ILARS Lawyer Complaint</b>	1	13	1	4	5	24
Refer worker to OLSC, Law Firm or Other	1	10	1	3	5	20
Updated the IRO Principal Lawyer		3		1		4
<b>Privacy/Surveillance</b>		2				2
Referred to IPC		1				1

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised Insurer	TMF	Total
Referred to Other		1				1
<b>Service Provider</b>	<b>4</b>	<b>30</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>47</b>
Referred to Other	3	12	3	2	3	23
Referred to SIRA	1	18	3	1	1	24
<b>Request for Documents</b>	<b>6</b>	<b>503</b>	<b>73</b>	<b>30</b>	<b>116</b>	<b>728</b>
<b>Liability Accepted</b>	<b>3</b>	<b>372</b>	<b>55</b>	<b>20</b>	<b>90</b>	<b>540</b>
Docs not provided		21	2	3	5	31
Docs provided after PI		263	38	13	60	374
Docs provided to third party	1	40	6	4	8	59
Request not received	2	48	9		17	76
<b>Liability Disputed</b>	<b>3</b>	<b>131</b>	<b>18</b>	<b>10</b>	<b>26</b>	<b>188</b>
Docs not provided		29	3	1	2	35
Docs provided after IRO Complaint	2	87	14	8	23	134
Docs provided to third party only	1	7	1		1	10
Privilege Claimed		8		1		9
<b>Weekly Benefits</b>		<b>461</b>	<b>46</b>	<b>42</b>	<b>103</b>	<b>652</b>
<b>Overpayment</b>		<b>17</b>		<b>2</b>	<b>10</b>	<b>29</b>
Insurer or employer presses with recovery		8			7	15
Insurer stops recovery		9		2	3	14
<b>Payments changed</b>		<b>194</b>	<b>31</b>	<b>14</b>	<b>54</b>	<b>293</b>
Change of entitlement period		10	3		3	16



Insurer	Other Insurer Including Not Provided	Scheme agent	Self-insured	Specialised Insurer	TMF	Total
Employer error where insurer takes over payments		13			3	16
Employer not passing on correct payment		38	8	2	10	58
Indexation applied after PI		13	3	1	3	20
Legislative reduction in PIAWE		6	3	1	2	12
No apparent error with payments		90	10	7	24	131
Payments increased after PI (stat rate or 95%)		19	4	3	7	33
WCD or Section 40 assessment		5			2	7
<b>Payments have not started</b>		<b>95</b>	<b>6</b>	<b>13</b>	<b>15</b>	<b>129</b>
Employer error where insurer takes over payments		5				5
Employer not passing on weekly payments		9	1		2	12
Insurer maintains reasonable excuse		15	2	4	2	23
Reasonable excuse applied within time		10	2	4	2	18
Reasonable excuse withdrawn after IRO Complaint		56	1	5	9	71
<b>Payments stopped</b>		<b>154</b>	<b>9</b>	<b>13</b>	<b>24</b>	<b>200</b>
Correct rate applied		6				6
Employer error where insurer takes over payments		1				1
Employer not passing on weekly payments		11			2	13
Insurer admin error		28		5	3	36
No apparent error with payments		23	1	3	6	33
Non-attendance at IME		3	1			4
Section 119 non-attendance IME applied		8	1			9
Section 119 non-attendance IME overturned		1	1	2	1	5
Section 39 limit applied		24	1		2	27
Section 39 overturned		9			2	11

<b>Insurer</b>	<b>Other Insurer including Not Provided</b>	<b>Scheme agent</b>	<b>Self-insured</b>	<b>Specialised insurer</b>	<b>TMF</b>	<b>Total</b>
Section 48A / 57 suspension applied		5				5
Section 48A / 57 suspension overturned		3	1	3	1	8
Section 52 retirement age applied		8	1		4	13
Section 52 retirement age overturned		1			1	2
WCD or Section 40 assessment		10	2		1	13
Weekly benefits declined		13				13
Leave Paid					1	1
<b>Work Capacity Decision</b>	<b>1</b>	<b>260</b>	<b>17</b>	<b>24</b>	<b>56</b>	<b>358</b>
<b>PIAWE</b>	<b>1</b>	<b>114</b>	<b>6</b>	<b>12</b>	<b>24</b>	<b>157</b>
Insurer maintains decision		15			1	16
Not obvious error referred for review	1	54	2	4	14	75
PIAWE increased and back payment provided		33	4	7	7	51
PIAWE reduced where notice provided		10		1	1	12
PIAWE reduced where notice period not applied		2			1	3
<b>Work Capacity Decisions (non-PIAWE)</b>		<b>146</b>	<b>11</b>	<b>12</b>	<b>32</b>	<b>201</b>
Incorrect notice provided		2			1	3
IW referred to ALSP		99	8	8	18	133
New WCD issued		12			4	16
WCD under review		5	1	1	3	10
WCD withdrawn		27	2	2	6	37
Stay not applied		1		1		2
<b>Workplace Injury Management</b>		<b>61</b>	<b>3</b>	<b>4</b>	<b>37</b>	<b>105</b>
<b>IMP</b>		<b>4</b>			<b>3</b>	<b>7</b>
IMP amended after IRO Complaint		2			2	4

