



Workers Compensation independent review office

LAWYER PERFORMANCE STATISTICS

PAUL GREGORY

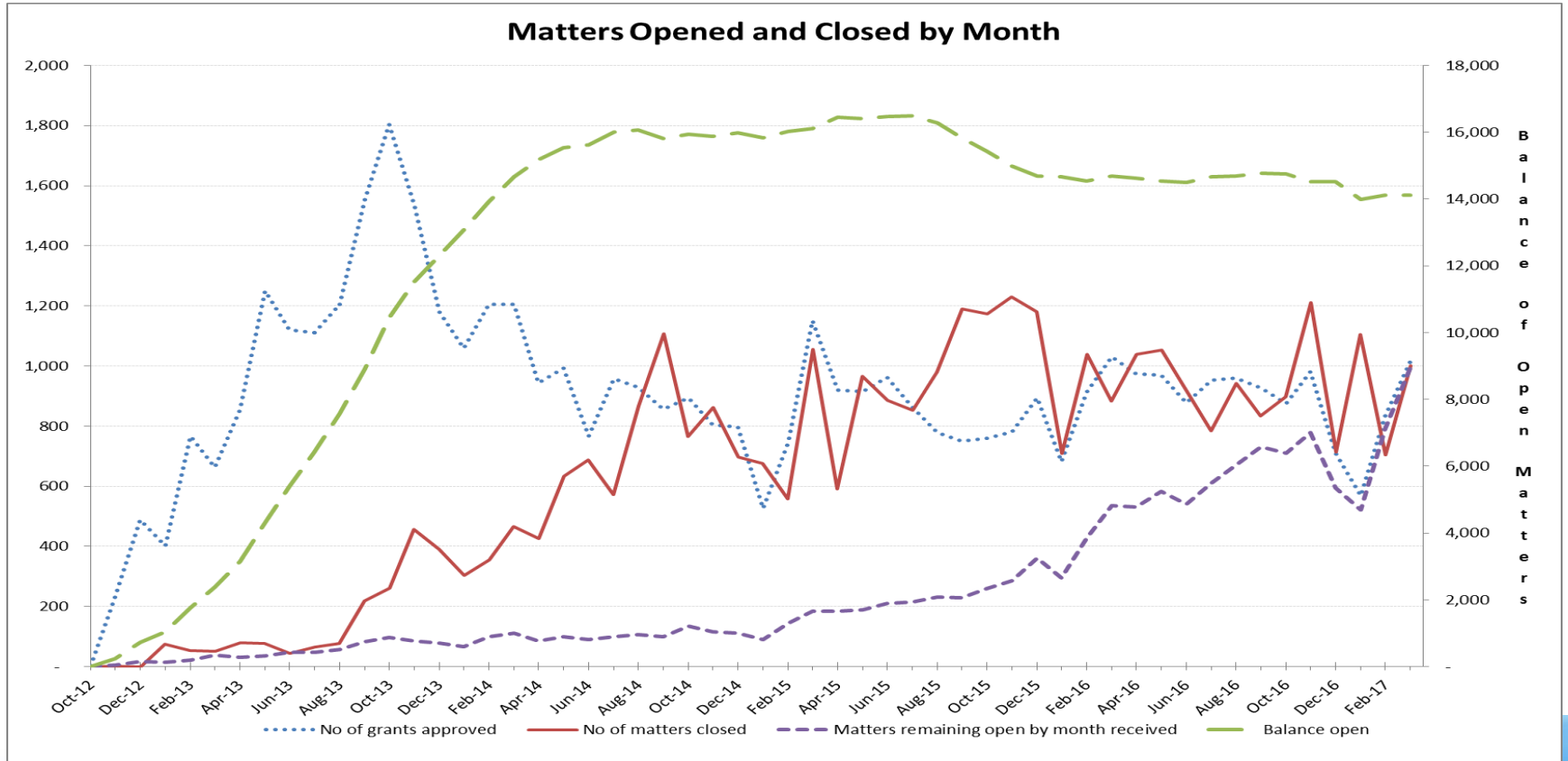
DIRECTOR ILARS

SYDNEY, 5 JUNE 2017

APPLICATIONS

- 1 October 2012 to 31 March 2017 52,079 applications
- 1 January 2016 to 31 December 2016 11,437 applications
- Approximately 15,000 open cases at any one time
- Each Principal Lawyer has on average 1,000 open cases

