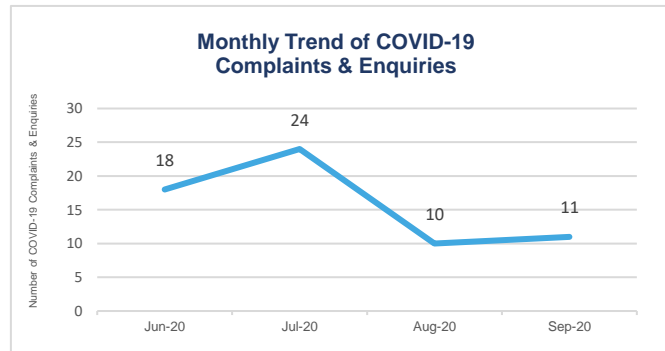


September 2020 Monthly Report

Matters Received

Matter Type	September 2020	August 2020	1 March 2020 to date
Complaints	5	8	122
Enquiries	6	2	144
<b>Total</b>	<b>11</b>	<b>10</b>	<b>266</b>



Top 3 COVID-19 Issues	September 2020	To Date	% COVID-19 Matters To Date
Issues attending medical treatment/appointment	6	99	37.2%
General Enquiry	4	80	30.1%
Concerns about suitable duties	1	69	25.9%

Applications for Grant funding - WIRO Independent Legal Assistance and Review Service		
	September 2020	To Date
	2	21

Case Studies

*Application for funding*

An Approved Lawyer applied for a grant of funding for a worker who claimed to have contracted COVID-19 on an international flight to Australia during the course of their employment as a flight attendant. After testing positive for the virus the worker began to experience symptoms related to a condition not ordinarily attributed to the virus. The insurer had accepted liability for weekly payments and medical expenses relating to COVID-19 but denied liability for the treatment expenses for the subsequent condition on the basis there was no evidence the condition resulted from COVID-19. WIRO granted funding for the Approved Lawyer to conduct further investigations including obtaining a medico legal report to provide an opinion about the worker's condition.

*Issue attending a medical appointment due to COVID -19 travel restrictions*

An Approved Lawyer made a complaint on behalf of an injured NSW worker who resides in regional Victoria. The insurer had made arrangements for the worker to attend an independent medical examination (IME) in Sydney and would not agree to a telehealth assessment as the worker had sustained physical injuries requiring an in-person clinical examination. Due to COVID-19 related travel restrictions between Victoria and NSW, the worker was concerned they would be unable to attend the appointment. After WIRO intervened the insurer arranged an IME appointment in Melbourne.