



Workers Compensation **independent** review office



PERIODIC PERFORMANCE REVIEW 1 JULY 2019 TO 31 DECEMBER 2019

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WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER

Complaints and Enquiries: Matters Received

2019							
Case Type	July	August	September	October	November	December	Grand Total
Complaint	603	703	637	696	714	589	3942
Enquiry	1129	974	910	1002	960	757	5732
Grand Total	1732	1677	1547	1698	1674	1346	9674

Complaints and Enquiries: Referral Source

Referral source	July	August	September	October	November	December	Total
Lawyer	952	931	769	836	767	638	4893
Web search	292	286	357	290	289	335	1849
icare/SIRA	157	140	137	196	165	80	875
Word of Mouth	100	99	69	148	180	121	717
Union	68	56	74	69	72	46	385
Insurer	45	40	34	55	57	44	275
Other source	31	47	43	32	45	15	213
Doctor	33	32	24	27	35	19	170
Government Department	19	23	17	22	39	32	152
Rehabilitation Provider	15	9	13	14	11	7	69
Workers Compensation Commission	13	10	1	6	5	3	38
WIRO Campaign	3	3	6	2	7	3	24
Employer	2	1	3	1	0	2	9
Referral source not provided - Enquiries	2	0	0	0	2	1	5
Total	1732	1677	1547	1698	1674	1346	9674

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?

Duration	July	August	September	October	November	December	Total
Complaint	479	650	673	721	701	649	3873
A - Same day	43	57	61	75	104	83	423
B - Next day	55	54	34	57	65	56	321
C - 2 to 7 days	287	379	410	424	365	376	2241
D - 8 to 15 days	84	120	132	112	126	101	675
E - 16 to 30 days	10	39	28	45	38	31	191
F - more than 30 days		1	8	8	3	2	22
Grand Total	479	650	673	721	701	649	3873

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

Complaints and Enquiries: Issues by Insurer

Insurer	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	Who is the insurer?	General Case Management	Workplace Injury Management	Grand Total
Scheme agent	667	493	117	717	65	901	174	249	191	334	82	552	65	682	162	5451
Allianz Australia Workers Compensation (NSW) Ltd	36	25	5	35	5	59	13	13	13	27	5	11	6	53	10	316
CGU Workers Compensation (NSW) Ltd						1							4			5
EML 702	64	25		94	3	108	18	23	20	29	7	10	3	75	24	503
Employers Mutual NSW Limited	277	172	74	245	15	340	60	60	76	98	35	233	26	233	44	1988
GIO General Limited	180	202	37	224	37	252	61	100	51	116	11	53	6	214	45	1589
icare/EML 701	100	58	1	111	4	127	18	51	26	58	24	235	17	96	38	964
Icare-Workers Care		3		3		3							1	3		13
Insurance and Care NSW (Icare)	5	1		1	1	2	1	1	1	3		4	1	2		23
QBE Workers Compensation													1			1
Uninsured Liabilities	5	7		4		9	3	1	4	3		6		6	1	49
Self-insured	71	94	16	81	8	154	31	25	25	50	17	49	5	83	39	748
ANZ Banking Group Limited		1						1		2						4
Ausgrid Management Pty Ltd		2		2	1	3	3		1	2	1	1		4		20
Blacktown City Council	3					2	2	1		1	1			3		13
Bluescope Steel Ltd			1		1	3				1		1	1		1	9
BOC Limited	2		1													3
Boral Limited		1	1	1												3
Brambles Industries Limited		2				1			1					2		6
Broadspectrum (Australia) Pty Ltd	1	7	1	6	1	7		2		4	1	2	1	6	1	40
Campbelltown City Council	2										1			2	2	7
Canterbury Bankstown Council						1						2		1		4

Insurer	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	Who is the insurer?	General Case Management	Workplace Injury Management	Grand Total
Central Coast Council	1	2				1				1				3		8
City of Sydney Council						1						1		1	3	6
Coca-Cola Amatil		2														2
Coles Group Ltd	7	14	5	11		29	2	1	8	4		6	1	11	1	100
Colin Joss & Co Pty Limited				1		1					1			1		4
Commonwealth Steel						1								1		2
CSR Limited	1							1		2	1	1		1		7
DAC Finance Pty Ltd				1		1	1									3
Endeavour Energy		1		3		1				1				2	2	10
Fairfield City Council						1										1
Hawkesbury City Council	2	1														3
Healius Limited	1	3		1			1					2		2	1	11
Holcim (Aust) Holdings Pty Limited				1		3						1				5
Inghams Enterprises Pty Ltd	1	1		2					1			1				6
ISS Facility Services										1						1
ISS Property Services Pty Ltd	1			1		2								2		6
JELD-WEN Australia Pty Ltd	1															1
Lake Macquarie City Council						1									1	2
Liverpool City Council	1															1
McDonald's Australia Holdings Limited	1			2		2					1	1				7
Myer Holdings Ltd				1												1
Newcastle City Council							1			1						2
Northern Beaches Council									1			1		1		3
Northern Co-Operative Meat Company Limited	1			2		1										4
NSW Trains	3	3				4	1			2		1		1	2	17
OneSteel Trading Pty Ltd (Moly-Cop)						3				1	1			1		6

