

# The Workers Rehabilitation & Compensation Tribunal

## Annual Report

2020/2021

Presented to both Houses of  
Parliament pursuant to s24 of the  
*Workers Rehabilitation and  
Compensation Act 1988*



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In accordance with s24 of the *Workers Rehabilitation and Compensation Act 1988* (the Act) I submit to the Minister my report on the operation of the Workers Rehabilitation and Compensation Tribunal (WRCT) during the 2020/2021 financial year.

## I Overview

As at 5 November 2021, the WRCT is scheduled to become part of the Tasmanian Civil and Administrative Tribunal (TASCAT), which will be formed through the amalgamation of nine existing tribunals and a board into one statutory tribunal. It will join the existing seven other CATs or “Super Tribunals” that already exist in each other State and Territory.

The nine bodies to be amalgamated in TASCAT are:

1. Workers Rehabilitation and Compensation Tribunal (WRCT);
2. Asbestos Compensation Tribunal (ACT);
3. Motor Accidents Compensation Tribunal (MACT);
4. Health Practitioners Tribunal (HPT);
5. Anti-Discrimination Tribunal (ADT);
6. Resource Management and Planning Appeal Tribunal (RMPAT);
7. Forest Practices Tribunal (FPT);
8. Mental Health Tribunal (MHT); and
9. Guardian and Administration Board (GAB).

The work of the existing tribunals and board will continue largely unchanged once TASCAT commences.

The primary difference being that each of the jurisdictions will come under the umbrella of one organisation with a leadership structure headed up by a President, supported by Deputy Presidents and Principal Registrar, supported by Deputy Registrars.

Like the WRCT, TASCAT will remain an independent quasi-judicial tribunal, separate to government.

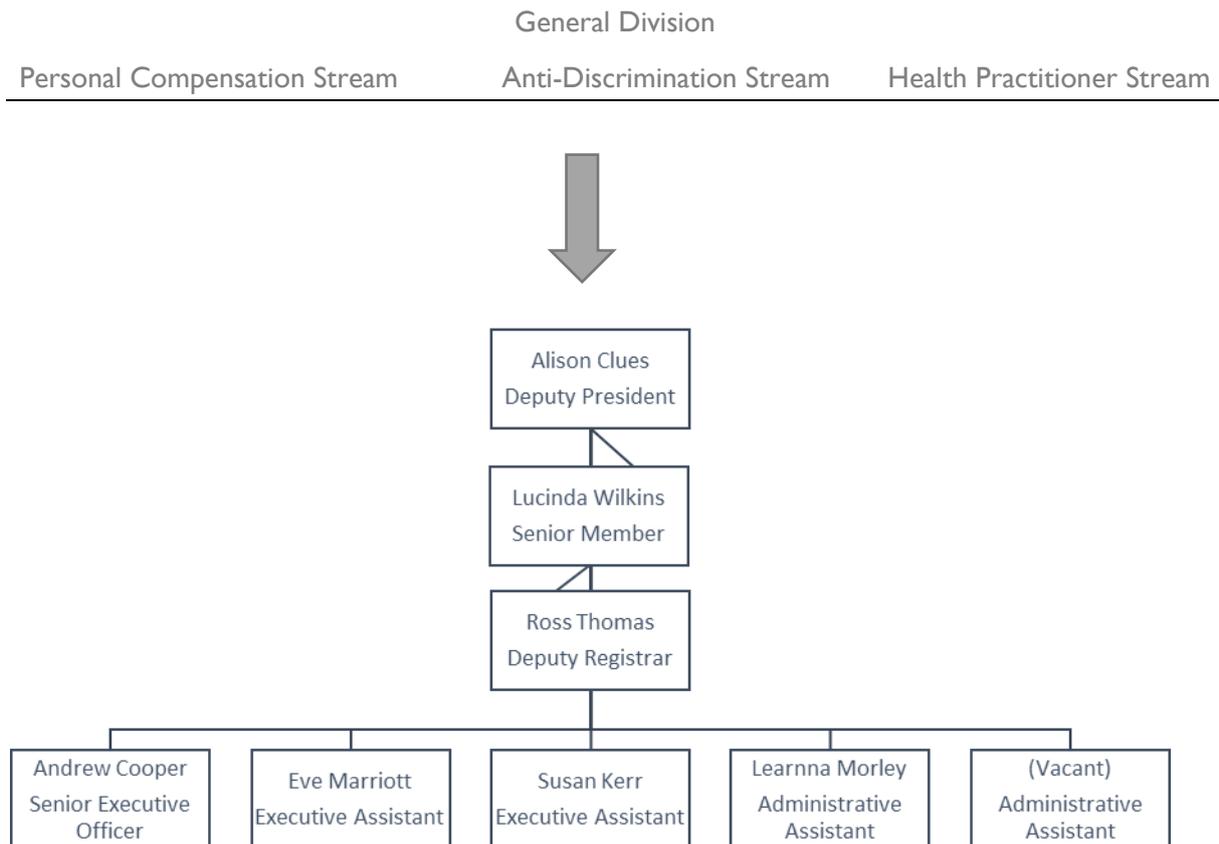
TASCAT is to be established on 1 November 2021. The actual commencement date will be the date of Royal Assent which is scheduled for 5 November 2021. The individual tribunals and board will continue to operate in the usual way between those two dates. On commencement day, full amalgamation (including the abolishment of the old tribunals and board) takes effect.

