

Office of the WorkCover Ombudsman Activities Summary January 2009

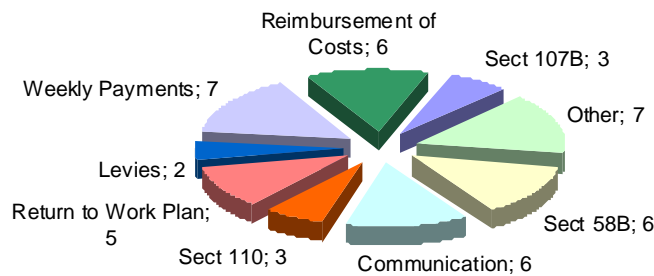
Complaint Investigations

For the period 1 July 2008 to 31 December 2008 the WorkCover Ombudsman commenced forty-five (45) formal investigations. From the 45 investigations commenced, 24 matters have been completed; the other 21 are at various stages of consideration.

Many of the complaints have been made about multiple issues. For example, a complainant may complain that they are having communication issues with their case manager and that there has been a delay in having costs reimbursed.

The following chart does not cover all aspects of every complaint. It is a summary based on the most predominant part of each complaint only.

Complaints: 1 July 2008 to 31 December 2008



Section 36(15) Applications: 1 July 2008 to 31 December 2008