<b>Insurer</b>	<b>Other Insurer including Not Provided</b>	<b>Scheme agent</b>	<b>Self-insured</b>	<b>Specialised Insurer</b>	<b>TMF</b>	<b>Total</b>
IW not compliant		2				2
Insurer not compliant					1	1
<b>Rehabilitation</b>		24	2	1	15	42
Case conference cancelled		1			1	2
Case conference organised		4	1		5	10
Referred to IMC		1				1
Rehab not required		8			3	11
Rehab provided s41A		1			2	3
Rehab provider changed		9	1	1	4	15
<b>Return to Work</b>		33	1	3	19	56
Duties not provided by employer		11			2	13
Duties not suitable		2			3	5
Duties provided by employer after IRO Complaint			1		5	6
Rehabilitation Allocated		3		3	3	9
RTW plan amended		6			1	7
Section 53 / JCPP Approved		2			1	3
Section 53 / JCPP Declined		2			1	3
Vocational Program Approved		1				1
Workplace assessment required		6			3	9
<b>Total</b>	<b>99</b>	<b>5609</b>	<b>702</b>	<b>448</b>	<b>1467</b>	<b>8325</b>

## CTP Complaints: Complaint outcomes

Row Labels	CTP Insurer	Total
No Action	77	77
Resolved Action	222	222
Resolved Benefit	146	146
Resolved Information	233	233
Resolved Referred Elsewhere	114	114
<b>Total</b>	<b>792</b>	<b>792</b>

# ILARS: Grant Applications Received

2023/2024													
Application Status	July	August	September	October	November	December	January	February	March	April	May	June	Total
Accepted	1915	2046	2034	2094	2104	1602	1534	2202	2172	2011	2468	1807	23989
Closed admin	45	49	66	43	38	34	40	53	66	33	60	27	554
Declined	35	22	24	33	33	19	30	28	29	30	34	7	324
Pending	32	22	16	28	24	19	18	11	9	25	57	217	478
<b>Total</b>	<b>2027</b>	<b>2139</b>	<b>2140</b>	<b>2198</b>	<b>2199</b>	<b>1674</b>	<b>1622</b>	<b>2294</b>	<b>2276</b>	<b>2099</b>	<b>2619</b>	<b>2058</b>	<b>25345</b>

Grant Status	%
Accepted	94.6%
Closed admin	2.2%
Declined	1.3%
Pending	1.9%
<b>Total</b>	<b>100.0%</b>

Note: **The data reflects ILARS applications for funding received up to 30 June 2024 as of 30/06/2024**  
**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	January	February	March	April	May	June	Total
Abdomen and pelvic region	14	15	15	21	24	11	11	25	13	20	20	25	214
Ankle	29	40	26	33	28	28	20	28	49	35	45	38	399
Back	263	289	271	261	266	193	207	289	346	295	353	272	3305
Death	23	43	22	17	19	10	25	16	23	21	18	21	258
Ear	307	298	343	381	377	297	274	324	253	234	357	265	3710
Elbow	16	12	20	12	11	12	9	15	19	20	16	17	179
Foot and toes	24	19	25	31	27	21	23	20	24	20	29	30	293
Hand, fingers and thumb	68	87	84	90	68	52	59	88	87	76	112	94	965
Hip	12	10	9	17	15	8	11	17	18	14	16	14	161
Internal Body System	28	24	17	15	27	9	11	19	19	11	23	20	223
Knee	109	86	114	95	116	83	69	111	109	94	143	93	1222
Multiple -Neck and shoulder	84	71	77	66	69	57	63	80	66	78	89	75	875
Multiple -Trunk and limbs	154	135	113	151	173	117	117	155	185	153	202	185	1840
Neck	31	29	31	34	20	26	16	30	17	23	42	18	317
Other arm	15	11	17	19	20	8	23	16	13	19	13	21	195
Other body location	17	80	71	18	36	29	25	29	17	17	26	14	379
Other Head	41	69	68	73	70	38	49	72	72	68	63	63	746
Other leg	74	65	41	65	58	43	35	52	62	47	56	48	646
Psychological system	389	429	437	461	474	382	324	531	502	523	590	477	5519
Shoulder	120	134	120	132	119	106	87	126	134	134	168	127	1507
Trunk - multiple locations	19	20	18	22	12	16	29	42	37	36	22	19	292
Upper limb - multiple locations	82	69	62	75	70	52	42	82	77	75	83	58	827
Wrist	28	33	49	33	29	23	23	46	39	23	39	30	395
<b>Total</b>	<b>1,947</b>	<b>2,068</b>	<b>2,050</b>	<b>2,122</b>	<b>2,128</b>	<b>1,621</b>	<b>1,552</b>	<b>2,213</b>	<b>2,181</b>	<b>2,036</b>	<b>2,525</b>	<b>2,024</b>	<b>24,467</b>

