



Independent  
Review Office

## **IRO PERIODIC PERFORMANCE REVIEW**

**1 JULY 2021 to March 2022**

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

2021/2022										
Case Type	July	August	September	October	November	December	January	February	March	Total
Complaint	641	664	589	512	538	476	426	533	634	5013
Enquiry	645	627	617	633	753	552	559	655	686	5727
CTP Complaint	101	76	55	52	62	58	58	87	90	639
CTP Enquiry	40	21	19	20	44	44	23	53	54	318
<b>Total</b>	<b>1427</b>	<b>1388</b>	<b>1280</b>	<b>1217</b>	<b>1397</b>	<b>1130</b>	<b>1066</b>	<b>1328</b>	<b>1464</b>	<b>11697</b>

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

2021/2022										
Referral Source	July	August	September	October	November	December	January	February	March	Total
Lawyer	864	851	803	714	807	641	598	736	790	6804
Web search	303	276	270	274	310	247	221	246	280	2427
WorkCover	64	63	67	92	73	75	65	82	79	660
Other source	62	23	25	34	50	55	60	80	75	464
Government Department	45	57	37	33	56	26	37	61	99	451
Word of Mouth	43	61	45	33	61	44	43	49	52	431
Insurer	18	27	7	17	16	22	22	20	28	177
Doctor	8	14	10	10	9	5	4	16	30	106
Union	9	8	5	4	5	10	10	17	12	80
Rehabilitation Provider	5	3	7	2	1		2	3	3	26
Not Provided	1	1				1	2	14	4	23
Employer	2	2		1	2	2	1	2	6	18
Workers Compensation Commission	3	1	2	3	4			1	3	17
Advertising			2		3	2				7
IRO Campaign							1		2	3
WIRO Campaign								1	1	2
ILARS Case		1								1
<b>Total</b>	<b>1427</b>	<b>1388</b>	<b>1280</b>	<b>1217</b>	<b>1397</b>	<b>1130</b>	<b>1066</b>	<b>1328</b>	<b>1464</b>	<b>11697</b>

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

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

2021/2022										
Duration	July	August	September	October	November	December	January	February	March	Total
<b>Complaint</b>	<b>649</b>	<b>653</b>	<b>612</b>	<b>529</b>	<b>522</b>	<b>513</b>	<b>398</b>	<b>541</b>	<b>623</b>	<b>5040</b>
A - Same day	80	97	89	121	77	74	72	91	120	821
B - Next day	52	44	49	43	41	55	32	50	49	415
C - 2 to 7 days	385	385	364	269	307	274	186	293	320	2783
D - 8 to 15 days	109	110	83	84	80	96	70	90	113	835
E - 16 to 30 days	19	15	23	12	17	10	38	17	19	170
F - more than 30 days	4	2	4			4			2	16
<b>CTP Complaint</b>	<b>108</b>	<b>64</b>	<b>69</b>	<b>48</b>	<b>60</b>	<b>64</b>	<b>50</b>	<b>84</b>	<b>95</b>	<b>642</b>
A - Same day	30	13	21	11	17	14	20	38	38	202
B - Next day	15	9	5	3	4	4	6	6	7	59
C - 2 to 7 days	56	28	28	28	28	29	14	31	38	280
D - 8 to 15 days	6	14	15	6	8	16	9	8	9	91
E - 16 to 30 days	1				3	1	1	1		7
F-more than 30 days									3	3
<b>Total</b>	<b>757</b>	<b>717</b>	<b>681</b>	<b>577</b>	<b>582</b>	<b>577</b>	<b>448</b>	<b>625</b>	<b>718</b>	<b>5682</b>

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	NRTC	Escalation or Investigation - Secondary Issue Only	Total
<b>Scheme agent</b>	<b>358</b>	<b>388</b>	<b>761</b>	<b>977</b>	<b>130</b>	<b>203</b>	<b>390</b>	<b>414</b>	<b>74</b>	<b>115</b>	<b>1</b>	<b>19</b>	<b>3830</b>
Allianz 701	11	8	44	57	4	5	18	11		4		2	164
Allianz Australia Workers Compensation (NSW) Ltd	26	12	73	64	4	7	42	18	2	8		2	258
CGU Workers Compensation (NSW) Ltd				1			1						2
EML 701	180	183	336	440	68	143	229	189	52	40		8	1868
EML 702	31	46	96	109	18	22	29	56	11	15		3	436
Employers Mutual NSW Limited	1	9	13	15	4	2	1	9		3		1	58
GIO 701	21	6	11	22	3	2	6	8		6			85
GIO General Limited	76	112	175	245	23	22	55	110	8	34	1	3	864
Icare-Workers Care	1			1						1			3
Insurance and Care NSW (Icare)		1			1								2
QBE 701	9	6	8	15	5		8	8	1				60
QBE Workers Compensation				1									1
Uninsured Liabilities	2	5	5	7			1	5		4			29
<b>Self-insured</b>	<b>41</b>	<b>39</b>	<b>89</b>	<b>126</b>	<b>10</b>	<b>8</b>	<b>56</b>	<b>39</b>	<b>9</b>	<b>12</b>		<b>2</b>	<b>431</b>
Aldi Stores		1	1			1		1	1				5
Ausgrid Management Pty Ltd				2	1			1					4
Australian Unity Limited	1		1	2	1		1						6
BHP Group Limited	1		1	4									6
Blacktown City Council		1					1						2
Bluescope Steel Ltd			5	5			1	1					12
Boral Limited		1		1									2
Campbelltown City Council				1									1
Canterbury Bankstown Council			1	1									2
Central Coast Council		1	1	2									4
City of Sydney Council			1	1			1			1			4
Coca-Cola Amatil				1									1
Coles Group Ltd	7	4	14	11		1	19	7	2	1			66

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	NRTC	Escalation or Investigation - Secondary Issue Only	Total
Colin Joss & Co Pty Limited	1			2						1			4
ComfortDelGro Corporation Australia Pty Ltd			1										1
Commonwealth Steel (Molycop)			1	1									2
DAC Finance Pty Ltd (trading as Opal Aged Care)	1			2			1						4
Endeavour Energy		1	2	2									5
Fletcher International Exports Pty Ltd.			1	1				1		1			4
Healius Limited		2	1					1					4
Infrabuild (Manufacturing) Pty Limited			1	3			2						6
Inghams Enterprises Pty Ltd				1									1
ISS Facility Services				1									1
ISS Property Services Pty Ltd		1		2									3
Lake Macquarie City Council				2						1			3
Life Without Barriers	2		1	1		1	1						6
Liverpool City Council			1	3									4
Newcastle City Council								1					1
Northern Beaches Council				1									1
Northern Co-Operative Meat Company Limited				1									1
NSW Trains	2		1	4			2						9
Pacific National (NSW) Pty Ltd				1									1
Persol Australia Pty Ltd			1	2		1		1					5
Qantas Airways Limited			7	2	1		3			1			14
Rail Corporation NSW	1		1	1			4	1					8
RGF Staffing Melbourne One Pty			1										1
Southern Meats Pty Ltd.								1					1
Sutherland Shire Council						1							1
Sydney Trains	9	1	8	11	3		4	7	2	1			46
The Star Entertainment Group Ltd				2			1	1					4
Toll Holdings Ltd	2	2	5	4			5	3	1	1			23
Transport for NSW Workers Compensation Services	1	2	4	9				2					18
Transport Service of NSW (State Transit Group)	1	1	2	3	1								8
UGL Rail Services Pty Limited			1										1
Unilever Australia (Holdings) Pty Limited			2				1						3

