



Workers Compensation **independent** review office



## **PERIODIC PERFORMANCE REVIEW 1 JULY 2017 TO 31 MARCH 2018**

**KA Garling**

**WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER**

# Complaints and Enquiries: Matters Received

2017				2018						Grand Total
Case Type	July	August	September	October	November	December	January	February	March	
Complaint	277	269	254	251	239	186	255	298	251	2281
Enquiry	279	348	363	339	329	262	258	259	275	2711
Grand Total	556	617	617	590	568	448	513	557	526	4992

# Complaints and Enquiries: Referral Source

Referral Source	2017						2018			Grand Total
	July	August	September	October	November	December	January	February	March	
Lawyer	364	397	381	351	369	284	334	336	343	3159
Web search	62	71	64	75	75	71	62	84	62	626
Insurer	39	33	81	54	38	23	22	14	19	323
Word of Mouth	25	29	22	25	17	15	31	38	29	231
SIRA	19	20	22	22	21	13	18	23	21	179
Union	14	20	15	20	11	11	18	19	16	144
Other Source	13	20	13	24	10	13	11	17	16	137
Rehabilitation Provider	2	9	7	6	7	5	8	5	2	51
Doctor	12	4	4	4	4	6	3	4	5	46
WCC	4	5	3	2	8	1	1	5	1	30
Not Provided	1	1	2	5	3	2	1	4	5	24
Employer		1	1	2			2	3	4	13
WIRO Campaign	1	2	1		2	2	2		3	13
Government Department		3			3	2		4		12
Advertising		2	1							3
ILARS Case								1		1
Grand Total	556	617	617	590	568	448	513	557	526	4992

Please Note: The Referral Source refers to the injured worker's first contact with WIRO. 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?

	2017						2018			Grand Total
Time to close	July	August	September	October	November	December	January	February	March	
Complaint										
A - Same day	13	13	11	12	8	5	13	25	25	125
B - Next day	13	18	20	17	14	15	15	20	23	155
C - 2 to 7 days	147	142	119	108	96	101	116	164	102	1095
D - 8 to 15 days	74	88	73	69	84	75	47	61	86	657
E - 16 to 30 days	26	18	27	30	40	21	28	28	24	242
F - more than 30 days	5	4	7	6	6	4	5	5	4	46
Grand Total	278	283	257	242	248	221	224	303	264	2320

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

# Complaints and Enquiries: Issues by Insurer

Insurer	Rehabilitation	Weekly Benefits	Denial of liability	S39 Matter Fast Track Application	Communication (secondary issue only)	Delay in payment	Lawyer Complaint Re Insurer	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	S126	PIAWE	S39- General Inquiry	Further Inquiry (secondary issue only)	Grand Total
<b>Scheme agent</b>	<b>222</b>	<b>626</b>	<b>443</b>	<b>70</b>	<b>66</b>	<b>284</b>	<b>147</b>	<b>575</b>	<b>116</b>	<b>112</b>	<b>85</b>	<b>89</b>	<b>128</b>	<b>426</b>	<b>39</b>	<b>3428</b>
Allianz Australia	53	155	148	19	18	83	49	116	28	26	17	11	26	141	8	898
CGU Workers Compensation	11	44	35	7	6	13	7	33	8	12	9	13	10	26		234
Employers Mutual NSW Limited	51	107	68	20	17	31	24	117	26	22	28	21	28	102	6	668
Gallagher Bassett Services		1					1									2
GIO General Limited	96	250	149	5	21	128	53	252	43	33	23	38	52	80	23	1246
QBE Workers Compensation	11	69	43	19	4	29	13	57	11	19	8	6	12	77	2	380
<b>Self-insured</b>	<b>37</b>	<b>56</b>	<b>75</b>	<b>1</b>	<b>9</b>	<b>51</b>	<b>20</b>	<b>98</b>	<b>26</b>	<b>18</b>	<b>8</b>	<b>29</b>	<b>6</b>	<b>26</b>	<b>9</b>	<b>469</b>
Blacktown City Council														2		2
Bluescope Steel Ltd					1	1		6	1			1		1	1	12
BOC Workers' Compensation Ltd.														2		2
Boral Limited			1													1
Broadspectrum (Australia) Pty Ltd	4	4	3	1		5		5	1		1	2	1			27
Campbelltown City Council	4															4
Canterbury Bankstown Council			1													1
Central Coast Council												1				1
City of Sydney Council		1	1		1	1		3	1							8
Coles Group Ltd	11	16	16		1	15	3	27	5	4	2	4		4		108
Colin Joss & Co Pty Limited		1							1							2
CSR Limited														1		1
Echo Entertainment Group Ltd		1	1			1		1					3			7
Endeavour Energy						3		1		1				2	1	8
Fairfield City Council			1					1								2

