

**INQUIRY INTO 2023 REVIEW OF THE WORKERS
COMPENSATION SCHEME**

Name: Name suppressed

Date Received: 5 October 2023

Partially
Confidential

and rehabilitation providers are those engaged by the insurance company or claims management agencies. The outcomes that complainants usually expect with regards to their complaints are simple to get IMEs removed from their SIRA approved list, penalise rehabilitation providers, and penalise insurance companies and claim management agencies. None of these ever occur.

- Complaints made against SIRA decisions that affect injured workers, as for example PIAWE, end up in denial. In my personal experience I spent hours on phone meetings, discussions, creating summary notes after these meetings, agreeing on SIRA action points around backing up their arguments with legislation, and despite shutting down their invalid arguments in a circular and repetitive way, they would point you at legislation that doesn't back up their argument, until they desist without desisting and suggest you escalate the matter to the court of law where they know you are not going to pursue given this costs money and they are aware you can not fight it.
- There is nowhere to escalate SIRA lack of action with regards to complaints.
- There is nowhere to escalate SIRA negative responses with regards to complaints, or any disagreement with their findings or argument.
- SIRA is two years behind publishing regulatory actions on their website, suspecting here there has not been any.
- SIRA does not have a timeline for resolutions of complaints and they happily tell you that. All together I have been following up on my complaints for at least 3 years. This is unacceptable.
- Not even the SIRA CEO can tell us why SIRA doesn't apply the legislation specially written for them to penalise insurers and providers, despite agreeing to find out more and never getting back to us. Unnecessary is to mention how many times I have followed up on this.
- SIRA lack of action with regards to complaints points to the unethical and complicit behaviour with the insurance companies and IME's they are supposed to regulate, but instead, they protect.

Final comments

Thank you for agreeing to review this further submission, I just didn't want my experience and many other injured workers experiences to go unnoticed, given we put so much effort into getting SIRA to do their basic job as a regulator. I did update the SIRA CEO about this experience, suggested changes and received no response.

My experience with SIRA affected me in various ways. It aggravated my injuries as a result of the denial and frustration experienced, and it left me with a sad feeling of unfairness and injustice when I think of NSW government agencies that are supposed to serve and care for its citizens. My finances were also severely affected as a result of their illegal decision with regards to my PIAWE. This left me approximately AUD\$200,000.00 short on the income received on my five years transition within workers compensation. I correctly said it was illegal, as this is the opinion I received after consulting and having my case reviewed by three lawyers, one barrister and even our current senator Hon. David Shoebridge, who is a former personal injury lawyer and probably the biggest injured worker's advocate NSW has had.

Looking back at this experience, it is undeniable that I fought for my rights until the end, through each of these complaints, and I've got nowhere. Now I place my trust on this Committee of Law and Justice to hopefully stop these atrocities happening to injured workers due to SIRA's complete failure as a regulator and as a government agency caring about their citizens.