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	NRTC	Escalation or Investigation - Secondary Issue Only	Total
University of New South Wales			1	1			2	1					5
University of Wollongong			2										2
Ventia Australia Pty Ltd - formerly Broadspectrum	2	1	8	13			1	2				1	28
Veolia Environmental Services (Australia) Pty Ltd			1	1									2
Wesfarmers Limited	3	5	1	5	1	1			1	1		1	19
Westpac Banking Corporation Ltd		1		2			2			1			6
Woolworths Group Ltd	7	14	9	11	2	2	4	7	2	2			60
<b>Specialised insurer</b>	<b>34</b>	<b>30</b>	<b>106</b>	<b>86</b>	<b>14</b>	<b>13</b>	<b>32</b>	<b>49</b>	<b>7</b>	<b>7</b>		<b>4</b>	<b>382</b>
Catholic Church Insurance Limited	17	6	63	38	7	3	14	30	3	4		3	188
Coal Mines Insurance Pty Limited	2	9	1	4	1		1	2		1			21
Guild Insurance Ltd	8		6	9		1	4	2	1			1	32
Hospitality Employers Mutual	2	8	9	10	2	8	1	4					44
Racing NSW Insurance Fund	2	1	10	7	2		5	6	1				34
StateCover Mutual Ltd	3	6	17	18	2	1	7	5	2	2			63
<b>TMF</b>	<b>60</b>	<b>83</b>	<b>189</b>	<b>206</b>	<b>30</b>	<b>31</b>	<b>61</b>	<b>121</b>	<b>20</b>	<b>44</b>		<b>2</b>	<b>847</b>
Allianz TMF	17	18	34	49	5	5	16	28	10	16		2	200
Employers Mutual NSW Ltd - TMF	18	30	43	54	10	9	20	36	1	8			229
QBE TMF	25	35	112	103	15	17	25	57	9	20			418
<b>Other Insurer including Not Provided</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>14</b>				<b>10</b>		<b>8</b>			<b>43</b>
<b>Total</b>	<b>495</b>	<b>545</b>	<b>1149</b>	<b>1409</b>	<b>184</b>	<b>255</b>	<b>539</b>	<b>633</b>	<b>110</b>	<b>186</b>	<b>1</b>	<b>27</b>	<b>5533</b>

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

# Enquiry: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/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
<b>Scheme agent</b>	<b>251</b>	<b>405</b>	<b>63</b>	<b>120</b>	<b>92</b>	<b>118</b>	<b>265</b>	<b>52</b>	<b>586</b>	<b>69</b>	<b>220</b>	<b>496</b>	<b>133</b>	<b>16</b>	<b>18</b>	<b>2904</b>
Allianz 701	8	11	1	2	9		3	1	13	3	1	15	7			74
Allianz Australia Workers Compensation (NSW) Ltd	13	16	9	13	5	5	6	3	38	4	9	34	3		1	159
CGU Workers Compensation (NSW) Ltd									1		1	1				3
EML 701	137	237	24	39	53	63	193	14	262	47	132	243	94	13	3	1554
EML 702	31	37	8	11	4	17	27	11	75	4	17	70	12	1	5	330
Employers Mutual NSW Limited	6	13	4	2	2	6		3	23		4	10			1	74
Gallagher Bassett Services Pty Ltd			1										1			2
GIO 701	7	9		1	2	2	3		18	1	5	9	2			59
GIO General Limited	46	70	16	49	14	20	30	18	142	4	34	100	10	2	7	562
Icare-Workers Care										1	13					14
Insurance and Care NSW (Icare)										1						1
QBE 701		6			3	3	1	1	8	3		5	4			34
QBE Workers Compensation		1							1			1			1	4
Uninsured Liabilities	3	5		3		2	2	1	5	1	4	8				34
<b>Self-insured</b>	<b>29</b>	<b>73</b>	<b>6</b>	<b>15</b>	<b>13</b>	<b>16</b>	<b>15</b>	<b>8</b>	<b>80</b>	<b>7</b>	<b>51</b>	<b>68</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>408</b>
Aldi Stores	1				1					1		1				4
ANZ Banking Group Limited		1														1
Ausgrid Management Pty Ltd		4		1			2		4		1	5	2			19
Australian Unity Limited		7							3	1	1					12
Blacktown City Council			1					1	1			1				4
Bluescope Steel Ltd									3			2				5
BOC Limited									1			1				2
Boral Limited												1				1
Campbelltown City Council				1								1				2
Canterbury Bankstown Council		1		1					1		1					4
Central Coast Council	3	1		2					2		1					9
City of Sydney Council									2		1					3
Coles Group Ltd	5	10	1	1	3	1	1	2	7		10	12			1	54



Insurer	Weekly Benefits	Denial of liability	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	General Case Management	Workplace Injury Management	Query about leave entitlements	Who is the insurer?	Total
Colin Joss & Co Pty Limited		3		1							1	1				6
ComfortDelGro Corporation Australia Pty Ltd		1														1
Commonwealth Steel (Molycop)							1									1
CSR Limited							1									1
DAC Finance Pty Ltd (trading as Opal Aged Care)		1		1		1									1	4
Fairfield City Council		1							1	1	1					4
Healius Limited		3							3		1	1				8
Infrabuild (Manufacturing) Pty Limited	1	2	1				1		1	1						7
Inghams Enterprises Pty Ltd				1		1					2	1				5
ISS Facility Services	1	1					1		1							4
ISS Property Services Pty Ltd	1	1			2											4
JELD-WEN Australia Pty Ltd							1		1							2
Lake Macquarie City Council				1								2				3
Life Without Barriers		1			1							1				3
Liverpool City Council									1		1					2
MARS Australia Pty Ltd		1														1
McDonald's Australia Holdings Limited	1				1	1			3		1					7
Myer Holdings Ltd									2	1			3			6
Newcastle City Council									1							1
Northern Beaches Council		1				1		1				2	2			7
Northern Co-Operative Meat Company Limited	2															2
NSW Trains	1						1						1			3
Persol Australia Pty Ltd				2		3			5	1	1	2		1		15
Qantas Airways Limited	1	3				1	4	1	1			2	1	1		15
Rail Corporation NSW		1							3		1	2				7
Randstad	1										1					2
RGF Staffing Melbourne One Pty	1			1		1							3			6
Shoalhaven City Council									1		2	2				5
Sydney Trains	2	12		1	1		1		7		8	3	3			38
The Star Entertainment Group Ltd	1	1									1					3
Toll Holdings Ltd	1	1				3			4	1		6	1			17
Tomago Aluminium											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
Transport for NSW Workers Compensation Services					1	1			3		1	1				7
Transport Service of NSW (State Transit Group)	1	2							2			2				7
UGL Rail Services Pty Limited					1							1				2
Unilever Australia (Holdings) Pty Limited									1							1
University of New South Wales					1	1										2
University of Wollongong			1								1			1		3
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	1	2			1				2			2				8
Veolia Environmental Services (Australia) Pty Ltd															1	1
Wesfarmers Limited		4							1			1	1			7
Westpac Banking Corporation Ltd	1	3				1			4		1	1				11
Wollongong City Council							1									1
Woolworths Group Ltd	3	4	2	1				3	8		11	11	2	2		47
<b>Specialised insurer</b>	<b>14</b>	<b>24</b>	<b>1</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>38</b>	<b>10</b>	<b>11</b>	<b>44</b>	<b>11</b>			<b>184</b>
Catholic Church Insurance Limited	7	7	1	5	2	5	1	2	12	3	4	18	6			73
Coal Mines Insurance Pty Limited	2	3			2	1		1	7	1	1	7	1			26
Guild Insurance Ltd		4		1					1	3	2	3				14
Hospitality Employers Mutual	3	5		1	1	1	3	1	6	1	2	4	1			29
Racing NSW Insurance Fund							1		6	1	2	5	2			17
StateCover Mutual Ltd	2	5		2		1			6	1		7	1			25
<b>TMF</b>	<b>52</b>	<b>98</b>	<b>15</b>	<b>21</b>	<b>25</b>	<b>36</b>	<b>34</b>	<b>11</b>	<b>153</b>	<b>26</b>	<b>47</b>	<b>122</b>	<b>52</b>	<b>10</b>		<b>702</b>
Allianz TMF	11	29	1	9	5	13	13	3	54	8	18	26	23	2		215
Employers Mutual NSW Ltd - TMF	21	48	2	2	6	12	9	5	47	9	16	44	14	3		238
QBE TMF	20	21	12	10	14	11	12	3	52	9	13	52	15	5		249
<b>Other Insurer including Not Provided</b>	<b>32</b>	<b>55</b>	<b>6</b>	<b>24</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>8</b>	<b>167</b>	<b>24</b>	<b>1235</b>	<b>107</b>	<b>15</b>	<b>9</b>	<b>34</b>	<b>1752</b>
<b>Total</b>	<b>378</b>	<b>655</b>	<b>91</b>	<b>189</b>	<b>148</b>	<b>192</b>	<b>328</b>	<b>83</b>	<b>1024</b>	<b>136</b>	<b>1564</b>	<b>837</b>	<b>230</b>	<b>40</b>	<b>55</b>	<b>5950</b>

