

WorkCover  
QUEENSLAND



2024–2028

Corporate Plan

# Corporate Plan 2024–2028

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## Who we are

WorkCover Queensland is the main provider of workers' compensation insurance in Queensland. We are a government owned statutory body established under the *Workers' Compensation and Rehabilitation Act 2003*.

### Our vision

To be the best workers' compensation insurer and make a positive difference to people's lives.

### Our purpose

We partner with and support our customers to keep Queenslanders working, through:

- Trusted partnerships which underpin our focus on return to work outcomes
- Tailored quality experiences for workers and employers
- Creating value for business through innovative and sustainable outcomes
- Influencing and investing in injury risk reduction.

## Our values

### Excellence

To deliver outcomes that are highly valued by our customers

### Integrity

To always do the right thing

### Responsiveness

To provide an experience that meets the individual needs of our customers

### Respect

To be considerate of the rights and dignity of everyone

## Our customers

Our customers are employers and injured workers, supported by various stakeholder groups.

## Challenges

- Ensuring the **financial sustainability** of the fund
- Proactively managing the increasing frequency, costs and poorer outcomes of workplace **mental injuries** for the Queensland community
- External ecosystem **risks and trends** are increasing in nature and complexity
- **Modernising our business** and digital operations in the context of our legacy systems
- Aligning our **people capability** with evolving business **needs**
- **Engage and influence** customers and **stakeholders** to minimise the risk and cost of workplace injuries and improve return to work outcomes
- **Timely access** to treatment, rehabilitation and return to work support.

*Prepared by the WorkCover Queensland Board of Directors for the Minister for State Development and Infrastructure, Minister for Industrial Relations and Minister for Racing. Agreed by the Minister for State Development and Infrastructure, Minister for Industrial Relations and Minister for Racing on 11 June 2024.*

## GOALS



### **Purpose-driven culture**

Foster a culture where our people can strive for excellence to shape the future of workers compensation



### **Operational excellence**

Improve how we work to maximise value for our customers and our stakeholders



### **Future focused**

Modernise our systems and technology to become a digital and data enabled enterprise



### **Valued experiences**

Care for and support injured workers and employers by engaging collaboratively

## STRATEGIES

- Transform claims management by improving outcomes, strengthening relationships, and implementing strategies for mental health injuries, ensuring strong outcomes and financial sustainability.
- Align enterprise transformation with strategic priorities ensuring people, process and technology are working together to support value delivery now and into the future to allow us to succeed in a digitally native world.
- Empower individuals to be accountable, enhance and showcase their capability, and deliver in their roles efficiently.
- Collaborate with the Queensland community, prioritise customer-centric experiences, and partner with stakeholders to enhance safety, return-to-work initiatives, and injury prevention programs.
- Cultivate a culture of shared responsibility for preventing harm in the workplace and harness the dynamic strength of diverse and inclusive teams.

## PERFORMANCE INDICATORS

- Average weekly compensation paid days
- Average annual statutory claim cost
- Final return to work (RTW) %
- Average common law claim cost
- Funding ratio
- Average premium rate (target)
- Breakeven premium rate
- Management and levy expense rate
- Customer experience measure (injured workers and employers).