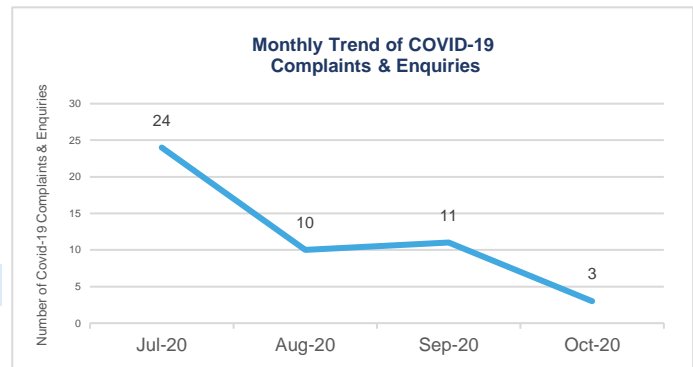


October 2020 Monthly Report

Matters Received

Matter Type	October 2020	September 2020	1 March 2020 to date
Complaints	2	5	124
Enquiries	1	6	145
Total	3	11	269



Top 3 COVID-19 Issues	October 2020	To Date	% COVID-19 Matters To Date
Issues attending medical treatment/appointment		99	36.8%
General Enquiry		80	29.7%
Claiming compensation while in isolation	3	21	7.8%

Applications for Grant funding - WIRO Independent Legal Assistance and Review Service			
	October 2020		To Date
	2		23

Case Studies

Application for funding

An Approved Lawyer applied for a grant of funding for a private health sector worker, who contracted COVID-19 while on an overseas business trip. The insurer refused the workers compensation claim for reasons including that the worker did not establish they were engaged in prescribed employment (in the health sector). The worker was not therefore entitled to the presumption in section 19B WCA that COVID-19 was contracted in the course of their employment. WIRO granted funding for the Approved Lawyer to conduct further investigations including to obtain counsel's advice about the application of section 19B.

Application for funding

An Approved Lawyer applied for a grant of funding for a worker who had possibly aggravated a pre-existing injury as the result of altered workplace arrangements introduced in response to COVID-19. The worker was a bar person at a venue where COVID-19 workplace adjustments reportedly aggravating the spinal injury sustained many years previously. WIRO granted funding for the Approved Lawyer to conduct early enquiries and provide preliminary legal advice about the worker's entitlements.

Denial of part of claim

A worker contracted COVID-19 in the course of their employment and complained that the insurer had not paid weekly benefits for the entire period of their incapacity for work. WIRO made enquiries with the insurer and was advised the worker had received payments for the period from positive diagnosis until discharge from a virtual hospital following resolution of symptoms. The insurer had denied liability for any additional period. The insurer rejected the opinion of the worker's treating practitioner that the worker could not work given their examination post-dated the certificate of capacity. The insurer had not given notice of its decision to dispute liability as required by law. After WIRO's intervention proper notice was provided to the worker.