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

## CTP Complaints: Issues by Insurer

Insurer	Treatment and care	Income support/weekly payments	Property Damage	Claim Liability	Case Manager	Claim Payments	Dispute Handling	Minor Injury	Common Law	Fees	Total
<b>Other Insurer including Not Provided</b>			77	1	1	1				3	83
<b>CTP Insurer</b>	149	124	48	37	89	53	36	28	23	19	606
AAMI	11	6	13	2	5	3	2	2	2	5	51
Allianz	23	14	4	4	7	7	8	4	3	2	76
GIO	17	24	3	7	15	8	4	4	6	4	92
Icare (CTP Care)				1	1						2
NRMA	66	53	24	18	35	23	13	12	10	5	259
QBE	31	26	4	5	25	12	9	6	2	3	123
Youi	1	1			1						3
<b>Total</b>	<b>149</b>	<b>124</b>	<b>125</b>	<b>38</b>	<b>90</b>	<b>54</b>	<b>36</b>	<b>28</b>	<b>23</b>	<b>22</b>	<b>689</b>

## CTP Enquiries: Issues by Insurer

Insurer	How to make a Claim	Query About CTP Benefits	General Case Management	Denial of Liability	Who is the Insurer	Minor Injury	Non-Insurer Complaint	Weekly Benefits	Fault	Request for documents	Complaint about Service Provide	Total
<b>CTP Insurer</b>	22	50	44	33	16	4	10	5	6	1	3	194
AAMI	1	6	7	1	1			2	1			19
Allianz	8	8	2	6	4	3	2		2		1	36
GIO	5	5	11	5	3		1	1	1			32
NRMA	7	21	14	8	5	1	3	1	1	1	1	63
QBE	1	10	10	13	3		4	1	1		1	44
<b>Other Insurer including Not Provided</b>	81	21	15	3	1	11		5		4	2	143
<b>Total</b>	<b>103</b>	<b>71</b>	<b>59</b>	<b>36</b>	<b>17</b>	<b>15</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>337</b>

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>	<b>7</b>	<b>873</b>	<b>121</b>	<b>78</b>	<b>192</b>	<b>1271</b>
<b>Recurrence / Whole claim</b>		<b>77</b>	<b>8</b>	<b>5</b>	<b>15</b>	<b>105</b>
Claim accepted inside timeframes		6			1	7
Claim accepted outside timeframes		12	2	2	3	19
Claim denied inside timeframes		16		1		17
Claim denied outside timeframes		16	4		4	24
Insurer not on risk		5	1		1	7
No decision and inside timeframes		8			3	11
No decision and outside timeframes		8	1	2	1	12
Recurrence not determined					1	1
Request not received		6			1	7
<b>Weekly Benefits / Medical Treatment</b>	<b>5</b>	<b>609</b>	<b>74</b>	<b>49</b>	<b>129</b>	<b>866</b>
Claim accepted inside timeframes		63	6	3	10	82
Claim accepted outside timeframes	1	187	20	17	42	267
Claim denied inside timeframes		63	7	4	11	85
Claim denied outside timeframes		122	12	12	20	166
Insurer not on risk	2	12	5	1		20
No decision and inside timeframes	2	49	8	5	21	85
No decision and outside timeframes		54	10	2	16	82
Request not received		59	6	5	9	79
<b>Section 66</b>	<b>1</b>	<b>48</b>	<b>14</b>	<b>8</b>	<b>14</b>	<b>85</b>
Claim accepted inside timeframes		3			3	6
Claim accepted outside timeframes		19	4	1	4	28
Claim denied inside timeframes		2			1	3
Claim denied outside timeframes		4	1	1	2	8
Insurer not on risk	1	4	1		1	7
No decision and inside timeframes		5	4	4	1	14
No decision and outside timeframes		10	4	1	1	16
Request not received					1	1
Claim not duly made		1		1		2
<b>Initial Notification</b>	<b>1</b>	<b>51</b>	<b>21</b>	<b>4</b>	<b>10</b>	<b>87</b>
Initial notification incomplete		1	1	1		3
Initial notification not received		2	3		1	6
No response provided and outside timeframes	1	4	5	1	1	12

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Provisional liability inside timeframes		2	7	1	2	12
Provisional liability outside timeframes		4		1		5
Reasonable excuse applied in time		33	5		4	42
Reasonable excuse defective		5			2	7
<b>Domestic Assistance</b>		<b>53</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>76</b>
ADL approved		17		4	4	25
Claim not made in accordance with 60AA		3		1	1	5
Entitlement exhausted		5			1	6
Accepted after IRO Complaint		19	1	4	4	28
Declined after IRO Complaint		9	1		2	12
<b>Section 287A</b>		<b>35</b>	<b>2</b>	<b>3</b>	<b>12</b>	<b>52</b>
Claim accepted inside timeframes		2		1		3
Claim accepted outside timeframes		4			1	5
Claim denied inside timeframes		4	1		2	7
Claim denied outside timeframes		5	1		4	10
No decision and inside timeframes		4		1		5
No decision and outside timeframes		8		1	3	12
Request not received		8			2	10
<b>Delay in payment</b>	<b>2</b>	<b>677</b>	<b>88</b>	<b>99</b>	<b>163</b>	<b>1029</b>
<b>COD / Settlement</b>		<b>115</b>	<b>31</b>	<b>23</b>	<b>28</b>	<b>197</b>
Centrelink and/or Medicare delay		42	6	7	8	63
Insurer admin error		14	8	6	8	36
Insurer within timeframes and not paid		2			1	3
Interpretation of terms dispute		7	3		1	11
Lawyer hasn't provided all documents required		10	1	1	1	13
Interest Obtained		3		1		4
Correct amount paid after IRO Complaint		37	13	8	6	64
<b>Leave re-credited</b>					1	1
<b>Decision being appealed</b>					2	2
<b>Medical/Travel</b>	<b>1</b>	<b>201</b>	<b>23</b>	<b>24</b>	<b>66</b>	<b>315</b>
Claim already paid		22	2		7	31
Claim disputed		19	1	1	4	25
Claim not received		7			2	9
Insufficient information / Invoices not provided		24	6	4	8	42
Insurer not on risk		2		1		3
Insurer within timeframes		8			3	11
Correct amount paid after IRO Complaint	1	119	14	18	42	194

