



Workers Compensation **independent** review office



PERIODIC PERFORMANCE REVIEW

1 JULY 2017 TO 30 JUNE 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	April	May	June	
Complaint	277	269	254	251	239	187	255	298	254	267	268	265	3084
Enquiry	279	348	363	339	329	261	258	259	274	263	292	236	3501
Grand Total	556	617	617	590	568	448	513	557	528	530	560	501	6585

Complaints and Enquiries: Referral Source

Referral Source	2017						2018						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Lawyer	372	405	394	358	374	298	346	355	357	346	368	321	4294
Web search	58	69	62	74	73	70	59	80	59	49	48	42	743
Insurer	37	32	78	52	36	21	21	14	18	26	18	19	372
Word of Mouth	24	29	20	24	17	13	29	35	28	35	40	36	330
SIRA	19	18	21	22	21	10	18	20	19	15	12	16	211
Union	14	20	14	19	11	9	13	15	14	20	20	23	192
Other source	13	19	10	23	9	9	10	14	13	22	17	13	172
Rehabilitation Provider	1	9	7	5	7	5	8	5	2	3	10	10	72
Doctor	12	4	4	4	4	6	3	4	5	3	8	5	62
Workers Compensation Commission	4	4	3	2	8	1	1	4	1	1	3	2	34
Enquiries-Not Recorded	1	1	2	5	3	2	1	3	5	1	2	4	30
Employer		1	1	2			2	3	4	3	4	3	23
Government Department		3			3	2		4		2	4	5	23
WIRO Campaign	1	1			2	2	2		3	1	4	2	18
Advertising		2	1							1	1		5
ILARS Case								1		1			2
Advertisement										1	1		2
Grand Total	556	617	617	590	568	448	513	557	528	530	560	501	6585

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
Row Labels	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	278	283	257	242	248	221	224	303	266	253	282	254	3111
A - Same day	13	13	11	12	8	5	13	25	26	24	20	14	184
B - Next day	13	18	20	17	14	15	15	20	23	17	16	31	219
C - 2 to 7 days	147	142	119	108	96	101	116	164	102	133	150	141	1519
D - 8 to 15 days	74	88	73	69	84	75	47	61	87	57	63	51	829
E - 16 to 30 days	26	18	27	30	40	21	28	28	24	20	31	14	307
F - more than 30 days	5	4	7	6	6	4	5	5	4	2	2	3	53
Grand Total	278	283	257	242	248	221	224	303	266	253	282	254	3111

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
Scheme agent	304	817	550	70	83	377	207	778	146	149	130	141	188	495	50	4485
Allianz Australia Workers Compensation (NSW) Ltd	74	196	180	19	20	97	68	153	38	40	41	16	36	167	11	1156
CGU Workers Compensation (NSW)	11	44	35	7	6	13	9	33	8	12	9	13	10	26		236
Employers Mutual NSW Limited	80	172	87	20	26	54	35	183	33	32	35	33	56	117	6	969
Gallagher Bassett Services Pty Ltd		2					1									3
GIO General Limited	127	333	204	5	27	184	79	353	55	46	37	72	75	106	31	1734
QBE Workers Compensation	11	70	44	19	4	29	14	56	12	19	8	7	11	79	2	385
Xchanging	1						1									2
Self-insured	52	80	98	1	13	76	24	131	28	27	13	45	16	29	12	645
ANZ Banking Group Limited									1			1				2
Ausgrid		2	2				1	1				3				9
Blacktown City Council														2		2
Bluescope Steel Ltd					1	1		7	1			4		1	1	16
BOC Workers' Compensation Ltd.														2		2
Boral Limited			1													1
Brickworks Ltd						1		1								2
Broadspectrum (Australia) Pty Ltd	4	4	4	1		7		8	1		1	2	1			33
Campbelltown City Council	4															4
Canterbury Bankstown Council			1													1
Central Coast Council												2				2
City of Sydney Council		1	1		1	1		4	1							9
Coles Group Ltd	16	21	19		2	18	4	34	6	9	3	7	2	4		145