When TASCAT commences, WRCT will become part of the General Division – Personal Compensation Stream.

The Personal Compensation Stream also includes the ACT and the MACT. The administration and operation of the ACT and the MACT are conducted by the WRCT personnel.

The WRCT personnel, also administer and operate the HPT and the ADT, both of which will be part of the General Division – Health Practitioners Stream and Anti-Discrimination Stream respectively.

## I.1 Human Resources of WRCT (when it becomes part of TASCAT)



## I.2 Impact of TASCAT on WRCT

With respect to the WRCT and the other tribunals operated by the personnel of the WRCT, there is very little change to the legislative scheme. In these tribunals there has been intentional retention of provisions that are particular to each of the tribunals.

Changes to the *Workers Rehabilitation and Compensation Act 1988* (the Act) and its regulations cannot be made prior to appropriate consultation taking place with the various

stakeholders who will need to be involved with respect to any changes to positions of policy that the current legislation is based on.

In summary, if there is an inconsistency between a provision of the Act and a provision of the *Tasmanian Civil and Administrative Tribunal Act 2021* the provision of the Act prevails. The same applies to the regulations.

## 2 Activities 2020/2021

In 2020/2021 the WRCT was constituted by the Chief Commissioner and a Commissioner. Both appointees to the positions of Chief Commissioner and Commissioner fulfil the eligibility requirements of the Act in that they are Australian lawyers of at least 5 years' standing as Australian legal practitioners.

The functions of the WRCT are as follows:

- to determine all claims for compensation referred to it under the Act.
- to determine such other matters as are referred to it under the Act.
- to exercise the powers conferred and the duties imposed on it in the Act.
- to hear and determine any appeal referred to it under the *Workers (Occupational Diseases) Relief Fund Act 1954*.

The vast majority of the work performed by the personnel of the WRCT is generated in the area of workers compensation.

The WRCT received 1295 referrals.

In addition to the work summarised in section 4 of this report, the WRCT continued to carry out work for other Department of Justice Outputs. In total, the WRCT received \$56,312.50 for hearings relating to the Health Practitioners Tribunal and Motor Accidents Compensation Tribunal, as compared to \$39,312.50 for 2019/2020.

### 2.1 Asbestos Compensation Tribunal

The ACT received 1 referral.

There has been accounting to the Asbestos Compensation Commissioner in the sum of \$2,625.00 in the 2020/2021 financial year. The funding for the ACT is from the Workers Compensation Fund.

### 2.2 Motor Accidents Compensation Tribunal

The MACT received 12 referrals.

A budgetary allowance of \$10,716.00 has been paid by the Department of Justice to cover the administrative costs of the MACT which is shared with the HPT.

The costs of any hearings in the MACT are reimbursed by the Department of Justice. There was one substantive hearing during the 2020/2021 financial year. 8 referrals were resolved during the conciliation process.

