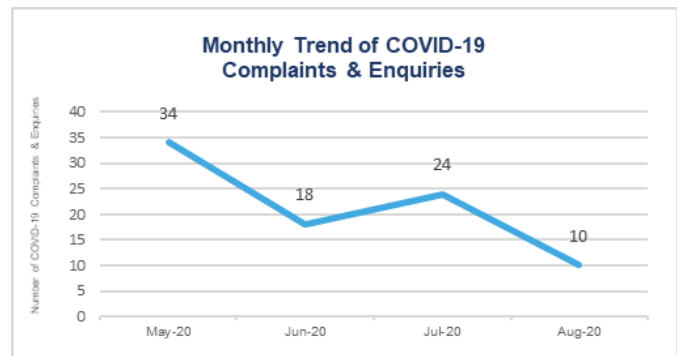


August 2020 Monthly Report

Matters Received

Matter Type	August 2020	July 2020	1 March 2020 to date
Complaints	8	13	138
Enquiries	2	11	117
Total	10	24	255



Top 3 COVID-19 Issues	August 2020	To Date	% COVID-19 Matters To Date
Issues attending medical treatment/appointment	5	93	36.5%
General Enquiry	2	76	29.8%
Concerns about suitable duties	2	68	26.7%

Applications for Grant funding - WIRO Independent Legal Assistance and Review Service		
	August 2020	To Date
	3	19

Case Studies

Application for funding

An Approved Lawyer applied for a grant of funding for a worker who was required to job share with a colleague and work from home some days following workplace changes resulting from COVID-19. The worker reported they were in their garden talking on the phone to their colleague about the daily handover of work when they had a fall and suffered a significant back injury. The insurer denied liability on the basis the injury did not arise out of or in the course of employment or that the employment was not a substantial contributing factor to the injury. WIRO granted funding for the Approved Lawyer to conduct early enquiries and obtain counsel's advice with respect to the worker's prospects of success.

Delay in obtaining certificate of capacity

The injured worker travelled to New Zealand to visit their sick sister and was unable to return to NSW due to restrictions imposed in response to COVID-19. The worker complained to WIRO that the insurer had suspended their weekly payments because they were overseas and unable to return. Enquiries with the insurer revealed that weekly payments had stopped because the worker had not supplied certificates of capacity from their treating doctor. Following WIRO intervention the insurer contacted the worker and treating doctor and arranged for telehealth consultations to take place to facilitate certificates of capacity. Weekly payments to the worker were reinstated and back payments made.

Weekly payments affected by self-isolation

An injured worker complained to WIRO about the calculation of their weekly payments for a period when they were in self-isolation due to possible COVID-19 exposure that was not work related. WIRO's enquiries found that the worker had a certificate of capacity to work for 12 hours a week only, and the remaining 26 hours of the week were usually topped up by the insurer as a workers compensation weekly payment. After WIRO intervened the insurer accepted that regardless of self-isolation the worker was not able to work more than 12 hours and the weekly top-up payments should be paid as usual. The worker was reimbursed for the shortfall in payments.