



WIRO/IRO PERIODIC PERFORMANCE REVIEW
1 July 2020 TO 31 March 2021

S Cohen

INDEPENDENT REVIEW OFFICER

Complaints and Enquiries: Matters Received

Case Type	2020						2021			
	July	August	September	October	November	December	January	February	March	Total
Complaint	732	759	729	709	714	583	556	667	766	6215
Enquiry	823	625	641	629	645	488	510	618	837	5816
CTP Complaint									74	74
CTP Enquiry									41	41
Total	1555	1384	1370	1338	1359	1071	1066	1285	1718	12146

Complaints and Enquiries: Referral Source

Referral Source	2020						2021			Total
	July	August	September	October	November	December	January	February	March	
Lawyer	773	767	751	715	709	581	585	665	855	6401
Web search	328	274	270	297	332	233	218	315	434	2701
Word of Mouth	172	117	132	102	105	96	78	121	151	1074
WorkCover	115	81	65	66	85	66	79	66	96	719
Government Department	64	48	59	64	52	40	39	47	78	491
Insurer	25	33	34	26	18	17	23	22	23	221
Doctor	21	13	20	14	19	13	8	18	36	162
Other source	14	18	11	13	16	7	11	10	17	117
Union	20	13	15	22	7	7	14	8	5	111
Rehabilitation Provider	7	11	8	6	8	4	4	3	9	60
Employer	6	4	2	4	3	1	1		3	24
Workers Compensation Commission		3	2	3	1	3	2	4	4	22
Advertising	5	1	1	3	3	1	1	4	3	22
WIRO/IRO Campaign	2	1		3	1	2	3	1	3	16
Total	1555	1384	1370	1338	1359	1071	1066	1285	1718	12146

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

Complaints: How long do they take to close?

Duration	2020						2021			Total
	July	August	September	October	November	December	January	February	March	
Complaint	755	772	701	751	647	706	520	639	770	6261
A - Same day	122	143	139	137	98	101	99	123	123	1085
B - Next day	69	57	51	71	37	48	42	51	54	480
C - 2 to 7 days	395	395	360	403	374	384	269	357	434	3371
D - 8 to 15 days	133	146	125	116	113	146	82	90	137	1088
E - 16 to 30 days	35	30	26	23	24	27	25	17	21	228
F - more than 30 days	1	1		1	1		3	1	1	9
CTP Complaint									59	59
A - Same day									17	17
B - Next day									4	4
C - 2 to 7 days									30	30
D - 8 to 15 days									8	8
Total	755	772	701	751	647	706	520	639	829	6320

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

Complaints: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Further Inquiry - Secondary Issue Only	Total
Scheme agent	563	453	779	1227	182	268	400	520	120	106	26	4650
Allianz 701	1	3	1	7				4				16
Allianz Australia Workers Compensation (NSW) Ltd	34	24	52	114	15	3	26	35	8	2	2	316
CGU Workers Compensation (NSW) Ltd				2			2			1		5
EML 701	273	203	272	516	85	130	215	203	62	56	11	2027
EML 702	84	67	143	187	35	54	66	93	22	12	5	769
Employers Mutual NSW Limited	15	27	20	48	6	4	12	21	1	3	2	159
GIO 701	12		9	11			3	2		1	1	39
GIO General Limited	137	124	269	327	39	68	72	153	26	27	4	1249
Icare-Workers Care	2			1		1		1				5
Insurance and Care NSW (Icare)							1	3			1	5
QBE 701			2	2								4
QBE Workers Compensation			2	5			1	1	1	1		11
Uninsured Liabilities	5	5	9	7	2	5	5	4		3		45
Self-insured	68	66	126	189	27	21	59	60	32	25	2	675
3M Australia Pty Ltd		1										1
Aldi Stores	1	2				1		1	1			6
ANZ Banking Group Limited		1		1	1	4		2				9
Ausgrid Management Pty Ltd	1	2	1	2						1		7
Australian Unity Limited	2	1		3								6
BHP Group Limited				2			2					4
Blacktown City Council		1		1	1							3
Bluescope Steel Ltd			3	5					2			10
BOC Limited		1				1						2
Boral Limited		2	1	2								5
Brambles Industries Limited				1								1
Campbelltown City Council	3	1	2	2					1			9
Canterbury Bankstown Council		1								1		2

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Further Inquiry - Secondary Issue Only	Total
Central Coast Council			1									1
City of Sydney Council	1			1			2					4
Coca-Cola Amatil	2		3	1								6
Coles Group Ltd	12	8	14	43	4	4	15	11	5	3		119
Colin Joss & Co Pty Limited	1	1		1								3
CSR Limited		1		1	1		1					4
DAC Finance Pty Ltd (trading as Opal Aged Care)		2			1				2			5
Endeavour Energy		1		3				1		1		6
Healius Limited		1	1									2
Holcim (Aust) Holdings Pty Limited			1									1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance and formerly Arrium)		1	1	4					1			7
Inghams Enterprises Pty Ltd			3	1	1							5
ISS Facility Services				1	1							2
ISS Property Services Pty Ltd			2	4					1			7
JELD-WEN Australia Pty Ltd				1			1					2
Lake Macquarie City Council		1								2		3
Liverpool City Council		1										1
McDonald's Australia Holdings Limited							1	1		1		3
Myer Holdings Ltd		1		4				2				7
Newcastle City Council		1										1
Northern Beaches Council		1	2	3	1			5	2	1		15
Northern Co-Operative Meat Company Limited							1		1			2
NSW Trains	2	1	2	3			1	1				10
Persol Australia Pty Ltd	3	2		1	1	1		1	1	1		11
Qantas Airways Limited	7	1	1	5	2	1	2	2	1			22
Rail Corporation NSW	1											1
Randstad	1			2								3
RGF Staffing Melbourne One Pty		1	3	2	1		1	1	2	1		12
Shoalhaven City Council			1									1
Southern Meats Pty Ltd.									1			1
Sydney Trains	6	7	8	14	1		4	4	6	1	1	52