Note: **The data reflects applications for funding received up to 30 June 2024 and grants of funding which have an accepted or pending status as of 30/06/2024**  
**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	January	February	March	April	May	June	Total
A. Intracranial injuries	10	12	10	7	16	5	4	7	18	8	13	17	127
B. Fractures	64	57	64	64	65	57	43	66	65	62	82	60	749
C. Wounds, lacerations, amputations and internal organ damage	71	102	96	86	83	47	81	98	104	98	99	86	1051
D. Burn	8	9	5	6	5	3	7	5	9	5	15	8	85
E. Injury to nerves and spinal cord	134	143	134	100	122	46	46	30	58	53	54	60	980
F1. Trauma to joints and ligaments	659	755	593	642	624	586	569	875	891	720	818	675	8407
F2. Trauma to muscles and tendons	248	175	305	326	293	163	149	215	221	280	429	315	3119
G. Other injuries –Poisoning, Electrocution, heat stress etc	5	5	8	8	8	4	5	4	3	1	6	6	63
H1. Joint diseases (arthropathies) and other articular cartilage diseases	1		4		2		2	1	2	3			15
H2. Spinal vertebrae and intervertebral disc diseases	7	2	5	2	3	1	2		1	1	5	1	30
H3. Diseases involving the synovium and related tissue		1											1
H4. Diseases of muscle, tendon and related tissue		2	3		2						1	1	9
H5. Other soft tissue diseases	1	2	1	1		2	1	1	1	3	1	1	15
I. Mental disorders	383	428	433	460	473	379	327	528	501	521	590	479	5502
J. Digestive system diseases	3	2	1			1					2		9
K. Skin and subcutaneous tissue diseases	3		2	4		1		4	6	3	6	3	32
L. Nervous system and sense organ diseases	308	306	350	382	382	300	274	332	256	238	359	273	3760
M. Respiratory system diseases	10	9	4	7	11	2	4	8	8	5	8	10	86
N. Circulatory system diseases	2	5	1		4	2	2	6	4	3	5	4	38
O. Infectious and parasitic diseases	1	1			1		2	1	2	1	1		10
P. Neoplasms (cancer)	1	2	2		2	1		1		1	3		13
Q. Other diseases	2	3	3	7	4	6	4	5	1	8	8	3	54
R. Other claims	4	4	3	3	10	5	5	9	7	1	2	4	57
S. Death	22	43	23	17	18	10	25	17	23	21	18	18	255
<b>Total</b>	<b>1,947</b>	<b>2,068</b>	<b>2,050</b>	<b>2,122</b>	<b>2,128</b>	<b>1,621</b>	<b>1,552</b>	<b>2,213</b>	<b>2,181</b>	<b>2,036</b>	<b>2,525</b>	<b>2,024</b>	<b>24,467</b>

Note: The data reflects applications for funding received up to 30 June 2024 and grants of funding which have an accepted or pending status as of 30/06/2024. Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report.

# ILARS – Body System for Grants

2023/2024													
Row Labels	July	August	September	October	November	December	January	February	March	April	May	June	Total
Cardiovascular system	2	5	3	2	5	2	3	6	3	3	8	3	45
Chronic Pain	1	4	1		6		1	2	1		2		18
Digestive systems	3		2			1		1	1		4	4	16
Ear, nose, throat, and related structures	5	8	6	4	5	3	4	2	5	2	1		45
Haematopoietic system					3				2	2	1	3	11
Hearing	308	301	342	381	376	296	273	325	253	234	358	264	3711
Lower extremity	319	310	292	314	302	217	189	278	307	256	355	281	3420
Nervous system	5	6	7	2	9	5	2	1	4		2	3	46
Psychiatric and psychological disorders	397	434	438	461	474	381	324	534	504	522	592	482	5543
Respiratory system	12	9	7	8	13	5	6	11	11	6	12	12	112
The skin	8	3	8	7	4	3	4	8	6	4	16	6	77
The spine	354	326	362	355	351	256	290	402	453	395	479	387	4410
The visual system	3	11	10	21	9	12	12	14	6	11	7	11	127
Upper extremity	506	599	541	543	482	372	351	570	539	534	663	544	6244
Urinary and reproductive systems	1	6	3	2	5		3		2		2		24
Not Recorded	23	46	28	22	84	68	90	59	84	67	23	24	618
<b>Total</b>	<b>1,947</b>	<b>2,068</b>	<b>2,050</b>	<b>2,122</b>	<b>2,128</b>	<b>1,621</b>	<b>1,552</b>	<b>2,213</b>	<b>2,181</b>	<b>2,036</b>	<b>2,525</b>	<b>2,024</b>	<b>24,467</b>