### 2.3 Health Practitioners Tribunal

The HPT received 3 referrals.

A budgetary allowance of \$10,716.00 has been paid by the Department of Justice for the administrative and running costs of the HPT which sum is shared with the MACT.

The WRCT charges a fee for HPT hearing time to the Australian Health Practitioners Regulation Authority (AHPRA) pursuant to an agreement that was reached on 1 December 2010 and renewed in 2014.

### 2.4 Anti- Discrimination Tribunal

The ADT received 36 referrals, 17 were referred for inquiry and 19 were requests for reviews of rejections or dismissals.

A budgetary allowance of \$209,649.00 has been made for the administrative and running costs of the ADT. This sum comes from consolidated revenue. WRCT continues to track the costs associated with running the ADT to ensure that the ADT is not funded by the Workers Compensation Fund (non-consolidated revenue).

## 3 WRCT Accommodation

In July 2020, the WRCT and the other tribunals that it operates and administers relocated with the other tribunals and board that form TASCAT to a purpose built and accessible premises located at 38 Barrack Street, Hobart.

The WRCT also leases premises suitable for hearings and conciliations at 1/111 St John Street, Launceston which are made available for hire to other users including the Guardianship and Administration Board, the Mental Health Tribunal and the Tasmanian Industrial Commission. There are video conferencing facilities at the premises in Hobart and Launceston.

Conciliation conferences in relation to matters where the worker resides on the north-west coast of Tasmania are conducted on a monthly basis at rooms at the Devonport Community & Health Service Centre located at 23 Steele Street, Devonport. A modest fee is incurred for the use of these rooms.

As a result of COVID-19, hearings and conciliations have been successfully conducted via Microsoft Teams with parties based in different regions and States.

## 4 Summary of Referrals to the WRCT 2020/2021

### 4.1 Summary of Referrals (by Nature of Referral) received in 2020/2021

NATURE OF REFERRAL	Financial year		
	2018/ 2019	2019/ 2020	2020/ 2021
I32A(4) - Referral for Settlement Approval	141	165	155
I32A(9) – Referral for review of Settlement made within 3 months of Agreement	1		
I43P		1	1
77AB - Employers Liability for Expenses less than \$5000/Liability not accepted	10	10	3
90C - Disagreements About Medical Reviews	2	1	2
97B – Worker entitled during dispute between insurers			1
S138AB(3) - New Act (2010) Election to Claim Damages			1
S138AB-Election to Claim Damages	6	2	5
S143 - Injury Management Notifications	10	12	9
S37 – Effect of Failure to Give Notice of Injury	1	1	
S42-Reference of Claims for Compensation to the Tribunal	134	147	123
S60A-Application for Interim Orders	9	6	2
S67-Amount of compensation in case of death		1	
S67F-Dispute of liability in respect of death of worker		1	1
S69-Amount of Compensation in case of incapacity	10	7	8
S71-Compensation for Permanent Impairment	67	49	64
S75(3) - Constant Attendant Services or Household Services		1	1
S77AA-Dispute regarding non-payment of expenses	31	26	38
S77-Dispute regarding medical or rehabilitation services	12	14	8
S81A(5)-Dispute liability to continue to pay compensation	11	20	8
S81A-Dispute liability for weekly payments and other benefits	682	786	690
S86(4)-Worker disputing termination or reduction of payment by an Employer	78	88	64
S87 - Application for Tribunal to consider weekly payments beyond age 65	4	4	4
S88 - Application to review weekly payments	154	177	107
Grand Total	1363	1519	1295

### 4.2 Total Referral Numbers by Year

Financial Year			
2017/2018	2018/2019	2019/2020	2020/2021
1264	1323*	1519	1295

\* This total differs to the total reported in paragraph 4.1 because occasionally a new referral will refer a worker's claim to the Tribunal under more than one section; e.g. s42 and s71 or s42 and s60A

#### 4.3 Initial Dispute rate (section 81A) in respect of the Tasmanian Workers Compensation Scheme

Year	Total Number of Workers Compensation Claims (as reported to WorkSafe Tasmania)	Number of s81A referrals	Percentage
2017/2018	7171*	624	8.70%
2018/2019	7868*	682	8.67%
2019/2020	7609*	786	10.33%
2020/2021	7623	690	9.05%

\* These numbers differ to previous reports due to updated information being provided by WorkSafe Tasmania as to actual claim numbers in each financial year.