MATTERS OPENED AND CLOSED BY



APPROVED LAWYERS

- 1,124 Approved Legal Service Providers
 - Includes 146 Barristers
- Location of ALSP's (excluding barristers)
 - 192 Sydney City
 - 307 Metropolitan Sydney
 - 479 Regional NSW
- Percentage of accepted grants by ALSP's
 - Rank 1 to 10 21%
 - Rank 11 to 20 9%
 - Rank 21 to 50 18%
 - Rank 51 to 100 17%
 - Rank 101 to 200 18%
 - Rank more than 200 17%

FUNDING

- 1 July 2015 to 30 June 2016 paid out in excess of \$54 million
- Paid out \$160 million since inception
- Currently paying around \$5 million per month
- Budget for this financial year is \$50 million
- Processing 1,000 invoices per month

PAYMENTS TO ALSPS BY RESPONDENT INSURER

Insurer Type							%
	12-13	13-14	14-15	15-16	16-17	Total	
Scheme agent	846,347	15,795,303	32,918,597	42,251,535	28,547,436	120,359,218	75%
Self-insured	144,621	2,332,295	4,628,987	5,009,601	3,683,526	15,799,030	10%
Specialised insurer	54,579	633,427	1,656,309	2,123,318	1,741,674	6,209,307	4%
TMF	54,133	1,774,441	4,246,089	4,858,612	3,399,660	14,332,935	9%
Other Insurers	62,716	633,004	741,522	540,713	993,795	2,971,750	2%
Total	1,162,396	21,168,470	44,191,504	54,783,779	38,366,092	159,672,241	

Note: Data to 31 March 2017

PAYMENTS TO LAW FIRMS

Law Firm	12-13	13-14	14-15	15-16	16-17	Total	%
Top 3	380,127	7,241,384	10,596,529	12,588,232	8,301,932	39,108,204	24%
Nos 4 to 10	269,027	4,479,592	9,559,705	13,142,113	8,666,909	36,117,346	23%
Nos 11 to 20	110,285	2,487,877	7,049,945	8,147,483	5,715,404	23,510,994	15%
Nos 21 to 50	179,066	2,973,097	8,430,192	10,195,162	7,303,780	29,081,297	18%
Nos 51 to 100	132,681	2,537,110	4,993,837	5,590,222	4,788,952	18,042,802	11%
Remaining firms	91,210	1,449,410	3,561,294	5,120,569	3,589,116	13,811,599	9%
Total	1,162,396	21,168,470	44,191,502	54,783,781	38,366,092	159,672,241	

Note: Data to 31 March 2017

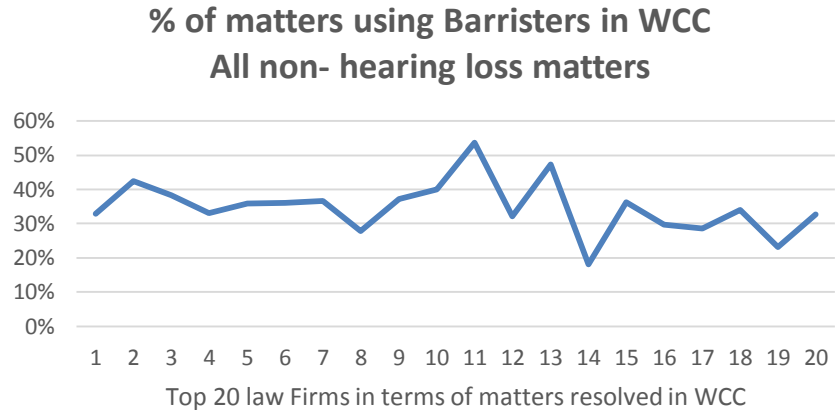
WHAT WIRO PAID FOR

Payment Type	Total amount	Number of payments	% of disbursements	Average amount
Professional fees	\$101,655,688	27,494		\$ 3,697
Medico-legal	\$25,790,740	22,981	73%	\$ 1,122
Barrister Fees	\$5,796,324	4,352	16%	\$ 1,332
Clinical Notes	\$1,311,228	10,338	4%	\$ 127
Travel	\$485,876	2,029	1%	\$ 239
Barrister Country Loading	\$466,961	733	1%	\$ 637
NTD Report	\$745,341	1,433	2%	\$ 520
Treating Specialist Report	\$673,463	1,371	2%	\$ 491
Interpreter	\$162,132	908	0%	\$ 179
Other	\$75,309	298	0%	\$ 253
Meal Allowance	\$7,818	141	0%	\$ 55
Solicitor Loading	\$50,513	79	0%	\$ 639
Non-attendance fee	\$14,120	39	0%	\$ 362
Grand Total	\$137,170,881	72,078		
Total disbursements	\$35,515,193		26%	

