

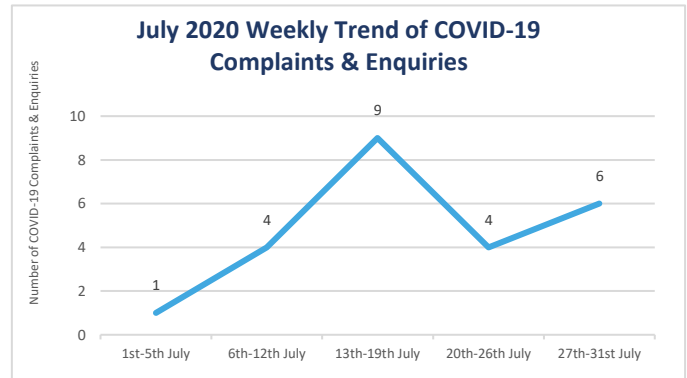
# WIRO Wire - COVID-19 Matters

July 2020 Monthly Report



## Matters Received

Matter Type	July 2020	June 2020	1 March 2020 to date
Complaints	13	11	109
Enquiries	11	7	136
<b>Total</b>	<b>24</b>	<b>18</b>	<b>245</b>



Top 3 COVID-19 Issues	July 2020	To Date	% COVID-19 Matters To Date
Issues attending medical treatment/appointment	11	88	35.9%
General Enquiry	8	74	30.2%
Concerns about suitable duties	3	66	26.9%

## Applications for Grant funding - WIRO Independent Legal Assistance and Review Service

July 2020	To Date
3	15

## Case Studies

### Application for funding

An Approved Lawyer applied for a grant of funding for a worker who claimed to have suffered a back injury while at home following workplace changes resulting from COVID-19. The worker, who had been instructed to work from home, was in the process of setting up a home office and installing an internet cable when they bent over and experienced sharp back pain. The worker did not report the injury until their condition deteriorated some weeks later. WIRO granted funding for the Approved Lawyer to assist the worker lodge a claim form, conduct early enquiries and provide legal advice.

### General enquiry about making a claim

The worker had visited the Crossroads Hotel, which was subsequently identified as the source of a COVID-19 cluster. After testing negative for the virus, the worker had attended work before being advised by NSW Health to self-isolate for 14 days. The worker's employer instructed fellow workers who had been in contact with the worker to go home and get tested, and the worker reported being aware of emails that stated they are a disruption and inconvenience. The worker reported feeling bullied, harassed and terrified to return to work. The worker was referred to WIRO by SafeWork. WIRO provided information about the workers compensation scheme, including the requirement for a worker to be injured to be entitled to compensation. WIRO noted that an injury may include a psychological injury. WIRO also provided information about how to make a claim for compensation, and recommended the worker speak to their treating doctor.

### Suitable duties/JobKeeper

An injured worker who had been performing suitable duties and receiving weekly payments at the rate of 95% of pre-injury average weekly earnings was stood down due to COVID-19 and put on JobKeeper. The worker complained to WIRO that they were not receiving a top up payment from the insurer for the difference between the JobKeeper payment and their previous weekly payment. WIRO's enquiries with the insurer revealed the employer had not passed on the worker's certificate of capacity or payslips. After WIRO intervened the insurer arranged for an immediate back payment and requested the employer to provide it with regular payslips.

Data as at 11/08/2020

WIRO WIRE reports on logged complaints, enquiries and funding applications with a COVID-19 issue. Minor variances may result from using live data.