

CEO statement to our key stakeholders re COVID-19 pandemic

I would like to assure you, as one of our valued key stakeholders, that WorkCover Queensland has been working hard over recent weeks to ensure we are fully prepared for the impact of COVID-19.

Our aim is to ensure we continue to support, and deliver services to, our customers, minimising any disruption caused by this pandemic.

As of today, our people are successfully working remotely via our business continuity plan to ensure our customers' needs are met and our business operations continue to run.

We understand that as well as our customers, providers and stakeholders are facing their own challenges, but despite this we have also been receiving offers of assistance. I am pleased to confirm though that we expect to continue to deliver our services as we are currently.

Like all businesses, our fund is likely to be impacted financially ultimately but we are in as best a position as we could possibly be given our investment fluctuation reserve.

I would encourage you to go, and for you to refer your members, to our [website page on coronavirus](#) which we are continuing to update along with WHSQ for risk management advice.

On our website, we also have [frequently asked questions](#) to help [workers](#), [employers](#) and [medical and allied health/legal](#) providers with specific questions related to each of these groups. Our contact centre also remains open to assist, by phoning 1300 362 128.

Some key points to note at this time are that we are:

- reassessing employers' premium and providing payment plan deferrals/extensions
- continuing to receive and determine new claims, including those for coronavirus
- working with medical/allied health/legal providers to ensure claims management continuity.

Our thoughts are with everyone at this time including you and your members.

Kindest regards



Bruce Watson

CEO

30 March 2020