Note: The data reflects applications for funding received up to 30 June 2024 and grants of funding which have an accepted or pending status as of 30/06/2024  
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 WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PI/WE Only	Weekly Payments	Work Capacity Decision	Total
<b>Other Insurer including Not Provided</b>	<b>1189</b>	<b>38</b>	<b>50</b>	<b>1081</b>	<b>281</b>	<b>892</b>	<b>20</b>	<b>266</b>	<b>1416</b>	<b>4</b>	<b>31</b>	<b>9</b>	<b>5342</b>
ACE Insurance Limited											1		1
AIG Insurance	1												1
BPC Foods Pty Limited (Goodman Fielder)				1									1
Commonwealth Bank Workers Compensation	1			1									2
Eraring Energy									1				1
GIO - NSW Treasury Management Fund	1								1				2
GrainCorp									1				1
Mercantile Mutual Insurance	1												1
Not Provided (Hearing Loss)	8	1		1064	276	879		8	250				2487
Not Provided(Unknown)	1174	37	50	13	4	13	19	258	1160	4	29	9	2834
Pasminco Ltd					1								1
Rocla Pty Limited									1				1
Sydney Water Corporation				2			1		1				4
Transgrid	2								1		1		4
Zurich	1												1
<b>Scheme agent</b>	<b>2573</b>	<b>166</b>	<b>1161</b>	<b>530</b>	<b>80</b>	<b>243</b>	<b>890</b>	<b>3402</b>	<b>3505</b>	<b>177</b>	<b>710</b>	<b>446</b>	<b>14144</b>
Allianz 701	130	1	85	22	2	4	31	120	171	8	36	6	623
Allianz Australia Workers Compensation (NSW) Ltd	31	2	20	1	2	4	17	89	71	1	8		259
CGU Workers Compensation (NSW) Ltd	5							4					10
DXC Technology	12		4	5		1	3	1	20	3	7		56
EML 701	1914	108	782	382	38	131	576	2431	2531	138	486	391	10016

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PLAWE Only	Weekly Payments	Work Capacity Decision	Total
EML 702	40	6	27	3	2	6	45	169	63	5	13	15	419
Employers Mutual NSW Limited	17	9	6	7	2	7	19	36	23		6	2	139
Gallagher Bassett 701	55	3	16	16		5	6	19	62	2	13		203
Gallagher Bassett Services Pty Ltd	5		3			2	5	10	6	1	6	2	40
GIO 701	134	5	88	22		3	45	110	184	9	45	12	661
GIO General Limited	91	12	48	11	2	4	113	276	178	3	38	6	860
Icare Claims Operation Team			2		1	2							5
Insurance and Care NSW (Icare)	1	1	12	38	19	57	2	7	4		7	2	150
QBE 701	123	18	55	18	6	12	25	106	162	5	42	10	589
QBE Workers Compensation	7		6	5	6	4	2	17	12	1			66
Uninsured Liabilities	8	1	7			1	1	6	17	1	3		46
Xchanging								1	1				2
<b>Self-insured</b>	<b>302</b>	<b>10</b>	<b>230</b>	<b>98</b>	<b>14</b>	<b>53</b>	<b>104</b>	<b>325</b>	<b>415</b>	<b>19</b>	<b>115</b>	<b>38</b>	<b>1753</b>
3M Australia Pty Ltd						1			1				2
Adecco Holdings Pty Ltd	5		1				1	1	3		2	1	14
Aldi Stores	6		12				1	11	19		2	2	53
Ausgrid Management Pty Ltd	1	2		4	1			1	3				13
Australian Unity Limited	11		7				2	7	7		5		39
BHP Group Limited				1	1				1				4
Blacktown City Council	3		10	1		1	3	6	7	1	2	1	35
Bluescope Steel Ltd	9		1	19	5	13	1	9	15		1		74
BOC Limited	1							1					2
Boral Limited	4		2	5		2	5	6	8		4	1	37
Brambles Industries Limited				2			2		3				7
Brickworks Ltd	1	1	1						3				6

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PLAWE Only	Weekly Payments	Work Capacity Decision	Total
Campbelltown City Council	2		2			1		2	3			1	11
Canterbury Bankstown Council	2		3	1			1	3			1		11
Central Coast Council	2		1	1				6	3	1	1		16
City of Sydney Council	3	1	1	2	1	1		7	5				22
Coca-Cola Amatil						1			1				2
Coles Group Ltd	30	1	24	2			16	31	30		15	8	163
Colin Joss & Co Pty Limited			7				2	2	6		5		22
ComfortDelGro Corporation Australia Pty Ltd	6		3				3	5	17		3		37
Commonwealth Steel (Molycop)								1	1		1		3
CSR Limited	2		3				1	3	2				11
DAC Finance Pty Ltd (trading as Opal Aged Care)	1		1					1	4		1		8
Endeavour Energy	3		1	3				1	4		1	1	14
Endeavour Group Limited	1			1									2
Estia Investments Pty Ltd	6						2		4		1		13
Fairfield City Council	1							1			1	1	4
Fletcher International Exports Pty Ltd.			2					2			1		6
Food Investments Pty Ltd (George Weston Foods)	1	1									1		3
Hawkesbury City Council			1				1						2
Hays Specialist Recruitment (Australia) Pty Limited			1					1	3	1	1		7
Healius Limited	1		4					4	4	1			14
Holcim (Aust) Holdings Pty Limited						1		3	2				6
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance, OneSteel, Liberty or Arrium)	2	1	1	2		2	2	5	3			2	20

