

About WorkCover

Who we are

WorkCover Queensland is a self-funded statutory body providing workers' compensation insurance since 1997. Over the 2019–2020 year, we provided tailored insurance solutions to more than 163,000 Queensland businesses.

WorkCover strives to maintain the lowest possible average premium rate by continuously investing in efficient online customer services and experienced in-house claims management capability to support employers and make a positive difference to the lives of injured workers.

We maintain high return to work rates by partnering with our customers, unions, industry associations, medical and allied health providers and the legal profession.

We are passionate about striking the right balance between keeping premium costs low for employers and providing injured workers with access to rehabilitation and the best possible return to work support.

Working together

WorkCover partners with various government agencies and key stakeholders to give Queensland businesses and the broader community efficient access to specialist advice on safety, rehabilitation, return to work and workers' compensation matters.

Minister for Education and Minister for Industrial Relations	Develops workers' compensation and workplace health and safety legislation.
Office of Industrial Relations	<p>Workplace Health and Safety Queensland</p> <p>Enforces workplace health and safety laws and educates stakeholders on their legal obligations.</p> <p>The Workers' Compensation Regulator (the Regulator)</p> <p>Regulates the Queensland workers' compensation scheme, including self-insurers and is a facilitator of legal and medical resolutions, educator and promotor of the scheme on behalf of all stakeholders.</p> <p>The Electrical Safety Office</p> <p>Develops and enforces legislative and compliance standards to improve electrical safety.</p>
WorkCover Queensland	Provides and manages workers' compensation insurance for Queensland employers and workers.

Customer service commitment

WorkCover Queensland is committed to putting the customer first and providing quality experiences. We partner with our customers and stakeholders to deliver innovative and sustainable outcomes, creating value for Queensland businesses and workers.

Our values of excellence, integrity, responsiveness and respect are incorporated into everything we do. Our people also aim to live our customer strategy principles – easy, fair and transparent, empowered, consistent and valued – with every customer interaction.

Service

WorkCover's aim is to deliver excellent customer service and to make doing business with us easy. We will always strive to meet our customers' expectations by:

- personally answering calls during business hours
- listening first, then responding in a timely way
- communicating openly and in plain language
- providing contact details of a person to assist
- being fair and impartial in all our interactions.

Engagement

WorkCover cares about its customers and stakeholders and engages with them in a positive way for mutual benefit through:

- understanding individual requirements
- asking how we can improve
- providing regular updates
- proactively building relationships
- offering value added services.

Recovery from injury

WorkCover is here to support the often difficult and emotional experience of a work-related injury. We are committed to assisting people to recover at work and liaising with all parties involved to achieve the best possible outcome by:

- communicating regularly with everyone involved
- undertaking necessary rehabilitation
- facilitating an early and safe return to work, subject to fitness and capability
- providing support to reduce the impact of the injury
- assisting to reduce the disruption an injury can cause.

Information and feedback

WorkCover values customer and stakeholder feedback to help continually improve services. We are also committed to protecting the privacy of our customers. We take all reasonable precautions to protect the information given to us by:

- storing personal information securely
- allowing access to information quickly and easily.