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
<b>Weekly benefits</b>	<b>1</b>	<b>361</b>	<b>34</b>	<b>52</b>	<b>69</b>	<b>517</b>
Employer error making payments		60	6	5	10	81
Employer error where insurer takes over payments		31	2	1	1	35
Insurer admin error	1	148	11	30	37	227
Irregular payments		17	3	2	6	28
No apparent error with payments		49	7	10	9	75
No COC		41	3	3	4	51
No EFT/TFN details		11	2	1	1	15
PID Certificate - no entitlement		4			1	5
<b>Denial of liability</b>	<b>3</b>	<b>312</b>	<b>32</b>	<b>26</b>	<b>62</b>	<b>435</b>
<b>Defective form withdrawn</b>		<b>3</b>			<b>1</b>	<b>4</b>
<b>Insurer maintain denial on review</b>		<b>28</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>40</b>
<b>Insurer overturns decision after PI</b>		<b>23</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>32</b>
<b>Matter referred for review or legal</b>	<b>3</b>	<b>238</b>	<b>25</b>	<b>20</b>	<b>47</b>	<b>333</b>
<b>Section 59A Applied</b>		<b>10</b>	<b>2</b>		<b>2</b>	<b>14</b>
<b>Section 59A Overturned</b>		<b>4</b>			<b>2</b>	<b>6</b>
<b>Defective form changed and reissued</b>		<b>6</b>				<b>6</b>
<b>General Case Management</b>	<b>6</b>	<b>273</b>	<b>34</b>	<b>28</b>	<b>77</b>	<b>418</b>
<b>Insurer notified of complaint</b>		<b>167</b>	<b>19</b>	<b>19</b>	<b>57</b>	<b>262</b>
<b>Referred to insurer</b>	<b>3</b>	<b>73</b>	<b>8</b>	<b>4</b>	<b>18</b>	<b>106</b>
<b>Referred to SIRA, Icare or other</b>	<b>3</b>	<b>33</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>50</b>
<b>IME/IMC</b>		<b>98</b>	<b>9</b>	<b>10</b>	<b>18</b>	<b>135</b>
<b>Appointment cancelled information from treating doctors received</b>		<b>4</b>				<b>4</b>
<b>Appointment cancelled-referral procedure not followed</b>		<b>18</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>23</b>
<b>Appointment maintained</b>		<b>40</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>57</b>
<b>Appointment rescheduled</b>		<b>30</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>42</b>
<b>Location changed</b>		<b>2</b>		<b>1</b>		<b>3</b>
<b>Travel organised</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
<b>Choice of 3 IMEs provided after IRO Complaint</b>		<b>3</b>				<b>3</b>
<b>Weekly Benefits</b>		<b>279</b>	<b>34</b>	<b>25</b>	<b>46</b>	<b>384</b>
<b>Overpayment</b>		<b>18</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>27</b>
Insurer or employer presses with recovery		9			3	12
Insurer stops recovery		9	3	2	1	15
<b>Payments changed</b>		<b>128</b>	<b>13</b>	<b>13</b>	<b>26</b>	<b>180</b>
Change of entitlement period		8	3	2	4	17
Employer error where insurer takes over payments		6	1			7
Employer not passing on correct payment		37	1	3	3	44

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Indexation applied after PI		7		1	2	10
No apparent error with payments		51	5	2	12	70
Payments increased after PI (stat rate or 95%)		12	1	4	2	19
WCD or Section 40 assessment		4	2	1	1	8
Legislative reduction in PIAWE		3			2	5
<b>Payments have not started</b>		<b>41</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>49</b>
Employer error where insurer takes over payments		3				3
Employer not passing on weekly payments		6	1		2	9
Insurer maintains reasonable excuse		13	1		1	15
Reasonable excuse applied within time		7		1		8
Reasonable excuse withdrawn after IRO Complaint		12	1		1	14
<b>Payments stopped</b>		<b>92</b>	<b>15</b>	<b>9</b>	<b>12</b>	<b>128</b>
Correct rate applied		4				4
Employer error where insurer takes over payments		2				2
Employer not passing on weekly payments		4	1	3	2	10
Insurer admin error		20	6	3		29
No apparent error with payments		13	2	1	4	20
Section 119 non-attendance IME applied		4				4
Section 119 non-attendance IME overturned		3			1	4
Section 39 limit applied		9	2		3	14
Section 48A / 57 suspension overturned		3	2			5
Section 52 retirement age applied		3				3
WCD or Section 40 assessment		2		1		3
Weekly benefits declined		8	1			9
Section 48A / 57 suspension applied		16	1	1	2	20
<b>Section 52 retirement age overturned</b>		<b>1</b>				<b>1</b>
<b>Work Capacity Decision</b>		<b>169</b>	<b>6</b>	<b>12</b>	<b>30</b>	<b>217</b>
<b>PIAWE</b>		<b>90</b>	<b>4</b>	<b>4</b>	<b>15</b>	<b>113</b>
Insurer maintains decision		22		1	5	28
Not obvious error referred for review		33	3	3	5	44
PIAWE increased and back payment provided		25	1		5	31
PIAWE reduced where notice period not applied		1				1
PIAWE reduced where notice provided		9				9
<b>Work Capacity Decisions (non-PIAWE)</b>		<b>79</b>	<b>2</b>	<b>8</b>	<b>15</b>	<b>104</b>
IW referred to ALSP		57	2	8	13	80
New WCD issued		6			1	7
Stay not applied		1				1

Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
WCD under review		8				8
WCD withdrawn		7			1	8
<b>Non-insurer complaints</b>	<b>6</b>	<b>80</b>	<b>8</b>	<b>4</b>	<b>29</b>	<b>127</b>
<b>Employer Complaint</b>	<b>5</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>33</b>
Referred to Fair Work or IRC	2	3	1		2	8
Referred to Other	1	3	1		1	6
Referred to SIRA/Safework	2	12	2	1	2	19
<b>ILARS Lawyer Complaint</b>		<b>37</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>53</b>
Refer worker to OLSC, Law Firm or Other		33	3	1	9	46
Updated the IRO Principal Lawyer		4			3	7
<b>Privacy/Surveillance</b>		<b>2</b>			<b>2</b>	<b>4</b>
Referred to Other		2			1	3
Referred to IPC					1	1
<b>Service Provider</b>	<b>1</b>	<b>23</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>37</b>
Referred to Other	1	12	1	2	5	21
Referred to SIRA		11			5	16
<b>Request for Documents</b>		<b>354</b>	<b>51</b>	<b>31</b>	<b>54</b>	<b>490</b>
<b>Liability Accepted</b>		<b>170</b>	<b>29</b>	<b>15</b>	<b>26</b>	<b>240</b>
Docs not provided		16	2	3	2	23
Docs provided after PI		139	24	11	23	197
Docs provided to third party		4	1		1	6
Request not received		11	2	1		14
<b>Liability Disputed</b>		<b>184</b>	<b>22</b>	<b>16</b>	<b>28</b>	<b>250</b>
Docs not provided		18	6		3	27
Docs provided to third party only		5				5
Privilege Claimed		1		1		2
Docs provided after IRO Complaint		160	16	15	25	216
<b>Workplace Injury Management</b>		<b>42</b>	<b>7</b>	<b>4</b>	<b>13</b>	<b>66</b>
<b>IMP</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>4</b>
IMP amended after IRO Complaint		1		1		2
NTD changed			1			1
IW not compliant		1				1
<b>Rehabilitation</b>		<b>14</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>22</b>
Case conference cancelled		1			1	2
Rehab not required		2	1	1		4
Rehab provided s41A		3				3
Rehab provider changed		6	1	1	2	10