Insurer	Weekly Benefits	Denial of liability	Delay in payment	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	General Case Management	Workplace Injury Management	Non-Insurer Complaint	Further Inquiry - Secondary Issue Only	Total
The Star Entertainment Group Ltd	1	2	3	6			1	2			1	16
Toll Holdings Ltd			7	2	1		3		1	1		15
Transport for NSW Workers Compensation Services	1		3	7	1		5	2		2		21
Transport Service of NSW (State Transit Group)	1		1	2		1	1	1		2		9
UGL Rail Services Pty Limited			2									2
University of New South Wales		2	1	1								4
University of Wollongong	1	1	1	1								4
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	4	3	29	14			4	7		1		62
Veolia Environmental Services (Australia) Pty Ltd			3	4			1					8
Wesfarmers Retail Holdings Pty Ltd	4	1	4	9	2	1	1	2				24
Westpac Banking Corporation Ltd		1		2			1					4
Wollongong City Council								1				1
Woolworths Group Ltd	13	11	22	27	7	7	11	13	4	6		121
Specialised insurer	28	31	92	129	14	18	48	48	15	18	2	443
Catholic Church Insurance Limited	10	9	59	78	8	4	32	20	4	6	1	231
Coal Mines Insurance Pty Limited	5	7	3	8		1	3	3		1		31
Guild Insurance Ltd	5	5	9	4	3	2	1	2	1		1	33
Hospitality Employers Mutual	5	3	8	13	1	9	3	9	4	1		56
Racing NSW Insurance Fund	2	4	2	8	2	1	5	6	2	3		35
StateCover Mutual Ltd	1	3	11	18		1	4	8	4	7		57
TMF	99	103	134	249	53	54	57	135	48	42	1	977
Allianz TMF	33	29	29	56	13	10	12	36	7	10		235
Employers Mutual NSW Ltd - TMF	34	40	53	85	17	29	16	41	27	18	1	361
QBE TMF	32	34	52	108	23	15	29	58	14	14		381
Other Insurer including Not Provided		6	8	11	1	2	6	20	4	31		89
Total	758	659	1139	1806	277	363	570	783	219	222	31	6827

Note: A matter may have more than one issue.

Insurer names are provided by the injured worker.

An injured worker may have made more than one complaint.

Enquiry: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILRS Lawyer Complaint	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Scheme agent	239	323	56	82	106	103	136	57	466	80	337	513	167	28	45	2738
Allianz 701	3				1		2		4	1		4	1			16
Allianz Australia Workers Compensation (NSW) Ltd	19	27	5	5	8	9	7	3	26	4	19	24	8	2	3	169
CGU Workers Compensation (NSW) Ltd		1							1		2	1	1		1	7
EML 701	111	161	19	21	52	46	55	19	177	59	228	215	112	16	14	1305
EML 702	32	35	10	13	13	9	30	10	68	5	15	95	21	4	1	361
Employers Mutual NSW Limited	9	20	2	7	6	11	6	4	31		13	30	2		2	143
GIO 701	1	2					1		3	2		4	2		1	16
GIO General Limited	62	73	20	31	25	28	34	20	153	8	52	133	20	5	21	685
Icare-Workers Care				1				1			2	3		1		8
QBE Workers Compensation	1	2							3	1	2	3			2	14
Uninsured Liabilities	1	2		4	1		1				4	1				14
Self-insured	32	56	4	13	11	22	8	8	76	20	60	77	27	4	2	420
Aldi Stores		2										1				3
ANZ Banking Group Limited	1						1									2
Ausgrid Management Pty Ltd		1				1						3	1			6
Australian Unity Limited					1	1						1				3
Blacktown City Council		1		2		1						2				6
Bluescope Steel Ltd		1				2			4	2	1					10
BOC Limited											1					1
Boral Limited		1		1					2	1	1	1				7
Campbelltown City Council									2			1				3
Canterbury Bankstown Council										1						1
Central Coast Council							1					2			1	4
City of Sydney Council												1				1

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Coles Group Ltd	6	13	1	1	3	1		2	8	2	8	10	2	1		58
Colin Joss & Co Pty Limited		2									1					3
CSR Limited						1			1		1	1				4
DAC Finance Pty Ltd (trading as Opal Aged Care)									1							1
Endeavour Energy						1										1
Fairfield City Council											1					1
Fletcher International Exports Pty Ltd.												1				1
Hawkesbury City Council											1					1
Healius Limited									4		3		1			8
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance and formerly Arrium)		1		1					1			4	1			8
Inghams Enterprises Pty Ltd																
ISS Property Services Pty Ltd	1	1							1							3
JELD-WEN Australia Pty Ltd									1	1			1			3
Lake Macquarie City Council												1				1
Liverpool City Council		1														1
McDonald's Australia Holdings Limited											3					3
Myer Holdings Ltd	1	2				2										5
Newcastle City Council												2	1			3
Northern Beaches Council	1								2		2	2	5			12
Northern Co-Operative Meat Company Limited	1															1
NSW Trains		1						1			2	1	1			6
Persol Australia Pty Ltd		2				1	1	1	4	1		6	1			17
Qantas Airways Limited	6						1		10		6	6	2			31
Rail Corporation NSW	2						1		2			1				6
Randstad											1					1
RGF Staffing Melbourne One Pty		1							2			1				4
Sydney Trains	3	6			3	2		1	7		8	2	4			36
The Star Entertainment Group Ltd		1		1	1				2		1	3	1			10
Toll Holdings Ltd	2		2	1	1				5	4		1		2	1	19
Transport for NSW Workers Compensation Services					1	1		1			1					4

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Transport Service of NSW (State Transit Group)		1				1	1		2		1					6
UGL Rail Services Pty Limited		1							1							2
Unilever Australia (Holdings) Pty Limited												2				2
University of New South Wales		1							2			1				4
University of Wollongong									1	2						3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	2	2	1	1		2		1	3		2	5	2			21
Veolia Environmental Services (Australia) Pty Ltd		1														1
Wesfarmers Retail Holdings Pty Ltd		1		1	1	1					1	3				8
Westpac Banking Corporation Ltd		2		1						1	2	2				8
Woolworths Group Ltd	6	10		3		4	2	1	8	7	10	10	4	1		66
Specialised insurer	22	36	3	7	15	5	8	5	34	11	20	33	21	1	3	224
Catholic Church Insurance Limited	7	11	1	4	11	1	3	3	11	2	3	13	10			80
Coal Mines Insurance Pty Limited	6	6			1				4		4	4	3			28
Guild Insurance Ltd	1	5							1	1	2	6	3	1		20
Hospitality Employers Mutual	6	5	1	1	1	3	4		6	2	2	4	2			37
Racing NSW Insurance Fund	1	2				1		1	3	1	6	2	1			18
StateCover Mutual Ltd	1	7	1	2	2		1	1	9	5	3	4	2		3	41
TMF	63	71	7	18	25	30	23	12	130	26	38	118	62	8	2	633
Allianz TMF	18	16	2	8	8	5	9	6	46	12	17	48	21	4	1	221
Employers Mutual NSW Ltd - TMF	13	42	4	4	9	10	8	3	36	3	10	38	19	3		202
QBE TMF	32	13	1	6	8	15	6	3	48	11	11	32	22	1	1	210
Other Insurer including Not Provided	10	10	1	5	4	6	7	1	23	10	91	46	11	2	2	229
Total	366	496	71	125	161	166	182	83	729	147	546	787	288	43	55	4245

Note: A matter may have more than one issue.

Insurer names are provided by the injured worker.