Insurer	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	Who is the insurer?	General Case Management	Workplace Injury Management	Grand Total
Persol Australia Pty Ltd	3	1		6		6		4	2	1	1	1		3	1	29
Qantas Airways Limited	5	4		4	1	4	1		2					1	1	23
Rail Corporation NSW	3									1						4
RGF Staffing Melbourne One Pty						2								1		3
Shoalhaven City Council					1					1		2				4
Sydney Trains	2	8	1	1		4	2		1	2	1	4	1	6	1	34
The Star Entertainment Group Ltd		1				2	1		1	1	1				1	8
Toll Holdings Ltd	2	3	1	12		13		1	2	6	1	1		5	4	51
Transport for NSW Workers Compensation Services	4	4	1	1	2	6	2			1	1			3	1	26
Transport Service of NSW (State Transit Group)		1				2	3		1			3		2		12
Unilever Australia (Holdings) Pty Limited	3			1				1			1					6
University of New South Wales	1	2														3
University of Wollongong		1														1
Veolia Environmental Services (Australia) Pty Ltd									1							1
Wesfarmers Retail Holdings Pty Ltd	3	4	1	2		4	1	1	1	2	1	3		1		24
Westpac Banking Corporation Ltd	2	3	3	2	1	9	1	3		2				5	8	39
Wollongong City Council		1											1		1	3
Woolworths Group Ltd	14	21		17		33	9	9	2	10	2	14		11	7	149
Specialised insurer	52	36	8	45	4	97	11	9	19	23	9	16		43	13	385
Catholic Church Insurance Limited	16	16	2	24		42	3	2	12	10	2	5		14	7	155
Coal Mines Insurance Pty Limited	6	2	1	3		2			1		1	3		2	1	22
Guild Insurance Ltd	5			1		8	1	2	1	3	3			2	2	28
Hospitality Employers Mutual Limited	12	10	3	7	2	14	2	3	3	6	1	6		10	1	80

Insurer	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining	IME/IMC	Work Capacity Decision	Request for Documents	Query about WC benefits	Employer Complaint	How to make a Claim	Who is the insurer?	General Case Management	Workplace Injury Management	Grand Total
Racing NSW Insurance Fund	4			2	1	12	1		2	1				2		25
StateCover Mutual Ltd	9	8	2	8	1	19	4	2		3	2	2		13	2	75
TMF	144	132	18	123	21	196	64	47	38	105	33	56	6	173	65	1221
Allianz TMF	51	36	6	35	8	49	24	13	13	33	7	21	3	52	19	370
Employers Mutual NSW Ltd - TMF	42	48	4	23	7	57	19	16	12	35	10	15	1	52	19	360
QBE TMF	51	48	8	65	6	90	21	18	13	37	16	20	2	69	27	491
Other Insurer including Not Provided	97	106	139	24	19	42	25	29	13	131	68	819	53	220	44	1829
Grand Total	1031	861	298	990	117	1390	305	359	286	643	209	1492	129	1201	323	9634

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

Insurer names are provided by the injured worker.

An injured worker may have made more than one complaint and/or enquiry.

Complaints: Complaint outcomes

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Communication (secondary issue only)		1				1
Complaint Declined - OOJ		1				1
Complaint Declined , Premature, Refer to Insurer		3			1	4
Delay in determining liability	11	733	122	79	141	1086
Medical treatment		5	2	1	1	9
Insurer inside timeframes ND		1				1
Insurer outside timeframes ND		3		1	1	5
Liability determined outside timeframes		1	2			3
Recurrence / Whole claim	3	102	17	8	15	145
Insurer not on risk		1	1			2
Liability determined inside timeframes		1				1
Liability determined outside timeframes		1				1
Request not received		9	2		1	12
Claim accepted outside timeframes	1	15		3	2	21
No decision and inside timeframes	1	27	4	1	7	40
No decision and outside timeframes	1	11	4		3	19
Claim denied outside timeframes		17	1	1	1	20
Claim denied inside timeframes		5	4	3	1	13
Claim accepted inside timeframes		14	1			15
Recurrence not determined		1				1
Weekly Benefits / Medical Treatment	3	495	78	56	81	713
Insurer not on risk		8	1	1	1	11
Request not received		42	6	9	10	67
Claim accepted outside timeframes		146	13	19	19	197
No decision and inside timeframes	2	80	7	13	13	115
No decision and outside timeframes	1	43	5	4	8	61

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Claim denied outside timeframes		76	12	3	14	105
Claim denied inside timeframes		31	15	3	2	51
Claim accepted inside timeframes		69	19	4	14	106
Section 66	1	36	7	5	11	60
Insurer not on risk		1				1
Request not received		3			1	4
Claim accepted outside timeframes		7			1	8
No decision and inside timeframes	1	3	1	2	1	8
No decision and outside timeframes		6	4	1	5	16
Claim denied outside timeframes		4	1	1	1	7
Claim denied inside timeframes		3	1	1		5
Claim accepted inside timeframes		6			1	7
Claim not duly made		3			1	4
Initial Notification	4	35	11	4	7	61
Reasonable excuse applied in time		15	3	4	4	26
Provisional liability inside timeframes	2	8	3			13
Initial notification not received	1	1	4		1	7
Reasonable excuse defective		2				2
Provisional liability outside timeframes		7	1		1	9
No response provided and outside timeframes	1	2			1	4
Domestic Assistance		56	6	4	16	82
ADL approved		19		2	5	26
Declined after PI		11	1	1	1	14
Accepted after PI		21	3	1	6	31
Entitlement exhausted		2	1		2	5
Claim not made in accordance with 60AA		3	1		2	6
Section 287A		4	1	1	10	16
Request not received		1				1
Claim accepted outside timeframes				1	1	2
No decision and inside timeframes		1			1	2
No decision and outside timeframes		2			2	4