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
Colin Joss & Co Pty Limited		1							1							2
CSR Limited						1								1		2
Echo Entertainment Group Ltd	1	1	2			1		1					3			9
Endeavour Energy						3		3		1				2	1	10
Fairfield City Council			1					1								2
GFG Alliance (formerly Arrium)			5			2		5	1		1	1				15
Gosford City Council																
Holcim (Aust) Holdings Pty Limited	1		4			1		3		2	2		1		1	15
Hurstville City Council		1														1
Inghams Enterprises Pty Ltd			2					2		1	1			1	2	9
ISS Facility Services			6			2		1		1						10
ISS Property Services Pty Ltd			5			1						1			1	8
JELD-WEN Australia Pty Ltd			1								1					2
Lake Macquarie City Council								1								1
Liverpool City Council	4	1							1							6
McDonald's Australia Holdings Limited	1		1			2		4		1		2	1	1		13
Myer Holdings Ltd		1						2							1	4
Newcastle City Council	1						1			1						3
Northern Beaches Council		1			1							1			1	4
Northern Co-Operative Meat Company Limited		3	4		1	2		5				4	1	1	2	23
NSW Trains		1														1
Pacific National (NSW) Pty Ltd								3								3
Primary Health Care Limited	2	1	1													4
Programmed Skilled Workforce Limited		3	6			2	4	1				2				18
Qantas Airways Limited	2	10	2			3		6	2	1	2	3	2	1	2	36

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
Rail Corporation NSW	1		1			1	2							2		7
Southern Meats Pty Ltd.			1									1				2
Sutherland Shire Council			1													1
Sydney Trains		2	2		1			1	1				2			9
Toll Pty Ltd		6	3		1	4	1	4	3	1		3		3		29
Transport for NSW Workers Compensation Services	6	2	6		2	2	1	3		1		2		1		26
Transport Service of NSW (State Transit Group)	1	2				1	2	2								8
UGL Rail Services Pty Limited			1				1			1						3
Unilever Australia (Holdings) Pty Limited		1				1										2
University of New South Wales			2				1	2								5
Veolia Environmental Services (Australia) Pty Ltd						1		1								2
Westpac Banking Corporation Ltd	2		2				1	2	1	3	1	1		1		14
Wollongong City Council												1				1
Woolworths Limited	6	15	11		3	18	5	23	8	4	1	4	3	6		107
Specialised insurer	19	54	43	2	3	21	9	68	9	9	12	14	7	13		283
Catholic Church Insurance Limited	5	26	8		1	8	3	24	2	3	1	9	3	3		96
Club Employers Mutual (part of Hospitality Employers Mutual)	2	7	7		1	1		3		1	6	1	2	1		32
Coal Mines Insurance Pty Limited			3					2	2							7
Guild Insurance Ltd	2	1	1	1		2	2	6	1							16
Hospitality Employers Mutual Limited								2			2					4
Hotel Employers Mutual (part of Hospitality Employers Mutual)	2	9	4			1	1	4	1	1	1		1	2		27
Icare- Lifetime Care	3						1	2	1		1	1		1		10

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
Racing NSW Insurance Fund	1	4	5			4	1	3		1		1		2		22
StateCover Mutual Ltd	4	7	15	1	1	5	1	22	2	3	1	2	1	4		69
TMF	71	147	106	16	20	105	46	171	51	37	24	29	31	81	5	940
Allianz TMF	29	50	38	6	5	43	13	57	18	9	9	8	13	25	1	324
Employers Mutual NSW Ltd - TMF	12	39	19	2	5	13	7	35	8	8	5	11	9	20	2	195
QBE TMF	30	58	49	8	10	49	26	79	25	20	10	10	9	36	2	421
Other Insurer including Not Provided	48	77	70	19	22	13	83	74	16	19	26	15	15	72		569
Grand Total	494	1175	867	108	141	592	369	1222	250	241	205	244	257	690	67	6922

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
Delay in determining liability	560	110	52	135	857
Medical treatment	296	65	24	76	461
Insurer inside timeframes ND	51	7	4	15	77
Insurer outside timeframes ND	34	8	2	8	52
IW referred to an IME	15	3	2	4	24
Liability determined inside timeframes	75	16	3	21	115
Liability determined outside timeframes	121	31	13	28	193
s66	29	6	1	5	41
Counter offer made	5	1		2	8
Insurer inside timeframes ND	5	2			7
Insurer outside timeframes ND	4	1			5
IW referred to an IME	2	2		1	5
Liability determined inside timeframes	5			1	6
Liability determined outside timeframes	8		1	1	10
Weekly benefits	75	9	4	21	109
Insurer inside timeframes ND	12	1		3	16
Insurer outside timeframes ND	4	1		3	8
Liability determined inside timeframes	30	1	2	7	40
Liability determined outside timeframes	29	6	2	8	45
Whole claim	160	30	23	33	246
Insurer inside timeframes ND	24	10	2	10	46
Insurer outside timeframes ND	11	9	5		25
Liability determined inside timeframes	43	3	8	8	62
Liability determined outside timeframes	82	8	8	15	113
Delay in payment	262	62	17	75	416
COD	151	31	9	41	232
Centrelink/Medicare delay	33	7	4	11	55