#### 4.4 Number of s81A referrals followed by the lodgement of a s42 referral

The WRCT received 690 section 81A referrals in 2020/2021. Of those 690 referrals 53 workers (approximately 7.7%) went on to file s42 referrals and to commence the conciliation process in respect of their disputed claim. This represents a decrease from the figure in 2020/2021 of 8.1%.

## 5 Initial Disputes – Section 81A Referrals/Section 77AB Referrals

Referral Section	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021
77AB - Employers Liability for Expenses less than \$5000/Liability not accepted	10	10	10	3
S81A-Dispute liability for weekly payments and other benefits	624	682	786	690
<b>Total</b>	<b>634</b>	<b>692</b>	<b>796</b>	<b>693</b>

#### 5.1 Finalisations of s81A and s77AB Referrals

How Section 81A and Section 77AB Referrals were finalised	
In Progress as at 30 June 2020	5
No Reasonably Arguable Case	8
Consent Reasonably Arguable Case	372

How Section 81A and Section 77AB Referrals were finalised	
Discontinued	8
Reasonably Arguable Case	299
Dismissed for want of jurisdiction	1
<b>Total</b>	<b>693</b>

## 5.2 Average days for the Resolution of s81A and s77AB Referrals lodged and finalised in 2020/2021

Outcome	Number	Average Days to Finalisation
No Reasonably Arguable Case	8	65
Consent Reasonably Arguable Case	372	17
Discontinued	8	12
Reasonably Arguable Case	299	19
Dismissed for want of jurisdiction	1	7
<b>Average Days Regardless of Resolution Type</b>	<b>688</b>	

## 5.3 Nature of Injury in respect of s81A and s77AB Referrals

Section 81A and Section 77AB Referrals By Nature of Injury	
Abdomen	4
Ankle	13
Arm	28
Back	106
Ear (inc hearing loss)	9
Finger	4
Foot	8
Hand/Wrist	37
Head	5
Hip	8
Knee	44
Leg	15
Neck	23
Psychological	286
Shoulder	67
Other	36
<b>Total:</b>	<b>693</b>

Approximately 41% of disputed claims were for psychological injuries.

## 5.4 Non section 81A/77AB Referral numbers

Referrals other than Initial Dispute Referrals			
2017/2018	2018/2019	2019/2020	2020/2021

630	631	631	602
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## 5.5 Referrals by Nature of Injury for Referrals other than s81A or s77AB

Referrals by nature of injury (other than section 81A/77AB)	
Ankle	12
Arm	17
Back	109
Ear (inc hearing loss)	5
Face	5
Hand/Wrist	21
Head	5
Hip	19
Knee	38
Leg	10
Neck	2
Psychological	111
Shoulder	76
Other/Unspecified	172
Total:	602

Approximately 18% of these referrals related to claims for a psychological injury.

## 6 Conciliation Process

All matters referred to the WRCT with the exception of referrals pursuant to section 81A, 67F, 132A and 60A must follow the conciliation process.

The conciliation process consists of two stages. The preliminary stage consists of a number of teleconferences conducted by the Registrar or Deputy Registrar with the parties during which:

- the issues in dispute are identified;
- parties agree to time frames in which any necessary investigations such as medical or factual assessments are to be undertaken;
- there is discussion about the claim generally in order to obtain concessions where appropriate in respect of any facts, law or procedure.

The WRCT ensures matters progress in an expeditious manner to conciliation if an agreement is unable to be reached in this preliminary phase.

Once it is determined and agreed by all parties that they have completed any necessary investigations, the matter will proceed to a conciliation conference. This is a face to face meeting of all parties to the reference. Discussions are on a “without prejudice” basis and parties are required to attend and participate in a conciliatory manner.