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Claim denied outside timeframes					3	3
Claim denied inside timeframes			1		2	3
Claim accepted inside timeframes					1	1
Delay in payment	8	666	77	44	104	899
Medical/Travel	3	157	33	12	39	244
Claim disputed		16			1	17
Claim not received		11	4	1	5	21
Correct amount paid after PI	2	83	17	7	18	127
Insurer not on risk	1		1			2
Claim already paid		16	2		5	23
Insurer within timeframes		7	2	1	3	13
Insufficient information / Invoices not provided		24	7	3	7	41
Weekly benefits	2	422	26	22	31	503
Insurer admin error		148	11	15	15	189
Employer error where insurer takes over payments		26	1			27
Irregular payments	1	54	2	2	5	64
No EFT/TFN details		19			2	21
Employer error making payments		79	5	3	3	90
No COC	1	42	3	1		47
PID Certificate - no entitlement		11				11
No apparent error with payments		43	4	1	6	54
COD / Settlement	3	87	18	10	34	152
Correct amount paid after PI	1	24	4	3	14	46
Insurer admin error		11	3	4	4	22
Interest Obtained		3	1			4
Lawyer hasn't provided all documents required		12	2		1	15
Interpretation of terms dispute		7	2	2		11
Centrelink and/or Medicare delay	2	27	5	1	15	50
Insurer within timeframes and not paid		2	1			3
Decision being appealed		1				1
Denial of liability	5	199	38	13	50	305

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Incorrect notice given		1	1		1	3
Insurer maintain denial on review	2	50	6	3	11	72
Insurer overturns decision after PI		29	7	1	3	40
Defective form changed and reissued		2				2
Matter referred for review or legal	3	113	24	9	34	183
Defective form withdrawn		4			1	5
IME/IMC	1	82	13	5	31	132
Inconvenient location			1			1
Appointment rescheduled		24	4	1	3	32
Travel organised		3				3
Appointment cancelled - information from treating doctors received		5			5	10
Appointment maintained	1	40	7	4	17	69
Appointment cancelled-referral procedure not followed		4	1		3	8
Choice of 3 IMEs provided after PI		5			2	7
Location changed		1			1	2
Investigation discontinued		1				1
RTW			1			1
Suitable Employment			1			1
S/duties provided			1			1
S126		2				2
Documents not provided		2				2
Weekly Benefits	7	432	40	27	75	581
Correct amount paid after PI		5		1		6
Delayed payment		5				5
Payments stopped	3	191	20	15	26	255
Insurer admin error		31	2	1	4	38
Employer not passing on weekly payments	1	38	4	2	3	48
Weekly benefits declined		22	3	2	1	28
Employer error where insurer takes over payments		6			1	7

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
Section 39 limit applied	2	17	4		4	27
Correct rate applied		30		4	3	37
Section 52 retirement age applied		7				7
Section 48A / 57 suspension applied		5	2	2		9
Non-attendance at IME		3		1	1	5
No apparent error with payments		20	2	1	2	25
Leave paid		2	1		1	4
WCD or Section 40 assessment		2	1		2	5
Section 48A / 57 suspension overturned		1		2	1	4
Section 39 overturned		2	1			3
Section 52 retirement age overturned		1			2	3
Section 119 non-attendance IME overturned		1				1
Section 119 non-attendance IME applied		3			1	4
Payments changed	4	187	16	10	38	255
Change of entitlement period		34	1	2	5	42
Legislative reduction in PIAWE		7	2		2	11
Indexation applied after PI	1	9	1		10	21
Payments increased after PI (stat rate or 95%)		21		1	2	24
No apparent error with payments	3	60	8	2	10	83
Employer not passing on correct payment		51	4	5	8	68
WCD or Section 40 assessment		5			1	6
Overpayment		44	4	1	11	60
Insurer or employer presses with recovery		20	1	1	7	29
Insurer stops recovery		24	3		4	31
Work Capacity Decision	1	125	9	6	24	165
Work Capacity Decisions (non-PIAWE)		34	2	1	5	42
Stay not applied		2			1	3
Incorrect notice provided		2			1	3
WCD withdrawn		1			1	2
IW referred to ALSP		20	1	1	1	23
WCD under review		7	1		1	9

Outcome	Other Insurer including Not Provided	Scheme agent	Self- insured	Specialised insurer	TMF	Grand Total
New WCD issued		2				2
PIAWE	1	91	7	5	19	123
PIAWE increased and back payment provided	1	37	1	1	9	49
Insurer maintains decision		39	4	2	7	52
PIAWE reduced where notice period not applied		2	1			3
Not obvious error referred for review		11		2	3	16
PIAWE reduced where notice provided		2	1			3
Non-insurer complaints	3	41	5	1	13	63
ILARS Lawyer Complaint		10				10
Refer worker to the OLSC		8				8
Updated the WIRO Principal Lawyer		2				2
Employer Complaint	2	19	2		9	32
Referred to Fair Work or IRC		5	2		3	10
Referred to Other	2	8			4	14
Referred to SIRA/Safework		6			2	8
Service Provider	1	10	3	1	4	19
Referred to Other	1	7	3	1	4	16
Referred to SIRA		3				3
Privacy/Surveillance		2				2
Referred to IPC		2				2
Grand Total	36	2286	305	175	439	3241