Insurer	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Total
Case conference organised		2			1	3
<b>Return to Work</b>		<b>26</b>	<b>4</b>	<b>1</b>	<b>9</b>	<b>40</b>
Duties not provided by employer		7	1	1	3	12
Duties not suitable		2			1	3
Rehabilitation Allocated		2			1	3
RTW plan amended		3	1		1	5
Section 53 / JCPP Approved		2	1			3
Section 53 / JCPP Declined		2	1		1	4
Vocational Program Approved		1				1
Workplace assessment required		7			1	8
Duties provided by employer after IRO Complaint					1	1
<b>No Action</b>	<b>15</b>	<b>326</b>	<b>29</b>	<b>28</b>	<b>70</b>	<b>468</b>
<b>Total</b>	<b>39</b>	<b>3483</b>	<b>419</b>	<b>345</b>	<b>754</b>	<b>5040</b>

## CTP Complaints: Complaint outcomes

Insurer	CTP Insurer	Other Insurer including Not Provided	Total
No Action	137	50	187
Resolved Action	139		139
Resolved Benefit	115		115
Resolved Information	89		89
Resolved Referred Elsewhere	71	40	111
<b>Total</b>	<b>551</b>	<b>90</b>	<b>641</b>

# ILARS: Grant Applications Received

2021/2022										
Application Status	July	August	September	October	November	December	January	February	March	Total
Accepted	1808	1583	1674	1528	1764	1345	1171	1640	1817	14330
Closed admin	88	78	86	59	48	48	32	49	50	538
Declined	2	7	5	5	7	11	5	6	8	56
Pending	1	1	1	6	7	10	5	10	22	63
<b>Total</b>	<b>1899</b>	<b>1669</b>	<b>1766</b>	<b>1598</b>	<b>1826</b>	<b>1414</b>	<b>1213</b>	<b>1705</b>	<b>1897</b>	<b>14987</b>
Accepted or pending	1809	1584	1675	1534	1771	1355	1176	1650	1839	14393

Grant Status	%
Accepted	95.6%
Declined	0.4%
Pending	0.4%
Closed admin	3.6%
<b>Total</b>	<b>100%</b>

Note: The data reflects ILARS applications for funding received up to 31 March 2022 and grants of funding which have an accepted or pending status as of 20/05/2022. Differences from previous publications reflect grant applications which have been declined by IRO since the date of the report or pending applications which have been approved. 'Closed Admin – Applications' are duplicate applications, incorrectly entered applications or applications closed administratively for any reason as not proceeding.

# ILARS - Injury Location for Grants

2021/2022										
Injury Location	July	August	September	October	November	December	January	February	March	Total
Abdomen and pelvic region	15	13	9	10	9	3	10	6	13	88
Ankle	32	22	26	34	37	33	29	32	42	287
Back	279	214	282	267	306	227	222	314	314	2425
Death	23	20	17	11	15	12	16	13	25	152
Ear	337	298	225	197	295	197	166	246	153	2114
Elbow	15	18	16	10	13	14	13	20	26	145
Foot and toes	25	23	19	24	24	26	17	29	21	208
Hand, fingers and thumb	63	45	54	48	73	62	52	48	82	527
Hip	17	19	24	15	17	13	11	14	14	144
Internal Body System	18	17	23	17	28	21	21	25	29	199
Knee	104	101	123	94	101	80	75	94	123	895
Multiple -Neck and shoulder	26	21	32	34	15	12	19	33	54	246
Multiple -Trunk and limbs	86	44	91	85	38	34	20	50	70	518
Neck	30	41	46	34	48	40	27	46	41	353
Other arm	23	20	22	23	26	18	11	14	23	180
Other body location	54	48	44	23	22	24	18	40	38	311
Other Head	45	46	45	47	45	30	29	51	71	409
Other leg	36	33	41	23	38	18	26	35	43	293
Psychological system	358	344	348	339	374	300	239	315	392	3009
Shoulder	135	120	124	130	168	138	95	147	160	1217
Trunk - multiple locations	6	2	4	1	4	1	6	7	15	46
Upper limb - multiple locations	45	44	34	31	26	24	24	35	39	302
Wrist	32	30	24	35	47	28	28	35	49	308
Not Recorded	5	1	2	2	2		2	1	2	17
<b>Total</b>	<b>1809</b>	<b>1584</b>	<b>1675</b>	<b>1534</b>	<b>1771</b>	<b>1355</b>	<b>1176</b>	<b>1650</b>	<b>1839</b>	<b>14393</b>

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# ILARS – Nature of Injury

2021/2022										
Nature of Injury	July	August	September	October	November	December	January	February	March	Total
A. Intracranial injuries	9	11	13	10	6	4	4	13	11	81
B. Fractures	48	37	44	39	34	24	34	40	46	346
C. Wounds, lacerations, amputations and internal organ damage	83	76	67	77	77	62	61	93	110	706
D. Burn	7	6	4	5	10	2	8	6	9	57
E. Injury to nerves and spinal cord	305	216	322	215	148	142	195	312	349	2204
F1. Trauma to joints and ligaments	359	319	298	253	453	346	217	338	470	3053
F2. Trauma to muscles and tendons	243	227	298	346	234	200	201	207	207	2163
H1. Joint diseases (arthropathies) and other articular cartilage diseases		2						1	1	4
H2. Spinal vertebrae and intervertebral disc diseases	6	5	6	1	73	25	2	3	4	125
H3. Diseases involving the synovium and related tissue						2				2
H4. Diseases of muscle, tendon and related tissue	1	1	1					2	4	9
H5. Other soft tissue diseases	4			1	5		2	5	3	20
I. Mental disorders	345	335	347	337	373	299	236	315	392	2979
J. Digestive system diseases	7	5	7	6	7	6	11	3	6	58
K. Skin and subcutaneous tissue diseases	3	2	2	5	2		1	1	1	17
L. Nervous system and sense organ diseases	347	303	228	205	305	210	168	254	164	2184
M. Respiratory system diseases	5	9	9	5	9	7	9	9	10	72
N. Circulatory system diseases	1	1		1	2	2	2	2	4	15
O. Infectious and parasitic diseases		1	5	4	2	2		8	6	28
P. Neoplasms (cancer)		1	1		2	1	1	2	1	9
Q. Other diseases	2		1	1	4		2	1	1	12
R. Other claims	2	2	2	7	5	5	4	17	9	53
S. Death	23	20	17	11	15	12	16	13	25	152
G. Other injuries Poisoning, Electrocution, heat stress etc		4	1	3	4	4	1	3	4	24
Not Provided	9	1	2	2	1		1	2	2	20
<b>Total</b>	<b>1809</b>	<b>1584</b>	<b>1675</b>	<b>1534</b>	<b>1771</b>	<b>1355</b>	<b>1176</b>	<b>1650</b>	<b>1839</b>	<b>14393</b>

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## ILARS – Body System for Grants