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer Admin error	85	14	3	18	120
Interest Obtained	3			1	4
Interpretation Dispute/Insurer within timeframes	16	6	1	8	31
Lawyer hasn't provided all documents required	14	4	1	3	22
Medical/Travel	111	31	8	34	184
Already paid	23	8	1	3	35
Claim disputed	12			2	14
Claim not received	15	5	2	5	27
Correct amount paid after PI	54	14	3	20	91
Providers invoices not paid	7	4	2	4	17
Denial of liability	207	36	19	51	313
Incorrect notice given	15	2	1	7	25
Insurer maintain denial on review	125	27	13	26	191
Insurer overturns decision	51	4	5	14	74
IW required to attend an IME	16	3		4	23
ILARS Lawyer Complaint	8			4	12
Refer worker to the OLSC	8			4	12
IME/IMC	40	10	3	12	65
Choice of 3 IMEs not provided	4			1	5
Complaint about the IME doctor	12	4		5	21
Inconvenient location	12	5	2	2	21
Insufficient notice provided	7		1	3	11
No contact made with treating doctors prior to referral	5	1		1	7
PIAWE	126	14	4	19	163
Insurer changes PIAWE	45	5	2	7	59
Insurer maintains decision	27	5	1	4	37
Review process explained	54	4	1	8	67
Rehabilitation	100	16	7	26	149
ADL assessment approved	37	7		10	54
ADL not approved	8	1		2	11

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Case conference cancelled	4		1	3	8
IMP	7		3	4	14
IW not complied with obligations			2	2	4
No current IMP	5			2	7
Insurer not complied with obligations	2		1		3
Rehab provided s41A	14	3	1	3	21
Rehab provider changed	25	5	1	3	34
Work Trial not suitable	5		1	1	7
RTW	46	10	2	18	76
Job Seeking Diaries	3	1			4
Too many jobs required	2				2
Not provided to insurer		1			1
Suspension s48A	1				1
Suitable Employment	43	9	2	18	72
Duties not suitable	13	2		3	18
RTW plan updated	7	2		1	10
S/duties not provided by employer	9	1	2	5	17
S/duties provided	10	2		7	19
Workplace assessment required	4	2		2	8
S126	67	26	10	22	125
Documents not provided	11	9		3	23
Documents provided	56	17	10	19	102
S39	89	6	1	14	110
Choice of 3 IMEs not provided				2	2
Insurer accepts worker is over 20%	14	2		3	19
Worker referred to an ALSP	75	4	1	9	89
Weekly Benefits	507	49	26	86	668
Correct amount paid after PI	259	28	12	38	337
Delayed payment	124	13	3	27	167
Employer not passing on weekly payments	63	4	6	10	83

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Insurer taking over payments (Payments paid to employer in error)	12			1	13
Overpayment deducted without agreement	10	1		5	16
Suspension maintained	9		3	1	13
Suspension overturned	22	1	2	1	26
Weekly payments suspended	8	2		3	13
Work Capacity Decision	25	3	2	4	34
Application not received by insurer/MRS	4		1	1	6
Incorrect notice provided	3			1	4
Stay not applied	7		1	1	9
WCD not received/delayed	9	2		1	12
WCD withdrawn	2	1			3
Grand Total	2037	342	143	466	2988

ILARS: Grant Applications Received

2017							2018						Grand Total
Grant Status	July	August	September	October	November	December	January	February	March	April	May	June	
Accepted	1193	1200	1153	1103	1130	888	738	1019	997	844	1181	1087	12533
Declined	37	21	35	36	32	22	23	25	30	16	14	14	305
Pending	2	4	3	6	6	12	5	17	21	11	26	45	158
Closed admin	3	11	10	17	15	13	14	12	15	7	19	22	158
Grand Total	1235	1236	1201	1162	1183	935	780	1073	1063	878	1240	1168	13154
Approved or pending	1195	1204	1156	1109	1136	900	743	1036	1018	855	1207	1132	12691

Note:

- The data reflects ILARS matters received up to 30 June 2018 and grants which have an accepted or pending status as at 2:24pm 29 August 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												Grand Total
	July	August	Sept	October	Nov	December	January	February	March	April	May	June	
Ear	294	234	213	236	263	230	173	258	293	254	379	459	3286
Back	225	233	219	234	204	156	164	159	140	127	172	167	2200
Psychological system	114	129	139	105	126	90	86	130	124	97	140	97	1377
Multiple -Trunk and limbs	77	95	125	125	134	91	74	126	102	88	142	84	1263
Shoulder	60	64	62	57	66	53	52	56	61	47	65	53	696
Knee	57	89	72	64	70	44	29	47	45	56	53	52	678
Multiple -Neck and shoulder	67	90	58	47	35	28	20	35	39	42	48	34	543
Hand, fingers and thumb	34	35	32	25	25	16	20	23	16	17	25	28	296
Other head	26	33	27	26	30	13	9	14	21	20	34	24	277
Upper limb - multiple locations	18	17	26	18	25	27	17	26	30	16	18	15	253
Other leg	17	14	17	19	18	23	14	23	28	13	8	10	204
Wrist	19	7	10	24	21	19	9	17	21	11	18	14	190
Ankle	17	18	15	20	20	14	7	15	15	10	14	13	178
Neck	23	23	15	16	9	13	13	16	5	5	13	17	168
Other body location	24	14	23	32	22	15	2	7	5	8	10	5	167
Other arm	17	21	16	11	8	7	11	13	11	9	6	3	133
Death	17	7	4	1	13	5	16	15	24	5	10	13	130
Foot and toes	19	11	12	9	12	7	2	14	7	8	17	9	127
Trunk - multiple locations	12	22	21	7	8	13	5	13	7	4	8	6	126
Internal Body System	10	16	9	5	6	11	4	8	8	4	7	7	95
Elbow	4	13	8	6	6	4	4	8	3	5	9	9	79
Abdomen and pelvic region	3	5	11	9	4	6	7	4	5	7	9	8	78
Not Recorded	27	12	14	7	2	9	0	1	1	0	1	1	75
Hip	14	2	8	6	9	6	5	8	7	2	1	4	72
Total	1195	1204	1156	1109	1136	900	743	1036	1018	855	1207	1132	12691

Note: The data reflects ILARS matters received up to 30 June 2018 and grants which have an accepted or pending status as at 2:24pm on 29 August 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						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
A. Intracranial injuries	4	10	10	7	11	4	7	7	12	6	10	12	100
B. Fractures	30	26	20	28	45	33	27	34	37	20	32	27	359
C. Wounds, lacerations, amputations and internal organ damage	30	39	31	24	27	18	24	31	36	34	60	42	396
D. Burn	2		4	1	2	1	2	3	2	3	8	6	34
E. Injury to nerves and spinal cord	237	264	249	163	142	114	146	194	179	141	104	157	2090
F1. Trauma to joints and ligaments	169	167	178	187	205	172	110	178	162	166	271	132	2097
F2. Trauma to muscles and tendons	187	264	232	177	157	101	56	85	80	60	86	77	1562
G. Other injuries ?Poisoning, Electrocution, heat stress etc	3	1		1	3	4	3	3		4		1	23
H1. Joint diseases (arthropathies) and other articular cartilage diseases	5	1	3	5	2		5	7	7	5	16	9	65
H2. Spinal vertebrae and intervertebral disc diseases	39	21	32	135	108	93	80	76	48	40	56	71	799
H3. Diseases involving the synovium and related tissue	2										1		3
H4. Diseases of muscle, tendon and related tissue	4	3	5	5	4	3	2			6	20	13	65
H5. Other soft tissue diseases	1	1	4	2	4		1					1	14
I. Mental disorders	112	131	138	104	126	88	86	128	123	96	140	97	1369
J. Digestive system diseases	1	1			1				2	2	1	2	10
K. Skin and subcutaneous tissue diseases	1	2	7		6	5	1	3	1	6	1	3	36
L. Nervous system and sense organ diseases	297	238	218	246	267	238	175	264	297	255	380	459	3334
M. Respiratory system diseases	3	8	3	1		4		2	3	1	7	2	34
N. Circulatory system diseases	3	3				3	1	2	1	1		2	16
O. Infectious and parasitic diseases	3	1	1	1	1	1			2	2		2	14
P. Neoplasms (cancer)	10	4	1	3		3		1	1	1	2		26
Q. Other diseases	3		1	1	2			1		1	1	1	11
R. Other claims	3		2	8	7	1	1					2	24
S. Death	17	7	4	3	13	5	16	16	24	5	10	13	133
Not Recorded	29	12	13	7	3	9		1	1		1	1	77
Grand Total	1195	1204	1156	1109	1136	900	743	1036	1018	855	1207	1132	12691