Insurer	Rehabilitation	Weekly Benefits	Denial of liability	S39 Matter Fast Track Application	Communication (secondary issue only)	Delay in payment	Lawyer Complaint Re Insurer	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	S126	PIAWE	S39- General Inquiry	Further Inquiry (secondary issue only)	Grand Total
GFG Alliance (formerly Arrium)			4			1		3	1		1	1				11
Gosford City Council																
Holcim (Aust) Holdings Pty Limited	1		3					3		1					1	9
Hurstville City Council		1														1
Inghams Enterprises Pty Ltd			1					2		1				1	2	7
ISS Facility Services			5			1		1		1						8
ISS Property Services Pty Ltd			3			1						1			1	6
JELD-WEN Australia Pty Ltd			1								1					2
Lake Macquarie City Council								1								1
Liverpool City Council	2	1							1							4
McDonald's Australia Holdings	1		1					3		1		1		1		8
Myer Holdings Ltd		1						1								2
Newcastle City Council	1						1									2
Northern Beaches Council		1			1							1			1	4
Northern Co-Operative Meat Company Limited		3	3			1		4				2	1	1	2	17
Pacific National (NSW) Pty Ltd								3								3
Primary Health Care Limited	1		1													2
Programmed Skilled Workforce		3	5			2	2	1				2				15
Qantas Airways Limited	2	6	1			3		5	2	1	2	2		1		25
Rail Corporation NSW	1		1				2							1		5
Sutherland Shire Council			1													1
Sydney Trains		2	1		1				1				1			6
Toll Pty Ltd		5	3		1	2	1	3	3			2		3		23
Transport for NSW Workers Compensation Services	3	2	5		1	1	1	2				2		1		18

Insurer	Rehabilitation	Weekly Benefits	Denial of liability	S39 Matter Fast Track Application	Communication (secondary issue only)	Delay in payment	Lawyer Complaint Re Insurer	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	S126	PIAWE	S39- General Inquiry	Further Inquiry (secondary issue only)	Grand Total
Transport Service of NSW (State Transit Group)	1	2					2	1								6
UGL Rail Services Pty Limited										1						1
University of New South Wales			1				1									2
Veolia Environmental Services (Australia) Pty Ltd						1		1								2
Westpac Banking Corporation Ltd	2		1				1	2	1	3				1		11
Woolworths Limited	3	6	8		2	12	5	17	7	4	1	4		4		73
<b>Specialised insurer</b>	<b>11</b>	<b>42</b>	<b>31</b>	<b>2</b>	<b>2</b>	<b>14</b>	<b>7</b>	<b>48</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>7</b>	<b>11</b>		<b>199</b>
Catholic Church Insurance Limited	2	21	6		1	5	3	17	2	3		5	3	2		70
Club Employers Mutual (part of Hospitality Employers Mutual)	1	5	4					2		1	2	1	2	1		19
Coal Mines Insurance Pty Limited			2					1	1							4
Guild Insurance Ltd	2	1	1	1		1		4								10
Hotel Employers Mutual (part of Hospitality Employers Mutual)	2	6	3			1	1	2	1		1		1	2		20
Icare- Lifetime Care	2						1	1	1			1		1		7
Racing NSW Insurance Fund	1	3	2			2	1	3				1		1		14
StateCover Mutual Ltd	1	6	13	1	1	5	1	16	2	1		1	1	4		53
<b>TMF</b>	<b>55</b>	<b>104</b>	<b>82</b>	<b>16</b>	<b>15</b>	<b>75</b>	<b>33</b>	<b>117</b>	<b>39</b>	<b>27</b>	<b>13</b>	<b>24</b>	<b>22</b>	<b>72</b>	<b>3</b>	<b>697</b>
Allianz TMF	22	35	28	6	3	28	10	37	15	6	7	6	8	24	1	236
Employers Mutual NSW Ltd - TMF	10	28	17	2	3	10	6	24	6	4	2	9	7	14	1	143
QBE TMF	23	41	37	8	9	37	17	56	18	17	4	9	7	34	1	318
<b>Other Insurer including Not Provided</b>	<b>29</b>	<b>60</b>	<b>55</b>	<b>19</b>	<b>22</b>	<b>11</b>	<b>67</b>	<b>54</b>	<b>12</b>	<b>15</b>	<b>14</b>	<b>10</b>	<b>9</b>	<b>62</b>		<b>439</b>
<b>Grand Total</b>	<b>354</b>	<b>888</b>	<b>686</b>	<b>108</b>	<b>114</b>	<b>435</b>	<b>274</b>	<b>892</b>	<b>200</b>	<b>177</b>	<b>123</b>	<b>161</b>	<b>172</b>	<b>597</b>	<b>51</b>	<b>5232</b>

Note: A matter may have more than one issue. The results show the top 15 issues.

# Complaints: New Complaint outcomes

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
<b>Delay in determining liability</b>	<b>411</b>	<b>84</b>	<b>37</b>	<b>92</b>	<b>624</b>
<b>Medical treatment</b>	<b>208</b>	<b>47</b>	<b>18</b>	<b>50</b>	<b>323</b>
Insurer inside timeframes ND	34	6	3	13	56
Insurer outside timeframes ND	29	6	1	6	42
IW referred to an IME	9	3	1	2	15
Liability determined inside timeframes	50	10	3	13	76
Liability determined outside timeframes	86	22	10	16	134
<b>s66</b>	<b>21</b>	<b>4</b>		<b>4</b>	<b>29</b>
Counter offer made	3	1		2	6
Insurer inside timeframes ND	4	1			5
Insurer outside timeframes ND	3	1			4
IW referred to an IME	1	1		1	3
Liability determined inside timeframes	4				4
Liability determined outside timeframes	6			1	7
<b>Weekly benefits</b>	<b>60</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>85</b>
Insurer inside timeframes ND	9			3	12
Insurer outside timeframes ND	4	1		2	7
Liability determined inside timeframes	21		1	4	26
Liability determined outside timeframes	26	6	2	6	40
<b>Whole claim</b>	<b>122</b>	<b>26</b>	<b>16</b>	<b>23</b>	<b>187</b>
Insurer inside timeframes ND	15	8	2	9	34
Insurer outside timeframes ND	9	9	5		23
Liability determined inside timeframes	30	3	3	4	40
Liability determined outside timeframes	68	6	6	10	90
<b>Delay in payment</b>	<b>203</b>	<b>43</b>	<b>12</b>	<b>56</b>	<b>314</b>
<b>COD</b>	<b>109</b>	<b>20</b>	<b>6</b>	<b>33</b>	<b>168</b>
Centrelink/Medicare delay	24	3	3	9	39



Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer Admin error	58	10	1	15	84
Interest Obtained	3			1	4
Interpretation Dispute/Insurer within timeframes	14	3	1	5	23
Lawyer hasn't provided all documents required	10	4	1	3	18
<b>Medical/Travel</b>	<b>94</b>	<b>23</b>	<b>6</b>	<b>23</b>	<b>146</b>
Already paid	21	5	1		27
Claim disputed	11			2	13
Claim not received	12	4	2	2	20
Correct amount paid after PI	43	10	1	15	69
Providers invoices not paid	7	4	2	4	17
<b>Denial of liability</b>	<b>157</b>	<b>27</b>	<b>16</b>	<b>40</b>	<b>240</b>
Incorrect notice given	13	1	1	5	20
Insurer maintain denial on review	96	21	10	20	147
Insurer overturns decision	36	2	5	12	55
IW required to attend an IME	12	3		3	18
ILARS Lawyer Complaint	3			2	5
Refer worker to the OLSC	3			2	5
<b>IME/IMC</b>	<b>30</b>	<b>7</b>	<b>2</b>	<b>9</b>	<b>48</b>
Choice of 3 IMEs not provided	1			1	2
Complaint about the IME doctor	12	2		4	18
Inconvenient location	8	4	1	1	14
Insufficient notice provided	5		1	2	8
No contact made with treating doctors prior to referral	4	1		1	6
<b>PIAWE</b>	<b>91</b>	<b>3</b>	<b>3</b>	<b>15</b>	<b>112</b>
Insurer changes PIAWE	32	2	1	5	40
Insurer maintains decision	22		1	4	27
Review process explained	37	1	1	6	45
<b>Rehabilitation</b>	<b>77</b>	<b>11</b>	<b>6</b>	<b>22</b>	<b>116</b>
ADL assessment approved	27	4		8	39
ADL not approved	7	1		2	10

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
<b>Case conference cancelled</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>6</b>
<b>IMP</b>	<b>6</b>		<b>2</b>	<b>3</b>	<b>11</b>
IW not complied with obligations			1	2	3
No current IMP	4			1	5
Insurer not complied with obligations	2		1		3
<b>Rehab provided s41A</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>18</b>
<b>Rehab provider changed</b>	<b>17</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>25</b>
<b>Work Trial not suitable</b>	<b>5</b>		<b>1</b>	<b>1</b>	<b>7</b>
<b>RTW</b>	<b>43</b>	<b>10</b>	<b>1</b>	<b>14</b>	<b>68</b>
<b>Job Seeking Diaries</b>	<b>3</b>	<b>1</b>			<b>4</b>
Too many jobs required	2				2
Not provided to insurer		1			1
Suspension s48A	1				1
<b>Suitable Employment</b>	<b>40</b>	<b>9</b>	<b>1</b>	<b>14</b>	<b>64</b>
Duties not suitable	13	2		3	18
RTW plan updated	7	2		1	10
S/duties not provided by employer	8	1	1	3	13
S/duties provided	9	2		5	16
Workplace assessment required	3	2		2	7
<b>S126</b>	<b>43</b>	<b>18</b>	<b>6</b>	<b>16</b>	<b>83</b>
<b>Documents not provided</b>	<b>9</b>	<b>5</b>		<b>2</b>	<b>16</b>
<b>Documents provided</b>	<b>34</b>	<b>13</b>	<b>6</b>	<b>14</b>	<b>67</b>
<b>S39</b>	<b>73</b>	<b>5</b>		<b>14</b>	<b>92</b>
<b>Choice of 3 IMEs not provided</b>				<b>2</b>	<b>2</b>
<b>Insurer accepts worker is over 20%</b>	<b>11</b>	<b>1</b>		<b>3</b>	<b>15</b>
<b>Worker referred to an ALSP</b>	<b>62</b>	<b>4</b>		<b>9</b>	<b>75</b>
<b>Weekly Benefits</b>	<b>386</b>	<b>37</b>	<b>21</b>	<b>66</b>	<b>510</b>
<b>Correct amount paid after PI</b>	<b>202</b>	<b>21</b>	<b>11</b>	<b>30</b>	<b>264</b>
<b>Delayed payment</b>	<b>92</b>	<b>9</b>	<b>2</b>	<b>22</b>	<b>125</b>
<b>Employer not passing on weekly payments</b>	<b>43</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>56</b>

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer taking over payments (Payments paid to employer in error)	11				11
Overpayment deducted without agreement	9	1		4	14
Suspension maintained	8		2	1	11
Suspension overturned	17	1	2	1	21
Weekly payments suspended	4	2		2	8
Work Capacity Decision	19	3	1	2	25
Application not received by insurer/MRS	3			1	4
Incorrect notice provided	1				1
Stay not applied	5		1		6
WCD not received/delayed	8	2		1	11
WCD withdrawn	2	1			3
<b>Grand Total</b>	<b>1536</b>	<b>248</b>	<b>105</b>	<b>348</b>	<b>2237</b>

# ILARS: Grant Applications Received

Grant Status	2017						2018			Grand Total
	July	August	September	October	November	December	January	February	March	
Accepted	1161	1165	1110	1049	1071	854	702	945	747	8804
Declined	35	20	35	39	27	17	19	21	12	225
Pending	34	39	44	53	59	47	49	95	293	713
Closed admin	1	2	4	9	8	3	4	3	2	36
Grand Total	1231	1226	1193	1150	1165	921	774	1064	1054	9778
Approved or pending	1195	1204	1154	1102	1130	901	751	1040	1040	9517

Note:

- The data reflects ILARS matters received up to 31 March 2018 and grants which have an accepted or pending status as at 2:15pm on 04 April 2018.
- Differences from previous publications reflect grant applications which have been declined by WIRO since the date of the report or pending application which have been accepted.