ILARS: Grant Applications Received

2019							Grand Total
Application Status	July	August	September	October	November	December	
Accepted	1229	1104	1430	1528	1421	1180	7892
Declined	13	3	7	11	8	14	56
Pending			4	6	10	19	39
Closed admin	32	25	60	66	81	57	321
Grand Total	1274	1132	1501	1611	1520	1270	8308
Accepted or pending	1229	1104	1434	1534	1431	1199	7931

Grant Status	%
Accepted	95%
Declined	1%
Pending	1%
Closed admin	4%
Grand Total	100%

Note:

- The data reflects ILARS applications for funding received up to 31 December 2019 and grants of funding which have an accepted or pending status as at 10.54 am on 22/01/2020.
- Differences from previous publications reflect grant applications which have been declined by WIRO since the date of the report or pending applications which have been approved.
- 'Closed Admin' grant matters are duplicate applications, incorrectly entered applications or applications closed administratively for any reason as not proceeding.

ILARS - Injury Location for Grants

Injury Location	2019						
	July	August	September	October	November	December	Total
Ear	282	213	253	154	116	144	1162
Back	179	202	236	303	275	205	1400
Psychological system	197	161	263	298	282	263	1464
Multiple -Trunk and limbs	61	31	46	75	93	98	404
Shoulder	69	84	111	111	95	74	544
Knee	77	70	85	90	98	67	487
Multiple -Neck and shoulder	58	35	71	64	75	46	349
Other body location	11	12	29	19	10	6	87
Hand, fingers and thumb	30	37	38	43	44	30	222
Other head	28	29	32	50	40	31	210
Upper limb - multiple locations	33	15	45	37	37	41	208
Other leg	43	24	30	34	33	36	200
Wrist	14	30	18	28	25	19	134
Ankle	24	25	16	34	29	18	146
Neck	20	27	32	29	29	21	158
Other arm	9	11	14	22	22	21	99
Death	18	14	13	20	23	16	104
Foot and toes	13	22	18	20	25	18	116
Trunk - multiple locations	12	25	17	27	13	6	100
Internal Body System	13	7	9	16	13	11	69
Elbow	11	16	14	13	7	11	72
Abdomen and pelvic region	10	5	17	10	11	12	65
Not Recorded	8	4	17	23	26	0	78
Hip	9	5	10	14	10	5	53
Total	1229	1104	1434	1534	1431	1199	7931

- Note: The data reflects ILARS applications for funding received up to 31 December 2019 and grants of funding which have an accepted or pending status as at 10.54 am on 22/01/2020. 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	2019						Total
	July	August	September	October	November	December	
A. Intracranial injuries	4	6	5	6	9	13	43
B. Fractures	38	51	38	36	33	19	215
C. Wounds, lacerations, amputations and internal organ damage	35	38	38	51	56	21	239
D. Burn	4	3	3	4	3	3	20
E. Injury to nerves and spinal cord	120	177	259	298	298	222	1374
F1. Trauma to joints and ligaments	146	205	318	418	371	340	1798
F2. Trauma to muscles and tendons	329	176	170	148	143	127	1093
G. Other injuries, Poisoning, Electrocution, heat stress etc	3		2	2			7
H1. Joint diseases (arthropathies) and other articular cartilage diseases		2					2
H2. Spinal vertebrae and intervertebral disc diseases	9	22	12	18	23	4	88
H4. Diseases of muscle, tendon and related tissue	2	2	2	2	2		10
H5. Other soft tissue diseases	5	2	8	5	6	4	30
I. Mental disorders	206	167	273	321	303	264	1534
J. Digestive system diseases			2	3			5
K. Skin and subcutaneous tissue diseases	3	1		5		2	11
L. Nervous system and sense organ diseases	286	219	257	157	119	147	1185
M. Respiratory system diseases	2	2	5	7	7	6	29
N. Circulatory system diseases	4	1	1	2	2		10
O. Infectious and parasitic diseases	2	1			2	1	6
P. Neoplasms (cancer)	2		3	2	1		8
Q. Other diseases	4			5	2	1	12
R. Other claims		5		2	5	9	21
S. Death	18	14	13	21	24	16	106
Not Recorded	7	10	25	21	22		85
Grand Total	1229	1104	1434	1534	1431	1199	7931

- Note: The data reflects ILARS applications for funding received up to 31 December 2019 and grants of funding which have an accepted or pending status as at 10.54 am on 22/01/2020.