Note: The data reflects iLARS matters received up to 30 June 2018 and grants which have an accepted or pending status as at 2:24pm on 29 August 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	S39 Matter Fast Track	Grand Total
Scheme agent	116	432	2448	1386	4230	73	22	6	468	1146	10327
GIO General Limited	54	188	734	544	1503	25	10	2	132	157	3349
Allianz Australia Workers Compensation (NSW) Ltd	25	125	533	332	1148	17	7	2	175	424	2788
Employers Mutual NSW Limited	20	63	907	323	975	26		1	86	225	2626
QBE Workers Compensation	11	34	160	111	378	2	4	1	51	255	1007
CGU Workers Compensation (NSW) Ltd	6	22	109	73	217	3	1		23	84	538
Xchanging			3		6				1		10
Gallagher Bassett Services Pty Ltd			2	3	3					1	9
Self-insured	2	107	634	284	587	10	2		43	87	1756
Coles Group Ltd		26	80	65	81	2			5	12	271
Woolworths Limited		13	49	31	87	3	1		10	23	217
Qantas Airways Limited		10	70	12	71	3			4	16	186
Bluescope Steel Ltd		6	67	6	46				4	4	133
Transport for NSW Workers Compensation Services		1	59	12	35		1		2	4	114
Toll Pty Ltd		4	21	9	24					2	60
Westpac Banking Corporation Ltd		1	25	8	23				2		59
Ausgrid		1	14	15	14				1	4	49
Transport Service of NSW (State Transit Group)		1	22	6	13	1				2	45
Arrium Limited		3	13	7	15				1	1	40
Broadspectrum (Australia) Pty Ltd		3	13	6	15					2	39
City of Sydney Council		2	11	5	15				1		34
Wollongong City Council	1	3	9	3	8				1	2	27

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	S39 Matter Fast Track	Grand Total
ISS Facility Services			16	1	7					2	26
Programmed Skilled Workforce Limited		1	9	5	11						26
ISS Property Services Pty Ltd		4	7	7	6						24
Rail Corporation NSW		2	8	8	3						21
Pacific National (NSW) Pty Ltd			5	2	8				3		18
Primary Health Care Limited		1	6	6	3					2	18
ANZ Banking Group Limited		1	11	3	3						18
Sydney Trains		3	6	5	4						18
Blacktown City Council		2	4	3	6				1	1	17
Unilever Australia (Holdings) Pty Limited			5	4	8						17
UGL Rail Services Pty Limited		1	8	3	5						17
Central Coast Council		2	5	3	3					3	16
Northern Co-Operative Meat Company Limited		1	6	2	4				2	1	16
Inghams Enterprises Pty Ltd		1	4	2	8					1	16
CSR Limited		2	6	3	3				1		15
Canterbury Bankstown Council			7	5	1				1		14
Fairfield City Council		3	5	3	3						14
Shoalhaven City Council		1	6	4	1	1				1	14
Newcastle City Council			3		9				1		13
Myer Holdings Ltd			5	1	5				1		12
Lake Macquarie City Council		1	3	3	4						11
JELD-WEN Australia Pty Ltd		1	3	1	5						10
Sutherland Shire Council			4	3	3						10
Echo Entertainment Group Ltd			3	4	2						9
McDonald's Australia Holdings Limited			3	1	3				1		8
Liverpool City Council			3	2	2						7