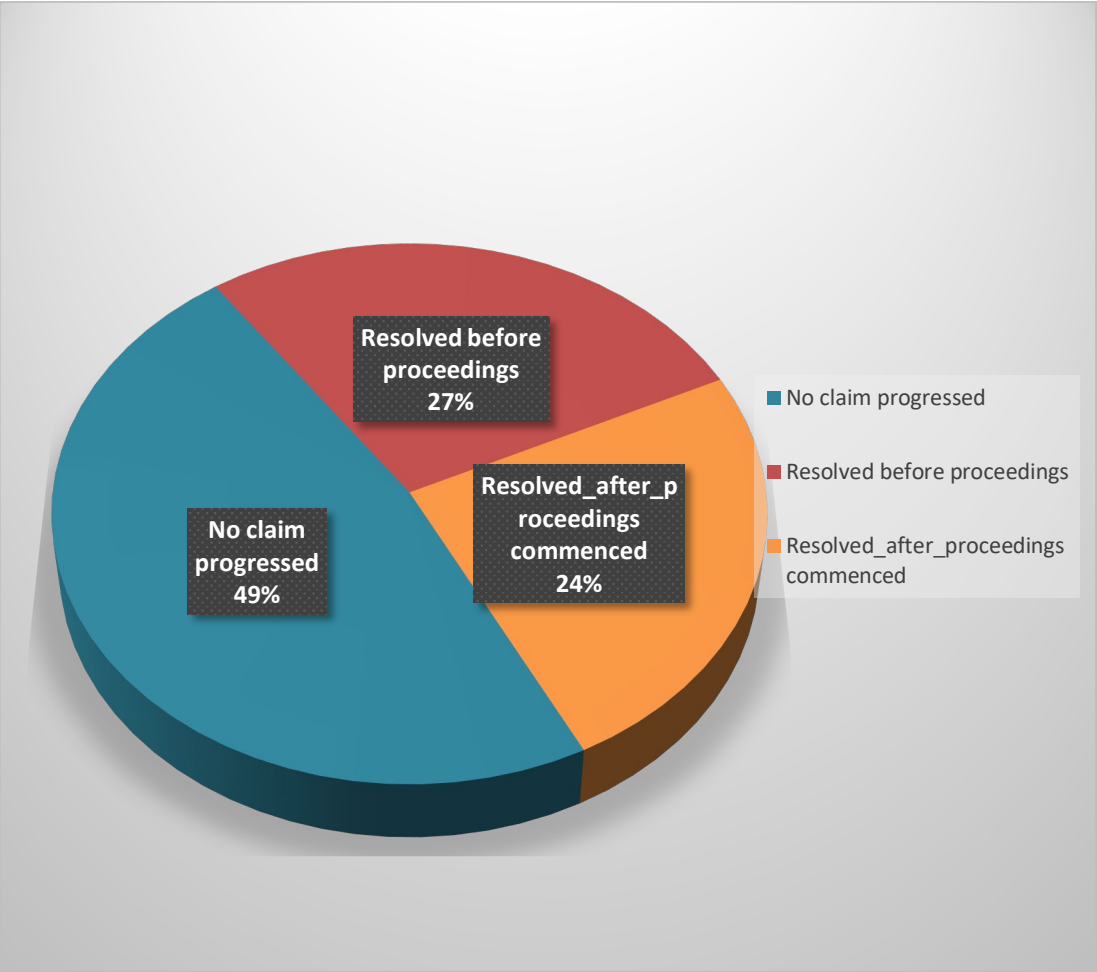
Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PLAWE Only	Weekly Payments	Work Capacity Decision	Total
Inghams Enterprises Pty Ltd	2		2	1			1	2	2		3		13
ISS Property Services Pty Ltd	4		5	1		1	1	6	5		2	1	26
JELD-WEN Australia Pty Ltd							1				1		2
Kelsian Group Ltd	1								1				2
Lake Macquarie City Council	3						1	5	1		1		11
Life Without Barriers	2		1				1	4	6	1	1	2	18
Liverpool City Council	2		2				1	3	3				11
MARS Australia Pty Ltd									2				2
McDonald's Australia Holdings Limited	1		3					1	2	1	2		10
Myer Holdings Ltd			2					2	1				5
Newcastle City Council	2		3	2		1	1	2	2		1		14
Northern Beaches Council	4		1				1	2	2				10
Northern Co-Operative Meat Company Limited	1		2				1	1	1				7
NSW Trains	2		1	1					4				8
Pacific National (NSW) Pty Ltd	1												1
Persol Australia Pty Ltd	2		2	5		2	2	7		1	2		24
Qantas Airways Limited	13	1	8	13	5	9	3	12	21	2	2	1	91
Rail Corporation NSW	2	1					1	1					5
Randstad	3		3	1			1	3	4		2		17
RGF Staffing Melbourne One Pty Ltd			2						1		1		4
Shoalhaven City Council	1			2		1		4			2		10
Sonic Healthcare Limited	1		5				1	2	2				11