# ILARS – Injury Location for Grants

Injury Location	2017						2018			
	July	August	September	October	November	December	January	February	March	Total
Ear	294	234	209	232	255	228	174	258	296	2180
Back	218	231	218	232	203	156	167	160	142	1727
Psychological system	114	128	138	103	123	89	85	128	122	1030
Multiple -Trunk and limbs	60	78	111	114	123	83	58	100	95	822
Multiple -Neck and shoulder	42	52	23	22	23	18	18	33	28	259
Knee	55	85	71	63	70	44	29	51	48	516
Shoulder	59	62	62	57	65	55	54	56	62	532
Not Recorded	38	20	21	8	7	11	1	1	4	111
Hand, fingers and thumb	35	34	32	25	26	16	21	25	16	230
Other head	16	24	17	18	22	8	5	9	13	132
Other body location	25	14	23	32	21	14	2	7	6	144
Upper limb - multiple locations	18	17	26	18	25	26	17	25	31	203
Neck	21	23	14	16	9	13	12	16	5	129
Other arm	11	10	10	11	2	5	4	7	6	66
Trunk - multiple locations	12	22	21	7	8	13	5	13	8	109
Ankle	17	17	14	19	20	16	7	15	15	140
Other leg	12	7	5	5	9	10	4	7	13	72
Foot and toes	19	11	12	9	12	7	2	14	6	92
Wrist	19	7	10	24	21	18	9	17	22	147
Internal Body System	10	16	10	5	6	10	3	8	9	77
Death	17	7	4	1	13	5	16	15	24	102
Elbow	4	13	7	6	5	4	4	8	3	54
Hip	14	2	9	8	9	6	5	8	7	68
Abdomen and pelvic region	3	5	11	9	4	5	7	4	5	53
<b>Total</b>	<b>1133</b>	<b>1119</b>	<b>1078</b>	<b>1044</b>	<b>1081</b>	<b>860</b>	<b>709</b>	<b>985</b>	<b>986</b>	<b>8995</b>

Note: The data reflects ILARS matters received up to 31 March 2018 and grants which have an accepted or pending status as at 2:15pm on 04 April 2018.

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

# ILARS – Nature of Injury

Nature of Injury	2017						2018				Total
	July	August	September	October	November	December	January	February	March		
A. Intracranial injuries	5	10	10	7	11	3	7	7	12	72	
B. Fractures	28	26	20	29	45	33	28	34	38	281	
C. Wounds, lacerations, amputations and organ damage	30	38	31	25	28	18	24	30	36	260	
D. Burn	2		4	1	2	1	2	3	3	18	
E. Injury to nerves and spinal cord	235	266	250	162	142	116	147	196	181	1695	
F1. Trauma to joints and ligaments	165	161	175	186	203	173	111	182	168	1524	
F2. Trauma to muscles and tendons	187	264	231	175	158	104	58	85	82	1344	
G. Other injuries ?Poisoning, Electrocuting, heat stress etc	3	1		1	4	4	3	3		19	
H1. Joint diseases and other articular cartilage diseases	5	1	3	5	2		5	8	7	36	
H2. Spinal vertebrae and intervertebral disc diseases	33	19	30	135	107	91	82	75	52	624	
H3. Diseases involving the synovium and related tissue	2									2	
H4. Diseases of muscle, tendon and related tissue	4	3	5	5	4	3	2			26	
H5. Other soft tissue diseases	1	1	4	2	4		1			13	
I. Mental disorders	111	130	138	102	123	87	85	125	121	1022	
J. Digestive system diseases	1	1			1				2	5	
K. Skin and subcutaneous tissue diseases	1	2	7		6	6	2	3	2	29	
L. Nervous system and sense organ diseases	297	238	213	242	259	236	175	265	300	2225	
M. Respiratory system diseases	4	8	3	1		3		2	3	24	
N. Circulatory system diseases	3	3				3	1	3	2	15	
O. Infectious and parasitic diseases	3	1	1	1	1	1			2	10	
P. Neoplasms (cancer)	10	4	1	3		2		1	1	22	
Q. Other diseases	3		2	2	2			1		10	
R. Other claims	3		2	8	7	1	1			22	
S. Death	17	7	4	2	13	5	16	16	24	104	
Not yet recorded	42	20	20	8	8	11	1	1	4	115	
Grand Total	1195	1204	1154	1102	1130	901	751	1040	1040	9517	

Note: The data reflects iLARS matters received up to 31 March 2018 and grants which have an accepted or pending status as at 2:15pm on 04 April 2018.

