



The Independent Review Office was established on 1 March 2021 under the *Personal Injuries Commission Act 2020*, and replaced the Workers Compensation Independent Review Office (WIRO).

MISSION OF THE INDEPENDENT REVIEW OFFICE

The Independent Review Office (IRO) helps persons who are injured at work or in motor accidents and insurers find fair solutions to complaints and claims, and recommends improvements to the statutory compensation schemes for workers compensation and motor accident injuries.

IRO SERVICES

- helping persons who are injured and insurers find fast and fair solutions
- funding expert lawyers to assist workers who are injured access their workers compensation entitlements
- identifying, reporting on and recommending solutions to emerging and systemic issues in the statutory compensation schemes.

IRO PRIORITIES AND STRATEGIES

<p>Priority 1: Increasing our impact in finding early solutions</p> <p>Strategies</p> <ul style="list-style-type: none"> • Improving how we identify and intervene in grants matters appropriate for early solutions • Improving our capability to investigate and solve intractable complaints • Implementing our role to deal with complaints by persons injured in motor vehicle accidents • Seeking more feedback about our services and implementing suggestions to make them more accessible and effective. 	<p>Priority 2: Increasing our impact in improving statutory compensation schemes</p> <p>Strategies</p> <ul style="list-style-type: none"> • Improving how we collect and analyse information and sharing our findings and insights • Engaging more effectively with the community and those who have an interest in our work.
<p>Priority 3: Improving the well-being and development of IRO people and our workplace</p> <p>Strategies</p> <ul style="list-style-type: none"> • Increasing learning and development opportunities for every IRO team member • Increasing the flexibility of our workplace and the well-being of IRO team members in responding to and recovering from COVID-19. 	<p>Priority 4: Increasing the effectiveness and efficiency of IRO operations</p> <p>Strategies</p> <ul style="list-style-type: none"> • Implementing reforms to create the IRO as a separate Public Sector agency • Re-establishing ILARS as a statutory function of the IRO • Implementing improvements to our governance and performance management systems • Improving our technology systems and process design to increase the efficiency of IRO services.

Success measures

- > 80% satisfaction with IRO services (accessibility, timeliness, fairness, expertise)
- > 90% achievement of performance measures (timeliness, quality)
- > 80% staff engagement as measured by People Matters Survey
- At least two Systemic Issue reports issued each calendar year.