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PLAWE Only	Weekly Payments	Work Capacity Decision	Total
Southern Meats Pty Ltd.									1				1
Sutherland Shire Council	4							1	4	1			10
Sydney Trains	6		5	4			2	3	7				27
The Star Entertainment Group Ltd									4				5
Thomas Foods International Consolidated Pty Ltd								1					1
Toll Holdings Ltd	13		4	1		1	4	19	8		6	2	58
Tomago Aluminium	1		3	2		1		2	5	2	1		17
Transport for NSW Workers Compensation Services	22		16	16		11	10	25	27		2	1	132
Transport Service of NSW (State Transit Group)	2	1	2	2		1	1	3	2	1	1	3	21
Unilever Australia (Holdings) Pty Limited	1		3		1			3	3		1		12
University of New South Wales	2		3						1				6
University of Wollongong	3		1				1	1	2				8
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	2		4	1			4	2	5		3	1	23
Veolia Environmental Services (Australia) Pty Ltd	1					1		4	1				7
Wesfarmers Limited	16		19			1	3	14	15		11	1	81
Westpac Banking Corporation Ltd	4		5				1	5	6	1	3	1	27
Wollongong City Council	6		4				2	4	2		1		19
Woolworths Group Ltd	68		30	1			16	61	99	5	17	7	311
UGL Rail Services Pty Limited				1					1				2
<b>Specialised insurer</b>	<b>169</b>	<b>1</b>	<b>94</b>	<b>32</b>	<b>1</b>	<b>10</b>	<b>46</b>	<b>191</b>	<b>177</b>	<b>12</b>	<b>47</b>	<b>25</b>	<b>815</b>
Catholic Church Insurance Limited	39		10	1		2	10	57	29	4	9	12	174
Coal Mines Insurance Pty Limited	3			2				2	3		1		11
Guild Insurance Ltd	17		2				7	19	13		2	3	63
Hospitality Industry Insurance	57		37	1		1	15	47	43	6	20	4	233

Insurer	Advice Only	Death Claim	Denial of Liability	Hearing Aids	Hearing Loss TOD	Hearing Loss WPI	Medical treatment	Permanent Impairment	Stage 1	WCD PI/AWE Only	Weekly Payments	Work Capacity Decision	Total
Racing NSW Insurance Fund	3		2				2	9	10		1	1	28
StateCover Mutual Ltd	45	1	41	28	1	7	12	56	79	2	12	4	295
Trinity Insurance	5		2					1			2	1	11
<b>TMF</b>	<b>511</b>	<b>15</b>	<b>197</b>	<b>57</b>	<b>5</b>	<b>10</b>	<b>138</b>	<b>678</b>	<b>560</b>	<b>21</b>	<b>120</b>	<b>48</b>	<b>2411</b>
Allianz TMF	171	2	43	32	1	6	30	236	217	5	27	1	777
Employers Mutual NSW Ltd - TMF	105	4	61	1	1	1	54	116	119	3	33	37	543
QBE TMF	235	9	93	24	3	3	54	326	224	13	60	10	1091
<b>CTP Insurer</b>									<b>1</b>		<b>1</b>		<b>2</b>
Allianz									1				1
QBE											1		1
<b>Total</b>	<b>4,744</b>	<b>230</b>	<b>1,732</b>	<b>1,798</b>	<b>381</b>	<b>1,208</b>	<b>1,198</b>	<b>4,862</b>	<b>6,074</b>	<b>233</b>	<b>1,024</b>	<b>566</b>	<b>24,467</b>

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 30 June 2024.

# ILARS – Outcomes

Row Labels	Number of Cases	Total Amount Paid	Average Cost
<b>Appeals</b>	<b>311</b>	<b>4039311.33</b>	<b>12988.14</b>
<b>Court of Appeal</b>	<b>2</b>	<b>212715.59</b>	<b>106357.80</b>
By the employer in favour of Employer	1	6363.52	6363.52
By the worker in favour of Worker	1	206352.07	206352.07
<b>Medical Appeal Panel</b>	<b>264</b>	<b>3046800.16</b>	<b>11540.91</b>
By the employer in favour of Employer	49	548262.33	11189.03
By the employer in favour of Worker	53	691535.70	13047.84
By the worker in favour of Employer	75	701979.75	9359.73
By the worker in favour of Worker	87	1105022.38	12701.41
<b>Non-presidential member to President</b>	<b>38</b>	<b>674838.96</b>	<b>17758.92</b>
By the employer in favour of Employer	1	16858.96	16858.96
By the employer in favour of Worker	23	391283.55	17012.33
By the worker in favour of Employer	9	146383.01	16264.78
By the worker in favour of Worker	5	120313.44	24062.69
<b>Supreme Court</b>	<b>7</b>	<b>104956.62</b>	<b>14993.80</b>
By the employer in favour of Worker	1	6307.89	6307.89
By the worker in favour of Employer	3	28361.72	9453.91
By the worker in favour of Worker	3	70287.01	23429.00
<b>Discontinued from Commission - No result</b>	<b>215</b>	<b>1522090.45</b>	<b>7079.49</b>
<b>Grant application declined</b>	<b>3</b>	<b>0.00</b>	<b>0.00</b>
<b>ILARS Funding Withdrawn</b>	<b>969</b>	<b>219229.14</b>	<b>226.24</b>
<b>Administrative reason</b>	<b>9</b>	<b>0.00</b>	<b>0.00</b>
<b>Consolidated with other grant</b>	<b>234</b>	<b>15755.34</b>	<b>67.33</b>
<b>Duplicate grant</b>	<b>188</b>	<b>2816.52</b>	<b>14.98</b>
<b>Lawyer request</b>	<b>320</b>	<b>54225.65</b>	<b>169.46</b>
<b>Matter resolved in other jurisdiction</b>	<b>9</b>	<b>31301.90</b>	<b>3477.99</b>
<b>No Response to ILARS Follow Up</b>	<b>154</b>	<b>110188.81</b>	<b>715.51</b>



