

FACT SHEET

14 September 2012

Workers compensation changes

WorkCover Independent Review Officer

In June 2012 the Government introduced changes to the Workers Compensation Scheme in NSW.

The implementation of those reforms included the appointment of a WorkCover Independent Review Officer (WIRO). This role is effective from 1 October 2012.

The WIRO provides an independent review of decisions made about benefits and work capacity.

The WIRO is responsible for:

- investigating complaints made by workers about insurers, 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
- reporting annually to the Minister and the Parliament on their responsibilities.

The WIRO and the Workers Compensation Commission

The WIRO is independent from, and carries out different functions to, the Workers Compensation Commission (Commission).

The Commission provides an independent and impartial statutory tribunal for disputed workers compensation claims in NSW.

The Commission is accountable under the law in the same way as courts and other tribunals are accountable, to act fairly, impartially and according to law.

The Commission will continue to resolve disputes concerning liability, causation, whole person impairment assessments greater than 10 per cent, medical and arbitral appeals, together with a range of other disputes.

More information

To find out more about the workers compensation changes, visit workcover.nsw.gov.au

Note: The 2012 workers compensation changes do not apply to some workers. The excluded groups of workers are police officers, paramedics, firefighters, coal miners and workers who make dust diseases claims.

Disclaimer

This publication may contain work health and safety and workers compensation information. It may include some of your obligations under the various legislation that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website (www.legislation.nsw.gov.au).

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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