

## **Subject: WIRO Solutions Group Response to COVID-19 (24/03/2020)**

I am writing to provide further information about WIRO's response to COVID-19. I would appreciate you notifying your member insurers.

The NSW Government has encouraged employees, wherever possible, to work from home. WIRO already has a substantial capacity to enable this, including electronic files and a case management system which can be used remotely by our staff.

WIRO is now taking further steps to support all staff to work from home.

While much of WIRO's work is undertaken using email, we receive most complaints and inquiries from injured workers by telephone. Our telephony system does not support remote working. Given this, we are taking additional steps to encourage contact with us using our online forms or by email. This includes the following steps, which we will commence on **Wednesday 25 March 2020**:

1. The WIRO website and IVR messaging will be updated to strongly encourage injured workers to their representatives to lodge complaints or enquiries online through filling out the form on our website – <https://wiro.nsw.gov.au/injured-workers/make-a-complaint> or by emailing [complaints@wiro.nsw.gov.au](mailto:complaints@wiro.nsw.gov.au).
2. For those who cannot contact us online, we will offer the option of leaving a telephone message. We will regularly monitor for any messages and return the telephone call as soon as we are able, and at the latest within 2 working days.
3. WIRO team members will, wherever necessary, make outbound telephone calls to injured workers or their representatives and insurers.

In addition, we will be slightly reducing WIRO's operating hours, which will change to 8:30am - 5:30pm.

Reducing business hours will enable more flexible rostering of our teams and allow us to better respond to any reduced staff availability. Out-of-hours callers will be strongly recommended to contact us through our on-line webform and will be offered the option of leaving a message if necessary.

We do not envisage these changes impacting on the way we work with insurers.

Our current view is that, subject to matters such as any increased illness as a result of COVID-19 or reduced staff availability due to carer responsibilities, the Solutions service will continue to be delivered, notwithstanding the disruptions above.