Note: Data from 1 July 2014 to 31 March 2017

PAYMENT TO BARRISTERS AND USE OF BARRISTERS BY LAW FIRMS

	Number of Barristers	Number of Matters	Amount paid	% of Number of Matters
Top 5		1319	\$ 1,757,405	30%
6 to 10		704	\$ 937,513	16%
11 to 20		834	\$ 1,110,486	19%
21 to 50		1191	\$ 1,586,162	27%
51 to 117		304	\$ 404,757	7%



Note: Data from 1 July 2014 to 31 March 2017

PAYMENTS MADE TO DOCTORS

- Since July 2014 ILARS recorded the names of 350 doctors who were paid for an IME in over 14,000 matters
 - The top 5 doctors were 33% of all matters
 - The top 10 doctors were 44% of all matters
 - The top 20 doctors were 58% of all matters
- The table below shows the percentage of matters which achieved the desired result for the injured worker during 2016.

Doctor specialty	Number of matters	% achieved desired result – number of matters
ENT Specialist	1,963	75
Orthopedic Specialist	2,228	67
Psychiatrist	843	74

INJURY BY POSTCODE

Region	Head	Upper Body			Upper Limb			Lower Limb			Other					Total	
	Ears	Other Head	Back	Other Upper Body	Neck	Shoulder	Hand and wrist	Other Upper Limb	Knee	Angle and Feet	Other Lower Limb	Multiple areas	Internal systems	Psychological	Unspecified		Death
Hunter	813	29	324	21	43	146	101	52	166	60	35	118	5	249	10	32	2,204
Western Sydney	347	34	473	29	51	206	96	83	166	72	65	163	25	223	6	31	2,070
Liverpool/Fairfield	299	37	379	43	62	144	81	69	100	43	41	223	13	117	6	6	1,663
Central Coast	320	28	411	18	49	135	75	68	125	45	44	125	7	240	15	7	1,712
South Coast	418	34	329	12	47	134	61	49	100	40	38	109	15	204	7	19	1,616
North Coast	412	35	314	15	34	110	70	62	93	55	41	74	12	232	11	22	1,592
Parramatta	180	29	256	17	27	69	73	28	68	43	25	105	11	134	3	24	1,092
Macarthur/Camden	186	17	247	19	45	89	43	35	82	26	29	93	11	100	4	20	1,046
Canterbury/Bankstown	128	27	176	24	10	51	37	32	56	31	16	81	6	54	7	11	747
Central Tablelands	164	14	155	5	11	42	33	29	58	24	27	54	25	91	2	10	744
Inner West	137	27	153	22	15	67	37	25	31	18	22	68	4	104	5	5	740
St George	136	28	162	23	15	63	39	16	48	12	13	80	10	50	3	-	698
Illawarra	263	9	139	4	9	25	24	13	26	8	11	34	10	98	2	4	679
Other Areas	809	118	1,171	77	94	400	206	186	387	140	146	387	68	688	31	83	4,991
Grand Total	4,612	466	4,689	329	512	1,681	976	747	1,506	617	553	1,714	222	2,584	112	274	21,594
% by Injury location	21%	2%	22%	2%	2%	8%	5%	3%	7%	3%	3%	8%	1%	12%	1%	1%	100%

PERFORMANCE REPORTS

- Over the last 18 months the ILARS team have visited 44 law firms to discuss their relative performance in applying for grants and completing matters.
- Our performance report compares a law firm to the market average.
- The report includes the following
 - An analysis of the number of matters opened and closed for the firm and their ALSP's
 - A table showing the number of emails exchanged per matter, the percentage of matters where ILARS asks for further information and the percentage of matters where there is an invoice error.
 - A look at their market share in the regions they have offices.
 - A comparison of what the issues for the matters are, which insurers are on the other side and what type of injuries do your client's have.
 - A analysis of the type of outcomes your firm's matters have and the relative costs of those matters.
- We have now created a performance report for insurers and we are happy to create a tailored report for you.