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

# ILARS – Issues per Insurer

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
<b>Scheme agent</b>	93	301	1560	1081	2948	81	17	5	360	3	1073	7522
Allianz Australia Workers Compensation (NSW) Ltd	44	114	516	382	927	30	8	2	79		117	2219
QBE Workers Compensation	24	92	398	263	838	19	4	1	139		400	2178
GIO General Limited	8	45	342	216	528	19		1	63		208	1430
Employers Mutual NSW Limited	11	34	184	127	405	8	4	1	55	2	263	1094
CGU Workers Compensation (NSW) Ltd	6	15	115	90	245	5	1		23	1	84	585
Gallagher Bassett Services Pty Ltd		1	2	3	1						1	8
Xchanging			3		4				1			8
<b>Self-insured</b>	2	69	449	221	417	13	2		24		78	1275
Coles Group Ltd		14	54	48	67	4			3		11	201
Qantas Airways Limited		7	55	13	53	2			4		15	149
Woolworths Limited		7	29	19	55	3	1		6		18	138
Bluescope Steel Ltd		3	49	4	34				2		4	96
Transport for NSW Workers Compensation Services		1	37	10	22		1		1		4	76
Toll Pty Ltd		2	17	9	16						2	46
Westpac Banking Corporation Ltd		1	11	12	10						3	37
Ausgrid		1	17	6	12				2			38
Transport Service of NSW (State Transit Group)		1	9	5	8				1		1	25
Arrium Limited		1	18	6	11						2	38
Broadspectrum (Australia) Pty Ltd		2	9	4	10						2	27
City of Sydney Council			7	3	11							21
Wollongong City Council	1	1	7	3	5				1		2	20

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
Programmed		1	5	5	8							19
ISS Facility Services		4	6	6	3							19
Inghams Enterprises Pty Ltd		1	4	2	3	2			1		1	14
Blacktown City Council		2	4	2	4				1		1	14
Sydney Trains		1	7	2	5							15
ISS Property Services Pty Ltd		2	5	6	3							16
Rail Corporation NSW			6	1	7				1			15
Northern Co-Operative Meat Company Limited		1	4	2	2						3	12
Shoalhaven City Council		1	5	4	1						1	12
Central Coast Council		1	4	2	6						1	14
Fairfield City Council			5	3	1				1			10
UGL Rail Services Pty Limited			8	4	3							15
Pacific National (NSW) Pty Ltd		1	5	4	1						1	12
Sutherland Shire Council		1	3	1	2							7
Myer Holdings Ltd		1	3	3	4							11
Primary Health Care Limited		1	4	4							2	11
Lake Macquarie City Council			4	1	4							9
CSR Limited		2	6	3	4							15
Canterbury Bankstown Council		3	5	3	3							14
Newcastle City Council			2		7							9
JELD-WEN Australia Pty Ltd			4	3	2							9
Liverpool City Council		1	2	1	1							5
Southern Meats Pty Ltd.		1	1	1	1							4
Unilever Australia (Holdings) Pty Limited		2	3	3	3							11
Gosford City Council			1		2							3
ANZ Banking Group Limited				1	2	1						4