Row Labels	Number of Cases	Total Amount Paid	Average Cost
Not eligible for funding	55	4940.92	89.83
<b>Instructions withdrawn</b>	<b>1313</b>	<b>3218422.45</b>	<b>2451.20</b>
Instructions withdrawn	345	823476.29	2386.89
Worker retained new Lawyer	968	2394946.16	2474.12
<b>Not proceeding after preliminary grant</b>	<b>7841</b>	<b>15243006.60</b>	<b>1944.01</b>
Below Threshold (Threshold issue)	48	173770.72	3620.22
Commutation negotiations failed	9	11114.29	1234.92
Lawyer Advice to Worker	4508	4748055.77	1053.25
Lost contact with Worker	404	839621.84	2078.27
Medical evidence not supportive	446	1541540.09	3456.37
Not MMI	94	374996.36	3989.32
Not viable	149	383417.90	2573.27
s66 Below WPI threshold	1111	4613258.20	4152.35
Worker instructions	1072	2557231.43	2385.48
<b>Resolved in Commission</b>	<b>4413</b>	<b>46940677.98</b>	<b>10636.91</b>
<b>Commutation</b>	<b>42</b>	<b>203038.83</b>	<b>4834.26</b>
Registered	42	203038.83	4834.26
<b>Conference</b>	<b>1225</b>	<b>16168257.52</b>	<b>13198.58</b>
Closed Period	13	170889.95	13145.38
Death Benefits	65	784860.81	12074.78
Medicals	213	2762806.72	12970.92
Not Recorded	4	41100.64	10275.16
Weeklies	138	1683562.24	12199.73
Weeklies & Medicals	338	4463224.10	13204.81
WPI	254	3443713.28	13557.93
WPI & Medicals	37	517578.66	13988.61
WPI & Weeklies	43	591219.20	13749.28
WPI, Weeklies & Medicals	81	1145294.93	14139.44
<b>Expedited Assessment</b>	<b>211</b>	<b>1527896.56</b>	<b>7241.22</b>

Row Labels	Number of Cases	Total Amount Paid	Average Cost
Consent Direction	121	888962.58	7346.80
Direction made	75	545382.69	7271.77
Direction not made	3	26864.30	8954.77
Not Recorded	2	10468.70	5234.35
Recommendation made	9	51368.29	5707.59
Recommendation not made	1	4850.00	4850.00
<b>Following Hearing – COD SOR Employer</b>	<b>40</b>	<b>564625.08</b>	<b>14115.63</b>
<b>Following Hearing – COD SOR worker</b>	<b>386</b>	<b>5248767.17</b>	<b>13597.84</b>
Death Benefits	72	885752.29	12302.12
Medicals	86	1227329.06	14271.27
Not Recorded	2	24654.18	12327.09
Weeklies	48	629220.72	13108.77
Weeklies & Medicals	82	1182907.59	14425.70
WPI	71	900406.79	12681.79
WPI & Medicals	5	74953.89	14990.78
WPI & Weeklies	9	153498.32	17055.37
WPI, Weeklies & Medicals	11	170044.33	15458.58
<b>Medical Assessment</b>	<b>1455</b>	<b>12196299.95</b>	<b>8382.34</b>
Above threshold	14	97840.41	6988.60
COD s66 TOD	30	258825.09	8627.50
COD s66 WPI	983	8457983.98	8604.26
Discontinued post MAC no COD	11	77180.52	7016.41
MAC Below Threshold Hearing Aids only	19	134953.26	7102.80
Not MMI MAC (s66 claim)	14	129541.51	9252.97
Not MMI MAC (threshold issue)	5	35516.29	7103.26
Not reached threshold (threshold issue)	27	226985.14	8406.86
Not Recorded	2	4529.08	2264.54
s66 Not reached threshold	349	2764536.77	7921.31
Discontinued pre MAC no COD	1	8407.90	8407.90