An injured worker may have made more than one enquiry.

CTP Complaints & Enquiry: Issues by Insurer

Insurer	Treatment and care	Claim Payments	Denial of liability	General Case Management	Income support/weekly payments	Query About CTP Benefits	Domestic Assistance	Case Manager	How to make a Claim	Claim Liability	Total
Scheme agent			1								1
GIO General Limited			1								1
Other Insurer including Not Provided	1		2		2				2		7
CTP Insurer	20	13	7	9	7	8	8	5	2	4	83
AAMI	3	1	1	4	2		1			1	13
Allianz	2		2				2				6
GIO	5	3		1	2	3	1	1	1		17
NRMA	5	7	3	3	3	2	1	1	1	1	27
QBE	5	2	1	1		3	3	3		2	20
Total	21	13	10	9	9	8	8	5	4	4	91

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

Complaints: Complaint outcomes

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Complaint Declined – Premature, Refer to Insurer		3			2	5
Complaint Rejected	8	73	8	12	18	119
Delay in determining liability	12	1159	180	119	237	1707
Recurrence / Whole claim	1	112	19	15	22	169
Claim accepted inside timeframes		8	1		1	10
Claim accepted outside timeframes		23	6		3	32
Claim denied inside timeframes		14	3	5	3	25
Claim denied outside timeframes		18	3	5	1	27
Insurer not on risk	1	11			1	13
No decision and inside timeframes		15	2	4	6	27
No decision and outside timeframes		9	2	1	4	16
Recurrence not determined		5			1	6
Request not received		9	2		2	13
Weekly Benefits / Medical Treatment	5	796	117	77	159	1154
Claim accepted inside timeframes		108	10	7	12	137
Claim accepted outside timeframes	1	244	35	22	63	365
Claim denied inside timeframes		67	9	7	10	93
Claim denied outside timeframes		155	17	20	16	208
Insurer not on risk		16	1	2	3	22
No decision and inside timeframes	3	79	17	9	22	130
No decision and outside timeframes	1	52	13	6	16	88
Request not received		75	15	4	17	111
Section 66	3	62	11	3	18	97
Claim accepted inside timeframes		2			3	5
Claim accepted outside timeframes		12	3		4	19
Claim denied inside timeframes		6			1	7
Claim denied outside timeframes		11			1	12
Insurer not on risk		6	1	1		8
No decision and inside timeframes		13	3	2	4	22
No decision and outside timeframes	1	7	4		4	16

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Request not received	2	4			1	7
Claim not duly made		1				1
Initial Notification	1	92	21	15	15	144
Initial notification incomplete		2	1			3
Initial notification not received		6	2		2	10
No response provided and outside timeframes		5				5
Provisional liability inside timeframes		13	6	2	1	22
Provisional liability outside timeframes		6		4		10
Reasonable excuse applied in time	1	54	11	9	12	87
Reasonable excuse defective		6	1			7
Domestic Assistance	2	78	6	6	17	109
Accepted after PI		28	3	3	5	39
ADL approved	1	31	3	2	9	46
Claim not made in accordance with 60AA	1	9			2	12
Declined after PI		3			1	4
Entitlement exhausted		7		1		8
Section 287A		19	6	3	6	34
Claim accepted inside timeframes					1	1
Claim accepted outside timeframes		1				1
Claim denied inside timeframes		2			2	4
Claim denied outside timeframes		7	2	1	2	12
Insurer not on risk		1				1
No decision and inside timeframes		3	1		1	5
No decision and outside timeframes		4	3	1		8
Request not received		1		1		2
Delay in payment	5	733	115	90	127	1070
COD / Settlement	2	143	38	31	39	253
Centrelink and/or Medicare delay		54	8	12	11	85
Correct amount paid after PI		40	16	10	11	77
Insurer admin error	2	16	9	7	7	41
Insurer within timeframes and not paid		10	1	2	3	16
Interpretation of terms dispute		11	1		2	14
Lawyer hasn't provided all documents required		9	1		4	14

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Decision being appealed		1				1
Interest Obtained		2	2		1	5
Medical/Travel	2	208	41	16	47	314
Claim already paid		20	4	1	3	28
Claim disputed		12	3	2	6	23
Claim not received		9	3		3	15
Correct amount paid after PI	1	127	24	5	26	183
Insufficient information / Invoices not provided	1	26	7	6	2	42
Insurer not on risk		4				4
Insurer within timeframes		10		2	7	19
Weekly benefits	1	382	36	43	41	503
Employer error making payments		48	4	3	8	63
Employer error where insurer takes over payments		41		4	3	48
Insurer admin error		160	19	20	16	215
Irregular payments		25	3	2	1	31
No apparent error with payments	1	47	7	9	3	67
No COC		41	2	3	4	50
No EFT/TFN details		15		1	5	21
PID Certificate - no entitlement		5	1	1	1	8
Denial of liability	5	408	59	30	90	592
Defective form withdrawn			1		1	2
Insurer maintain denial on review		57	13	1	11	82
Insurer overturns decision after PI		28	5	3	13	49
Matter referred for review or legal	5	293	37	25	61	421
Section 59A Applied		19		1	2	22
Section 59A Overturned		8	1		1	10
Defective form changed and reissued		3	2		1	6
General Case Management	19	408	47	33	113	620
Insurer notified of complaint		191	22	17	66	296
Referred to insurer	11	135	20	9	34	209
Referred to SIRA, Icare or other	8	82	5	7	13	115
IME/IMC		138	26	12	40	216
Appointment cancelled- information from treating doctors received		6		2	5	13
Appointment cancelled- referral procedure not followed		9			4	13

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Appointment maintained		82	13	5	19	119
Appointment rescheduled		21	12	4	6	43
Choice of 3 IMEs provided after PI		9			4	13
Location changed		6	1	1	2	10
Travel organised		5				5
Weekly Benefits	1	510	60	26	85	682
Overpayment		30	6		12	48
Insurer or employer presses with recovery		17	3		8	28
Insurer stops recovery		13	3		4	20
Payments changed	1	245	26	13	41	326
Change of entitlement period		19	1		2	22
Employer not passing on correct payment		70	14	4	12	100
Indexation applied after PI	1	6			3	10
No apparent error with payments		112	9	8	17	146
Payments increased after PI (stat rate or 95%)		25	1		3	29
WCD or Section 40 assessment		7			2	9
Legislative reduction in PIAWE		6	1	1	2	10
Payments have not started		17	4	2	3	26
Insurer maintains reasonable excuse		3	2	1	1	7
Reasonable excuse applied within time		8		1		9
Reasonable excuse withdrawn after PI		6	2		2	10
Payments stopped		218	24	11	29	282
Correct rate applied		4		2		6
Employer error where insurer takes over payments		5		1	3	9
Employer not passing on weekly payments		26		1	3	30
Insurer admin error		80	7	2	7	96
No apparent error with payments		32	8	2	7	49
Section 119 non-attendance IME applied		4	1	1		6
Section 119 non-attendance IME overturned		5	1		1	7
Section 39 limit applied		20	1	1	3	25
Section 39 overturned		4				4
Section 48A / 57 suspension overturned		4	2			6
Section 52 retirement age applied		8			2	10
WCD or Section 40 assessment		5				5

