

## **Subject: WIRO Solutions Group Response to COVID-19 (22/04/2020)**

I am writing to provide further information about WIRO's response to COVID-19.

I want to thank you again for your cooperation during this pandemic period.

As you may recall from my previous email on 24 March 2020 (below), WIRO's telephony system did not support remote working. Therefore, we made the decision to cease taking live calls and we encouraged customers to go online. For customers who could not go online, the option to leave a voice message remained.

Since then, the Department of Customer Service's IT team made significant progress to fast track an upgrade of our telephony system. It now supports remote working. Therefore, we were able to switch on the telephone queue from Wednesday 22 April 2020.

Even though our team is now able to take live calls, we are still encouraging customers to contact us online where possible. We are upgrading our web forms to provide greater integration with our internal software systems. This will improve our ability to deal with enquiries or complaints that are lodged online.

We are maintaining our operating hours of 8:30am – 5:30pm. This enables more flexible rostering of our teams and allow us to better respond to any reduced staff availability.

Our view remains that, subject to matters such as any increased illness as a result of COVID-19 or reduced staff availability due to carer responsibilities, WIRO's services will continue to be delivered to a high standard.