



3 December 2019

Media release

Ombudsman's follow-up investigation welcomed

Maurice Blackburn welcomes the release of the Victorian Ombudsman's Follow-up investigation into the management of complex workers compensation claims by WorkSafe and the five insurance agents it outsources claims management to.

Ombudsman Deborah Glass announced the follow-up investigation to her 2016 report after receiving 700 complaints about the handling of workplace injuries claims in 2017-18 and another 800 complaints in 2018-19.

Maurice Blackburn Principal lawyer Gino Andrieri said the firm had had extensive experience representing injured workers in their fight for compensation and today's report reflects the experiences of many clients.

"We welcome today's report, which raises a number of key findings and issues that affect injured workers," Mr Andrieri said.

"Many of the findings reflect the experiences of our clients, and while these findings are concerning, we are pleased to see a spotlight being shone on these issues to hopefully improve the process longer-term for injured workers.

"We are pleased that the Victorian Government is acting on the Ombudsman's findings and look forward to continuing consultation to address the issues raised so that injured workers are treated fairly," he said.

Media inquiries:

Andrea Petrie at Maurice Blackburn

T: 0412 655 264

E: apetrie@mauriceblackburn.com.au

www.mauriceblackburn.com.au

[@wefightforfair](https://www.instagram.com/wefightforfair)