If a claim remains unresolved at the conclusion of a conciliation conference the conciliator will certify the matter ready to progress to an arbitrated hearing. If the parties are genuinely ready for an arbitrated hearing at the end on the conciliation process, there is currently little delay in setting the matter down for hearing.

## 6.1 Average Days to finalisation for matters resolved in Conciliation

Referral Type	Number	Average Days to Resolve
I32A(4) – Referral for Settlement Approval	151	7
I43P	1	34
90C – Disagreements About Medical Reviews	2	197
S138AB – Election to Claim Damages	3	91
S143 – Injury Management Notifications	6	110
S42 – Reference of Claims for Compensation to the Tribunal	74	141
S60A – Application for Interim Orders	2	59
S67F – Dispute of liability in respect of death of worker	1	25
S69 – Amount of Compensation in case of incapacity	7	122
S71 – Compensation for Permanent Impairment	37	134
S77AA – Dispute regarding non-payment of expenses	25	122
S77 – Dispute regarding medical or rehabilitation services	6	123
S81A(5) – Dispute liability to continue to pay compensation	6	155
S86(4) – Worker disputing termination or reduction of payment by an Employer	35	182
S87 – Application for Tribunal to consider weekly payments beyond age 65	3	38
S88 – Application to review weekly payments	69	156
<b>Total</b>	<b>428</b>	<b>78</b>

It should be noted when considering the above table that in many respects the time frame in which a matter can be resolved during either the preliminary or face to face stage is outside of the WRCT's control as there can be many delays by one party or both in providing medical evidence. This is by no means a criticism of the parties because on many occasions this is outside of their control due to the delay in obtaining appointments with and reports from treating or independent doctors/specialists. There is also a practice of expanding negotiations with respect to a dispute before the WRCT in order to consider a settlement of the claim for compensation in its entirety and this of itself takes the parties longer to prepare for.

## 7 Arbitrated Hearings

An arbitrated hearing is held before the Chief Commissioner or Commissioner sitting alone. A party to a proceeding may, with the approval of the WRCT, be represented by a person of that party's choice. A proceeding is to be heard in private unless all parties agree the proceeding may be open to the public.

The WRCT is not bound by the rules of evidence but may inform itself on any matter in such manner as it thinks fit and the proceedings shall be conducted with as little formality and technicality and with as much expedition as the requirements of the Act and a proper consideration of matters to be resolved permit. However these provisions do not displace the WRCT's obligation to afford procedural fairness to the parties and to ensure that the principles of natural justice are followed.

Although the initial intent of the architects of the Act may have been to have an informal and non-adversarial system, the reality is that many workers compensation matters involve complicated determinations of law, findings of fact and the weighing of expert medical opinion. Given the significant value of the entitlements which are the subject of workers compensation disputes, the parties not surprisingly require determinations which are transparent and in accordance with the law. The WRCT hearings therefore remain more akin to an adversarial model rather than an inquisitorial one, but the WRCT can be expected to be less formal and more flexible in relation to proceedings and the adducing of evidence than a court of law. However, action taken by the Tribunal which strays away from the generally accepted rules of evidence or procedure is likely to be closely scrutinised where there is a prospect that the other party will be prejudiced or where justice would be unlikely to be served.

All determinations of the WRCT (except for those in respect of uncomplicated section 81A references where in most cases determinations are made at the time of the hearing) are in writing and are published on <http://www.austlii.edu.au/au/cases/tas/TASWRCT>.

## 7.1 Matters Resolved at Arbitrated Hearings in 2020/2021

The timeframe in which a matter can be resolved by way of hearing is outside of the WRCT's control because from the time a referral is filed it must follow the conciliation process prescribed in Division 2 of Part V of the Act. During conciliation many delays can occur but the most common is the delay encountered by one or both parties in obtaining the necessary expert medical opinion which supports the case being advanced. As already stated in this report, this is by no means a criticism of the parties because on many occasions this is outside their control due to the delay in obtaining appointments with, and reports from, treating or independent doctors/specialists. Delays can also occur in respect of the availability of parties and witnesses. The simple reality is parties and their witnesses fall ill, take holidays or have conflicting commitments which result in their unavailability for a hearing. Although it is not ideal, the WRCT will part hear a matter and take evidence from the unavailable witness at a later date in an effort to progress a matter. However, if the matter does not settle prior to the commencement of the hearing or during the hearing, the matter cannot be finalised until evidence is taken from the unavailable witness at a later date.