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Weekly benefits declined		12	1	1	2	16
Section 48A / 57 suspension applied		7	2			9
Section 52 retirement age overturned			1		1	2
Non-attendance at IME		2				2
Work Capacity Decision	3	236	22	18	48	327
PIAWE	1	99	13	10	17	140
Insurer maintains decision	1	35	5	2	7	50
Not obvious error referred for review		30	5	3	6	44
PIAWE increased and back payment provided		27	3	4	3	37
PIAWE reduced where notice period not applied		2		1		3
PIAWE reduced where notice provided		5			1	6
Work Capacity Decisions (non-PIAWE)	2	137	9	8	31	187
Incorrect notice provided		4	1			5
IW referred to ALSP	2	93	7	7	25	134
New WCD issued		6				6
Stay not applied		1		1	1	3
WCD under review		18			3	21
WCD withdrawn		15	1		2	18
Non-insurer complaints	26	85	20	15	32	178
Employer Complaint	22	29	9	6	14	80
Referred to Fair Work or IRC	3	10	3	2	3	21
Referred to Other	13	7	5	2	7	34
Referred to SIRA/Safework	6	12	1	2	4	25
ILARS Lawyer Complaint		23	3	5	6	37
Updated the WIRO Principal Lawyer		10	1	1	4	16
Refer worker to OLSC, Law Firm or Other		13	2	3	2	20
Updated the IRO Principal Lawyer				1		1
Privacy/Surveillance		2	1	1		4
Referred to Other		1	1	1		3
Referred to IPC		1				1
Service Provider	4	31	7	3	12	57
Referred to Other	3	21	3	1	9	37
Referred to SIRA	1	10	4	2	3	20

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Request for Documents	5	390	55	48	52	550
Liability Accepted	5	261	31	25	36	358
Docs not provided	2	29	10	2	7	50
Docs provided after PI	1	206	14	20	24	265
Docs provided to third party		8	1		1	10
Request not received	2	18	6	3	4	33
Liability Disputed		129	24	23	16	192
Docs not provided		20	4	5		29
Docs provided after PI		106	18	18	13	155
Docs provided to third party only		3				3
Privilege Claimed			2		3	5
Workplace Injury Management	3	101	27	12	40	183
IMP		13	4		6	23
IMP amended after PI		6	2		6	14
IW not compliant		4	2			6
No current IMP		3				3
Rehabilitation	1	29	8	2	9	49
Case conference cancelled		2	1			3
Rehab not required		7	2	1	2	12
Rehab provided s41A		3		1		4
Rehab provider changed		15	3		7	25
Case conference organised	1		2			3
Referred to IMC		2				2
Return to Work	2	59	15	10	25	111
Duties not provided by employer		16	4	4	11	35
Duties not suitable	1	3	3		4	11
Duties provided by employer after PI		2	2		1	5
Rehabilitation Allocated		5	2	1	3	11
RTW plan amended		5	2	2	2	11
Section 53 / JCPP Approved		7		1		8
Section 53 / JCPP Declined		8	2	1		11
Vocational Program Approved		7			1	8
Workplace assessment required	1	6		1	3	11
Total	87	4244	619	415	884	6249

ILARS: Grant Applications Received

Application Status	2020						2021			
	July	August	September	October	November	December	January	February	March	Total
Accepted	1800	1741	1912	1751	1826	1414	1286	1579	1943	15252
Closed admin	75	62	80	71	81	66	46	65	94	640
Declined	2	2	4	2	1	6	1	6	1	25
Pending	3	1	2	1	3	2	2	7	14	35
Total	1880	1806	1998	1825	1911	1488	1335	1657	2052	15952
Accepted or pending	1803	1742	1914	1752	1829	1416	1288	1586	1957	15287

Grant Status	%
Accepted	95.6%
Declined	0.2%
Pending	0.2%
Closed admin	4.0%
Total	100%

Note:

- The data reflects ILARS applications for funding received up to 31 March 2021 and grants of funding which have an accepted or pending status as of 31/05/2021.
- 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

Injury Location	2020						2021			Total
	July	August	September	October	November	December	January	February	March	
Abdomen and pelvic region	8	5	9	16	12	9	5	16	11	91
Ankle	33	37	34	31	30	22	28	32	34	281
Back	268	250	284	266	250	236	182	209	263	2208
Death	19	27	21	20	26	21	8	13	21	176
Ear	225	322	474	312	329	239	338	326	337	2902
Elbow	8	16	17	10	14	11	3	15	13	107
Foot and toes	16	22	24	23	38	14	10	11	31	189
Hand, fingers and thumb	59	72	73	59	52	59	36	65	63	538
Hip	20	11	18	14	10	14	12	6	10	115
Internal Body System	17	21	19	9	14	16	6	13	12	127
Knee	108	100	110	96	104	77	61	96	103	855
Multiple -Neck and shoulder	43	23	15	34	32	34	37	34	54	306
Multiple -Trunk and limbs	176	104	90	130	121	72	79	99	163	1034
Neck	31	35	50	54	24	29	27	23	23	296
Other arm	8	16	13	17	27	21	11	11	8	132
Other body location	49	34	27	31	31	27	57	45	89	390
Other Head	36	35	52	45	40	23	23	32	41	327
Other leg	58	33	33	28	44	25	23	37	48	329
Psychological system	376	338	321	302	370	304	187	308	414	2920
Shoulder	119	154	150	160	150	101	74	94	107	1109
Trunk - multiple locations	31	18	10	16	16	11	10	16	11	139
Upper limb - multiple locations	70	32	44	39	57	28	45	55	75	445
Wrist	25	37	26	40	38	23	26	30	26	271
Total	1803	1742	1914	1752	1829	1416	1288	1586	1957	15287

Note: The data reflects applications for funding received up to 31 March 2021 and grants of funding which have an accepted or pending status as of 31/05/2021