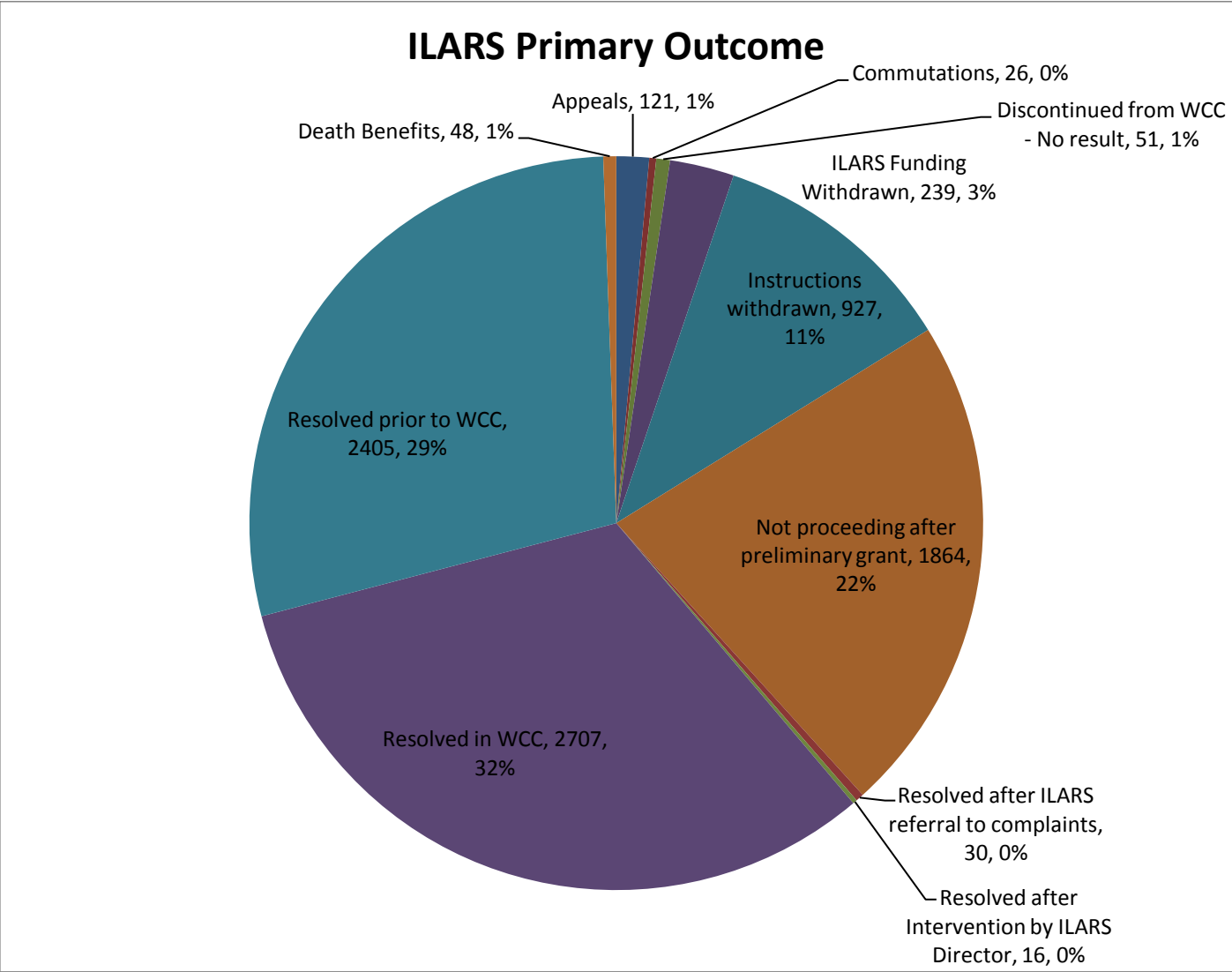
Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
Endeavour Energy			2	1	1						1	5
Campbelltown City Council		1	2	1	1							5
Colin Joss & Co Pty Limited			1	1	1							3
NSW Trains					2							2
Brambles Industries Limited			2	1	2						1	6
Electrolux Home Products Pty Ltd	1		1	1								3
Rocla Pty Limited			1	1								2
Echo Entertainment Group Ltd			1	2	2							5
Port Stephens Council			1	1								2
McDonald's Australia Holdings Limited			1	1	2							4
BOC Workers' Compensation Ltd.			1	1								2
Holcim (Aust) Holdings Pty Limited			1	1		1						3
Northern Beaches Council				1	1							2
Brickworks Ltd					2							2
Hawkesbury City Council			1									1
Veolia Environmental Services (Australia) Pty Ltd					1							1
<b>Specialised insurer</b>	<b>2</b>	<b>40</b>	<b>139</b>	<b>114</b>	<b>143</b>	<b>4</b>		<b>1</b>	<b>9</b>		<b>35</b>	<b>487</b>
StateCover Mutual Ltd		15	52	27	46	1		1	5		12	159
Catholic Church Insurance Limited		10	44	42	30				1		6	133
Racing NSW Insurance Fund	2	2	6	7	12				2		7	38
Hotel Employers Mutual (part of Hospitality Employers Mutual)		5	11	13	11	2			1		4	47
Icare- Lifetime Care		1	4	2	14						3	24
Club Employers Mutual (part of Hospitality Employers Mutual)		3	8	8	7							26
Guild Insurance Ltd		2	3	5	8	1					3	22
Hospitality Employers Mutual Limited		1	7	6	13							27
Coal Mines Insurance Pty Limited		1	4	4	2							11

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	No Response to Claim	S39 Matter Fast Track	Grand Total
<b>TMF</b>	<b>1</b>	<b>54</b>	<b>299</b>	<b>209</b>	<b>495</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>53</b>		<b>225</b>	<b>1357</b>
QBE TMF	1	24	153	98	240	6	1		29		116	<b>668</b>
Allianz TMF		16	80	56	140	8	2		14		64	<b>380</b>
Employers Mutual NSW Ltd - TMF		14	66	55	115	3		1	10		45	<b>309</b>
<b>Other Insurer including Not Provided</b>	<b>5</b>	<b>14</b>	<b>1557</b>	<b>98</b>	<b>928</b>	<b>55</b>	<b>1</b>		<b>6</b>	<b>1</b>	<b>3</b>	<b>2668</b>
<b>Grand Total</b>	<b>103</b>	<b>478</b>	<b>4004</b>	<b>1723</b>	<b>4931</b>	<b>170</b>	<b>23</b>	<b>7</b>	<b>452</b>	<b>4</b>	<b>1414</b>	<b>13309</b>

Note: A 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.

# ILARS – Primary Outcomes



Note: Outcome data is for cases closed from 1 July 2017 to 31 March 2018.

# ILARS – Outcomes

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount Paid	Number of Cases	Total Amount paid	Average Amount Paid
ILARS Funding Withdrawn	228	\$103,781	\$2,805			
Cram Fluid Applies	4	\$15,488	\$3,872			
Not Recorded	8	\$6,252	\$6,252			
Not eligible for funding - (e.g worker determined to be exempt worker)	13	\$11,094	\$3,698			
No Response to ILARS Follow Up	201	\$70,948	\$2,446			
Old Costs provisions apply	2					
Instructions withdrawn	901	\$1,758,216	\$2,609			
(blank)	637	\$1,268,943	\$2,671			
Instructions withdrawn	198	\$327,587	\$2,323			
File transferred to new ALSP	66	\$161,685	\$2,788			
Not proceeding after preliminary grant	1854	\$4,418,789	\$2,424			
Medical evidence not supportive	423	\$1,160,757	\$2,817			
Not Recorded	81	\$153,424	\$2,325			
Worker does not reach WPI threshold	812	\$2,521,885	\$3,121			
S39 - Below Threshold	534	\$575,902	\$1,080			
S39 - Not MMI	4	\$6,820	\$1,705			
Resolved prior to WCC				2398	\$8,570,848	\$3,597
Not Recorded				4	\$11,757	\$2,939
Resolved - Insurer Accepts Claim				756	\$1,627,597	\$2,167
Resolved after application for review/insurer accepts Claim				189	\$731,313	\$3,890
Resolved by complying agreement after claim made				1292	\$5,999,624	\$4,673
S39 - Advice given				30	\$30,259	\$1,009
S39 - Over threshold by agreement				127	\$170,298	\$1,352
Resolved in WCC	357	\$1,979,838	\$5,546	2340	\$19,742,087	\$8,462
Resolved at Arbitration by Arbitrator - Employer	22	\$233,478	\$10,613	10	\$75,935	\$8,437