Matters Resolved at Arbitrated Hearings Regardless of Lodgement Date	Total
81A No Reasonably Arguable Case	8
Reasonably Arguable Case	299
Resolved After Hearing - Applicant Unsuccessful	4

Matters Resolved at Arbitrated Hearings Regardless of Lodgement Date	Total
Resolved After Hearing Applicant Successful	2
Resolved After Hearing Commences	2
Resolved After Notice of Hearing Issued	14

## 8 Total Referrals Finalised in 2020/2021 regardless of Lodgement Year\*

\*These statistics do not include data from June 2021

The WRCT finalised 1254 referrals in the 2020/2021 financial year regardless of their year of lodgement. Of the 1254 referrals, 901 were matters lodged within the 2020/2021 financial year with the remaining 353 being referrals lodged in prior years. Just on 78% of matters filed in this financial year were therefore finalised in this financial year.

Finalisation Period	2020/2021
1 Month	760
1-3 months	132
3-6 months	176
6-9 months	131
9-12 months	123
Total	1254

## 9 Approval of Settlements – Section 132A(4) Referrals

Amendments to the Act which came into effect on 1 July 2010 place restrictions on claims being settled in exchange for lump sums by agreement within 2 years of injury. The WRCT must approve such a settlement. The WRCT is required to take into account whether all reasonable steps have been taken to enable the worker to be rehabilitated, retrained or return to work, or the worker has returned to work, that the worker has received independent financial and/or legal advice paid for by the employer, that any section 71 entitlement has been considered or that special circumstances apply and the proposed settlement is in the worker's best interests.

In the 2020/2021 year the WRCT received 155 s132A(4) referrals. A total of 147 were approved. The average number of days to resolve a reference of this nature is 7. In the majority of cases the time to resolve is considerably less however a number of the referrals received required further information prior to approval which took the parties' time to provide and which led to an increase in the average time to resolve.

## 10 Injury Management, Rehabilitation and Return to Work

The WRCT is now able to assist parties where disputes in relation to injury management, rehabilitation or return to work under Part X of the Act occur. Workers, employers, insurers or injury management co-ordinators may refer disputes to the WRCT for informal conciliation. This service is provided in a prompt manner. If the conciliator is unable to resolve the issue it will be referred to a Commissioner for consideration at an early stage which will assist in ensuring that rehabilitation efforts remain in place.

The number of notifications in 2020/2021 was 9 whereas in 2019/2020 the figure was 13.

The majority of these were resolved during the conciliation process with only a few progressing to a s42 referral for determination by the WRCT.

## 11 Appeals to Supreme Court of Tasmania

Any party aggrieved by any determination, order, ruling or direction of the WRCT on a point of law may appeal to the Supreme Court of Tasmania.

6 appeals were filed in the Supreme Court of Tasmania.

The following table indicates their progress.

APPEAL OUTCOME	Matter Count
Dismissed	2
Upheld	1
Withdrawn	1
Decision Pending	2

## 12 Review of Legislation

On 1 December 2020, the WorkCover Tasmania Board agreed to re-establish the Legislative Review and Advisory Committee. The purpose of this committee is to support and advise the Board on matters relevant to the *Workers Rehabilitation and Compensation Act 1988*, the *Work Health & Safety Act 2012* and the *Asbestos-Related Disease (Occupational Exposure) Compensation Act 2011*. The membership comprises Alison Clues (Chief Commissioner of the WRCT), Graham Wood (a Board member with extensive experience in the conduct of workers compensation matters), and Ginna Webster (Chair of the WorkCover Board). It was proposed that the Committee meet for 1.5 hours, three times

in 2021. The first meeting took place on 28 April 2021. At that meeting the following issues in relation to the *Workers Rehabilitation and Compensation Act 1988* were discussed:

- (a) Proposed amendments to:
- Section 87 to fix an anomaly in the Act relating to cessation of weekly payments to workers injured after retirement age.
  - Section 27 to allow a presumption as to the cause of certain diseases in relation to firefighters.
  - Section 35 relating to effective service of claims and medical certificates (particular consideration given to serving these documents electronically, which is currently not allowed unless the employer gives specific consent).
- (b) National impairment guidelines
- (c) Issues relating to post-traumatic stress disorder (PTSD).