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

ILARS – Nature of Injury

Nature of Injury	2020						2021			Total
	July	August	September	October	November	December	January	February	March	
A. Intracranial injuries	19	15	27	23	27	8	17	22	8	166
B. Fractures	16	19	11	19	17	19	21	24	57	203
C. Wounds, lacerations, amputations and internal organ damage	43	20	25	32	28	38	38	56	96	376
D. Burn	3	1	3	1	2	3	2	3	7	25
E. Injury to nerves and spinal cord	429	302	337	315	323	234	154	192	199	2485
F1. Trauma to joints and ligaments	316	295	274	323	371	228	216	288	372	2683
F2. Trauma to muscles and tendons	294	336	355	357	291	242	199	236	213	2523
H1. Joint diseases (arthropathies) and other articular cartilage diseases			2		1		1	1		5
H2. Spinal vertebrae and intervertebral disc diseases	21	23	16	16	6	52	87	83	183	487
H3. Diseases involving the synovium and related tissue		1		1					1	3
H4. Diseases of muscle, tendon and related tissue	1	1	4	1		1		1	1	10
H5. Other soft tissue diseases	4	6	3	3	2	4	1		2	25
I. Mental disorders	377	340	319	300	373	303	190	311	415	2928
J. Digestive system diseases	3		1	5	2		1	1	3	16
K. Skin and subcutaneous tissue diseases	5	5	3	3	3	2	1	4	3	29
L. Nervous system and sense organ diseases	240	328	493	321	341	246	341	334	350	2994
M. Respiratory system diseases	4	6	4	1	7	4	3	1	3	33
N. Circulatory system diseases	2	3	2	2	3		1	2	1	16
O. Infectious and parasitic diseases	3	1	3	1		1				9
P. Neoplasms (cancer)		4	2	1	3	3	2	5	7	27
Q. Other diseases		1	4	1			1	1	2	10
R. Other claims	1	3	2	1	3	3	2	3	5	23
S. Death	19	28	22	20	26	21	8	13	21	178
G. Other injuries Poisoning, Electrocutation, heat stress	3	4	2	5		4	2	5	8	33
Total	1803	1742	1914	1752	1829	1416	1288	1586	1957	15287

Note: The data reflects applications for funding received up to 31 March 2021 and grants of funding which have an accepted or pending status as of 31/05/2021
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	2020						2021			Total
	July	August	September	October	November	December	January	February	March	
Cardiovascular system	2	3	2	3	1	1		3		15
Chronic Pain	1		1	3			2	4	11	22
Digestive systems	7	4	5	8	4	5	1	4	11	49
Ear, nose, throat and related structures	9	8	23	11	7	7	8	10	19	102
Haematopoietic system	1	2	2			1		1	2	9
Hearing	226	320	460	312	330	238	337	325	331	2879
Lower extremity	254	225	226	230	250	173	157	204	265	1984
Nervous system	7	6	3	2	2	3	4	8	16	51
Psychiatric and psychological disorders	371	341	327	303	380	306	191	311	423	2953
Respiratory system	8	7	8	4	8	3	4	8	3	53
The endocrine system	2	1			2		1	2		8
The skin	9	1	9	8	6	5	3	10	16	67
The spine	484	351	370	377	342	290	251	291	411	3167
The visual system	10	5	13	8	11	5	5	3	9	69
Upper extremity	384	428	435	457	452	347	289	356	394	3542
Urinary and reproductive systems	1	5	3	2	4	3	4	7	6	35
N/A	27	35	27	24	30	29	31	39	40	282
Total	1803	1742	1914	1752	1829	1416	1288	1586	1957	15287

Note: The data reflects applications for funding received up to 31 March 2020 and grants of funding which have an accepted or pending status as of 31/05/2021

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

ILARS – Issues per Insurer

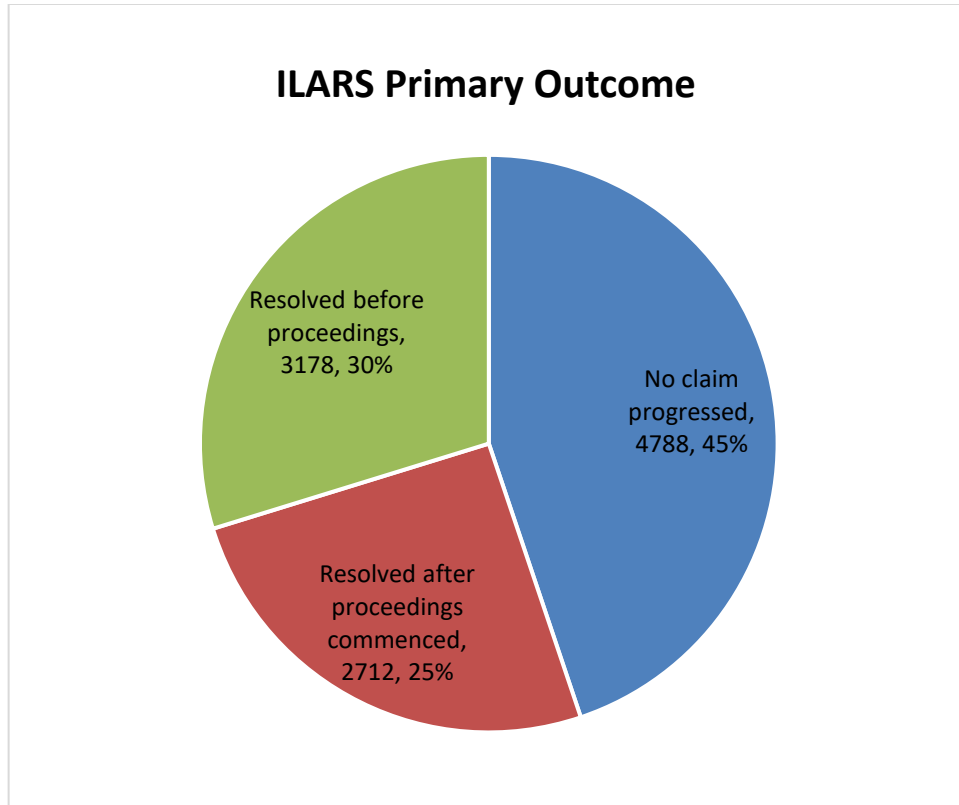
Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Make Claim	Work Capacity Decision	Advice Only	Stage 1	Death Claim	Total
Scheme agent	2760	277	135	371	622	562	710	69	160	1475	1571	125	8837
Allianz Australia Workers Compensation (NSW) Ltd	180	5	4	18	36	6	50	1	11	76	111	2	500
CGU Workers Compensation (NSW) Ltd	8		1		1	2	1			5	14		32
EML 701	1071	208	107	175	215	353	310	33	56	693	702	94	4017
Employers Mutual NSW Limited	140	1		14	32	3	24	2	8	48	68	2	342
Gallagher Bassett Services Pty Ltd	7			1		1	3	1	1	1	6		21
GIO General Limited	634	2	5	64	198	55	123	5	43	182	218	13	1542
Icare-Workers Care	71	35	10	26	26	84	39	7	1	134	104	2	539
Insurance and Care NSW (Icare)	50	13	3	14	13	12	36	10	3	101	99		354
QBE Workers Compensation	21			6	3	7	13			23	23		96
Uninsured Liabilities	3		3	1	1	2	4	2					16
Xchanging	1									1	2		4
EML 702	548	3		44	91	8	96	8	36	196	198	11	1239
Allianz 701	11	2	1	4	1	11	5		1	10	10		56
GIO 701	14	4	1	2	5	15	6			5	16	1	69
QBE 701	1	4		2		3							10
Self-insured	280	47	26	96	90	219	155	8	21	175	162	6	1285
Ausgrid Management Pty Ltd	5		2		3	5	5			2	1		23
BHP Group Limited	1	1	5			3							10
Blacktown City Council	6	1	1	3	5	4	3			5	3		31
Bluescope Steel Ltd	7	4	6			29	2	1		7	7		63
Boral Limited	3	1		4	1	4	7		2	4			26
Brambles Industries Limited					2		1						3
Canterbury Bankstown Council	1			1	2	1				1	3		9
Central Coast Council	4			2	1	4	2	1		1	2		17
City of Sydney Council	7		1	1	1	2	2			3	2		19
Coles Group Ltd	23	1		10	14		22		2	20	19	1	112
Endeavour Energy	1					4				2			7
Fairfield City Council	1												1
Hawkesbury City Council							2			1	2		5
Healius Limited	5			2			2				3		12
Holcim (Aust) Holdings Pty Limited		1	1			2				1	2		7

