

CORPORATE PLAN 2020–2024



Corporate Plan 2020–2024

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

- Trusted partnerships 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 injured workers and employers, supported by various stakeholder groups.

Challenges

- Maintain return to work rates, control costs and support customers in a challenging economic and financial environment, while maintaining a financially sustainable fund
- Emerging trends in claims including COVID 19, mental injuries, silicosis and other respiratory conditions
- Evolve the claims management model and the capability of our people to support the changing workforce and nature of injuries
- Engage with and influence customers and stakeholders to achieve mutually beneficial outcomes including a focus on minimising the risk of workplace injuries and improving the management of injuries and return to work
- Design and deliver products, services and experiences that are valued by our customers, now and in the future
- Continue to develop our technology base to ensure currency and alignment to a digital operating model
- Retain and grow our customer base
- Maintain an engaged, skilled, diverse and capable workforce

Prepared by the WorkCover Queensland Board of Directors for the Minister for Education and Minister for Industrial Relations. Agreed by the Minister for Education and Minister for Industrial Relations on 26 May 2020.

Our goals and performance indicators

Claims management: We work smart and innovate

- We deepen partnerships to create better outcomes
- Optimise the value and efficiency of what we do
- Execute the right projects and activities at the right time
- Explore and test opportunities for innovation and 'disruption'

Performance indicator

- Final RTW %
- Average claims costs (statutory and common law)

Customer: Our customers are at the heart of everything we do

- We understand our customers deeply and deliver valued experiences
- We provide tailored, innovative solutions for our customers

Performance indicators

- Customer experience measure for workers and employers (CX)

People: Our people are remarkable

- Create an environment that inspires our people to make a difference
- Ensure our people are connected to our purpose, which drives positive outcomes
- Enable a continuous learning culture that uplifts the capability of our people

Performance indicator

- Employee engagement index

Corporate: We are financially secure

- Perform at an optimal balance between premium, claims costs and investment return
- Invest in injury management and risk reduction
- Maximise the value of our spend for better return to work outcomes and operational efficiencies
- Maintain our financial stability

Performance indicators

- Funding ratio
- Average premium rate