



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. IRO also recommends improvements to the statutory compensation schemes for workers compensation and motor accident injuries. IRO is established under the *Personal Injury Commission Act 2020*.

IRO SERVICES – WHAT WE DO

- help persons who are injured and insurers find fair and fast solutions
- fund experienced lawyers to assist workers who are injured access their workers compensation entitlements
- identify, report on and recommend solutions to emerging and systemic issues in the statutory compensation schemes.

IRO VALUES – HOW WE WORK

IRO has six core Values that inform how we do our work:

- integrity, trust, service, and accountability, which we share with the NSW government sector
- independence and expertise, which are unique to IRO.

IRO PRIORITIES AND STRATEGIES – WHERE WE WILL FOCUS

<p>An effective and valued agency</p>	<p>Achieving fair and quick solutions for injured persons' complaints and claims</p> <ul style="list-style-type: none"> • increasing IRO's capacity and capability to deal with motor accident injury complaints • identifying more opportunities to implement early solutions in Independent Legal Assistance and Review (ILARS) matters 	<p>Enabling injured workers' access to appropriate legal assistance</p> <ul style="list-style-type: none"> • acting on the recommendations of the 2022 ILARS Review • completing the review of medical report provider arrangements and appeal costings, and acting on the outcomes • reviewing matters where workers' outcomes not improved to identify any opportunities to refine Funding Guidelines 	<p>Offering insights that improve the operation of the injury compensation schemes</p> <ul style="list-style-type: none"> • making suggestions to improve the complaint and claim handling of insurers • contributing to external reviews of the injury compensation schemes • improving the experience of injured persons who are dissatisfied with the compensation schemes
<p>A great place to work</p>	<p>Fostering the wellbeing and expertise of IRO's team</p> <ul style="list-style-type: none"> • enhancing the connection and effectiveness of IRO teams and team members in a hybrid work environment • responding to the results of IRO's People Matter Employee Surveys • making ongoing development of IRO's team a hallmark of our culture, and supporting the training and development of every IRO team member <p>Improving how we work</p> <ul style="list-style-type: none"> • embedding continuous improvement as a way of working at IRO • improving how we engage with those who rely on us • increasing the quality and value of our data, and improving the use of data in all our functions • embedding good practice in our financial, governance, ICT, and risk management arrangements 		

IRO SUCCESS MEASURES – HOW WILL WE KNOW IF OUR STRATEGIES ARE SUCCESSFUL

- improving satisfaction by injured persons as measured by user experience surveys
- achieving timeliness and quality measures in how we perform our work
- identifying more ILARS matters for early solutions
- increasing IRO team member engagement as measured by People Matter surveys.