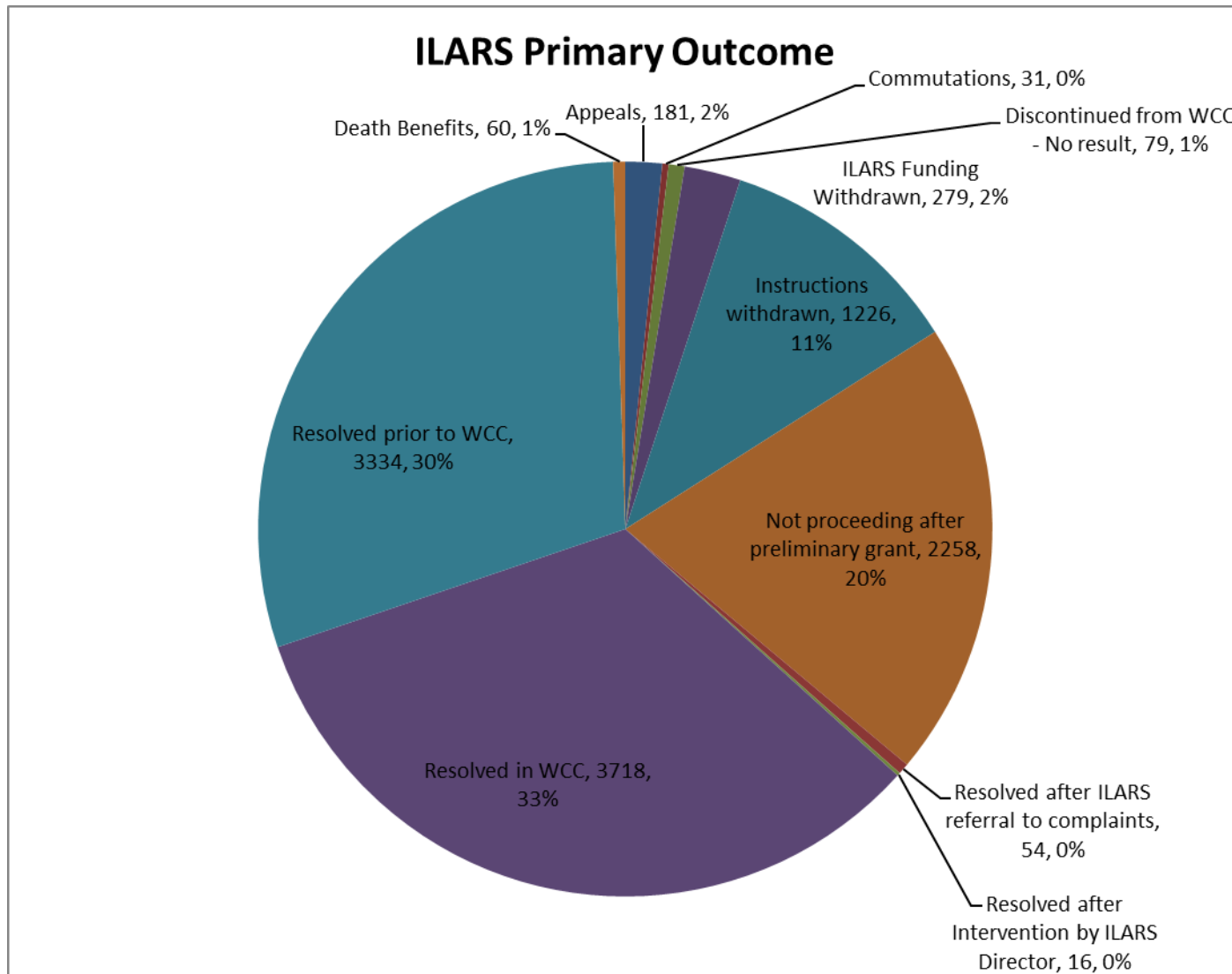
Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	S39 Matter Fast Track	Grand Total
Colin Joss & Co Pty Limited		1	3	2	1						7
Campbelltown City Council		2	2	1	2						7
Holcim (Aust) Holdings Pty Limited			2	1	2					1	6
Brambles Industries Limited			4	1	1						6
Southern Meats Pty Ltd.			2	1	1					1	5
Endeavour Energy			3	2							5
Electrolux Home Products Pty Ltd		1	1	1	2						5
Boral Limited		1	1	1	1						4
Northern Beaches Council			1		3						4
Gosford City Council	1		2	1							4
University of New South Wales		1	1	1							3
NSW Trains			2							1	3
OneSteel Trading Pty Ltd (Moly-Cop)			2		1						3
BOC Workers' Compensation Ltd.					3						3
Port Stephens Council			1	1							2
Brickworks Ltd			1	1							2
3M Australia Pty Ltd			1	1							2
Rocla Pty Limited					2						2
Wyang Shire Council									1		1
MARS Australia Pty Ltd					1						1
Hawkesbury City Council										1	1
Veolia Environmental Services (Australia) Pty Ltd			1								1
Specialised Insurer	3	55	226	162	210	3		1	13	36	709
StateCover Mutual Ltd		22	95	39	71	1		1	6	12	247
Catholic Church Insurance Limited		13	62	57	47				1	7	187
Hotel Employers Mutual (part of Hospitality Employers Mutual)		3	16	14	22						55

Insurer Name	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	WIM	2015 Lump Sum Reg	S39 Matter Fast Track	Grand Total
Hospitality Employers Mutual Limited		7	15	15	12	1			1	4	55
Racing NSW Insurance Fund	3	2	7	9	19				5	7	52
Club Employers Mutual (part of Hospitality Employers Mutual)		3	13	11	11						38
Guild Insurance Ltd		4	7	10	10	1				3	35
Icare- Lifetime Care		1	7	4	16					3	31
Coal Mines Insurance Pty Limited			4	3	2						9
TMF	1	89	498	302	716	17	5	4	65	239	1936
QBE TMF	1	41	242	142	341	7	2		33	123	932
Allianz TMF		23	131	79	215	6	2	3	20	64	543
Employers Mutual NSW Ltd - TMF		25	125	81	160	4	1	1	12	52	461
Other Insurer including Not Provided	6	18	1873	107	1178	44	1		13	4	3244
Grand Total	128	701	5679	2241	6921	147	30	11	602	1512	17972

