



Work Cover Independent Review Officer

In June 2012 the Government introduced changes to the Workers Compensation Scheme in NSW. The *Workers Compensation Legislation Amendment Act 2012* establishes an independent external complaints resolution mechanism through the appointment of an independent statutory office, the WorkCover Independent Review Officer (WIRO).

Mr Kim Garling has been appointed as the WIRO and his role is effective from 1 October 2012.

The WIRO is responsible for:

- * investigating complaints made by workers about insurers where their entitlements, rights or obligations are affected, and making recommendations for action to be taken by the insurer or the worker
- * reviewing work capacity decisions by insurers
- * encouraging high quality complaint resolution by insurers and employers
- * administering the Independent Legal Assistance and Review Service. (ILARS)
- * reporting annually to the Minister and the Parliament on their responsibilities

To find out more about the functions of the WIRO, visit wiro.nsw.gov.au or call 13 94 76.

YOUR RIGHTS	NEXT STEP
You have the right to ask the insurer to review a decision that it has made about your work capacity.	You should make this request by completing the Application for a Review by Insurer form and provide it to your insurer within 30 days.
If you still believe that the insurer has not applied the correct approach:	
You have the right to ask WorkCover for a review of the merits of the decision.	Completing the WorkCover Application for a Review by the Authority form and provide it to WorkCover within 30 days after receiving the insurer's decision. For more information about WorkCover's merit review, click here .
If your issue is not resolved following the WorkCover review:	
You have the right to ask WIRO to review the insurer's procedures in making the work capacity decision. The WIRO decision is binding.	<p>You can seek assistance with the completion of your application from anyone, including:</p> <ul style="list-style-type: none"> • Your insurer • A support person • A union representative • An interpreter • Your employer • Your legal representative. <p>A lawyer is not entitled to be paid for helping you to complete your application.</p>