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

ILARS – Issues per Insurer

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	2015 Lump Sum Reg	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Section 39	Make Claim	Work Capacity Decision	Advice	Grand Total
Scheme agent	2177	135	59	86	269	733	228	575	105	71	100	1864	6402
Employers Mutual NSW Limited	922	27	17	12	84	276	43	199	28	20	21	676	2325
GIO General Limited	719	8	2	47	63	212	10	140	59	2	69	453	1784
icare/EML 701	69	65	19		35	51	100	58		8	3	243	651
Allianz Australia Workers Compensation (NSW) Ltd	199	8	2	16	28	74	7	57	15	2	1	156	565
Icare-Workers Care	81	17	9	2	32	58	44	62	1	23	5	157	491
EML 702	86	5	6	1	9	21	13	14		3		99	257
QBE Workers Compensation	75	1	2	4	10	22	3	22	2	3		53	197
Insurance and Care NSW (Icare)	12	3	2		7	16	8	19		10	1	17	95
CGU Workers Compensation (NSW) Ltd	10	1		3		2		2				9	27
Uninsured Liabilities	3					1		2				1	7
Xchanging	1			1	1								3
Self-insured	191	35	19	7	72	173	53	142	6	3	16	192	909
Transport for NSW Workers Compensation Services	21	6	1		4	19	10	17		1	1	17	97
Coles Group Ltd	14	1			11	26	1	16	1		2	22	94
Woolworths Group Ltd	25	2		4	7	18	2	7	1		3	22	91
Wesfarmers Retail Holdings Pty Ltd	23			1	7	19		16	1		1	21	89
Toll Holdings Ltd	17				3	9		7		1		13	50
Westpac Banking Corporation Ltd	6				10	13		11			1	6	47
Qantas Airways Limited	12	4	3			1	7	2	1		1	9	40
Bluescope Steel Ltd	5	8	8	2		2	7	2				2	36
Broadspectrum (Australia) Pty Ltd	2	1			3	7	2	6			1	10	32
Boral Limited	1	1			5	5	3	8				6	29
Transport Service of NSW (State Transit Group)	8	2			1	2	2	1		1		10	27
Ausgrid Management Pty Ltd	4	1	1		3	5	4	4			1	3	26
Healius Limited	1				2	7		4				2	16

Insurer	Permanent Impairment	Hearing Loss W/PI	Hearing Loss TOD	2015 Lump Sum Reg	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Section 39	Make Claim	Work Capacity Decision	Advice	Grand Total
Campbelltown City Council	4					3		2	1		2	4	16
The Star Entertainment Group Ltd	2				2	4		3				2	13
Blacktown City Council	5					1		3				4	13
City of Sydney Council	4	1					1					5	11
JELD-WEN Australia Pty Ltd	2				2	3		3				1	11
Northern Co-Operative Meat Company Limited	6					1	1	2				1	11
Endeavour Energy	3				1	1	2	1				2	10
Lake Macquarie City Council	2	2				1	2	1				2	10
Wollongong City Council	4	1	1				1					3	10
ISS Property Services Pty Ltd	2	1			1	1	1	1				2	9
Unilever Australia (Holdings) Pty Limited					1	2	1	2			1	1	8
McDonald's Australia Holdings Limited	2				1	1		2				2	8
Colin Joss & Co Pty Limited	1					2		2			1		6
Sydney Trains	2				1	1		1				1	6
Shoalhaven City Council	1	1				2		1				1	6
ANZ Banking Group Limited	1					2		2				1	6
BOC Limited		1	1				1		1			1	5
Persol Australia Pty Ltd		1			1	1	1	1					5
Canterbury Bankstown Council	1					1		1				2	5
Central Coast Council	2					1		1				1	5
Liverpool City Council		1				1	1	1				1	5
University of New South Wales					2	1		1				1	5
Holcim (Aust) Holdings Pty Limited						2		1				1	4
Fairfield City Council	1					1		1				1	4
Rail Corporation NSW	3							1					4
Brickworks Ltd	1					2		1					4
Inghams Enterprises Pty Ltd					1			1			1	1	4
Newcastle City Council			1									3	4
Northern Beaches Council					1	1		1				1	4

Insurer	Permanent Impairment	Hearing Loss W/PI	Hearing Loss TOD	2015 Lump Sum Reg	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Section 39	Make Claim	Work Capacity Decision	Advice	Grand Total
CSR Limited			2				2						4
University of Wollongong						1		2					3
Hawkesbury City Council					1	1		1					3
NSW Trains					1	1		1					3
ISS Facility Services												2	2
Myer Holdings Ltd												2	2
Veolia Environmental Services (Australia) Pty Ltd	1					1							2
OneSteel Trading Pty Ltd (Moly-Cop)	1		1										2
Southern Meats Pty Ltd.	1												1
Pacific National (NSW) Pty Ltd							1						1
Specialised insurer	78	5		1	43	79	6	74		2	12	106	406
StateCover Mutual Ltd	27	3		1	19	35	5	30			6	43	169
Catholic Church Insurance Limited	21	2			10	20		20			1	26	100
Hospitality Employers Mutual Limited	17				6	11	1	10		1	4	12	62
Racing NSW Insurance Fund	9				2	7		8				14	40
Guild Insurance Ltd	3				6	5		5		1	1	9	30
Coal Mines Insurance Pty Limited	1					1		1				2	5
TMF	261	11	13	8	56	152	26	137	6	9	10	201	890
QBE TMF	84	7	13	5	16	50	17	37	4	2	5	71	311
Employers Mutual NSW Ltd - TMF	79	1		3	19	58	2	61	1	3	3	64	294
Allianz TMF	98	3			21	44	7	39	1	4	2	66	285
Other Insurer including Not Provided	56	300	220	3	13	30	489	30	6	58	1	286	1492
Grand Total	2763	486	311	105	453	1167	802	958	123	143	139	2649	10099