Sections 87 and 27 are likely to be formally amended by legislation in the near future. The remaining matters are currently the subject of independent reviews being conducted for the benefit of the Board.

## 13 Legislative Amendments

There were no legislative amendments in the 2020/2021 financial year. The next annual report will include a number of amendments to the relevant legislation and regulations due to the implementation of TASCAT and the expiration of the *Workers Rehabilitation and Compensation Regulations* (expired 13 July 2021) and the *Asbestos-Related Diseases (Occupational Exposure) Compensation Regulations* (expired 26 October 2021).

## 14 Report on Financial Statement

<b>Operating Expenditure</b>			
	<b>Budget</b>	<b>Actual</b>	<b>Variance</b>
Total Salary Related Expenditure	\$962,643.00	\$877,523.38	\$85,119.62
Total Non-Salary Related Expenditure	\$605,113.04	\$559,999.06	\$45,113.98
<b>Total Operating Expenditure</b>	<b>\$1,567,756.04</b>	<b>\$1,437,522.44</b>	<b>\$130,233.60</b>

TOTAL EXPENDITURE	
2014/2015	\$1,266,360
2015/2016	\$1,371,798
2016/2017	\$1,335,958
2017/2018	\$1,328,915
2018/2019	\$1,336,598
2019/2020	\$1,325,101
2020/2021	\$1,437,522

Given the anticipated establishment of TASCAT on 5 November 2021, there will need to be a review on how the budget is determined for the WRCT and the other tribunals which are administered and operated by the personnel of that tribunal.

As Chief Commissioner I fully support TASCAT and the benefits associated with that amalgamation. However, some caution will need to be exercised to ensure separation between the costs of the WRCT which is funded by the Workers Compensation Fund (non-consolidated revenue) and the other tribunals that I am responsible for (ACT, ADT, HPT and MACT) as well as the new tribunals and board that form TASCAT which are funded by consolidated revenue.

## 15 Intent for 2021/2022

To continue to work with the President of TASCAT and various stakeholders to achieve the main objectives of TASCAT including:

- (a) The promotion of independence in decision making, natural justice and procedural fairness, high quality, consistent decision making as well as transparency and accountability.
- (b) To be accessible by being easy to find and easy to access, and to be responsive to parties, especially parties with greater needs for assistance than others.
- (c) To ensure that all matters referred to the WRCT are processed and resolved as quickly as possible while achieving a just outcome, including by resolving disputes through high quality processes and the use of conciliation.
- (d) To keep costs to parties to a minimum.
- (e) To use straight forward language and procedures.
- (f) To act with as little formality and technicality as possible.
- (g) To be flexible in the way in which the WRCT conducts its business and to adjust its procedures to best fit the circumstances of a particular case.

- (h) To consult with the WorkCover Board, the Regular Users Group and any other agency, organisation or body that is appropriate.
- (i) To assist in the formal development of appropriate KPIs including referral/workload trends, timeliness between receipt of referral and final determination, clearance rates and complaints process including timeliness to respond.
- (j) To accept speaking engagements to discuss and explain the work of the WRCT to stakeholders and the public.
- (k) To assist in the teaching of the workers compensation unit of the Legal Practice course to those who have completed their law degree and who are seeking admission to practice.
- (l) To Chair meetings of the WRCT Regular Users Group (see section 16 below) in order to improve practice and procedure.

## 16 Regular Users' Group

The Regular Users Group was formed in late 2017. The purpose of the group is to provide a consultation mechanism which involves frequent WRCT users. The role of the group is to provide feedback and suggestions on operational and policy issues relating to the services predominantly provided by the WRCT, which is the busiest tribunal under the WRCT umbrella. The group comprises practitioners from the northwest, north and south of the State. Its members comprises legal representatives for employers, insurers, self-insurers, workers and the State. It meets according to needs.