2021/2022										
Body System	July	August	September	October	November	December	January	February	March	Total
Cardiovascular system	2	2	1	1	1	1	2	2	6	18
Chronic Pain	11	8	8	2	7	3	8	2	3	52
Digestive systems	7	4	6	7	8	5	11	4	11	63
Ear, nose, throat and related structures	9	14	10	8	7	9	9	13	53	132
Haematopoietic system	1	2		2	1	2	3		2	13
Hearing	337	300	226	197	298	197	163	242	110	2070
Lower extremity	230	203	241	187	216	173	162	211	264	1887
Nervous system	5	4	9	5	9	8	2	13	9	64
Psychiatric and psychological disorders	348	335	339	314	361	289	216	303	304	2809
Respiratory system	7	7	12	8	17	9	11	16	19	106
The endocrine system			1	1					1	3
The skin	16	11	6	15	22	10	6	14	9	109
The spine	400	292	402	353	306	243	254	381	379	3010
The visual system	8	8	8	8	10	5	4	14	18	83
Upper extremity	383	354	359	375	468	363	268	368	508	3446
Urinary and reproductive systems	1	1	2	3	3	2			3	15
Not Provided	44	39	45	48	37	36	57	67	140	44
<b>Total</b>	<b>1809</b>	<b>1584</b>	<b>1675</b>	<b>1534</b>	<b>1771</b>	<b>1355</b>	<b>1176</b>	<b>1650</b>	<b>1839</b>	<b>14393</b>

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# ILARS – Issues per Insurer

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Work Capacity Decision	Advice Only	Stage 1	Death Claim	WCD PIAWE Only	Total
<b>Scheme agent</b>	<b>2391</b>	<b>111</b>	<b>42</b>	<b>499</b>	<b>573</b>	<b>381</b>	<b>523</b>	<b>270</b>	<b>1373</b>	<b>1804</b>	<b>98</b>	<b>134</b>	<b>8199</b>
Allianz Australia Workers Compensation (NSW) Ltd	161	1	2	24	27	11	25	1	69	107	4	4	436
CGU Workers Compensation (NSW) Ltd	5	1				1	2		6				15
EML 701	1399	68	29	335	298	273	344	221	978	1228	64	100	5337
Employers Mutual NSW Limited	92	3		11	13	1	7	6	35	50	7	1	226
Gallagher Bassett Services Pty Ltd	5			5	1		5		8	7			31
GIO General Limited	391	2	2	49	151	24	56	15	131	193	15	13	1042
Icare-Workers Care	1	7	2			20	5	1	7	2		1	46
Insurance and Care NSW (Icare)	6	17	3	6	4	16	12	2	6	7	1	3	83
QBE Workers Compensation	12	2	1	6	3	10	10	1	16	23		1	85
Uninsured Liabilities	6			2	1		5		3	2			19
Xchanging					1				1	1			3
EML 702	272	2	2	32	53	4	20	22	57	123	7	7	601
Allianz 701	15	4	1	13	9	10	11		19	29			111
GIO 701	20	1		10	9	7	16		23	20		3	109
QBE 701	6	3		6	3	4	5	1	14	12		1	55
<b>Self-insured</b>	<b>220</b>	<b>30</b>	<b>6</b>	<b>105</b>	<b>76</b>	<b>92</b>	<b>138</b>	<b>23</b>	<b>127</b>	<b>176</b>	<b>2</b>	<b>7</b>	<b>1002</b>
Ausgrid Management Pty Ltd	2		1	2		3	2	1	2	1			14
BHP Group Limited			1			2							3
Blacktown City Council	7	1		5	2		2		3	1			21
Bluescope Steel Ltd	4	3	2	2		17			4	9			41
Boral Limited	3			2		2	1		2	4			14
Brambles Industries Limited	2						1		1				4
Canterbury Bankstown Council				1		1	1		2	2			7
Central Coast Council	3	2		1		3	3			2			14
City of Sydney Council	7	1		1		2	1		3	1			16
Coles Group Ltd	26			13	5		20	3	13	24		1	105
Endeavour Energy		1			1				2				4
Hawkesbury City Council	2												2
Healius Limited	3			1	3		2	1		1	2		13
Holcim (Aust) Holdings Pty Limited				1		3							4
Inghams Enterprises Pty Ltd		1		3					1				5

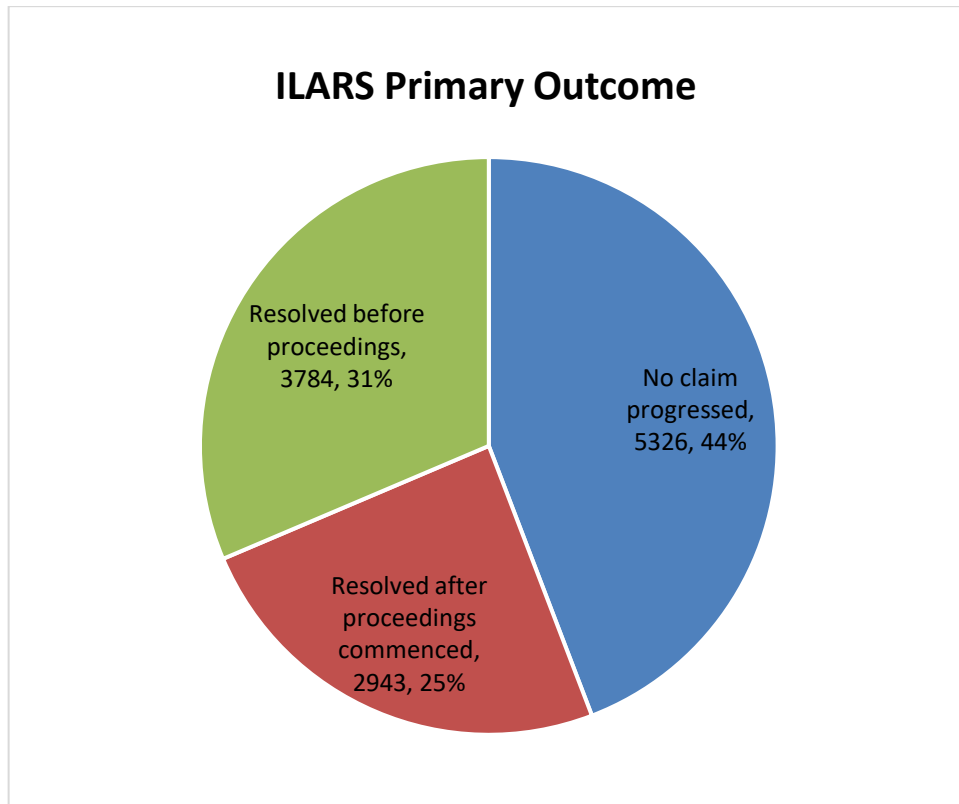
Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Dental of Liability	Medical treatment	Hearing Aids	Weekly Payments	Work Capacity Decision	Advice Only	Stage 1	Death Claim	WCD PI/AWE Only	Total
ISS Facility Services	2			1	1	1	3		1				9
ISS Property Services Pty Ltd	2	1		5	4	1	4		3	2			22
Lake Macquarie City Council	1			1	2		2						6
Liverpool City Council	1			1	2	1	1		3	1			10
Myer Holdings Ltd									1	1			2
Newcastle City Council	2			1		1	1						5
Northern Beaches Council	2				1		1		2	2			8
NSW Trains				1				1		1			3
Pacific National (NSW) Pty Ltd	1	1											2
Persol Australia Pty Ltd	1				1	2	1	1	4	3			13
Qantas Airways Limited	20	13	2	4	4	13	2	1	6	12		1	78
Rail Corporation NSW	1				1	1							3
Shoalhaven City Council					1	3	3			1			8
Sydney Trains	2	1		2	1		2	1	5	3			17
The Star Entertainment Group Ltd										1			1
Toll Holdings Ltd	11	1		9	2	3	6	1	4	7			44
Transport for NSW Workers Compensation Services	18	2		3	2	9	9	2	4	10			59
Transport Service of NSW (State Transit Group)	8	1		3	4	3	3		3	6			31
UGL Rail Services Pty Limited	1												1
Unilever Australia (Holdings) Pty Limited						1	1			2			4
University of New South Wales	1							1	1				3
Veolia Environmental Services (Australia) Pty Ltd	1					2							3
Westpac Banking Corporation Ltd	3			2			8	1	1	4			19
Wollongong City Council	5					2	2	1		5			15
Woolworths Group Ltd	45			15	20	3	31	5	25	35		3	182
Campbelltown City Council	5			2	1	1	1	1	3	1			15
McDonald's Australia Holdings Limited	1						1						2
Ventia Australia Pty Ltd - formerly Broadspectrum (Australia) Pty Ltd	4					2	1		4	2			13
Sutherland Shire Council	2					1			1	2			6
ANZ Banking Group Limited							2		1	1			4
MARS Australia Pty Ltd				1			1						2
CSR Limited						2							2
Colin Joss & Co Pty Limited	3			7	2		1	1	2	3			19
University of Wollongong					1								1



Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	Dental of Liability	Medical treatment	Hearing Aids	Weekly Payments	Work Capacity Decision	Advice Only	Stage 1	Death Claim	WCD PI/AWE Only	Total
3M Australia Pty Ltd	1												1
BOC Limited					1					2			3
JELD-WEN Australia Pty Ltd					2		1						3
DAC Finance Pty Ltd (trading as Opal Aged Care)	1			2			1		2	1			7
Randstad	1			2					1				4
Aldi Stores	1								3	4			8
Australian Unity Limited	1			5	4		6		4	7			27
Estia Investments Pty Ltd	1												1
Tomago Aluminium	1				2	1			2	1			7
Wesfarmers Limited	9			5	5	1	8	1	7	7		1	44
ComfortDelGro Corporation Australia Pty Ltd							1					1	2
Northern Co-Operative Meat Company Limited										1			1
Fairfield City Council				1						2			3
Infrabuild (Manufacturing) Pty Limited	1	1			1	3	1		1	1			9
Brickworks Ltd	1												1
Commonwealth Steel (Molycop)						2							2
<b>Specialised insurer</b>	<b>124</b>	<b>5</b>		<b>43</b>	<b>34</b>	<b>15</b>	<b>36</b>	<b>9</b>	<b>88</b>	<b>103</b>	<b>1</b>	<b>2</b>	<b>460</b>
Catholic Church Insurance Limited	42			14	8	2	11	2	28	29	1		137
Coal Mines Insurance Pty Limited									1				1
Guild Insurance Ltd	17			2	1		2	1	9	10		1	43
Racing NSW Insurance Fund	12			3	3		2		7	11			38
StateCover Mutual Ltd	28	5		18	18	11	17	3	30	32		1	163
Hospitality Employers Mutual	25			6	4	2	4	3	13	21			78
<b>TMF</b>	<b>351</b>	<b>6</b>	<b>10</b>	<b>111</b>	<b>65</b>	<b>29</b>	<b>115</b>	<b>31</b>	<b>263</b>	<b>265</b>	<b>10</b>	<b>11</b>	<b>1267</b>
Allianz TMF	122	2	2	46	12	17	40	6	98	82	2	1	430
Employers Mutual NSW Ltd - TMF	63		1	29	21	1	35	18	45	60	1	2	276
QBE TMF	166	4	7	36	32	11	40	7	120	123	7	8	561
<b>Other Insurer including Not Provided</b>	<b>209</b>	<b>355</b>	<b>102</b>	<b>37</b>	<b>10</b>	<b>818</b>	<b>42</b>	<b>11</b>	<b>774</b>	<b>818</b>	<b>28</b>	<b>9</b>	<b>3213</b>
<b>Total</b>	<b>3295</b>	<b>507</b>	<b>160</b>	<b>795</b>	<b>758</b>	<b>1335</b>	<b>854</b>	<b>344</b>	<b>2625</b>	<b>3166</b>	<b>139</b>	<b>163</b>	<b>14141</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 2021 to 31 March 2022.

# ILARS – Outcomes

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
<b>ILARS Funding Withdrawn</b>	315	\$40,784	\$1,457			
Administrative reason	9					
No Response to ILARS Follow Up	20	\$9,588	\$1,370			
Duplicate grant	89	\$4,525	\$2,263			
Not eligible for funding	33	\$7,177	\$1,435			
Consolidated with other grant	69	\$3,950	\$1,317			
Lawyer request	92	\$10,214	\$1,021			
Matter resolved in other jurisdiction	3	\$5,329	\$5,329			
<b>Instructions withdrawn</b>	763	\$1,705,881	\$2,376			
Instructions withdrawn	204	\$445,876	\$2,463			
Worker retained new Lawyer	559	\$1,260,005	\$2,346			
<b>Not proceeding after preliminary grant</b>	2329	\$5,851,116	\$2,533	1920	\$2,013,471	\$1,054
Lawyer Advice to Worker				1920	\$2,013,471	\$1,054
Lost contact with Worker	337	\$474,475	\$1,433			
Medical evidence not supportive	274	\$865,343	\$3,158			
Not MMI	49	\$133,286	\$2,720			
Below Threshold (Threshold issue)	19	\$53,479	\$2,815			
Commutation negotiations failed	2	\$2,860	\$1,430			
Not viable	85	\$205,139	\$2,442			
s66 Below WPI threshold	614	\$2,456,172	\$4,000			
Worker instructions	949	\$1,660,363	\$1,772			
Resolved in common law claim				36	\$128,318	\$4,425
Resolved in Commission	218	\$1,940,460	\$8,901	2403	\$25,939,153	\$10,794
<b>Commutation</b>						
Registered				14	\$66,111	\$4,722
<b>Expedited Assessment</b>						
Consent Direction				47	\$347,120	\$7,386
Direction made				19	\$144,984	\$7,631
Direction not made	3	\$21,621	\$7,207			
<b>Medical Assessment</b>						
COD s66 TOD				29	\$246,526	\$8,501
COD s66 WPI				512	\$4,348,382	\$8,493

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
s66 Not reached threshold	157	\$1,287,070	\$8,198			
MAC Below Threshold Hearing Aids only				16	\$109,885	\$6,868
Not MMI MAC (s66 claim)				9	\$83,919	\$9,324
Above threshold				13	\$86,512	\$6,655
Not MMI MAC (threshold issue)				4	\$24,790	\$6,197
Not MMI MAC refused (threshold issue)	1	\$3,721	\$3,721			
Not reached threshold (threshold issue)	8	\$46,317	\$5,790			
Discontinued pre MAC no COD	2	\$14,510	\$7,255			
Not Recorded				1	\$9,450	\$9,450
<b>Resolved TC - settled by consent</b>						
Weeklies				34	\$351,310	\$10,333
Weeklies & Medicals				97	\$1,049,878	\$10,823
Medicals				125	\$1,273,263	\$10,186
WPI				123	\$1,229,329	\$9,995
WPI & Medicals				27	\$284,196	\$10,526
WPI & Weeklies				12	\$129,556	\$10,796
WPI, Weeklies & Medicals				25	\$306,676	\$12,267
Wrap Up				12	\$145,725	\$12,144
Closed Period				10	\$101,989	\$10,199
Death Benefits				11	\$110,363	\$10,033
Not Recorded				1	\$9,372	\$9,372
Conference						
Weeklies				45	\$588,254	\$13,072
Weeklies & Medicals				179	\$2,345,980	\$13,106
Medicals				96	\$1,254,666	\$13,069
WPI				108	\$1,440,410	\$13,337
WPI & Medicals				33	\$453,474	\$13,742
WPI & Weeklies				12	\$156,955	\$13,080
WPI, Weeklies & Medicals				36	\$484,522	\$13,459
Wrap Up				23	\$298,083	\$12,960
Closed Period				30	\$358,401	\$11,947
Death Benefits				15	\$198,878	\$13,259
<b>Settlement during Hearing</b>						
Weeklies				4	\$51,433	\$12,858