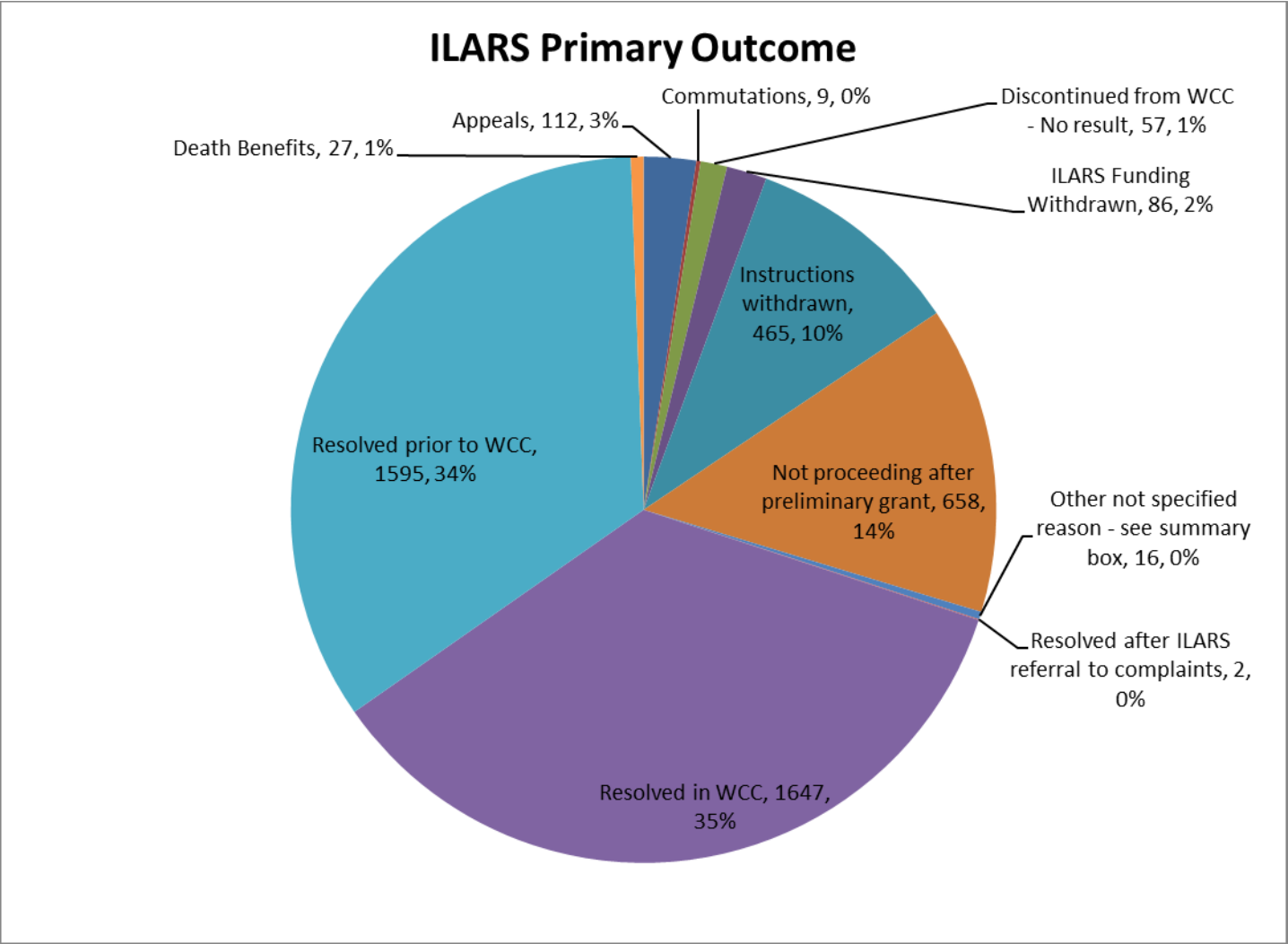
Note: A grant matter may have more than one issue.

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 2019 to 31 December 2019.

ILARS – Outcomes

Outcomes	No Outcome Achieved		Average Costs	Outcome Achieved		Average Costs
	Number of Cases	Total Amount Paid		Number of Cases	Total Amount Paid	
ILARS Funding Withdrawn	217	\$62,528	\$2,156			
Not eligible for funding - (e.g worker determined to be exempt worker)	14	\$1,195	\$1,195			
No Response to ILARS Follow Up	56	\$47,151	\$2,358			
Old Costs provisions apply	2					
Administrative reason	6	\$567	\$567			
Not eligible for funding	15	\$1,799	\$1,799			
Duplicate grant	40	\$1,585	\$1,585			
Consolidated with other grant	67	\$3,686	\$1,843			
Lawyer request	14	\$6,545	\$2,182			
Matter resolved in other jurisdiction	3					
Instructions withdrawn	584	\$1,518,847	\$2,866			
(blank)	1					
Instructions withdrawn	319	\$691,989	\$2,420			
File transferred to new ALSP	264	\$826,858	\$3,389			
Not proceeding after preliminary grant	806	\$2,353,838	\$2,935	353	\$542,396	\$1,563
Medical evidence not supportive	132	\$409,366	\$3,125			
Worker does not reach WPI threshold	87	\$297,673	\$3,422			
S39 - Below Threshold	23	\$36,638	\$1,593			
S39 - Not MMI				2	\$1,650	\$825
Worker instructions	174	\$380,533	\$2,200			
Lawyer Advice				75	\$156,690	\$2,207
Below Threshold (Threshold issue)	73	\$153,013	\$2,125			
s66 Below WPI threshold	270	\$973,554	\$3,606			
Not viable	12	\$24,690	\$2,245			
Not MMI				26	\$76,767	\$2,953
Lawyer Advice to Worker				250	\$307,289	\$1,239
Lost contact with Worker	35	\$78,370	\$2,239			