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 30 June 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
Instructions withdrawn	1191	\$2,397,836	\$2,595			
ILARS Funding Withdrawn	259	\$127,518	\$3,036			
Cram Fluid Applies	3	\$9,958	\$3,319			
Not Recorded	14	\$8,170	\$4,085			
Not eligible for funding - (e.g worker determined to be exempt worker)	16	\$12,994	\$2,599			
No Response to ILARS Follow Up	224	\$96,396	\$3,012			
Old Costs provisions apply	2					
Not proceeding after preliminary grant	2249	\$5,467,360	\$2,468			
Medical evidence not supportive	496	\$1,359,803	\$2,810			
Not Recorded	89	\$168,130	\$2,272			
Worker does not reach WPI threshold	1021	\$3,194,153	\$3,141			
S39 - Below Threshold	640	\$742,799	\$1,166			
S39 - Not MMI	3	\$2,475	\$825			
Other not specified reason - see summary box	138	\$174,777	\$3,496	34	\$129,228	\$4,308
Resolved after ILARS referral to complaints				49	\$85,970	\$1,869
Commutations				31	\$85,920	\$2,772
Discontinued from WCC - No result	79	\$545,644	\$6,995			
Resolved prior to WCC				3325	\$11,967,113	\$3,611
Not Recorded				6	\$14,116	\$2,353
Resolved - Insurer Accepts Claim					1130	\$2,439,595
Resolved after application for review/insurer accepts Claim				287	\$1,197,753	\$4,188
Resolved by complying agreement after claim made				1725	\$8,070,480	\$4,689
S39 - Advice given				31	\$31,084	\$1,003
S39 - Over threshold by agreement				146	\$214,085	\$1,476

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
Resolved in WCC	581	\$3,058,916	\$5,292	3122	\$26,551,934	\$8,549
Resolved at Arbitration by Arbitrator - Employer	45	\$437,885	\$9,952			
Resolved at Arbitration by Arbitrator - Worker				318	\$3,594,065	\$11,338
Medicals				102	\$1,133,569	\$11,113
Not Recorded				7	\$65,637	\$9,377
Weeklies				19	\$232,692	\$12,247
Weeklies & Medicals				104	\$1,199,736	\$11,648
WPI				52	\$535,612	\$10,300
WPI & Medicals				13	\$152,329	\$11,718
WPI & Weeklies				4	\$51,035	\$12,759
WPI, Weeklies & Medicals				17	\$223,456	\$13,144
Resolved at Conciliation - settled by consent				748	\$7,774,017	\$10,520
Closed Period				15	\$164,271	\$10,951
Medicals				85	\$814,895	\$9,701
Not Recorded				9	\$58,901	\$8,414
Weeklies				38	\$425,624	\$11,201
Weeklies & Medicals				374	\$3,953,741	\$10,686
WPI				87	\$810,851	\$9,320
WPI & Medicals				33	\$354,242	\$11,070
WPI & Weeklies				4	\$45,502	\$11,376
WPI, Weeklies & Medicals				68	\$762,056	\$11,207
Wrap Up				35	\$383,934	\$11,292
Resolved at settlement during Arbitration				105	\$1,158,297	\$11,031
Medicals				19	\$214,838	\$11,307
Not Recorded				1	\$11,347	\$11,347
Weeklies				7	\$88,448	\$12,635
Weeklies & Medicals				49	\$539,657	\$11,013
WPI				17	\$164,956	\$9,703
WPI & Medicals				4	\$43,622	\$10,906
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	\$84,072	\$12,010
Resolved following MAC	534	\$2,612,698	\$4,911	1107	\$7,438,350	\$6,738
COD for WPI				1023	\$7,048,460	\$6,903
Not reached threshold	326	\$1,963,622	\$6,061			
Not Recorded	4	\$18,915	\$4,729	7	\$39,461	\$5,637
Surgery not reasonably necessary	3	\$18,454	\$6,151			
Surgery reasonably necessary				17	\$145,384	\$8,552
S39 - Above threshold				60	\$205,045	\$3,475
S39 - Not reached threshold	39	\$125,326	\$3,213			
Discontinued post MAC no COD	10	\$62,433	\$6,243			
S39 - Not MMI	131	\$367,063	\$2,802			
S39 - Not MMI MAC refused	21	\$56,886	\$2,709			
Resolved TC - settled by consent				830	\$6,543,090	\$7,912
Closed Period				18	\$172,402	\$9,578
Medicals				188	\$1,428,244	\$7,638
Not Recorded				12	\$70,415	\$5,868
Weeklies				42	\$294,004	\$7,171
Weeklies & Medicals				319	\$2,592,449	\$8,127
WPI				125	\$940,556	\$7,524
WPI & Medicals				55	\$440,922	\$8,017
WPI & Weeklies				6	\$55,482	\$9,247
WPI, Weeklies & Medicals				48	\$422,405	\$8,987
Wrap Up				17	\$126,213	\$7,424
Resolved WIM Dispute	2	\$8,333	\$4,167	14	\$44,115	\$3,151
In favour of worker				14	\$44,115	\$3,151
In favour of employer	2	\$8,333	\$4,167			