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount Paid	Number of Cases	Total Amount paid	Average Amount Paid
<b>Resolved at Arbitration by Arbitrator - Worker</b>				<b>243</b>	<b>\$2,764,031</b>	<b>\$11,375</b>
Medicals				81	\$903,326	\$11,152
Not Recorded				6	\$54,517	\$9,086
Weeklies				16	\$196,029	\$12,252
Weeklies & Medicals				80	\$940,660	\$11,758
WPI				38	\$393,883	\$10,365
WPI & Medicals				8	\$94,877	\$11,860
WPI & Weeklies				3	\$36,974	\$12,325
WPI, Weeklies & Medicals				11	\$143,763	\$13,069
<b>Resolved at Conciliation - settled by consent</b>				<b>554</b>	<b>\$5,806,155</b>	<b>\$10,480</b>
Closed Period				11	\$116,413	\$10,583
Medicals				62	\$586,340	\$9,457
Not Recorded				6	\$50,360	\$8,393
Weeklies				29	\$331,399	\$11,428
Weeklies & Medicals				271	\$2,907,958	\$10,730
WPI				67	\$616,865	\$9,207
WPI & Medicals				23	\$253,418	\$11,018
WPI & Weeklies				3	\$27,371	\$9,124
WPI, Weeklies & Medicals				54	\$603,457	\$11,175
Wrap Up				28	\$312,575	\$11,163
<b>Resolved at settlement during Arbitration</b>				<b>75</b>	<b>\$835,349</b>	<b>\$11,138</b>
Medicals				15	\$177,341	\$11,823
Not Recorded				1	\$11,347	\$11,347
Weeklies				5	\$67,422	\$13,484
Weeklies & Medicals				32	\$348,848	\$10,901
WPI				11	\$98,823	\$8,984
WPI & Medicals				3	\$37,627	\$12,542
WPI & Weeklies				1	\$11,357	\$11,357

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount Paid	Number of Cases	Total Amount paid	Average Amount Paid
WPI, Weeklies & Medicals				7	\$82,584	\$11,798
<b>Resolved following MAC</b>	<b>333</b>	<b>\$1,738,026</b>	<b>\$5,219</b>	<b>825</b>	<b>\$5,392,243</b>	<b>\$6,552</b>
COD for WPI				731	\$5,030,077	\$6,891
Not reached threshold	236	\$1,426,041	\$6,043			
Not Recorded	4	\$19,805	\$4,951	5	\$32,123	\$6,425
Surgery not reasonably necessary	3	\$18,454	\$6,151			
Surgery reasonably necessary				16	\$135,031	\$8,439
S39 - Above threshold				29	\$78,499	\$2,804
S39 - Not reached threshold	19	\$65,340	\$3,439			
Discontinued post MAC no COD	5	\$32,216	\$6,443			
S39 - Not MMI	53	\$141,916	\$2,678	42	\$111,563	\$2,656
S39 - Not MMI MAC refused	13	\$34,254	\$2,635	2	\$4,950	\$2,475
<b>Resolved TC - settled by consent</b>				<b>622</b>	<b>\$4,835,745</b>	<b>\$7,825</b>
Closed Period				8	\$69,266	\$8,658
Medicals				142	\$1,080,786	\$7,665
Not Recorded				12	\$70,415	\$5,868
Weeklies				35	\$235,190	\$6,917
Weeklies & Medicals				237	\$1,924,276	\$8,119
WPI				94	\$683,772	\$7,352
WPI & Medicals				40	\$315,114	\$7,878
WPI & Weeklies				4	\$34,573	\$8,643
WPI, Weeklies & Medicals				38	\$335,834	\$9,077
Wrap Up				12	\$86,518	\$7,210
<b>Resolved WIM Dispute</b>	<b>2</b>	<b>\$8,333</b>	<b>\$4,167</b>	<b>11</b>	<b>\$32,628</b>	<b>\$2,966</b>
In favour of worker				11	\$32,628	\$2,966
In favour of employer	2	\$8,333	\$4,167			
<b>Appeals</b>	<b>47</b>	<b>\$437,020</b>	<b>\$9,298</b>	<b>73</b>	<b>\$688,574</b>	<b>\$9,564</b>
<b>Resolved after appeal from decision of Arbitrator to President</b>	<b>6</b>	<b>\$91,481</b>	<b>\$15,247</b>	<b>8</b>	<b>\$121,861</b>	<b>\$15,233</b>