Insurer	Permanent Impairment	Hearing Loss W/PI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Make Claim	Work Capacity Decision	Advice Only	Stage 1	Death Claim	Total
Inghams Enterprises Pty Ltd	1	1		2	1								5
ISS Facility Services	1			3			1						5
ISS Property Services Pty Ltd	1			2			6			1	5		15
Lake Macquarie City Council	5			1		2	2			2			12
Liverpool City Council	1			1	1					1	1		5
Myer Holdings Ltd	5				1		1			3			10
Newcastle City Council	3					4	1			2			10
Northern Beaches Council	3			1							1		5
Northern Co-Operative Meat Company Limited	2	1		1	1	2	3		1	1			12
NSW Trains	1					2				1		1	5
OneSteel Trading Pty Ltd (Moly-Cop)						3				1			4
Pacific National (NSW) Pty Ltd	1	1				2	1						5
Persol Australia Pty Ltd	2	1		2	1	1	3			3	1		14
Qantas Airways Limited	35	21	4	1	3	95	6		1	4	22		192
Rail Corporation NSW	3		2			1					1		7
Shoalhaven City Council	2			1		3	1				3		10
Southern Meats Pty Ltd.	1												1
Sydney Trains	4	1		2							7		14
The Star Entertainment Group Ltd				2		1	2	1	1	1	2		10
Toll Holdings Ltd	13	1		4	4	5	3			19	8		57
Transport for NSW Workers Compensation Services	10	8	1	1	3	12	4		1	6	3		49
Transport Service of NSW (State Transit Group)	18			5	7	5	4			6	8	4	57
UGL Rail Services Pty Limited	2	1									1		4
Unilever Australia (Holdings) Pty Limited	1						1						2
University of New South Wales	1		1	1			1			2			6
Veolia Environmental Services (Australia) Pty Ltd	5					3					1		9
Wesfarmers Retail Holdings Pty Ltd	17			9	7		14		1	11	3		62
Westpac Banking Corporation Ltd	5			3	1					2	2		13
Wollongong City Council	1				1	1	1			1	1		6
Woolworths Group Ltd	48			20	23	2	30	1	8	44	33		209
Campbelltown City Council						1	1			3	3		8
McDonald's Australia Holdings Limited	1						1						2
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	9	1		1	1	7	2		2	6	2		31
Sutherland Shire Council	1						1						2

Insurer	Permanent Impairment	Hearing Loss W/PI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Make Claim	Work Capacity Decision	Advice Only	Stage 1	Death Claim	Total
Brickworks Ltd	1			1									2
ANZ Banking Group Limited	2			2	2		1	2	1	1	1		12
MARS Australia Pty Ltd				1	1	1	1						4
CSR Limited	1										1		2
Colin Joss & Co Pty Limited				1			1				1		3
University of Wollongong	1												1
Infrabuild (Manufacturing) Pty Limited (Formerly GFG Alliance and formerly Arrium)	2	1	1	1	1	7	4			1			18
3M Australia Pty Ltd	1		1										2
Fletcher International Exports Pty Ltd.	1												1
BOC Limited				1						1			2
JELD-WEN Australia Pty Ltd							1	1			2		4
Coca-Cola Amatil	1			2									3
DAC Finance Pty Ltd (trading as Opal Aged Care)	1						3						4
Randstad	2									1			3
Aldi Stores							4		1		3		8
Joss Injury Management Department				1			1				1		3
Australian Unity Limited					2		1	1		2	1		7
Estia Investments Pty Ltd										2			2
Tomago Aluminium						1							1
Specialised insurer	130	13		48	34	28	71	2	8	90	103	3	530
Catholic Church Insurance Limited	36	2		13	8	3	18	1	4	29	37		151
Coal Mines Insurance Pty Limited	1	1			1	1	1			2	2		9
Guild Insurance Ltd	14			5	1		6	1		13	9		49
Racing NSW Insurance Fund	11			1	3		4			7	8		34
StateCover Mutual Ltd	41	9		21	14	22	30		1	27	29	3	197
Hospitality Employers Mutual	27	1		8	7	2	12		3	12	18		90
TMF	425	14	38	82	51	79	126	4	28	253	228	3	1331
Allianz TMF	156	6	7	28	14	27	31	2	6	92	73		442
Employers Mutual NSW Ltd - TMF	94			26	15	2	62		16	67	51	1	334
QBE TMF	175	8	31	28	22	50	33	2	6	94	104	2	555
Other Insurer including Not Provided	140	431	216	27	17	805	40	60	2	651	505	31	2925
Total	3735	782	415	624	814	1693	1102	143	219	2644	2570	168	14909

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 2020 to 31 March 2021.