Outcomes	No Outcome Achieved		Average Costs	Outcome Achieved		Average Costs
	Number of Cases	Total Amount Paid		Number of Cases	Total Amount Paid	
Other not specified reason - see summary box	55	\$35,801	\$2,754	5	\$14,771	\$4,924
Resolved after ILARS referral to complaints				5	\$11,611	\$2,322
Commutations				9	\$26,446	\$2,938
Resolved prior to WCC	8	\$11,647	\$1,941	1969	\$7,917,828	\$4,031
Not Recorded				1		
Resolved - Insurer Accepts Claim				187	\$392,572	\$2,099
Resolved after application for review/insurer accepts Claim				27	\$102,348	\$3,936
Resolved by complying agreement after claim made				1167	\$5,899,783	\$5,060
S39 - Advice given				1	\$825	\$825
S39 - Over threshold by agreement				7	\$17,758	\$2,537
Insurer Accepts Claim				464	\$1,063,319	\$2,297
Resolved after WIRO enquiry or Internal Review.				55	\$265,508	\$4,827
Resolved after internal review/insurer accepts Claim				2	\$12,842	\$6,421
Over threshold by agreement				11	\$27,507	\$2,751
Advice given				10	\$11,264	\$1,126
Advice given not to proceed	8	\$11,647	\$1,941	2	\$1,760	\$880
Insurer withdraws Notice				17	\$84,720	\$4,984
Agreement with Insurer				18	\$37,620	\$2,090
Discontinued from WCC - No result	65	\$480,537	\$7,393			
Resolved in WCC	199	\$1,283,457	\$6,515	1552	\$14,048,876	\$9,064
Resolved at Arbitration by Arbitrator - Employer	23	\$253,276	\$11,012			
Resolved at Arbitration by Arbitrator - Worker				146	\$1,833,885	\$12,561
Medicals				54	\$640,135	\$11,854
Not Recorded				2	\$13,874	\$6,937
Weeklies				12	\$164,509	\$13,709
Weeklies & Medicals				38	\$489,294	\$12,876
WPI				22	\$268,701	\$12,214
WPI & Medicals				4	\$56,307	\$14,077
WPI, Weeklies & Medicals				9	\$135,582	\$15,065

Outcomes	No Outcome Achieved		Average Costs	Outcome Achieved		Average Costs
	Number of Cases	Total Amount Paid		Number of Cases	Total Amount Paid	
Death Benefits				5	\$65,484	\$13,097
Resolved at Conciliation - settled by consent				365	\$4,140,336	\$11,343
Closed Period				26	\$290,247	\$11,163
Medicals				44	\$480,307	\$10,916
Not Recorded				1	\$16,241	\$16,241
Weeklies				18	\$199,866	\$11,104
Weeklies & Medicals				128	\$1,426,033	\$11,141
WPI				55	\$602,038	\$10,946
WPI & Medicals				15	\$177,864	\$11,858
WPI & Weeklies				8	\$101,217	\$12,652
WPI, Weeklies & Medicals				37	\$440,279	\$11,899
Wrap Up				24	\$271,245	\$11,302
Death Benefits				9	\$134,998	\$15,000
Resolved at settlement during Arbitration				56	\$707,327	\$12,631
Medicals				12	\$148,175	\$12,348
Not Recorded				1	\$14,201	\$14,201
Weeklies				3	\$25,323	\$8,441
Weeklies & Medicals				18	\$230,648	\$12,814
WPI				9	\$113,170	\$12,574
WPI & Weeklies				2	\$27,292	\$13,646
WPI, Weeklies & Medicals				10	\$140,781	\$14,078
Death Benefits				1	\$7,738	\$7,738
Resolved following MAC	48	\$270,652	\$5,639	162	\$1,085,281	\$6,699
COD for WPI				141	\$989,954	\$7,021
Not reached threshold	31	\$202,588	\$6,535			
S39 - Above threshold				9	\$28,115	\$3,124
S39 - Not MMI				5	\$19,188	\$3,838
Discontinued post MAC no COD	3	\$19,954	\$6,651			
S39 - Not reached threshold	11	\$32,547	\$2,959			
S39 - Not MMI MAC refused	2	\$5,775	\$2,888			
Treatment reasonably necessary				7	\$48,024	\$6,861