Outcome of case	Desired Outcome not achieved			Grant achieved desired outcome		
	Number of Cases	Total Amount paid	Average Amount Paid	Number of Cases	Total Amount paid	Average Amount Paid
By the employer in favour of Employer	2	\$34,505	\$17,252			
By the employer in favour of Worker				5	\$79,956	\$15,991
By the worker in favour of Employer	4	\$56,976	\$14,244			
By the worker in favour of Worker				3	\$41,905	\$13,968
<b>Resolved after Medical Appeal Panel</b>	<b>41</b>	<b>\$345,539</b>	<b>\$8,428</b>	<b>65</b>	<b>\$566,713</b>	<b>\$8,855</b>
By the employer in favour of Employer	5	\$60,227	\$12,045			
By the employer in favour of Worker				32	\$290,917	\$9,384
By the worker in favour of Employer	36	\$285,312	\$7,925			
By the worker in favour of Worker				33	\$275,796	\$8,357
<b>Commutations</b>				<b>26</b>	<b>\$75,407</b>	<b>\$2,900</b>
<b>Discontinued from WCC - No result</b>	<b>51</b>	<b>\$366,612</b>	<b>\$7,188</b>			
<b>Other not specified reason - see summary box</b>	<b>129</b>	<b>\$97,683</b>	<b>\$2,873</b>	<b>26</b>	<b>\$106,495</b>	<b>\$4,630</b>
<b>Resolved after ILARS referral to complaints</b>				<b>28</b>	<b>\$36,816</b>	<b>\$1,416</b>
<b>Grant application declined</b>	<b>25</b>	<b>\$294</b>	<b>\$294</b>			
<b>Resolved after Intervention by ILARS Director</b>				<b>16</b>	<b>\$39,656</b>	<b>\$2,833</b>
<b>Death Benefits</b>				<b>48</b>	<b>\$288,859</b>	<b>\$6,280</b>
<b>Grand Total</b>	<b>3592</b>	<b>\$9,162,231</b>	<b>\$3,030</b>	<b>4955</b>	<b>\$29,548,742</b>	<b>\$6,002</b>

Note: Outcome data is for cases closed from 1 July 2017 to 31 March 2018.

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

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

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
<b>S287A Review</b>	<b>105</b>	<b>17</b>	<b>6</b>	<b>20</b>	<b>148</b>
Claim accepted after enquiry	9	3		2	14
Claim accepted before enquiry	8				8
Claim denied after enquiry	45	7	3	9	64
Claim denied before enquiry	16	1	2	3	22
Insurer outside timeframes	21	4	1	4	30
Insurer within timeframe	1			1	2
Request not received	5	2		1	8
<b>s60, weekly benefits</b>	<b>106</b>	<b>30</b>	<b>7</b>	<b>19</b>	<b>162</b>
Claim accepted after enquiry	26	9		4	39
Claim accepted before enquiry	7	1		2	10
Claim denied after enquiry	21	7	2	5	35
Claim denied before enquiry	8	3	3	1	15
Insurer not on risk	8	1	1	2	12
Insurer outside timeframes	20	6		4	30
Insurer within timeframe	7	2	1		10
Request not received	9	1		1	11
<b>s66</b>	<b>351</b>	<b>54</b>	<b>15</b>	<b>68</b>	<b>488</b>
Claim accepted after enquiry	25	5	1	5	36
Claim accepted before enquiry	15	1	1	2	19
Claim denied after enquiry	79	12	2	13	106
Claim denied before enquiry	33	4	1	7	45
Counter offer issued after enquiry	49	7		8	64
Counter offer issued before enquiry	21	2		1	24
Insurer not on risk	11	1		2	14
Insurer outside timeframes	72	16	2	20	110



Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer within timeframe	35	2	8	4	49
Request not received	11	4		6	21
<b>Grand Total</b>	<b>562</b>	<b>101</b>	<b>28</b>	<b>107</b>	<b>798</b>

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	\$24,315,324	7,415		\$ 3,279
Medico-legal	\$9,456,990	7,943	72%	\$ 1,191
Barrister Fees	\$1,590,503	1,153	12%	\$ 1,379
Clinical Notes	\$1,010,297	8,267	8%	\$ 122
Travel	\$199,998	1,001	2%	\$ 200
Barrister Country Loading	\$118,642	182	1%	\$ 652
NTD Report	\$258,810	694	2%	\$ 373
Treating Specialist Report	\$370,013	731	3%	\$ 506
Interpreter	\$67,812	388	1%	\$ 175
Other	\$23,034	148	0%	\$ 156
Meal Allowance	\$3,762	58	0%	\$ 65
Solicitor Loading	\$39,792	71	0%	\$ 560
Non-attendance fee	\$42,675	147	0%	\$ 290
Grand Total	<b>\$37,415,186</b>	<b>27,980</b>		
<b>Total disbursements</b>	<b>\$13,099,862</b>		<b>35%</b>	
<b>Professional fees</b>	<b>\$24,315,324</b>	<b>7,415</b>		<b>\$ 3,279</b>

Note: Professional fees includes GST

# Work Capacity Procedural Reviews: Matters Completed

Outcome	2017					2018			Grand Total
	Jul	Aug	Sep	Oct	Nov	Jan	Feb	Mar	
Could not proceed				1			1	1	3
Referred to insurer	1								1
Dismissed	2	3	5	2	4	2	2	2	22
Upheld	1		1	2	1		1	1	7
<b>Grand Total</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>33</b>

Note:

- Case Withdrawn relates to matters received then withdrawn by the Injured Workers or the insurer has withdrawn the WCD.
- Upheld refers to matters where the application for review was in favour of the injured worker.
- This table shows the number of matters with a case type of 'Work Capacity' which are Procedural Reviews of a Work Capacity Decision and will differ from the tables on previous pages which show 'Work Capacity' as an issue in a matter.