The last formal meeting was on 10 December 2020. At that meeting the National Certificate of Capacity was extensively discussed and formal submissions were made by one of the members of the group (C McKenzie) to the representatives of the Electronic Claim Form and Medical Certificate Group. Also, the form of an Information Sheet to be sent to workers involved in the s81A process under the Act was settled. The Information Sheet explains in plain English the process involved and the test to be applied at that preliminary hearing. It has resulted in a greater understanding by workers of the procedure and less time spent by Registry staff attempting to explain the procedure to workers by telephone.

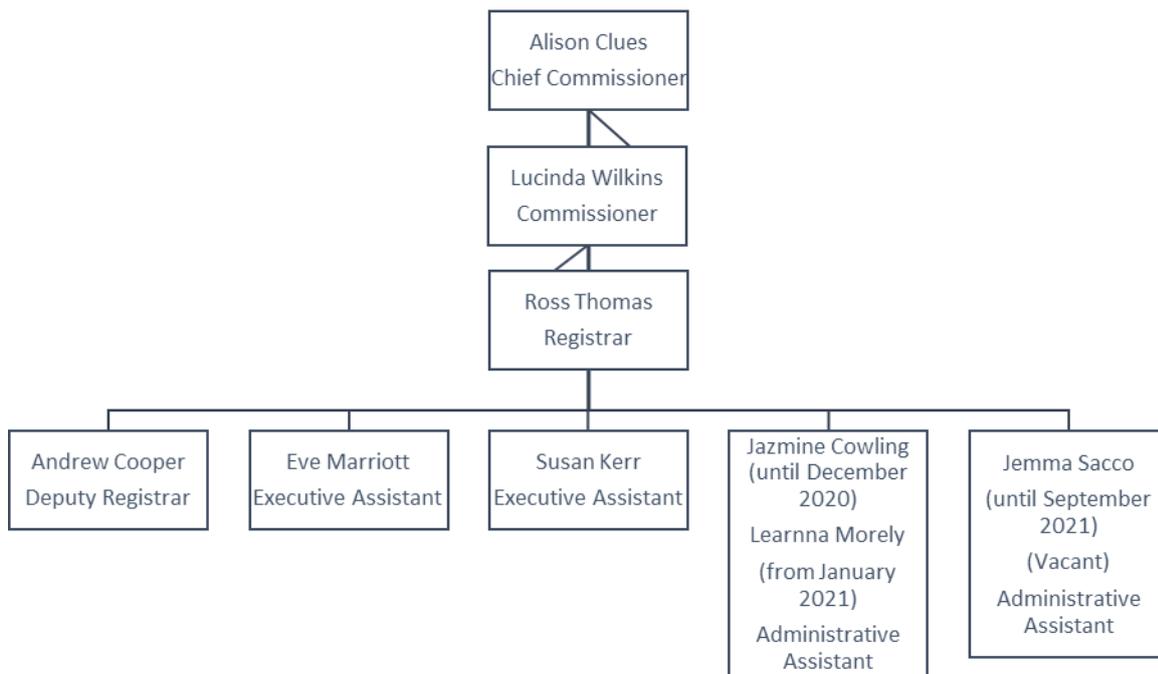
## 17 COVID-19

COVID-19 has not negatively impacted the operation of the WRCT at all. In fact as a result of COVID-19 the WRCT has adopted more efficient methods associated with filing documents and attending the WRCT via Microsoft Teams.

## 18 Members of WRCT & Staff

The staff of the WRCT during 2020/2021 are noted on the diagram on the following page. I am pleased to report that the majority of the WRCT staff are long standing employees who have significant knowledge and experience in WRCT matters. As a result of this as well as dedication and hard work, the WRCT, as well as the other tribunals that are administered and operated by the same staff, run efficiently and effectively. I wish to personally thank the WRCT staff as well as Commissioner Lucinda Wilkins for their commitment to their roles and support throughout the year.

Personnel of Workers Rehabilitation and Compensation Tribunal as at 30 June 2021



A M Clues  
Chief Commissioner