Outcomes	No Outcome Achieved		Average Costs	Outcome Achieved		Average Costs
	Number of Cases	Total Amount Paid		Number of Cases	Total Amount Paid	
Treatment not reasonably necessary	1	\$9,788	\$9,788			
Resolved following PD on question of Law				1	\$14,959	\$14,959
Resolved TC - settled by consent				334	\$2,758,070	\$8,282
Closed Period				15	\$143,861	\$9,591
Medicals				78	\$625,112	\$8,118
Not Recorded				2	\$10,159	\$5,080
Weeklies				22	\$152,607	\$6,937
Weeklies & Medicals				57	\$484,760	\$8,505
WPI				119	\$999,688	\$8,401
WPI & Medicals				17	\$137,753	\$8,103
WPI & Weeklies				3	\$29,766	\$9,922
WPI, Weeklies & Medicals				6	\$55,175	\$9,196
Wrap Up				7	\$53,927	\$7,704
Death Benefits				8	\$65,262	\$8,158
Resolved WIM Dispute				4	\$10,642	\$2,660
In favour of worker				4	\$10,642	\$2,660
Expedited Assessment	1	\$1,980	\$1,980	34	\$184,153	\$5,416
Consent Direction				11	\$53,803	\$4,891
Direction made by WCC				17	\$103,844	\$6,108
Recommendation made				6	\$26,507	\$4,418
Direction not made by WCC	1	\$1,980	\$1,980			
Medical Assessment	127	\$757,549	\$6,060	450	\$3,314,222	\$7,381
Not Recorded				1	\$4,950	\$4,950
Discontinued post MAC no COD	2	\$12,349	\$6,175	1	\$6,502	\$6,502
s66 Not reached threshold	83	\$595,049	\$7,169			
COD s66 WPI				361	\$2,785,267	\$7,737
COD s66 TOD				36	\$251,538	\$6,987
Not reached threshold (threshold issue)	23	\$74,255	\$3,375			
Not MMI MAC (threshold issue)	11	\$48,187	\$4,819			
Not MMI MAC refused (threshold issue)	8	\$27,709	\$3,464			
Above threshold				16	\$63,937	\$3,996

Outcomes	No Outcome Achieved		Average Costs	Outcome Achieved		Average Costs
	Number of Cases	Total Amount Paid		Number of Cases	Total Amount Paid	
MAC Below Threshold Hearing Aids only				35	\$202,029	\$5,772
Appeals	47	\$422,177	\$8,982	66	\$809,136	\$12,260
Resolved after appeal from decision of Arbitrator to President	4	\$51,843	\$12,961	12	\$211,956	\$17,663
By the employer in favour of Employer	2	\$30,634	\$15,317			
By the employer in favour of Worker				8	\$135,164	\$16,895
By the worker in favour of Employer	2	\$21,209	\$10,605			
By the worker in favour of Worker				4	\$76,792	\$19,198
Resolved after appeal to Supreme Court	1	\$8,894	\$8,894	3	\$75,172	\$25,057
By the employer in favour of Worker				1	\$50,866	\$50,866
By the worker in favour of Employer	1	\$8,894	\$8,894			
By the worker in favour of Worker				2	\$24,306	\$12,153
Resolved after Medical Appeal Panel	42	\$361,439	\$8,606	50	\$509,901	\$10,198
By the employer in favour of Employer	7	\$63,500	\$9,071			
By the employer in favour of Worker				20	\$208,166	\$10,408
By the worker in favour of Employer	35	\$297,940	\$8,513			
By the worker in favour of Worker				30	\$301,734	\$10,058
Resolved after appeal to Court of Appeal				1	\$12,108	\$12,108
By the employer in favour of Worker				1	\$12,108	\$12,108
Death Benefits				40	\$331,994	\$8,300
Resolved in common law claim				12	\$43,333	\$4,333
Grand Total	1981	\$6,168,831	\$3,652	4011	\$23,746,391	\$5,946

Note: Outcome data is for cases closed from 1 July 2019 to 31 December 2019.
The amounts paid include Professional Fees (incl GST) and Disbursements

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

Outcome	Other Insurer including Not Provided	Scheme agent	Self-insured	Specialised insurer	TMF	Grand Total
NRTC	1	276	64	33	73	447
S287A	1	22	20	12	11	66
Claim accepted after enquiry		2	3	1	2	8
Claim accepted before enquiry			1			1
Claim denied after enquiry	1	8	10	4	3	26
Claim denied before enquiry		5	3	4	6	18
Insurer outside timeframes		5	2	1		8
Request not received		2		2		4
Insurer inside timeframes			1			1
S66		199	27	16	45	287
Claim accepted after enquiry		22	4		12	38
Claim accepted before enquiry		3				3
Claim denied after enquiry		42	9	7	5	63
Claim denied before enquiry		17	2	3	2	24
Counter offer issued after enquiry		22	2	1	5	30
Counter offer issued before enquiry		8			2	10
Insurer not on risk		3				3
Insurer outside timeframes		22	5	2	8	37
Request not received		18	2	1	5	26
Insurer inside timeframes		42	3	2	6	53
S60/ Weekly Benefits		55	17	5	17	94
Claim accepted after enquiry		11	4	1	7	23
Claim accepted before enquiry		3	1		1	5
Claim denied after enquiry		19	5	2	3	29
Claim denied before enquiry		7	2	1	3	13
Insurer outside timeframes		12	3	1	3	19
Grand Total	1	276	64	33	73	447

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	\$18,611,457	5,738		\$3,244
Medico-legal	\$8,251,898	6,622	67%	\$1,246
Barrister Fees	\$1,251,289	843	10%	\$1,484
Clinical Notes	\$1,166,530	11,031	9%	\$106
Treating Specialist Report	\$354,315	812	3%	\$436
NTD Report	\$138,387	466	1%	\$297
UHG Service Fee	\$643,772	8,416	5%	\$76
Travel	\$213,204	968	2%	\$220
Barrister Country Loading	\$108,899	177	1%	\$615
Interpreter	\$50,470	289	0%	\$175
Non-attendance fee	\$38,764	99	0%	\$392
Solicitor Loading	\$24,537	43	0%	\$571
Other	\$72,174	297	1%	\$243
Meal Allowance	\$3,701	72	0%	\$51
Grand Total	\$30,929,398	35,880	0%	\$862
Total Disbursements	\$12,317,941		40%	
Total Professional Fees	\$16,919,506		60%	

Note: Professional fees include GST