

# Working together with our customers and stakeholders to improve outcomes

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## Education and engagement activities

As COVID-19 restrictions eased over the year, we welcomed opportunities to meet with our customers and stakeholders at both in-person and online events for educational and engagement purposes. In 2021–2022, WorkCover supported a number of stakeholder events including:

- Participated in the AiGroup mental health and aged care events in June 2021 and October 2021
- Presented a session about mental injuries for Clubs Queensland in November 2021
- Presented a series of introductory sessions about WorkCover and mental health claims to general practitioners, first year registrars and medical students at:
  - Albany Hills Radius Medical Centre in September 2021
  - General Practitioners Training Queensland in September 2021, and February and March 2022
  - Griffith University, as part of our ongoing partnership with the institution between 2021–2022
- Presented a session about WorkCover for small business owners at a Logan Chamber of Commerce breakfast in February 2022
- Presented sessions discussing mental health and common law at the Association of Self Insured Employers of Queensland’s (ASIEQ) Conference in March 2022
- Travelled to Townsville to present at the North Queensland Work Well Conference in May 2022
- Presented at the Multicultural Small Business Expo hosted by the Department of Employment, Small Business and Training, as part of the Queensland Government’s Small Business Month in May 2022
- Hosted and facilitated a series of hazardous manual handling virtual and in-person sessions in collaboration with the Office of Industrial

Relations and Workplace Health and Safety Queensland in May and June 2022

- Travelled to Cairns to participate in a small business exhibition with the Chamber of Commerce and Industry Cairns in June 2022
- Hosted a customer event for Gold Coast-based businesses in June 2022 with industry experts presenting on the importance of mentally healthy workplaces and best practice in supporting workers with mental injuries
- Our Board members participated in an employer visit on the Gold Coast in June 2022
- Hosted a stakeholder networking event in June 2022
- Participated in the annual ASIEQ Self-Insurer Licences Holder event in June 2022

## Webinars

- Hosted our [common law webinar series](#), co-presented with our panel lawyers, now in its third year
- Presented introductory sessions about Working with WorkCover Queensland for the Australian Rehabilitation Providers Association (ARPA) and the Australian Physiotherapy Association (APA) in February 2022, and
- Hosted our first Premium Masterclass webinar for customers, providing them with a high-level introduction to premium calculation, ahead of our annual policy renewal season in June 2022.

## Expansion of WorkCover’s Injury Risk Reduction Initiatives (IRRI) program

With the support of occupational injury experts and our allied health return to work panel, we worked closely with our key stakeholder groups (including unions and industry bodies) to develop and implement pilots with selected employer groups.

Pilots rolled out in 2021–2022 included:

- partnering with Growcom and WHSQ to develop and deliver injury prevention and management material to the horticulture industry
- piloting an ambassador program to minimise occupational violence to prevent physical and mental injury in the health and community service sector, and
- developing a job task inventory and distributing material to prevent injuries in community clubs in collaboration with Clubs Queensland.

In addition to new pilots, previously implemented pilots were expanded:

- The aged care and disability mobility screening tool to prevent patient handling injuries was successfully trialled with another large employer in the sector
- Onsite support services for mental health were successfully rolled out to meat manufacturing employers, which was then rolled out to another employer in the manufacturing industry, and
- Outcomes from our trial of innovative technological solutions to minimise forklift injuries led to the development of a working party through the Manufacturing Industry Sector Standing Committee.

Many of the pilots were delivered in regional areas in Far North Queensland, Darling Downs and the Sunshine Coast. A previous pilot resulted in a national roll out with [Steering Healthy Minds](#), an industry collaboration which delivers a mental health peer support network for transport industry workers.

After completing initial discovery work during 2021–2022, we will look at facilitating pilots in other industries in 2023, as well as providing continuous support to several of our previous initiatives.

## Improving customer experience through research insights and co-design

In 2021-2022, we obtained feedback from approximately 12,500 customers across our survey feedback platforms and interviewed workers, employers, providers, and our people.

We have continued to build on the insights collected across the lifecycle of a claim and policy, with surveys sent to customers as they proceed through key stages of the journey: claim determination, recovery and return to work, and claim closure. We also continued to collect quarterly feedback on the overall experience workers and employers had with us. This ongoing feedback allows us to engage with our customers, provide positive feedback to our people, and identify opportunities for continuous improvement.

Over the past 12 months, we conducted other specific research and design initiatives, and started implementing outcomes. This includes:

- refining the current claim journey map looking at the role of employers, workers, our people, and our systems during the course of the claim
- co-designing communications with our people and injured workers to provide extra guidance when using the Worker Assist app, and
- continuing to update written communication letters, so they are more customer focused and easier to understand, with clear next steps.