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Weeklies & Medicals				23	\$305,197	\$13,269
Medicals				14	\$174,768	\$12,483
WPI				9	\$121,711	\$13,523
WPI & Medicals				3	\$42,246	\$14,082
WPI & Weeklies				2	\$28,272	\$14,136
WPI, Weeklies & Medicals				6	\$83,278	\$13,880
Death Benefits				2	\$21,200	\$10,600
<b>Following Hearing – COD SOR worker</b>						
Weeklies				22	\$309,639	\$14,074
Weeklies & Medicals				58	\$907,136	\$15,640
Medicals				77	\$1,079,826	\$14,024
WPI				37	\$506,122	\$13,679
WPI & Medicals				5	\$73,928	\$14,786
WPI & Weeklies				9	\$145,785	\$16,198
WPI, Weeklies & Medicals				8	\$143,148	\$17,894
Death Benefits				39	\$512,548	\$13,142
<b>Following Hearing – COD SOR Employer</b>	36	\$503,868	\$13,996			
<b>Discontinued from Commission - No result</b>	109	\$709,905	\$6,573			
<b>Appeals</b>	88	\$844,087	\$9,930	89	\$1,245,252	\$13,992
<b>Medical Appeal Panel</b>						
By the worker in favour of Worker				45	\$581,380	\$12,920
By the worker in favour of Employer	65	\$590,037	\$9,219			
By the employer in favour of Worker				28	\$388,284	\$13,867
By the employer in favour of Employer	9	\$90,911	\$10,101			
<b>Non-presidential member to President</b>						
By the worker in favour of Worker				3	\$52,634	\$17,545
By the worker in favour of Employer	9	\$112,433	\$14,054			
By the employer in favour of Worker				6	\$103,697	\$17,283
By the employer in favour of Employer	2	\$36,652	\$18,326			
<b>Supreme Court</b>						
By the worker in favour of Worker				5	\$88,629	\$17,726
By the worker in favour of Employer	1	\$11,394	\$11,394			
<b>Resolved prior to Commission</b>	14	\$38,084	\$2,720	3770	\$14,966,473	\$3,970
Insurer Accepts Claim				1481	\$3,046,504	\$2,057

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Agreement with Insurer				69	\$234,572	\$3,400
Insurer withdraws Notice				130	\$500,041	\$3,846
Resolved by complying agreement after claim made				1767	\$9,886,485	\$5,595
Over threshold by agreement				37	\$192,673	\$5,207
Advice given not to proceed	12	\$29,263	\$2,439			
Not Recorded	2	\$8,821	\$4,411			
Resolved after IRO enquiry or Internal Review.				286	\$1,106,198	\$3,868
<b>Total</b>	<b>3836</b>	<b>\$11,130,317</b>	<b>\$3,197</b>	<b>8218</b>	<b>\$44,292,667</b>	<b>\$5,401</b>

Note: Outcome data is for cases closed from 1 July 2021 to 31 March 2022.  
The amounts paid include Professional Fees (incl GST) and Disbursements.  
All other primary outcomes refer to matters closed between 1 July 2021 and 31 March 2022.

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

Outcome	Former NSW Insurer	Scheme agent	Self-insured	Specialised insurer	TMF	Total
<b>NRTC</b>	<b>1</b>	<b>333</b>	<b>100</b>	<b>45</b>	<b>72</b>	<b>551</b>
<b>S287A</b>		<b>60</b>	<b>28</b>	<b>7</b>	<b>10</b>	<b>105</b>
Claim accepted after enquiry		6	2	1	2	11
<b>Claim accepted before enquiry</b>		1	1			2
Claim denied after enquiry		11	10	4	3	28
Claim denied before enquiry		10	5			15
Insurer inside timeframes		2	1		1	4
Insurer not on risk					1	1
Insurer outside timeframes		26	5	1	1	33
Request not received		4	4	1	2	11
<b>S60/ Weekly Benefits</b>	<b>1</b>	<b>78</b>	<b>22</b>	<b>4</b>	<b>21</b>	<b>126</b>
Claim accepted after enquiry		21	2	2	3	28
Claim accepted before enquiry		13	2		2	17
Claim denied after enquiry		11	6		3	20
Claim denied before enquiry		10	1	1		12
Insurer inside timeframes		1	1			2
Insurer not on risk	1	2			2	5
Insurer outside timeframes		16	9	1	8	34
Request not received		4	1		3	8
<b>S66</b>		<b>195</b>	<b>50</b>	<b>34</b>	<b>41</b>	<b>320</b>
Claim accepted after enquiry		16	4	4	1	25
Claim accepted before enquiry		3			1	4
Claim denied after enquiry		29	8	13	8	58
Claim denied before enquiry		28	2	2	4	36
Counter offer issued after enquiry		22	7	2	4	35
Counter offer issued before enquiry		14	2	1		17
Insurer inside timeframes		34	6	3	5	48
Insurer not on risk		2	2		1	5
Insurer outside timeframes		39	14	7	12	72
Request not received		8	5	2	5	20
<b>Total</b>	<b>1</b>	<b>333</b>	<b>100</b>	<b>45</b>	<b>72</b>	<b>551</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	% of disbursements	Average amount
Professional fees	\$35,421,701	11821		\$2,997
Complexity Uplift	\$347,173	244		\$1,423
Appeal	\$213,170	118		\$1,807
Medico-legal	\$13,084,241	10356	60.7%	\$1,263
Barrister Fees	\$2,994,334	1895	13.9%	\$1,580
Clinical Notes	\$2,269,549	24024	10.5%	\$94
MRP Service Fee	\$1,611,323	19717	7.5%	\$82
Treating Specialist Report	\$780,382	1591	3.6%	\$491
NTD Report	\$300,299	1106	1.4%	\$272
Travel	\$197,469	987	0.9%	\$200
Other	\$126,769	285	0.6%	\$445
Interpreter	\$119,125	722	0.6%	\$165
Non-attendance fee	\$45,159	106	0.2%	\$426
Barrister Country Loading	\$5,686	10	0.0%	\$569
Meal Allowance	\$2,235	43	0.0%	\$52
Solicitor Loading	\$1,797	3	0.0%	\$599
<b>Total</b>	<b>\$57,520,411</b>	<b>73028</b>		<b>\$788</b>
<b>Total Disbursements</b>	<b>\$ 21,538,367</b>		<b>37%</b>	
<b>Total Professional Fees</b>	<b>\$35,982,044</b>		<b>63%</b>	

Note: Professional fees include GST  
 These figures are amounts approved for payment in IRO's Resolve case management system from 1 July 2021 to 31 March 2022.