ILARS – Outcomes

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
ILARS Funding Withdrawn	184	\$44,660	\$1,942			
Administrative reason	11	\$12,308	\$6,154			
Duplicate grant	77	\$6,209	\$1,552			
Not eligible for funding	22	\$880	\$293			
Consolidated with other grant	30	\$10,951	\$2,190			
Lawyer request	43	\$10,840	\$1,355			
Matter resolved in other jurisdiction	1	\$3,471	\$3,471			
Not proceeding after preliminary grant	2041	\$5,259,221	\$2,600	1763	\$1,750,437	\$994
Instructions withdrawn	288	\$572,350	\$2,218			
Worker retained new Lawyer	511	\$1,368,556	\$2,726			
Lawyer Advice to Worker	5	\$10,278	\$2,056	1763	\$1,750,437	\$994
Lost contact with Worker	417	\$677,853	\$1,645			
Medical evidence not supportive	225	\$713,188	\$3,170			
Not MMI	97	\$276,860	\$2,854			
Below Threshold (Threshold issue)	52	\$126,799	\$2,438			
Commutation negotiations failed	11	\$15,598	\$1,418			
Not viable	81	\$184,998	\$2,434			
s66 Below WPI threshold	543	\$2,154,788	\$3,968			
Worker instructions	615	\$1,109,138	\$1,827			
File transferred to new Lawyer	1	\$3,235	\$3,235			
Resolved prior to WCC	5	\$10,278	\$2,056	2746	\$11,702,062	\$4,263
Insurer Accepts Claim				895	\$2,117,943	\$2,366
Agreement with Insurer				57	\$218,073	\$3,826
Insurer withdraws Notice				75	\$325,787	\$4,344
Resolved after WIRO enquiry or Internal Review.				177	\$927,990	\$5,273
Resolved by complying agreement after claim made				1530	\$8,074,196	\$5,277

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Over threshold by agreement				12	\$38,073	\$3,173
Resolved in WCC	146	\$1,231,542	\$8,435	2016	\$19,905,963	\$9,879
Commutation						
Registered				20	\$101,129	\$5,056
Expedited Assessment						
Consent Direction				53	\$339,886	\$6,413
Direction made by WCC				21	\$148,883	\$7,090
Recommendation made				2	\$9,900	\$4,950
Not Recorded				1	\$6,571	\$6,571
Direction not made by WCC	2	\$15,048	\$7,524			
Medical Assessment						
COD s66 TOD				21	\$172,223	\$8,201
COD s66 WPI				476	\$3,770,445	\$7,938
s66 Not reached threshold	95	\$696,765	\$7,334			
MAC Below Threshold Hearing Aids only				36	\$226,835	\$6,301
Not MMI MAC (s66 claim)				5	\$32,036	\$6,407
Above threshold				24	\$170,150	\$7,090
Not MMI MAC (threshold issue)				7	\$44,653	\$6,379
Not MMI MAC refused (threshold issue)	1	\$8,307	\$8,307			
Not reached threshold (threshold issue)	6	\$23,689	\$3,948			
Discontinued post MAC no COD	5	\$35,827	\$7,165			
Discontinued pre MAC no COD	2	\$16,250	\$8,125			
Resolved TC - settled by consent						
Weeklies				42	\$329,316	\$7,841
Weeklies & Medicals				96	\$872,352	\$9,087
Medicals				105	\$965,230	\$9,193
WPI				191	\$1,549,131	\$8,111
WPI & Medicals				26	\$239,861	\$9,225
WPI & Weeklies				11	\$111,072	\$10,097

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
WPI, Weeklies & Medicals				25	\$245,507	\$9,820
Wrap Up				7	\$60,824	\$8,689
Closed Period				17	\$150,263	\$8,839
Death Benefits				17	\$127,935	\$7,526
Not Recorded				4	\$26,731	\$6,683
Resolved at Conciliation - settled by consent						
Weeklies				43	\$504,218	\$11,726
Weeklies & Medicals				173	\$2,070,057	\$11,966
Medicals				67	\$814,251	\$12,153
WPI				75	\$884,786	\$11,797
WPI & Medicals				17	\$211,926	\$12,466
WPI & Weeklies				13	\$163,981	\$12,614
WPI, Weeklies & Medicals				34	\$458,324	\$13,480
Wrap Up				27	\$333,477	\$12,351
Closed Period				36	\$424,319	\$11,787
Death Benefits				23	\$269,282	\$11,708
Not Recorded				2	\$18,870	\$9,435
Resolved at settlement during Arbitration						
Weeklies				6	\$67,854	\$11,309
Weeklies & Medicals				11	\$138,486	\$12,590
Medicals				10	\$119,116	\$11,912
WPI				8	\$111,614	\$13,952
WPI & Medicals				2	\$27,316	\$13,658
WPI & Weeklies				2	\$23,723	\$11,862
WPI, Weeklies & Medicals				4	\$63,085	\$15,771
Death Benefits				5	\$59,451	\$11,890
Resolved at Arbitration by Arbitrator - Worker						
Weeklies				21	\$264,749	\$12,607
Weeklies & Medicals				53	\$744,249	\$14,042

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Medicals				71	\$917,568	\$12,923
WPI				31	\$419,757	\$13,541
WPI & Medicals				3	\$45,630	\$15,210
WPI & Weeklies				3	\$38,680	\$12,893
WPI, Weeklies & Medicals				4	\$68,772	\$17,193
Death Benefits				65	\$941,487	\$14,484
Resolved at Arbitration by Arbitrator - Employer	35	\$435,657	\$12,447			
Discontinued from Commission - No result	80	\$497,821	\$6,223			
Appeals	70	\$842,702	\$12,578	78	\$1,373,820	\$17,613
Resolved after Medical Appeal Panel						
By the worker in favour of Worker				25	\$309,348	\$12,374
By the worker in favour of Employer	29	\$252,615	\$9,022			
By the employer in favour of Worker				21	\$231,369	\$11,018
By the employer in favour of Employer	3	\$14,213	\$4,738			
Resolved after appeal from decision of Arbitrator to President						
By the employer in favour of Worker	5	\$93,600	\$18,720			
By the worker in favour of Worker				2	\$30,450	\$15,225
By the worker in favour of Employer	8	\$85,871	\$12,267			
Resolved after appeal to Supreme Court						
By the worker in favour of Employer	3	\$33,056	\$11,019			
By the employer in favour of Worker				3	\$296,674	\$98,891
By the employer in favour of Employer	3	\$56,455	\$18,818			
Resolved after appeal to Court of Appeal						
By the worker in favour of Worker				3	\$39,939	\$13,313
By the worker in favour of Employer	1	\$84,536	\$84,536			
By the employer in favour of Worker				2	\$126,953	\$63,476
Resolved after appeal from Arbitrator to President						
By the worker in favour of Worker				3	\$55,279	\$18,426
By the worker in favour of Employer	10	\$104,025	\$11,558			