Row Labels	Number of Cases	Total Amount Paid	Average Cost
<b>Resolved TC - settled by consent</b>	<b>944</b>	<b>9572338.50</b>	<b>10140.19</b>
Closed Period	3	25696.45	8565.48
Death Benefits	77	663138.65	8612.19
Medicals	269	2713158.89	10086.09
Not Recorded	3	25259.72	8419.91
Weeklies	91	876089.55	9627.36
Weeklies & Medicals	154	1620592.58	10523.33
WPI	259	2723034.39	10513.65
WPI & Medicals	20	204790.96	10239.55
WPI & Weeklies	17	169903.14	9994.30
WPI, Weeklies & Medicals	35	386879.37	11053.70
Wrap Up	16	163794.80	10237.18
<b>Settlement during Hearing</b>	<b>109</b>	<b>1450440.57</b>	<b>13306.79</b>
Death Benefits	4	46960.00	11740.00
Medicals	24	304304.92	12679.37
Not Recorded	1	11793.57	11793.57
Weeklies	16	186701.59	11668.85
Weeklies & Medicals	35	466855.27	13338.72
WPI	13	189270.16	14559.24
WPI & Medicals	3	41136.95	13712.32
WPI & Weeklies	3	41080.36	13693.45
WPI, Weeklies & Medicals	10	162337.75	16233.78
<b>Medical Assessment</b>	<b>1</b>	<b>9013.80</b>	<b>9013.80</b>
COD s66 WPI	1	9013.80	9013.80
<b>Resolved in common law claim</b>	<b>47</b>	<b>300157.75</b>	<b>6386.34</b>
<b>Resolved prior to Commission</b>	<b>5592</b>	<b>24993229.20</b>	<b>4469.46</b>
<b>Advice given not to proceed</b>	<b>11</b>	<b>28502.58</b>	<b>2591.14</b>
<b>Agreement with Insurer</b>	<b>100</b>	<b>393419.84</b>	<b>3934.20</b>
<b>Insurer Accepts Claim</b>	<b>1618</b>	<b>3415983.88</b>	<b>2111.24</b>

Row Labels	Number of Cases	Total Amount Paid	Average Cost
Insurer withdraws Notice	274	1141540.02	4166.20
Not Recorded	1	1738.30	1738.30
Over threshold by agreement	21	100663.12	4793.48
Resolved after IRO enquiry or Internal Review.	568	2350854.07	4138.83
Resolved by complying agreement after claim made	2999	17560527.39	5855.46
<b>Total</b>	<b>20704</b>	<b>96476124.90</b>	<b>4659.78</b>

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

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Total
<b>NRTC</b>	<b>365</b>	<b>91</b>	<b>43</b>	<b>114</b>	<b>613</b>
<b>S287A</b>	<b>95</b>	<b>40</b>	<b>16</b>	<b>50</b>	<b>201</b>
Claim accepted after enquiry	5	6	1	3	15
Claim accepted before enquiry	11		1		12
Claim denied after enquiry	11	23	4	13	51
Claim denied before enquiry	23	4	4	6	37
Insurer inside timeframes	1				1
Insurer outside timeframes	34	7	4	25	70
Request not received	10		2	3	15
<b>S60/ Weekly Benefits</b>	<b>89</b>	<b>9</b>	<b>6</b>	<b>16</b>	<b>120</b>
Claim accepted after enquiry	18	3		4	25
Claim accepted before enquiry	11			1	12
Claim denied after enquiry	21	3	2	4	30
Claim denied before enquiry	10	1	2	4	17
Insurer inside timeframes	1				1
Insurer outside timeframes	25	2	1	2	30
Request not received	3		1	1	5
<b>S66</b>	<b>181</b>	<b>42</b>	<b>21</b>	<b>48</b>	<b>292</b>
Claim accepted after enquiry	14	2	1	3	20
Claim accepted before enquiry	4	1	2		7
Claim denied after enquiry	26	5	8	7	46
Claim denied before enquiry	25	3	1	6	35
Counteroffer issued after enquiry	27	5	3	6	41
Counteroffer issued before enquiry	13	2		1	16
Insurer inside timeframes	26	5	1	6	38
Insurer outside timeframes	34	17	5	16	72
Request not received	12	2		3	17
<b>Total</b>	<b>365</b>	<b>91</b>	<b>43</b>	<b>114</b>	<b>613</b>

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	\$576,219	314	\$1,835	
Complexity Uplift	\$638,600	513	\$1,245	
Professional fees	\$54,773,463	19,975	\$2,742	
Barrister Country Loading	\$13,987	24	\$583	0%
Barrister Fees	\$4,732,223	3,071	\$1,541	12%
Clinical Notes	\$4,087,576	45,829	\$89	10%
Interpreter	\$279,137	1,717	\$163	1%
Meal Allowance	\$7,696	160	\$48	0%
Medico-legal	\$24,906,931	17,830	\$1,397	62%
MRP Service Fee	\$3,401,655	38,886	\$87	9%
Non-attendance fee	\$96,206	199	\$483	0%
NTD Report	\$516,684	1,636	\$316	1%
Other	\$210,496	649	\$324	1%
Refund	\$1,188	3	\$396	0%
Solicitor Loading	\$18,458	27	\$684	0%
Travel	\$465,701	1,955	\$238	1%
Treating Specialist Report	\$1,258,520	2,818	\$447	3%
<b>Total</b>	<b>\$95,984,737</b>	<b>135,606</b>		<b>100%</b>
Total Professional Fees	\$55,988,282			58%
Total Disbursements Fees	\$39,996,455			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 30 June 2024 and may differ from those in the Annual Report which are sourced from the financial payments system.