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
Appeals	73	\$705,125	\$9,931	107	\$955,166	\$9,184
Resolved after appeal from decision of Arbitrator to President	10	\$208,860	\$20,886	10	\$148,291	\$14,829
By the employer in favour of Employer	4	\$132,062	\$33,016			
By the employer in favour of Worker				6	\$98,881	\$16,480
By the worker in favour of Employer	6	\$76,798	\$12,800			
By the worker in favour of Worker				4	\$49,410	\$12,352
Resolved after Medical Appeal Panel	63	\$496,264	\$8,135	95	\$806,875	\$8,584
By the employer in favour of Employer	10	\$97,481	\$10,831			
By the employer in favour of Worker				44	\$380,153	\$8,841
By the worker in favour of Employer	53	\$398,783	\$7,669			
By the worker in favour of Worker				51	\$426,722	\$8,367
Resolved after appeal to Court of Appeal				2		
By the worker in favour of Worker				2		
Resolved after Intervention by ILARS Director				16	\$39,656	\$2,833
Death Benefits				60	\$372,699	\$6,426
Grand Total	4570	\$12,477,175	\$3,152	6744	\$40,187,686	\$5,995

Note: Outcome data is for cases closed from 1 July 2017 to 30 June 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
S287A Review	123	22	9	29	183
Claim accepted after enquiry	11	3		2	16
Claim accepted before enquiry	9				9
Claim denied after enquiry	48	7	4	13	72
Claim denied before enquiry	20	3	3	7	33
Insurer outside timeframes	28	6	2	4	40
Insurer within timeframe	2	1		2	5
Request not received	5	2		1	8
s60, weekly benefits	191	40	14	29	274
Claim accepted after enquiry	53	15		5	73
Claim accepted before enquiry	14	1	1	2	18
Claim denied after enquiry	24	8	3	6	41
Claim denied before enquiry	10	3	5	4	22
Insurer not on risk	14	1	1	2	18
Insurer outside timeframes	41	9	2	8	60
Insurer within timeframe	22	2	2	1	27
Request not received	13	1		1	15

Outcome	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
s66	510	77	23	88	698
Claim accepted after enquiry	42	5	1	5	53
Claim accepted before enquiry	19	1	1	2	23
Claim denied after enquiry	96	16	4	18	134
Claim denied before enquiry	47	5	1	8	61
Counter offer issued after enquiry	70	9	2	10	91
Counter offer issued before enquiry	36	3		2	41
Insurer not on risk	19	1		3	23
Insurer outside timeframes	97	25	3	27	152
Insurer within timeframe	68	7	10	6	91
Request not received	16	5	1	7	29
Grand Total	827	139	46	147	1159

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	\$34,144,425	10,452		\$3,267
Medico-legal	\$14,321,234	10,985	70%	\$1,304
Barrister Fees	\$2,500,349	1,612	12%	\$1,551
Clinical Notes	\$1,522,242	11,471	7%	\$133
Travel	\$331,163	1,457	2%	\$227
Barrister Country Loading	\$174,784	262	1%	\$667
NTD Report	\$397,083	984	2%	\$404
Treating Specialist Report	\$550,447	982	3%	\$561
Interpreter	\$109,922	558	1%	\$197
Other	\$46,250	211	0%	\$219
Meal Allowance	\$5,919	103	0%	\$57
Solicitor Loading	\$60,712	98	0%	\$620
Non-attendance fee	\$63,350	193	0%	\$328
Grand Total	\$54,503,544	43,534		
Total Disbursements	\$20,471,999		38%	
Total Professional Fees	\$34,144,425		62%	

Note: Professional fees includes GST

Work Capacity Procedural Reviews: Matters Completed

Outcome	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Grand Total
Could not proceed				1			1	1	1			4
Dismissed	2	3	5	2	4	2	2	2	3	3	2	30
Upheld	1		1	2	1		1	1				7
Referred to insurer	1											1
Grand Total	4	3	6	5	5	2	4	4	4	3	2	42

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.