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
By the employer in favour of Worker				8	\$153,611	\$19,201
Medical Appeal Panel						
By the worker in favour of Worker				9	\$112,994	\$12,555
By the worker in favour of Employer	1	\$7,695	\$7,695			
By the employer in favour of Employer	1	\$8,824	\$8,824			
Non-presidential member to President						
By the worker in favour of Worker				1	\$500	\$500
By the worker in favour of Employer	5	\$79,444	\$15,889			
By the employer in favour of Worker				1	\$16,703	\$16,703
Court of Appeal						
By the employer in favour of Employer	1	\$22,368	\$22,368			
Resolved in common law claim				20	\$108,270	\$5,413
Resolved after ILARS referral to complaints						
Resolved in Commission	23	\$183,345	\$7,972	264	\$2,755,654	\$10,438
Commutation						
Registered				3	\$15,367	\$5,122
Expedited Assessment						
Consent Direction				11	\$64,441	\$5,858
Recommendation made				1	\$4,950	\$4,950
Direction made				3	\$14,875	\$4,958
Direction not made	1	\$4,950	\$4,950			
Medical Assessment						
COD s66 TOD				3	\$19,330	\$6,443
COD s66 WPI				60	\$460,061	\$7,668
s66 Not reached threshold	13	\$97,932	\$7,533			
MAC Below Threshold Hearing Aids only				2	\$12,290	\$6,145
Above threshold				3	\$20,517	\$6,839
Not MMI MAC (threshold issue)				1	\$5,248	\$5,248
Not reached threshold (threshold issue)	1	\$825	\$825			

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Discontinued post MAC no COD	4	\$33,700	\$8,425			
Resolved TC - settled by consent						
Weeklies				5	\$47,904	\$9,581
Weeklies & Medicals				11	\$108,356	\$9,851
Medicals				22	\$224,670	\$10,212
WPI				9	\$84,874	\$9,430
WPI & Medicals				1	\$13,725	\$13,725
WPI & Weeklies				1	\$9,310	\$9,310
WPI, Weeklies & Medicals				2	\$19,864	\$9,932
Wrap Up				1	\$10,832	\$10,832
Closed Period				4	\$38,022	\$9,505
Death Benefits				2	\$13,324	\$6,662
Conference						
Weeklies				12	\$140,111	\$11,676
Weeklies & Medicals				28	\$376,151	\$13,434
Medicals				10	\$130,453	\$13,045
WPI				11	\$142,731	\$12,976
WPI & Medicals				3	\$44,925	\$14,975
WPI & Weeklies				1	\$15,854	\$15,854
WPI, Weeklies & Medicals				6	\$103,895	\$17,316
Wrap Up				3	\$36,071	\$12,024
Closed Period				5	\$65,093	\$13,019
Death Benefits				1	\$9,300	\$9,300
Not Recorded				1	\$7,150	\$7,150
Settlement during Hearing						
Weeklies				1	\$12,114	\$12,114
Weeklies & Medicals				1	\$12,212	\$12,212
Medicals				1	\$14,034	\$14,034
WPI & Weeklies				2	\$23,222	\$11,611

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Death Benefits				1	\$11,854	\$11,854
Following Hearing / COD SOR worker						
Weeklies				5	\$75,860	\$15,172
Weeklies & Medicals				5	\$71,872	\$14,374
Medicals				9	\$111,509	\$12,390
WPI				7	\$106,550	\$15,221
WPI & Medicals				1	\$9,347	\$9,347
WPI & Weeklies				1	\$7,936	\$7,936
Death Benefits				4	\$39,454	\$9,863
Following Hearing / COD SOR Employer	4	\$45,938	\$11,485			
Discontinued from Commission - No result	15	\$88,655	\$5,910			
Resolved prior to Commission	1	\$3,721	\$3,721	416	\$1,712,695	\$4,117
Insurer Accepts Claim				175	\$416,414	\$2,380
Agreement with Insurer				11	\$43,305	\$3,937
Insurer withdraws Notice				16	\$85,938	\$5,371
Resolved after WIRO enquiry or Internal Review.				8	\$47,479	\$5,935
Resolved by complying agreement after claim made				193	\$1,050,088	\$5,441
Over threshold by agreement				1	\$3,644	\$3,644
Not Recorded	1	\$3,721	\$3,721			
Resolved after IRO enquiry or Internal Review.				12	\$65,828	\$5,486
Total	3365	\$10,106,086	\$3,214	7303	\$39,308,901	\$5,386

Note: Outcome data is for cases closed from 1 July 2020 to 31 March 2021.

The amounts paid ("Costs") include Professional Fees (incl GST) and Disbursements

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

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
NRTC	1	527	127	48	84	787
S287A		71	37	10	13	131
Claim accepted after enquiry		12	6	1	1	20
Claim accepted before enquiry		4			3	7
Claim denied after enquiry		33	18	5	7	63
Claim denied before enquiry		11	5	2		18
Insurer outside timeframes		7	4	1	1	13
Request not received		4	4	1	1	10
S60/ Weekly Benefits		144	31	11	20	206
Claim accepted after enquiry		62	13	6	6	87
Claim accepted before enquiry		9			1	10
Claim denied after enquiry		31	7	1	6	45
Claim denied before enquiry		11	2	1	1	15
Insurer inside timeframes		2	2			4
Insurer outside timeframes		20	2	2	1	25
Request not received		9	5	1	5	20
S66	1	312	59	27	51	450
Claim accepted after enquiry		37	3	3	5	48
Claim accepted before enquiry		7			2	9
Claim denied after enquiry		88	17	9	17	131
Claim denied before enquiry		30	2	3	1	36
Counter offer issued after enquiry		61	7	1	5	74
Counter offer issued before enquiry		7	4	2	2	15
Insurer inside timeframes		28	8	2	6	44
Insurer not on risk		2			2	4
Insurer outside timeframes		25	13	4	7	49
Request not received	1	27	5	3	4	40
Total	1	527	127	48	84	787

NB: 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	% of disbursements	Average amount
Professional fees	\$ 32,066,952	10751		\$ 2,983
Medico-legal	\$ 11,999,124	9362	59.5%	\$ 1,282
Barrister Fees	\$ 2,657,105	1588	13.2%	\$ 1,673
Clinical Notes	\$ 2,102,940	20107	10.4%	\$ 105
MRP Service Fee	\$ 1,310,753	16516	6.5%	\$ 79
Treating Specialist Report	\$ 695,939	1545	3.5%	\$ 450
NTD Report	\$ 666,768	1258	3.3%	\$ 530
Travel	\$ 306,191	1277	1.5%	\$ 240
Interpreter	\$ 268,336	737	1.3%	\$ 364
Complexity Uplift	\$ 179,284	138		\$ 1,299
Appeal	\$ 115,100	52		\$ 2,213
Other	\$ 75,727	255	0.4%	\$ 297
Non-attendance fee	\$ 49,306	122	0.2%	\$ 404
Barrister Country Loading	\$ 22,500	34	0.1%	\$ 662
Solicitor Loading	\$ 9,532	12	0.0%	\$ 794
Meal Allowance	\$ 3,458	82	0.0%	\$ 42
Total	\$ 52,529,016	63836	100%	\$ 823
Total Disbursements	\$ 20,167,680		38%	
Total Professional Fees	\$ 32,361,336		62%	

Note: Professional fees include GST

These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2020 to 31 March 2021