ILARS ISSUES BY INSURER

Insurer	Death Claim	Denial of Liability	Medical treatment	Weekly Payments	WPI	Other	Commutation	2015 Lump Sum Reg	Total	Total Matters
Scheme agent	1%	10%	28%	16%	36%	0%	0%	7%	100%	11134
Allianz Australia Workers Compensation (NSW) Ltd	1%	10%	29%	15%	37%	0%	0%	8%	100%	3043
CGU Workers Compensation (NSW) Ltd	1%	10%	30%	17%	37%	0%	0%	5%	100%	1564
Employers Mutual NSW Limited	1%	11%	25%	17%	38%	0%	0%	7%	100%	1891
GIO General Limited	1%	12%	31%	19%	32%	0%	0%	4%	100%	1925
QBE Workers Compensation	1%	9%	27%	16%	37%	0%	0%	9%	100%	2612
Self-insured	0%	10%	37%	17%	31%	0%	0%	5%	100%	1444
Arrium Limited	0%	8%	49%	13%	28%	0%	0%	1%	100%	83
Bluescope Steel Ltd	0%	2%	53%	3%	30%	0%	0%	11%	100%	116
Coles Group Ltd	0%	16%	32%	26%	23%	0%	0%	2%	100%	265
NSW Trains	0%	13%	25%	25%	38%	0%	0%	0%	100%	8
Qantas Airways Limited	0%	8%	38%	13%	38%	0%	0%	2%	100%	99
Rail Corporation NSW	0%	4%	19%	15%	48%	0%	0%	15%	100%	27
Sydney Trains	8%	15%	23%	23%	31%	0%	0%	0%	100%	13
Transport Service of NSW (State Transit Group)	0%	0%	50%	8%	42%	0%	0%	0%	100%	26
Woolworths Limited	2%	5%	16%	12%	46%	2%	0%	18%	100%	57
Specialised insurer	1%	12%	33%	21%	30%	0%	0%	3%	100%	588
Catholic Church Insurance Limited	1%	15%	29%	26%	25%	0%	0%	3%	100%	158
StateCover Mutual Ltd	0%	10%	36%	17%	34%	0%	0%	3%	100%	224
TMF	0%	15%	31%	18%	30%	0%	0%	4%	100%	1076
Allianz TMF	0%	17%	32%	21%	28%	1%	0%	2%	100%	351
Employers Mutual NSW Ltd - TMF	0%	15%	24%	15%	37%	1%	0%	7%	100%	226
QBE TMF	1%	13%	33%	18%	30%	0%	0%	4%	100%	499
Total	1%	11%	29%	17%	35%	0%	0%	7%	100%	16700

RESPONDENT LAWYERS

	Firm 1	Firm 2	Firm 3	Firm 4	Firm 5	Firm 6	Firm 7	Firm 8	Firm 9	Firm 10	Firm 11	Firm 12	Firm 13	Firm 14	Firm 15	Firm 16	Firm 17	Firm 18	Grand Total	
Insurer																				
Scheme agent	17%	12%	10%	12%	6%	8%	4%	7%	5%	5%	3%	3%	1%	3%	2%	1%	1%	1%	100%	
Allianz Australia Workers Compensation (NSW) Ltd	9%	15%	13%	15%	2%	2%	9%	20%	0%	0%	1%	0%	0%	2%	9%	0%	3%	2%	100%	
CGU Workers Compensation (NSW) Ltd	22%	28%	11%	1%	11%	17%	0%	4%	1%	0%	4%	0%	0%	1%	0%	0%	0%	0%	100%	
Employers Mutual NSW Limited	7%	4%	5%	13%	15%	13%	5%	4%	0%	0%	11%	0%	2%	16%	0%	4%	0%	2%	100%	
GIO General Limited	27%	5%	0%	25%	0%	10%	0%	1%	1%	25%	2%	1%	0%	0%	0%	0%	0%	1%	100%	
QBE Workers Compensation	18%	6%	18%	4%	10%	4%	3%	0%	21%	0%	4%	10%	2%	0%	0%	1%	1%	0%	100%	
Self-insured	4%	6%	24%	2%	20%	4%	18%	2%	2%	0%	8%	0%	2%	0%	0%	0%	8%	0%	100%	
Specialised insurer	3%	0%	6%	9%	16%	22%	0%	0%	0%	0%	3%	6%	31%	0%	0%	0%	3%	0%	100%	
TMF	13%	9%	0%	0%	16%	16%	18%	0%	0%	0%	0%	2%	0%	0%	0%	15%	0%	11%	100%	
Allianz TMF	11%	6%	0%	0%	17%	17%	11%	0%	0%	0%	0%	0%	0%	0%	0%	17%	0%	22%	100%	
Employers Mutual NSW Ltd - TMF	12%	12%	0%	0%	18%	6%	24%	0%	0%	0%	0%	0%	0%	0%	0%	18%	0%	12%	100%	
QBE TMF	15%	10%	0%	0%	15%	25%	20%	0%	0%	0%	0%	5%	0%	0%	0%	10%	0%	0%	100%	
Grand Total	15%	10%	10%	10%	9%	9%	6%	5%	4%	4%	4%	3%	2%	2%	2%	2%	2%	2%	100%	

POLICY ISSUES

- Death claims
- S39 form and funding
- Respondent lawyer details
- Policy review
- Solicitor loading
- New arrangements for Medical Reports
- Reporting every 6 months
- Invoicing

CONTACT US

wiro.nsw.gov.au

Phone 139476

editor@wiro.nsw.gov.au

